



Department  
for Transport

# Exploring disabled people's use and experiences of rail in Great Britain

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## Executive summary

This research explores disabled people's perceptions, attitudes, behaviours and experiences of travelling by rail in Great Britain. It is a mode-specific study, focusing on the full end-to-end rail journey, looking in depth at different aspects of rail travel and when and how barriers may be experienced by disabled and non-disabled users of rail, and disabled and non-disabled non-users of rail. It also considers the potential enablers, schemes and initiatives that may support disabled people to travel more by rail in the future. Whilst this research does briefly explore interactions with other modes of transport, the scope of this project limits exploring this in any detail.

## Overview of methodology and sample

These findings represent the data collected via a quantitative survey fielded in May – July 2025. People took part either online or via a telephone interview. The sample for this research included a nationally representative sample of n=2,000 people aged 16+ in Great Britain, and a further n=2,000 disabled users of rail and n=2,000 disabled non-users of rail. A rail 'user' is here defined as someone who has used the rail network in Great Britain in the last 18 months.

Where this report refers to disabled people, this is considered according to the [Social Model of Disability](#). This model says that people are disabled by barriers in society, not by their disability or condition. It is recognised that not all disabled people use this language to define themselves, and the research therefore took a careful approach to defining the qualifying audience.

Accordingly, the definition of 'disabled' respondents includes both those who are disabled under the Equality Act 2010, identified according to the [Government Statistical Service \(GSS\) disability harmonised standard](#), as well as those who declared a condition or disability, but did not self-define under the GSS questions. Further detail on this audience is included in Chapter 3 (Understanding our Disabled Sample).

## Key findings

### Summary

There is a clear opportunity to increase the usage of rail amongst disabled people in Great Britain: only 60% of disabled people have travelled by rail in the last 18 months, compared to 79% of non-disabled people. There is also appetite amongst disabled people who already use rail to travel more often: more disabled users think they are likely to travel more by rail in the next six months (30%) than think they will travel less (12%).

Disabled users have generally positive perceptions of travelling by rail, with most agreeing rail travel is fast (75%), safe (67%) and accessible (66%). However, there are more negative perceptions of affordability, with only 37% agreeing rail travel is affordable – a perception shared by non-disabled users (39%). Expensive or unaffordable tickets are a high-impact barrier that 56% of users and 65% of non-users say either completely prevents, or makes them significantly less likely to travel by rail.

In addition, the potential for delays or cancellations, including inaccessible replacement services, acts as a significant barrier to travel amongst 44% of users and 61% of non-users. There are also emotional barriers, with many disabled users also feeling anxious or stressed about travelling by rail (38%).

Key interventions that could support increased rail usage include greater availability of accessible toilets, accessible and up-to-date information to support smooth journeys, and availability of staff to support travellers who need it.

There is also a clear opportunity to increase awareness and uptake of existing schemes. These include the Disabled Persons Railcard (DPRC): currently, 41% of those potentially eligible for a DPRC are not aware of the scheme. In addition, there is limited awareness of the possibility of using Passenger Assist without pre-booking (30% of disabled rail users), compared to pre-booked Passenger Assist (50%). Increasing understanding that it is possible to 'turn up and go' may in turn support confidence to travel, and improve perceptions of accessibility of the railways.

### Rail usage

Disabled people are significantly less likely to travel by rail in the UK than non-disabled people. The overall proportion of disabled people (GSS definition) who are rail users (have travelled by rail in the last 18 months) has decreased by 7% compared to [previous DfT research \(2020, published 2022\)](#) – with 52% travelling vs. 59% previously. Comparatively, the overall proportion of the total Great British population who are rail users has remained broadly consistent, with 72% travelling by rail now vs. 69% previously. The decrease in the proportion of disabled people who are rail users reflects growth in the size of the UK disabled population outpacing growth in rail use. Passenger Assist and DPRC usage increased over the same period, which may reflect improvements to the Passenger Assist

service and app, alongside cost-of-living pressures increasing the attractiveness of discounted travel.

Regarding trends in disabled passenger usage over time, there are minor methodological differences between the 2020 study and this study which mean comparisons should be treated with caution. Both studies use the GSS definition and comparable methodologies and so the overall direction of the trend is considered robust. However, minor differences in questionnaire design and the research panels used mean that the precise scale of the change is subject to uncertainty.

Those with physical conditions, including those that affect their mobility or challenges with stamina, breathing or fatigue, are significantly less likely to currently use rail than those with sensory or cognitive conditions such as visual conditions or memory challenges.

Once they are travelling by rail, disabled users (i.e. those who are disabled (GSS definition) and those who declare a disability or health condition (but do not meet GSS definition)) travel at a relatively similar frequency to non-disabled users, with just under a quarter of disabled users (24%) using rail weekly. There are differences in how frequently disabled users travel depending on the type of disability experienced: those with sensory conditions, including visual or hearing, are likely to travel more frequently than those with mobility difficulties or challenges with stamina, breathing or fatigue.

Reflecting on changes in their behaviour over time, disabled users are likely to feel they are travelling less often by rail now than before the COVID-19 pandemic, with over a third who travel less frequently suggesting that a rail change has impacted their behaviour, including changes to timetables or facilities/services at the station and on-board trains. However, 2 in 5 who are travelling more often also cited changes to rail, suggesting uneven impacts.

Positively, some disabled users (30%) and non-users (15%) say they are likely to travel more often by train in the next 6 months, indicating a hope or appetite to increase rail travel in the future. However, it is important to note that this is an appetite rather than a strict intention, and it may be the case that certain barriers must be addressed to convert this appetite into actual behaviour change.

## **Attitudes, experiences and barriers**

Disabled users feel that rail travel is safe, accessible and fast, but are less likely to find it affordable. Disabled non-users share these views on affordability and speed, however they are less likely to agree rail travel is safe or accessible. This points to a need to specifically address negative perceptions amongst non-users.

Looking across journey stages, there is room to increase confidence amongst disabled users with accessing information at the station and accessing assistance. Non-users also feel less confident in getting around the station or navigating the platform, likely reflecting the greater proportion of this group who have physical conditions.

Disabled users are more likely to regularly experience more barriers when they travel by train (76% of disabled users) than non-disabled users (61%). Whilst perceived low

affordability is a barrier regularly experienced by disabled and non-disabled users alike, disabled users experience several additional emotional and practical barriers including feeling anxious or stressed about travelling by rail and train delays or cancellations, including inaccessible replacement services. Those with cognitive conditions report experiencing a wider range of barriers, in particular sensory overload and anxiety.

Disabled users also report greater impact of barriers on their likelihood to travel by rail than non-disabled users, with particularly strong impacts from perceived expensive ticket prices and rail delays.

Experiencing barriers impacts disabled people's confidence to travel. In particular, those who have experienced lack of recognition of their needs from rail staff in the past are likely to feel less confident to travel by rail in the future.

## Enablers and schemes

Positively, many of the enablers tested in this research are felt to support increased likelihood of rail travel in the future. In line with affordability being a key barrier, a large proportion of disabled users and non-disabled users alike suggest more affordable fares would encourage increased rail travel in future. In addition, disabled users welcome a number of the ideas tested, including greater availability of accessible toilets, accessible and up-to-date information, and the ability to call or contact someone for support. Disabled non-users select similar ideas, though they also want to see more help points around the station to get information and contact staff.

Specific interventions are particularly appealing to people who experience certain barriers; for instance, those who experienced anxiety or sensory overload are more likely to want to see dedicated accessible quiet spaces. This demonstrates a need for thoughtfully targeted interventions towards different groups.

There is also room to further improve awareness of dedicated support schemes, in particular Passenger Assist without pre-booking. Though the Disabled Persons Railcard is the best known of the schemes tested, there is still opportunity to drive further awareness amongst eligible individuals and then to convert those aware into using it.

# 1. Background and objectives

## Background

The Department for Transport (DfT) is committed to improving the accessibility of the railways. The Department has previously conducted and published two pieces of mode-specific research into [the experiences and attitudes of disabled users of rail \(2017, published in 2019\)](#) and [the experiences and attitudes of disabled non-users of rail \(2020, published in 2022\)](#). This research helped to expand the evidence base of disabled people's experiences using the rail network. However, more up-to-date research focused specifically on rail travel was required, especially in light of shifts in travel behaviour after the COVID-19 pandemic, and the increased pressures on the cost of living.

Therefore, in 2024, the Department commissioned [qualitative research by Verian \(published in 2025\)](#), which comprised an evidence review, a series of in-depth interviews and accompanied rail journeys. Following this study, in 2025, the Department commissioned independent research agency Thinks Insight & Strategy to undertake a survey of disabled and non-disabled users and non-users of rail in Great Britain focused on rail. The objectives included understanding views on rail travel, including barriers and enablers to using rail, and levels of awareness about support schemes and initiatives. This report summarises the findings of this research. The study builds on the previous rail research and the recent qualitative evidence by exploring the experiences of both disabled users and non-users in a single quantitative study, and by enabling robust analysis by subgroups of interest. This research also acts as a baseline from which it is possible to measure ongoing change going forward. In this research, interactions with other modes of transport are briefly explored, such as the challenges of getting to and from a rail station, however the scope of this project limits detailed exploration of this.

## Research objectives

The core aim of this research was to provide quantitative evidence on the experiences, perceptions, attitudes and behaviours of disabled rail users and non-users, in addition to non-disabled rail users and non-users. It will also contribute to the existing evidence base

on rail accessibility, by updating the DfT research with disabled users and non-users that was captured prior to the COVID-19 pandemic and increased cost of living pressures. This research will be used to inform policy development relating to rail accessibility.

## **Research questions**

Specifically, the research aimed to explore questions related to the following themes and research questions. Across all the questions detailed below, it was important to understand how disabled people's experiences and views were different or similar to those of non-disabled people. Additionally, we explored how people with different disability types experienced the rail network, identifying commonalities and differences between those with cognitive, sensory or physical conditions.

### **Understanding the population of rail users and non-users**

- What proportion of the Great British adult population do disabled rail users and non-users represent?
- What is the rate of rail usage amongst disabled people comparable to non-disabled people?
- What is the rail travel behaviour of disabled rail users, in terms of frequency, recency, journey purpose, and future travel intentions?
- Has disabled people's rail travel changed in recent years, and if so, what factors are thought to have impacted this change?

### **Attitudes, perceptions and confidence**

- What are the attitudes and perceptions of disabled users and non-users towards the rail network overall?
- How confident do disabled people feel about travelling by rail, and at different stages of the journey?

### **Barriers to rail travel**

- What are the most prevalent barriers to rail travel amongst disabled users and non-users of rail?
- Which barriers have the most impact on travel behaviours?

### **Enablers, schemes and initiatives**

- What changes to the rail network would enable more disabled people to use rail more often?
- What are disabled users' and non-users' awareness and usage of available support such as the Disabled Persons Railcard (DPRC) and Passenger Assist?

## 2. Methodology

### Sample overview

This research was designed to robustly measure the experiences of a representative sample of disabled people who are users and non-users of the rail network, with the ability to compare to a representative sample of the Great British population as a whole. We used a quota sampling approach to generate a wide-reaching and robust sample, with a blend of online and Computer Assisted Telephone Interviewing (CATI) methods. The total sample size of 6,000 respondents includes:

- a nationally representative sample of 2,000 people aged 16+ in Great Britain
- a representative sample of 2,000 disabled users of the rail network, aged 16+ in Great Britain
- a representative sample of 2,000 disabled non-users of the rail network, aged 16+ in Great Britain

A detailed breakdown of the sample, sampling approach and further information on how fieldwork was conducted is included in Chapter 12 (Appendix C: Technical detail: Methodology and sampling approach) and Chapter 13 (Appendix D: Sample breakdown by key subgroups).

### Methodological approach

This research was broken down into three phases: Design phase, Fieldwork phase 1 and Fieldwork phase 2. Detail on each of these phases are outlined below:

#### Design phase

The research commenced with a short evidence review of existing insights, including the previous DfT studies as outlined in Chapter 1 (Background and objectives), the evidence review carried out by Verian as part of the preceding [qualitative research \(published 2025\)](#) and six additional reports. A full list of sources can be found in Chapter 15 (Appendix F: Evidence review sources).

Following this review of the existing evidence base, a draft questionnaire was designed in collaboration with DfT and the Disabled Persons Transport Advisory Committee (DPTAC), an independent expert committee which provides advice to the government on the

transport needs of disabled people. The draft included questions replicated or evolved from prior research. Questions focused on experiences with 'trains' as this term was found to be more accessible and easily understood than 'rail'. A definition shown to respondents confirmed that this referred to overground trains and did not include the underground, tube or trams.

To validate the design and usability of the survey, 18 cognitive interviews were conducted with disabled participants with a range of different access needs. In addition to this, a specialist disability consultancy (Open Inclusion) was engaged to review accessibility considerations, including the terminology used and the cognitive load of the questioning. In addition, Open Inclusion hosted a focus group with 8 disabled participants, representing a range of access needs, to review and feedback on an early draft of the questionnaire. Recommendations from the cognitive interviews, the consultancy and this focus group were used to refine the final survey design.

## Fieldwork phase 1

An initial fieldwork phase was launched, generating a nationally representative sample of 2,000 people – including 500 responses from disabled people (GSS definition). Quotas were designed on disability status, age, gender, ethnicity, working status, socio-economic status and region, using nationally representative statistics from the Census 2021 (England and Wales), the Census 2022 (Scotland), and the Family Resources Survey 2023-24 to ensure the sample reflected the adult population of Great Britain accurately. Respondents were recruited from research panels and given the option to complete the survey online or over the telephone (CATI) in line with their preferences and access needs.

This phase of fieldwork had 3 purposes:

- to understand the incidence of disabled users and non-users of the rail network
- to understand the profile of disabled users and non-users of the rail network
- to provide a comparison point for the disabled sample

This fieldwork phase took place from May – June 2025.

## Fieldwork phase 2

Using quotas based on the phase 1 profiling results for the disabled sub-sample, the survey was then launched with 2,000 disabled users and 2,000 non-users of the rail network.

As with the phase 1 fieldwork, a hybrid online and CATI data collection approach was used to maximise accessibility. The survey design across both phases was enhanced for accessibility, including ensuring screen reader adaptability, font size and colour

adjustments, ability to complete using keyboard only, and options for proxy (carer) respondents to respond on people's behalf, with their permission.

This fieldwork phase took place from June – July 2025.

## **Analysis and reporting**

Following data cleaning and processing, Thinks Insight & Strategy began the analysis phase to explore behaviours, experiences, perceptions and attitudes, in addition to differences by audience type. Statistical analysis was undertaken, including Key Driver Analysis (KDA), Total Unduplicated Reach and Frequency (TURF) and latent class analysis (a type of cluster analysis or segmentation), to maximise insight and effectively inform policy development.

Alongside this final report, Thinks Insight & Strategy have produced a range of accessible and engaging outputs, including an infographic, animation and Easy Read version of the executive summary.

## 3. Understanding our disabled sample

### The Social Model of Disability

This report uses the term 'disabled people', in line with the [Social Model of Disability](#). This model is a way of understanding that people are disabled by barriers that exist in society, rather than by their condition or difference. However, it is important to note that not all people with conditions or differences relate to or would use this term to describe themselves. In acknowledgement of this, this research took a careful approach to defining the disabled sample, aiming to broaden the definition beyond that used in previous research, and capture a wider spread of experiences. Throughout this report, we refer to 'disabilities' and 'conditions', as this reflects the wording respondents selected when identifying their disability status. As neutral descriptors, this language is still aligned with the Social Model of Disability, as it is not the cause of the disability itself. Furthermore, identifying a condition or disability can guide removal of the social barriers experienced.

### Disabled (GSS definition)

As part of the demographic questions at the beginning of the survey, respondents self-identified as having a disability and/or health condition(s).

The Government Statistical Service (GSS) identifies those who are disabled under the UK Equality Act 2010 as those answering 'yes' (to any extent) to the following [harmonised questions](#):

- A. Do you have any physical or mental health conditions or illness lasting or expected to last 12 months or more?**
- B. Does your disability and/or long-term health condition(s) reduce your ability to carry out day-to-day activities?**

## Disabled or health condition

Those who do not select 'yes' at either the first or second harmonised question listed above may still have a disability, condition or access need, but may not identify with the language used. In particular, in cognitive interviews, some people rejected the language 'reduce your ability to carry out day-to-day activities' as they felt that they were able to carry out day-to-day activities fully, with appropriate support or adaptations in place. It should also be noted that this harmonised standard is currently under review as part of the GSS Harmonisation Workplan, following the Inclusive Data Taskforce recommendations to review and update the harmonised standards every five years. Since the fieldwork for this research was carried out, the GSS team has published [a review of these standards](#) in July 2025 which identifies similar issues.

Those who did not select 'yes' at both harmonised question were therefore invited to answer the following questions:

[Question wording to those answering 'Yes' at the first question only]: **How would you describe your disability or long-term health condition? If you have multiple disabilities or health conditions, please select all that apply.**

[Question wording to those not answering 'Yes' at the first question]: **Can we confirm, do you have any health conditions, illnesses or access needs which affect you in any of the following areas? Please select all that apply:**

- no, I do not have a disability or long-term health condition [only shown to those not answering 'yes' to the first harmonised question]
- vision (for example blindness or partial sight)
- hearing (for example deafness, hard of hearing or tinnitus)
- mobility (including being a wheelchair user, having lower limb loss, or having restricted ambulation including strength, balance or functional limitations)
- dexterity (including having a tremor, limb difference, low grip strength or control, or a joint condition such as arthritis or hypermobility)
- cognition (including ADHD, autism, generalised learning disability or specific learning difficulty like dyslexia)
- memory challenges (for example dementia)
- mental health (for example anxiety, depression or bipolar disorder)
- challenges with stamina, breathing or fatigue

- something else – please specify
- prefer not to say

### Impact of the expanded questions on the sample

Through expanding the definition of 'disabled' beyond the GSS definition by including anyone with a health condition, illness or access need, the proportion of people categorised as 'disabled' increases. The [Family Resources Survey \(2023-24\)](#) shows that a quarter (25%) of all people in the UK in 2023/24 identified as disabled by the GSS definition. We used this statistic to set a quota for the nationally representative sample, therefore 25% of this sample were identified as disabled (GSS definition) in fieldwork phase 1.

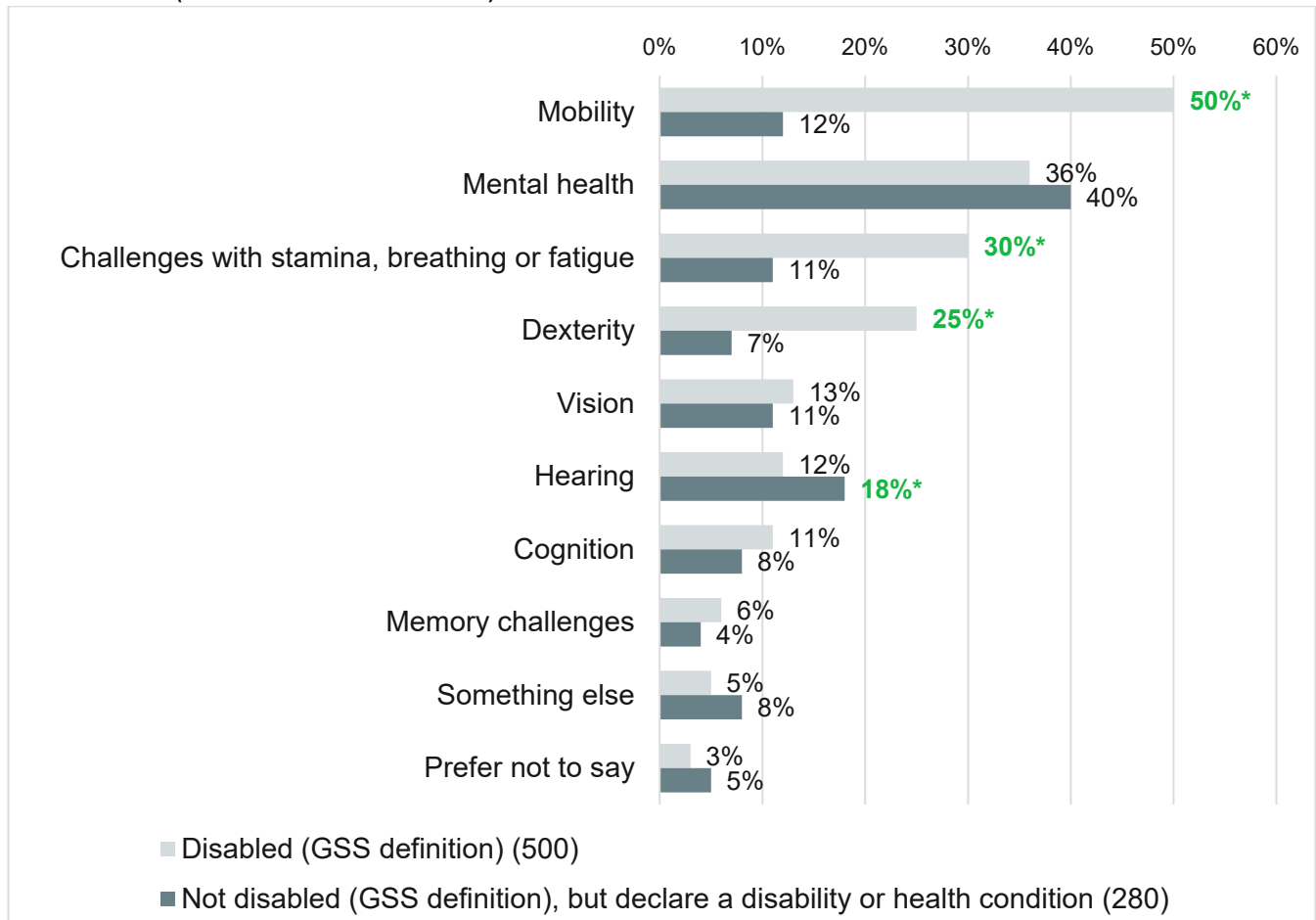
A further 14% of the nationally representative sample did not self-identify as disabled by the GSS harmonised questions, however, did select a disability, condition or access need which affects them at the following question. This meant that the expanded definition of disability used in this research found that 39% of people in Great Britain are disabled or have a health condition, illness or access need which affects them.

This wider grouping is described in this research as 'disabled or health condition'. Where relevant, the research refers to the narrower grouping as 'disabled (GSS definition)'.

### Characteristics of the sample

Both those who are disabled (GSS definition), and those who are additionally included in the 'disabled or health condition' group are likely to experience mental health conditions. The people additionally included in the 'disabled or health condition' definition are more likely to experience hearing conditions, as shown in Figure 1. Those who self-identify as disabled through the GSS harmonised questions are more likely to experience conditions relating to mobility, dexterity and challenges with stamina, breathing or fatigue.

**Figure 1: Disability types experienced, amongst those who are disabled (GSS definition) vs. those who declare a disability or health condition (but do not meet GSS definition)**



**Question 5. Can we confirm, do you have any health conditions, illnesses or access needs which affect you in any of the following areas? / How would you describe your disability or long-term health condition?** Base: Nationally representative Great Britain 16+, who are disabled or have a health condition (n=780). Percentages marked with \* and in green indicate a statistically significant higher percentage vs. those who declare a disability or health condition (but do not meet GSS definition) or those disabled (GSS definition).

When combined, the overall audience of those who are disabled or have a health condition (i.e. merging both groups of those disabled (GSS definition) and those who declare a disability or health condition (but do not meet GSS definition)) represents a wide range of disability types (see Figure 2).

Just over half of this combined audience (53%) have a physical condition, a quarter (24%) have a sensory condition and 13% have a cognitive condition. These groups are not mutually exclusive, as people can have more than one type of disability or condition. On average, people selected 1.6 disability types. While those with autism and ADHD can experience sensory barriers, autism and ADHD were classified as cognitive conditions. Included in each of these condition types are the following:

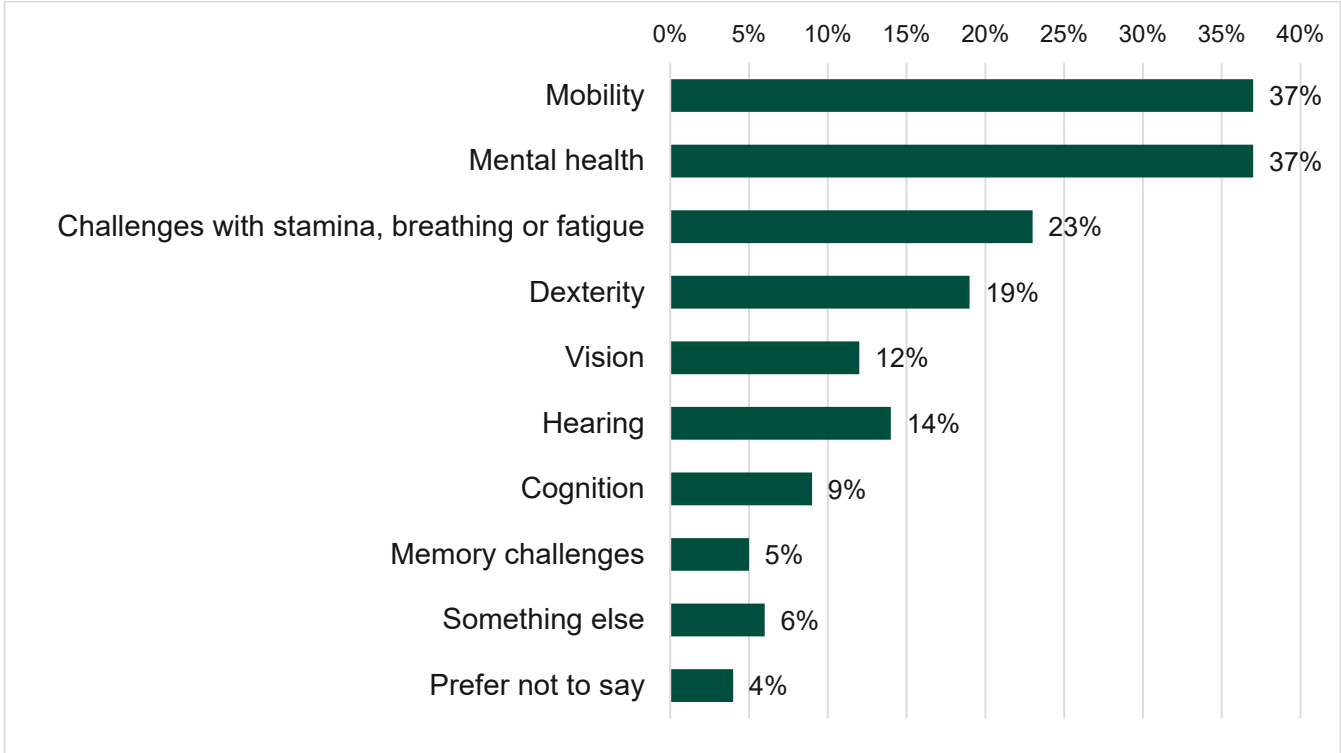
- sensory condition: hearing or vision condition
- physical condition: mobility, dexterity, or challenges with stamina, breathing or fatigue

- cognitive condition: cognition or memory challenges

This categorisation is in line with the [GSS harmonised standard](#), except that in the GSS harmonised standard, mental health conditions are also included as part of the grouping of those with cognitive conditions. It was decided not to include those with mental health conditions in the group of those with cognitive conditions in this analysis, because mental health conditions are very often cited alongside all other conditions. If they had been included in the cognitive conditions group, it would have been more difficult to understand the specific needs of those with cognitive or memory challenges, because the group would have represented a very large and varied group.

In the report, we will refer to ‘Nets’ of these condition types, and of other answers. The term ‘Net’ is a research term used in data processing. This term is used throughout this report where multiple answers have been grouped together in analysis.

**Figure 2: Disability types experienced, amongst the combined sample of those who are disabled (GSS definition) and those who declare a disability or health condition (but do not meet GSS definition)**



**Question 5. Can we confirm, do you have any health conditions, illnesses or access needs which affect you in any of the following areas? / How would you describe your disability or long-term health condition? Base: Nationally representative Great Britain 16+, who are disabled or have a health condition (n=780).**

Within this expanded group, there are diverse experiences of disability. Just over half (55%) feel their condition is not visible to others, whilst 2 in 5 (39%) feel it is visible at least some of the time. Close to half (44%) use some form of mobility aid or equipment, such as a walking stick, hearing aid or cochlear implant, wheelchair or mobility scooter. While over half of those within this group who use rail (58%) travel alone by rail, over two thirds (72%) travel with a companion – family, friends or a travel buddy. To note, there is overlap between these groups: many make some journeys alone and some with others.

## Access needs not relating to disability

People with access needs not relating to disability were also identified in the research, to build a fuller picture of accessibility needs across the rail network. These access needs include usually travelling with large objects (e.g. a pram or luggage) which makes travelling outside the home difficult: 15% of the adult Great British population said this applied to them. Additionally, 18% of the adult Great British population said they had, or have had, a short-term injury or health condition in the last 6 months which makes travelling outside the home difficult. These audiences were not classified as 'disabled' and they are therefore not included in the disabled user or disabled non-user samples in this report, but their experiences are explored in Chapter 4 (Rail usage behaviour and demographics).

## Interpreting the findings in this report

### Language considerations

Throughout this report, 'most' is defined as 50% or more of the audience in question selected that option or agreed with the statement to some degree – and vice versa. Where significance is mentioned in the report, this refers to statistically more or less significant.

### Audiences

When we refer to disabled people throughout the rest of this report, **we are referring to the wider sample who are defined as those who are disabled or have a health condition, rather than only those who are disabled (GSS definition)**. Additional profiling information for the disabled (GSS definition) sample of rail users and non-users can be found in Chapter 10 (Appendix A: Additional analysis for disabled (GSS definition) sample).

Rail users are defined as those who have used the rail network within the last 18 months, and non-users are those who have not done so, or cannot remember when they last used the network.

The key groups of focus are therefore those who are disabled or have a health condition and are...

- rail users = referred to as disabled users
- rail non-users = referred to as disabled non-users

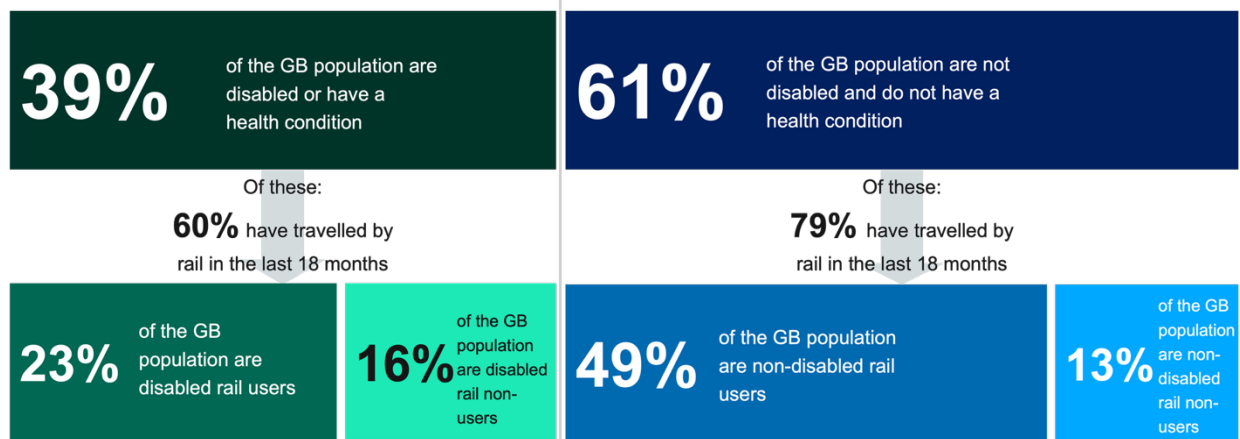
With comparisons to those who are part of the nationally representative sample and who are not disabled or have a health condition, and are...

- rail users = referred to as non-disabled users

- rail non-users = referred to as non-disabled non-users

The relative sizes of each of these groups within the Great British population are shown in Figure 3.

Figure 3: Population sizes of disabled and non-disabled users and non-users



Derived analysis from Question 5. Can we confirm, do you have any health conditions, illnesses or access needs which affect you in any of the following areas? / How would you describe your disability or long-term health condition? | A1. When was the last time you travelled by the following types of transport in Great Britain? Base: Nationally representative Great Britain 16+ (n=2,000).

## Comparisons between groups and statistical significance testing

This report makes comparisons between different groups of people in order to understand differences in people's experiences.

Although large, robust samples were recruited for the research, there are smaller subgroups of interest within this, such as those with specific conditions. Therefore, in order to be confident in drawing conclusions when comparing between subgroups, statistical significance testing has been applied at the 95% confidence level.

Where this report notes differences between groups, these are always reflective of a 'significant' difference according to this testing. This means that we can be confident that an observed difference is not just due to chance.

Table 1 shows the confidence intervals for each of the main subgroups referred to in this report. A confidence interval provides a range of values which is estimated to include the true population value. The smaller the sample size, the larger the confidence interval is (i.e. there is a greater range of values in which the true population value falls).

| Table 1: Confidence intervals                                                                       | Sample size | Margin of error (at the 95% confidence level) |
|-----------------------------------------------------------------------------------------------------|-------------|-----------------------------------------------|
| Nationally representative Great Britain, aged 16+                                                   | 2,000       | 2%                                            |
| Nationally representative Great Britain, aged 16+, who are disabled or have a health condition      | 780         | 4%                                            |
| Nationally representative Great Britain, aged 16+, who are not disabled nor have a health condition | 1,220       | 3%                                            |

|                                               |       |    |
|-----------------------------------------------|-------|----|
| Disabled users                                | 2,000 | 2% |
| Disabled users with a sensory condition       | 475   | 4% |
| Disabled users with a physical condition      | 890   | 3% |
| Disabled users with a cognitive condition     | 600   | 4% |
| Disabled non-users                            | 2,000 | 2% |
| Disabled non-users with a sensory condition   | 417   | 5% |
| Disabled non-users with a physical condition  | 1,229 | 3% |
| Disabled non-users with a cognitive condition | 428   | 5% |
| Non-disabled users                            | 954   | 3% |
| Non-disabled non-users                        | 266   | 6% |

### Implications of disability definition and comparisons to previous DfT research

As explored above, the definition of 'disabled' used in this research methodology is broader than the GSS definition that has been used in other DfT research, and research by other organisations into disabled people's travel experiences. This research set out to capture a broad range of experiences by using a wider definition, in order to understand the full picture of rail use amongst those with different disabilities, conditions and access needs.

During the questionnaire design, some questions were adapted from the previous [DfT research into disabled non-users \(2020, published 2022\)](#). However, due to methodological differences, in particular changes to the definition of 'disability' outlined here, any comparisons between the two data sets should be treated with caution.

## 4. Rail usage behaviour and demographics

### Section summary

This research provides evidence of a gap in rail travel behaviour between disabled and non-disabled people: 60% of disabled people use rail, compared to 79% of non-disabled people. This pattern exists across other transport modes too, but the difference is largest for rail. Those with other access needs, including regularly travelling with large objects or with short-term conditions or injuries, are also less likely to currently use rail than non-disabled people, highlighting a broad opportunity to improve accessibility for audiences beyond those who are disabled.

There are important differences in the profile of disabled users and non-users of rail. Disabled users are more likely to be younger, male, living in urban or suburban areas, and to experience mental health, cognitive, vision and memory conditions. Disabled non-users are more likely to be older, female, living in rural areas, and to have mobility conditions, challenges with stamina, breathing or fatigue, dexterity, hearing and 'other' conditions.

Disabled people who use rail, typically do so at a similar frequency to non-disabled people. But there is appetite amongst disabled users to use rail more often in future, indicating an opportunity to increase frequency of use over time.

### Rail usage

#### Use of rail by disabled and non-disabled people

Disabled people are statistically significantly less likely to travel by rail in Great Britain than non-disabled people. Specifically, 60% of disabled people have travelled by rail in the last 18 months, compared to 79% of non-disabled people who have done so.

When analysed in conjunction with the incidence of each audience within the population (meaning how many people are disabled vs. non-disabled), this reveals that 32% of rail users in Great Britain are disabled (and 68% are not disabled); whilst 55% of rail non-users are disabled (and 45% are not disabled). Therefore, disabled people make up a

large and important audience to consider in rail policy development, representing around a third of rail users in Great Britain overall.

This difference in usage of rail between disabled people and non-disabled people is also evident across other transport modes tested in the survey (i.e. disabled people are also less likely to be using other transport modes than non-disabled people), however the difference in usage is widest for rail (see Table 2).

| <b>Table 2: Use of different modes of transport in the last 18 months</b> | <b>All disabled people</b> | <b>All non-disabled people</b> |
|---------------------------------------------------------------------------|----------------------------|--------------------------------|
| Rail                                                                      | 60%                        | 79%*                           |
| Car / van (as driver)                                                     | 64%                        | 78%*                           |
| Local bus                                                                 | 68%                        | 76%*                           |
| Taxi                                                                      | 67%                        | 74%*                           |
| Car / van (as passenger)                                                  | 89%                        | 91%                            |
| Base                                                                      | 780                        | 1,220                          |

**Question A1. When was the last time you travelled by the following types of transport in Great Britain? Base: Nationally representative Great Britain 16+ (n=2,000). Percentages marked with \* and in green indicate a statistically significant higher percentage vs. all disabled people.**

Disabled non-users of rail are more likely to have lapsed from rail use, than to have never travelled by rail at all: 81% have used rail in the past, but not in the last 18 months, whilst only 19% have never used rail or can't remember when they last travelled by rail. A similar pattern applies to non-disabled non-users of rail, of whom 78% have used rail in the past, but not in the last 18 months, and 22% have never used rail or can't remember when they last travelled by rail.

### Use of rail by those with other access needs

As part of this research, we also identified two groups who are not disabled but who did declare other types of access needs. These included:

- those who have had a short-term injury or condition in the last 6 months, which makes travelling outside their home difficult (18% of the Great British population)
- those who usually travel with a pram, luggage or other large object which makes travelling outside their home difficult (15% of the Great British population)

These groups are not mutually exclusive from disabled people; indeed, there is statistically significant overlap. A third (33%) of disabled people also have a short-term injury or condition, and a quarter (24%) also travel with large objects. There is, however, a group who have these access needs but are not disabled, making up 9% of the Great British population overall.

Like disabled people, these groups are also statistically significantly less likely to use rail than non-disabled people. Whilst 79% of non-disabled people have used rail in the last 18

months, 73% of travellers with large objects have done so, and 65% of people with a short-term injury or condition.

Accessibility interventions that are designed to support disabled people to access rail may also support these other groups. For example, improved step-free access could also benefit travellers with large objects. Additionally, noting the overlap between these groups with access needs and disabled people, rail accessibility policy should consider that disabled people can have additional access needs beyond those related to their disability.

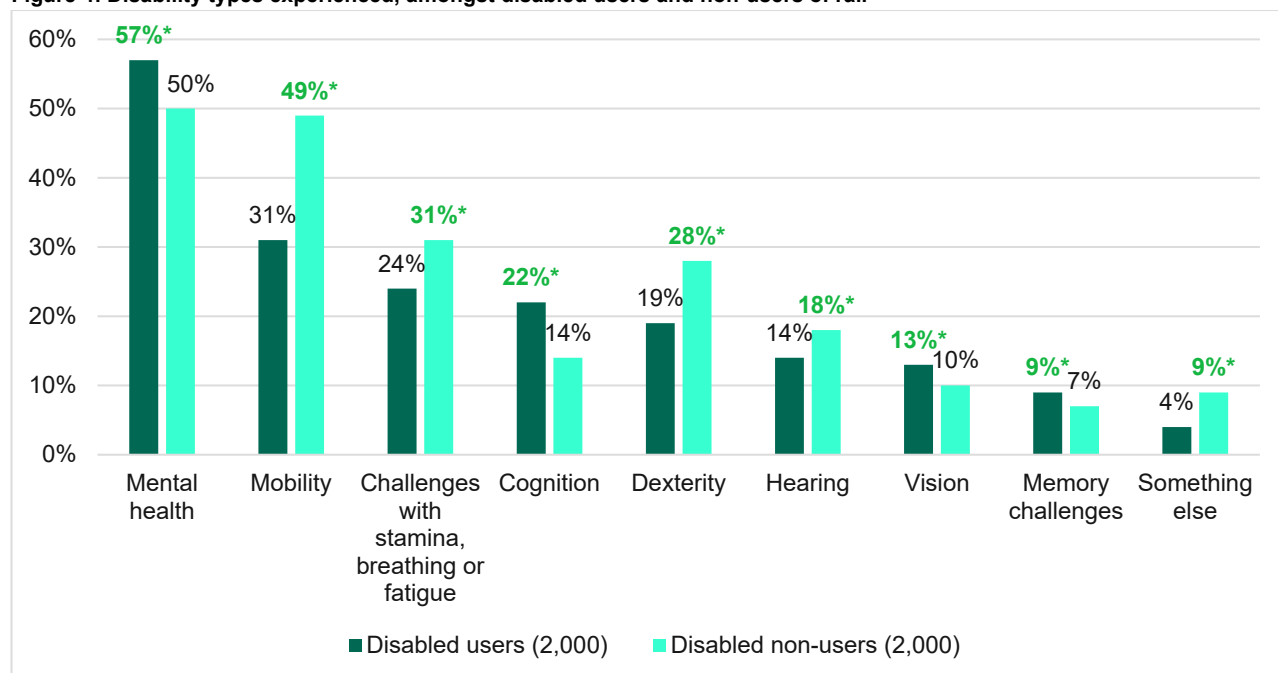
## Profile of disabled users and non-users of rail

There are several statistically significant differences in the demographic profile of disabled users and non-users of rail. Namely, disabled users are more likely to be younger, male, and living in an urban or suburban area than disabled non-users (see Table 3). This pattern is largely reflected in the demographic of non-disabled users vs. non-disabled non-users, with the exception of the difference in gender, which is not present amongst the non-disabled audience.

| Table 3: Demographic profile | Disabled users | Disabled non-users | Non-disabled users | Non-disabled non-users |
|------------------------------|----------------|--------------------|--------------------|------------------------|
| <b>Age</b>                   |                |                    |                    |                        |
| 16-34                        | 29%*           | 8%                 | 38%*               | 14%                    |
| 35-54                        | 33%*           | 20%                | 34%*               | 25%                    |
| 55-74                        | 28%            | 49%*               | 22%                | 41%*                   |
| 75+                          | 7%             | 22%*               | 4%                 | 17%*                   |
| <b>Gender</b>                |                |                    |                    |                        |
| Male                         | 47%*           | 43%                | 50%                | 49%                    |
| Female                       | 52%            | 57%*               | 49%                | 51%                    |
| <b>Location</b>              |                |                    |                    |                        |
| Urban                        | 35%*           | 25%                | 38%*               | 24%                    |
| Suburban                     | 43%*           | 35%                | 41%                | 40%                    |
| Rural                        | 22%            | 40%*               | 21%                | 36%*                   |
| Base                         | 2,000          | 2,000              | 954                | 266                    |

Question A1. Q8. Age | Q9. Gender | Q7. Location. Base: Disabled users (n=2,000), Disabled non-users (n=2,000), Non-disabled users (n=954), Non-disabled non-users (n=266). Percentages marked with \* and in green indicate a statistically significant higher percentage for disabled users vs. disabled non-users, or non-disabled users vs. non-disabled non-users.

There are also differences in the disability types experienced by disabled users and non-users of rail. Disabled users are more likely to experience mental health, cognitive, vision and memory conditions, whilst non-users are more likely to have mobility conditions, challenges with stamina, breathing or fatigue, dexterity, hearing and 'other' conditions (see Figure 4). In addition, non-users tend to experience a greater number of conditions than users, with non-users selecting an average of 2.17 conditions whilst users experience 1.95 conditions.

**Figure 4: Disability types experienced, amongst disabled users and non-users of rail**

**Question Q5. Can we confirm, do you have any health conditions, illnesses or access needs which affect you in any of the following areas? / How would you describe your disability or long-term health condition? Base: Disabled users (n=2,000), Disabled non-users (n=2,000). Percentages marked with \* and in green indicate a statistically significant higher percentage vs. disabled users or non-users.**

## Frequency of rail travel

Once they are using rail, disabled users travel at a similar frequency to non-disabled users, although it is important to note that there is a higher proportion of disabled users who travel very infrequently, meaning less often than once every two or three months (25% of disabled users vs. 20% of non-disabled users) (see Table 4). Overall, this means that, although fewer disabled people travel by rail at all, those who do, do so just as often as non-disabled users.

Around half of disabled users (52%) travel at least once a month, with the remaining 48% travelling less often. The more frequent disabled users (travelling by rail at least once a week) are more likely to be younger, male and living in urban areas, reflecting the overall demographic profile of disabled users.

| Table 4: Frequency of rail travel | All disabled users | All non-disabled users |
|-----------------------------------|--------------------|------------------------|
| Four or more days a week          | 5%                 | 6%                     |
| Two or three days a week          | 11%                | 13%*                   |
| Once a week                       | 8%                 | 9%                     |
| Once every two or three weeks     | 13%                | 14%                    |
| Once a month                      | 14%                | 14%                    |
| Once every two or three months    | 24%                | 24%                    |
| Less often                        | 25%*               | 20%                    |
| Net: At least once a month        | 52%                | 57%*                   |
| Net: Less than once a month       | 48%*               | 43%                    |

| Base | 2000 | 954 |
|------|------|-----|
|------|------|-----|

**Question A2. On average, how often do you travel by train in Great Britain? Base: Disabled users (n=2,000), Non-disabled users (n=954). Percentages marked with \* and in green indicate a statistically significant higher percentage vs. all disabled users or all non-disabled users.**

## Travel behaviour

### Types of journey and travel accompaniment

Most rail users, whether disabled or non-disabled, have made journeys in the last 18 months for leisure reasons, with smaller proportions using rail for a commute to work or place of education, a business journey or personal business (such as an appointment). Disabled users are less likely to use rail for commuting or business travel than non-disabled users, but more likely to use rail for travel on personal business such as an appointment (see Table 5). In part, this reflects the fact that disabled users are overall statistically significantly less likely to be in full or part-time work than non-disabled users. Specifically, 52% of disabled users are in full or part-time work, compared to 73% of non-disabled users.

Notably, those with sensory and cognitive conditions are statistically significantly more likely to travel for commuting or business than those with physical conditions.

| Table 5: Types of rail journey                                             | All disabled users | All non-disabled users | Net: Disabled users with sensory conditions | Net: Disabled users with physical conditions | Net: Disabled users with cognitive conditions |
|----------------------------------------------------------------------------|--------------------|------------------------|---------------------------------------------|----------------------------------------------|-----------------------------------------------|
| Leisure travel                                                             | 82%                | 82%                    | 79%                                         | 85%                                          | 81%                                           |
| Travel on personal business, such as an appointment                        | 39%*               | 31%                    | 46%                                         | 43%                                          | 46%                                           |
| Commuting to / from work                                                   | 20%                | 27%*                   | 24%*                                        | 17%                                          | 25%*                                          |
| Travel for business                                                        | 19%                | 23%*                   | 25%*                                        | 18%                                          | 22%*                                          |
| Travel to / from school, college or university (including taking children) | 13%                | 12%                    | 18%*                                        | 10%                                          | 22%*                                          |
| Other, please specify                                                      | 3%                 | 2%                     | 2%                                          | 4%                                           | 2%                                            |
| Don't know / can't remember                                                | 1%                 | 1%                     | 1%                                          | 0%                                           | 1%                                            |
| <b>Nets</b>                                                                |                    |                        |                                             |                                              |                                               |
| Net: Leisure                                                               | 92%                | 91%                    | 90%                                         | 95%                                          | 93%                                           |
| Net: Commuting                                                             | 29%                | 34%*                   | 36%*                                        | 22%                                          | 38%*                                          |
| Net: Business                                                              | 19%                | 23%*                   | 25%*                                        | 18%                                          | 22%*                                          |
| Base                                                                       | 2,000              | 954                    | 475                                         | 890                                          | 600                                           |

**Question A4. What types of journeys have you made when travelling by train in Great Britain in the last 18 months? Base: Disabled users (n=2,000), Non-disabled users (n=954). Net: Leisure includes 'leisure travel' and 'travel on personal business, such as an appointment'. Net: Commuting includes 'commuting to/from work' and 'travel to/from school, college or university (including taking children)'. Net: Business only includes 'travel for business'. Percentages marked with \* and in green indicate a statistically significant higher percentage vs. all disabled users or non-disabled users; or vs. at least one other disability type (Net) when marked on the disability types.**

Disabled users travel both alone and accompanied. Whilst 58% say they travel alone, 72% say they travel accompanied. In most cases, this is with family, friends or a travel buddy (67%), with smaller proportions using personal support such as a professional carer or personal assistant (9%) or communication support such as a BSL interpreter (2%). A very small proportion (1%) typically travel with an assistance dog or service animal.

## Perceived changes to rail travel over time

When asked to compare how often they travel by rail now, compared to 2019 (before the COVID-19 pandemic), disabled users are more likely to feel they are travelling less often compared to non-disabled users (see Figure 5). This is especially true for those with physical conditions, of whom 45% report they are now travelling less often.

Figure 5: Perceived frequency of use change compared to 2019, amongst disabled users and non-disabled users of rail



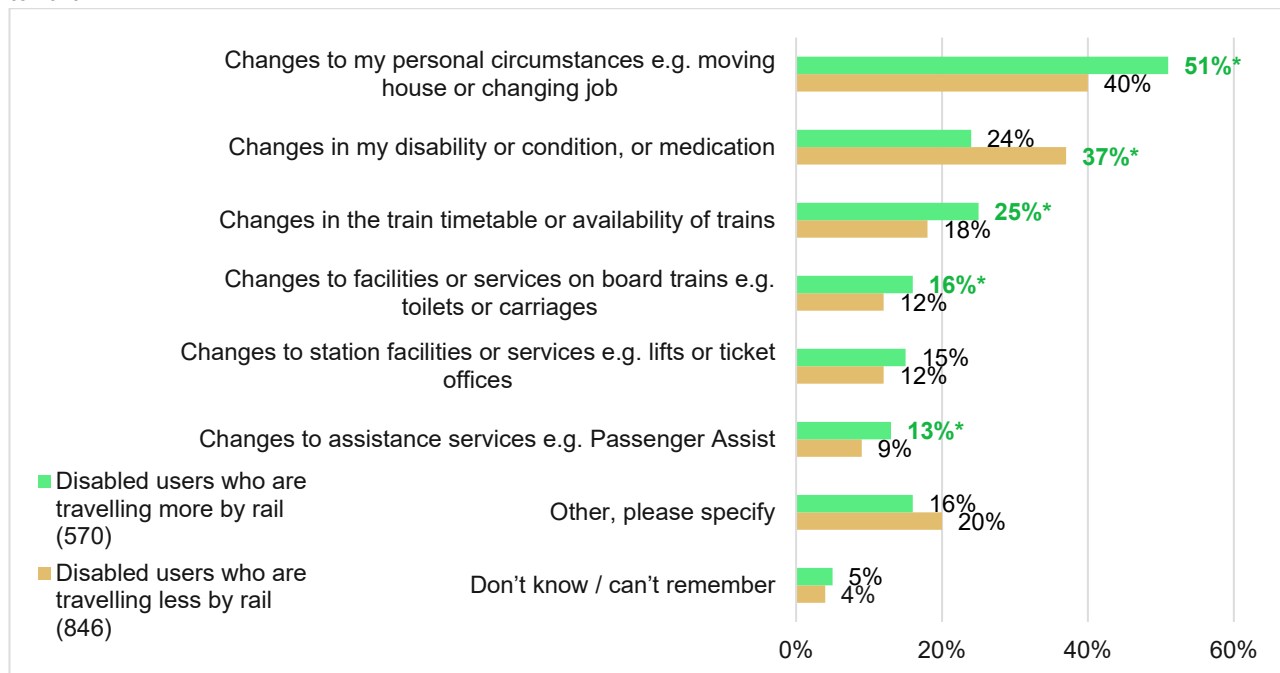
Question A9. How often do you travel by train now, compared to 2019 (the year before the COVID-19 pandemic)? It's some time ago now, so your best guess is fine. Base: Disabled users (n=2,000), Non-disabled users (n=954). Percentages marked with \* and in green indicate a statistically significant higher percentage vs. all disabled users or non-disabled users.

Those who said they are travelling by rail more or less frequently than they did in 2019 were asked why they believe this is, with the responses shown in Figure 6. The most common answer was a change to their personal circumstances (51% of disabled users travelling more by train; 40% of disabled users travelling less), with a number of people citing changes such as increased working from home as an open text response. Additionally, many open text responses cited concerns around the cost of rail travel, referencing both train ticket prices specifically as well as broader cost of living pressures impacting their spending.

However, 40% of disabled users who travel more often, and 36% who travel less often, cited a change to rail services as a reason for a change in their travel behaviour (Net of

changes to train timetables or availability of trains, changes to facilities or services on board trains, changes to station facilities or services, changes to assistance services). This suggests that changes to rail service provision can impact travel behaviour both positively and negatively, and targeted interventions in the future may be able to support changes to behaviour.

**Figure 6: Reasons for travelling more or less often by train, amongst disabled users who are using rail more or less compared to 2019**



**Question A10. Why do you think you are travelling more/less often by train now?** Base: Disabled users who are travelling more by rail (n=570), Disabled users who are travelling less by rail (n=846). Percentages marked with \* and in green indicate a statistically significant higher percentage vs. disabled users who are travelling more or less by rail.

## Likelihood to travel by rail in the future

### Likelihood to travel by rail amongst users and non-users

Disabled users are more likely to report they will travel by rail more in the next 6 months (30%) than less (12%), resulting in a Net increase of +18 percentage points (i.e. those expecting to travel more minus those expecting to travel less). To note, this reflects an ambition or intent, which may not always translate into actual behaviour change if they meet barriers when trying to travel by rail.

Disabled users with sensory conditions are statistically significantly more likely to say they will travel more (38%) than those with physical (28%) conditions. Disabled users aged 16-34 (39%), men (34%) and those in urban areas (38%) are significantly more likely to say they will travel more than their counterparts – reflecting the overall demographic profile of more frequent disabled users currently.

Amongst disabled non-users, only a small group currently feel they are likely to travel more by rail (i.e. start using rail) in the next 6 months (15%). Much like disabled users, disabled non-users aged 16-34 (32%), men (18%) and those in urban areas (29%) are statistically significantly more likely to say they will travel more in future than their counterparts.

Using the nationally representative data to accurately reflect the differing population sizes of users and non-users, it is estimated that 25% of disabled people overall report they will travel by rail more in the next 6 months, and 9% less, resulting in a Net increase of +16 percentage points. There is therefore evidence of appetite to travel more by rail amongst the disabled population, and an opportunity to ensure they have the confidence and tools to feel they can do so.

## Exploring factors which drive likelihood to travel by rail in the future

To further understand what influences survey respondents' self-reported likelihood to travel by rail in future, a Key Driver Analysis was conducted. Key Driver Analysis is a regression technique to understand correlations between variables. The specific technique used for this analysis was a logistic regression. A range of different variables (factors) including demographics, confidence with different parts of the journey, barriers to travel by rail and broader attitudes to rail were measured. Further information on the technical process is included in Chapter 12 (Appendix C: Technical detail: Methodology and sampling approach).

Each factor has a relative score which is shown in the bar chart. All factors sum to 100. If one factor has a score of 8%, and another a score of 4%, it can be said to be twice as influential as a driver. It doesn't mean aspects low down the list are not influential, just less influential relative to others. These factors can have a negative or positive correlation with likelihood to travel more in the future.

Across both analyses of disabled users and non-users of rail, some results suggest prevalence of barriers and reported impact of barriers correlate with increased likelihood to travel. It is likely there are compounding factors at play, particularly as there is high prevalence and reported impact across the board. It is also important to note that by modelling the data in this way, we implicitly treat the independent variables, such as confidence, as causal. In reality, the relationship could work the other way around. For instance, people who travel more, or anticipate having a greater need to travel, may simply be more aware of or exposed to certain challenges, therefore possibly impacting their confidence.

Additional analysis has identified which specific sub-factors within each factor correlate with lower or higher propensity to travel more in the future. Although many individual factors were not statistically significant, key insights that are significant have been pulled out below.

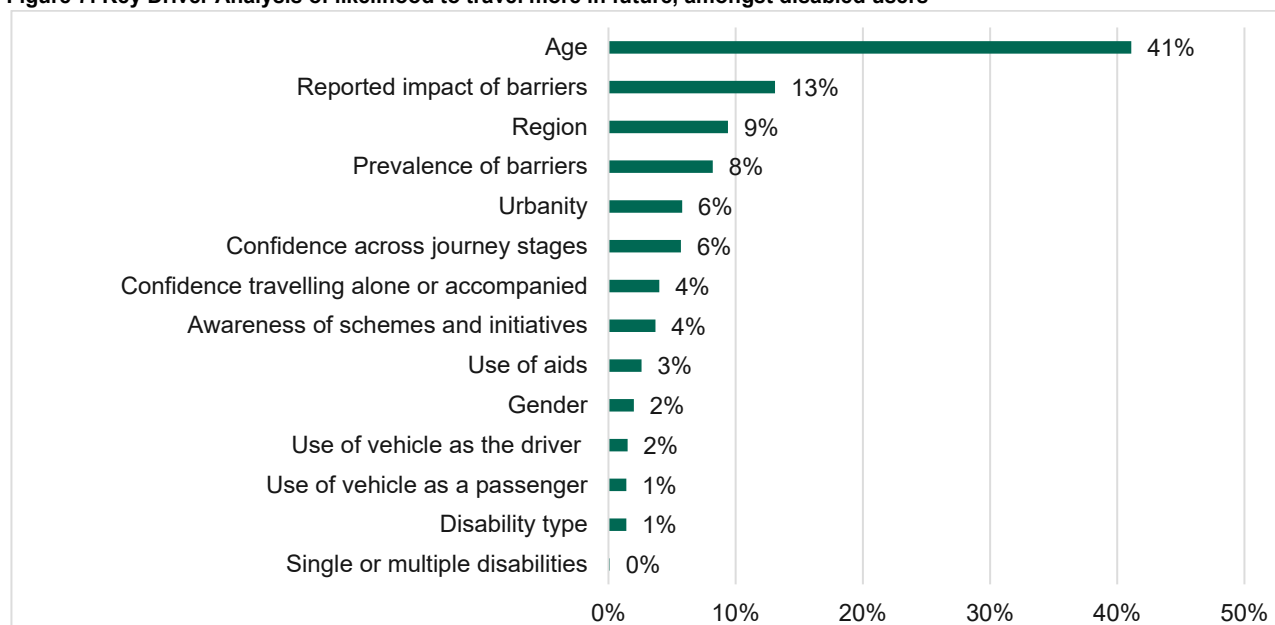
## Key Driver Analysis: Disabled users

Age has the greatest impact on disabled users' self-reported likelihood to travel by rail more in the future. Specifically, being aged 45+ correlates with lower likelihood to travel by rail more and being aged 16-24 correlates with higher likelihood. Additional demographic factors including region and urbanity are in the top five drivers, and living in an urban area correlates with higher likelihood to travel by rail more in the future (there are no statistically significant impacts from living in specific regions).

Following age, the prevalence of experiencing barriers and the perceived impact of barriers on train travel has an impact on likelihood to travel by rail more in the future. Specifically, the reported impact of some barriers, such as potential train delays or unaffordable tickets, correlate with being less likely to travel more by rail in the future. Other factors such as more frequent use of a vehicle as the driver and having a physical disability, are not statistically significant but indicate lower likelihood to travel by rail more in the future.

Specific sub-factors that have a statistically significant correlation with higher likelihood of increased future train use include identifying as male, feeling confident to travel alone, feeling confident to plan a journey and feeling confident to access assistance or being aware of pre-booked Passenger Assist. This demonstrates the importance of ensuring that people feel confident they can access the assistance they need.

Figure 7: Key Driver Analysis of likelihood to travel more in future, amongst disabled users



Key Driver Analysis (logistic regression), outcome E1. Likelihood to travel by rail in future.

R-squared (Nagelkerke) value: 22%, indicating a moderate level of explanatory power, typical for behavioural survey data.

Base: Disabled users (n=1,900). Responses with 'Don't know' at E1 and missing data or prefer not to say at other key variables were removed. Results are weighted.

**Table 6: Sub-factors with a statistically significant impact on self-reported likelihood to travel by rail, amongst disabled users**

|                                            | Sub-factor                                | Regression interpretation                         |
|--------------------------------------------|-------------------------------------------|---------------------------------------------------|
| Age                                        | Aged 16-24                                | More likely to travel more by train in the future |
|                                            | Aged 45+                                  | Less likely to travel more by train in the future |
| Reported impact of barriers                | Reported impact of potential train delays | Less likely to travel more by train in the future |
|                                            | Reported impact of unaffordable tickets   | Less likely to travel more by train in the future |
| Urbanity                                   | Urban dwellers                            | More likely to travel more by train in the future |
|                                            | Suburban dwellers                         | Less likely to travel more by train in the future |
| Confidence across journey stages           | Confidence planning a journey             | More likely to travel more by train in the future |
|                                            | Confidence accessing assistance           | More likely to travel more by train in the future |
| Confidence travelling alone or accompanied | Confidence travelling alone               | More likely to travel more by train in the future |
| Awareness of schemes and initiatives       | Awareness of pre-booked Passenger Assist  | More likely to travel more by train in the future |
| Use of aids                                | Use aids when travelling                  | More likely to travel more by train in the future |
| Gender                                     | Male                                      | More likely to travel more by train in the future |
|                                            | Female                                    | Less likely to travel more by train in the future |

**Key Driver Analysis (logistic regression), outcome E1. Likelihood to travel by rail in future.**

**R-squared (Nagelkerke) value: 22%, indicating a moderate level of explanatory power, typical for behavioural survey data.**

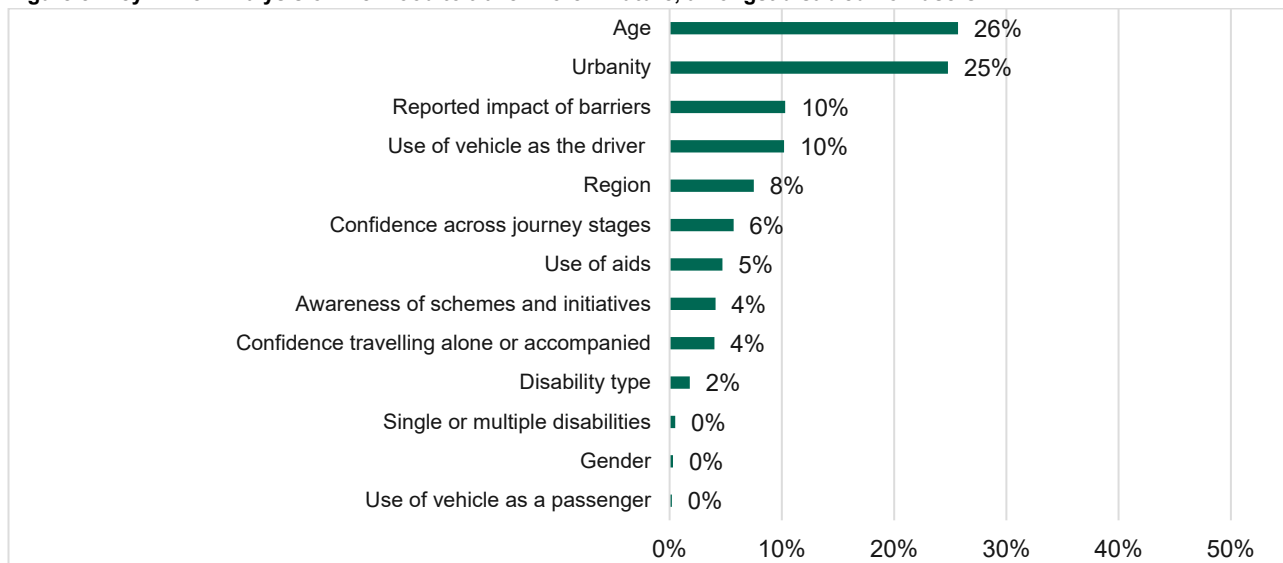
**Base: Disabled users (n=1,900). Responses with 'Don't know' at E1 and missing data or prefer not say at other key variables were removed. Results are weighted.**

## Key Driver Analysis: Disabled non-users

Like disabled users, age has the strongest correlation with self-reported likelihood to travel by rail in the future amongst disabled non-users, with a similar pattern of being aged 45+ correlating with lower likelihood and being aged 16-24 correlating with higher likelihood. However, in contrast to disabled users, urbanity has greater impact on non-users (with living in an urban area again more likely to correlate with higher likelihood to travel by rail more in the future). Having driven recently also has a larger negative impact on the likelihood of non-users' self-reported likelihood to travel by rail in the future.

Following these factors, disabled non-users are impacted by similar factors to users, including reported impact of barriers, their region, confidence across journey stages and their use of aids. Perceptions of unaffordable tickets has a particularly strong correlation with lower likelihood to travel by rail for non-users.

Sub-factors that correlate with higher likelihood of increased future train travel include identifying as male, being based in the West Midlands, using aids, feeling confident to travel alone, feeling confident to plan a journey and those who feel confident accessing assistance or are aware of pre-booked Passenger Assist. This shows there are a number of opportunities to increase disabled non-users' likelihood to travel by rail, such as improving confidence in accessing assistance.

**Figure 8: Key Driver Analysis of likelihood to travel more in future, amongst disabled non-users**

**Key Driver Analysis (logistic regression), outcome E1. Likelihood to travel by rail in future.**

**R-squared (Nagelkerke) value: 36%, which represents a strong fit, indicating a moderate-high level of explanatory power.**

**Base: Disabled users (n=1,761). Responses with 'Don't know' at E1 and missing data or prefer not say at other key variables were removed. Results are weighted.**

**Table 7: Sub-factors with a statistically significant impact on self-reported likelihood to travel by rail, amongst disabled non-users**

|                                            | Sub-factor                                                     | Regression interpretation                         |
|--------------------------------------------|----------------------------------------------------------------|---------------------------------------------------|
| Age                                        | Aged 16-24                                                     | More likely to travel more by train in the future |
|                                            | Aged 45+                                                       | Less likely to travel more by train in the future |
| Urbanity                                   | Urban dwellers                                                 | More likely to travel more by train in the future |
|                                            | Suburban or rural dwellers                                     | Less likely to travel more by train in the future |
| Reported impact of barriers                | Reported impact of unaffordable tickets                        | Less likely to travel more by train in the future |
| Use of vehicle as the driver               | Never using a vehicle as a driver or less frequent vehicle use | More likely to travel more by train in the future |
|                                            | Use of a vehicle as a driver within the last week              | Less likely to travel more by train in the future |
| Region                                     | Based in West Midlands                                         | More likely to travel more by train in the future |
| Confidence across journey stages           | Confidence planning a journey                                  | More likely to travel more by train in the future |
|                                            | Confidence accessing assistance                                | More likely to travel more by train in the future |
| Use of aids                                | Use aids when travelling                                       | More likely to travel more by train in the future |
| Awareness of schemes and initiatives       | Awareness of pre-booked Passenger Assist                       | More likely to travel more by train in the future |
| Confidence travelling alone or accompanied | Confidence travelling alone                                    | More likely to travel more by train in the future |
| Gender                                     | Male                                                           | More likely to travel more by train in the future |
|                                            | Female                                                         | Less likely to travel more by train in the future |

**Key Driver Analysis (logistic regression), outcome E1. Likelihood to travel by rail in future.**

**R-squared (Nagelkerke) value: 36%, which represents a strong fit, indicating a moderate-high level of explanatory power.**

**Base: Disabled users (n=1,761). Responses with 'Don't know' at E1 and missing data or prefer not say at other key variables were removed. Results are weighted.**

## 5. Attitudes, perceptions and confidence

### Section summary

Disabled users are more confident to travel by rail when accompanied than to travel alone, mirroring their current behaviour. Those who are less confident include those who travel less often by rail, use specific aids including wheelchairs/scooters or walking aids, feel their condition is visible to at least some extent, and females.

Confidence is weakest when accessing information at the station and when accessing assistance, in line with qualitative findings that showed that users did not always feel confident that they could access the support required in these moments.

When choosing how to travel, disabled people consider the cost, journey time and safety across different modes. Rail is perceived as fast and safe, but less likely to be seen as affordable. There is also a significantly poorer perception of rail accessibility amongst disabled non-users vs. disabled users, which may reflect a lower awareness of the accessibility support available. To support disabled non-users to travel by rail, schemes to build confidence on their first journey such as travel mentoring could be considered.

### Confidence to travel by rail

#### Confidence levels among disabled users

Just over two thirds (68%) of disabled users feel confident to take a train on their own, rising to 88% when travelling accompanied. This mirrors the fact that 72% of disabled users are accompanied by someone else when they travel by rail, as explored in Chapter 4 (Rail usage behaviour and demographics). 1 in 5 (21%) disabled users feel unconfident taking a train on their own, and 11% neither confident nor unconfident.

There are some factors which correlate with lower confidence travelling alone, including frequency of travel and the journey type. Namely, those who feel statistically significantly less confident than all disabled users to take a rail journey alone (on a five-point scale of confidence) are disabled users who:

- travel less often (32%)
- use a wheelchair/scooter (32%) or walking aid (29%)
- have cognitive challenges (28%), a physical condition (26%), or challenges with stamina, breathing or fatigue (26%), or more than one disability or condition (26%)
- have a visible condition to at least some extent (27%)
- be female (26%)

## Confidence at different stages of the rail journey

### Disabled users

Accessing assistance and information at the station are the stages of a rail journey that disabled users feel the least confident with. This differs from 2020/21 findings, where buying tickets and being on the train were felt to present the most barriers in the journey. Qualitative evidence [in the DfT research preceding this quantitative research](#) found that although Passenger Assist is a critical service, a poor experience can significantly impact future confidence to use it. The research also found that at the station, passengers do not always feel confident that key information will be conveyed both via visual and auditory announcements, which may partially explain why there is lower confidence about this stage of the rail journey.

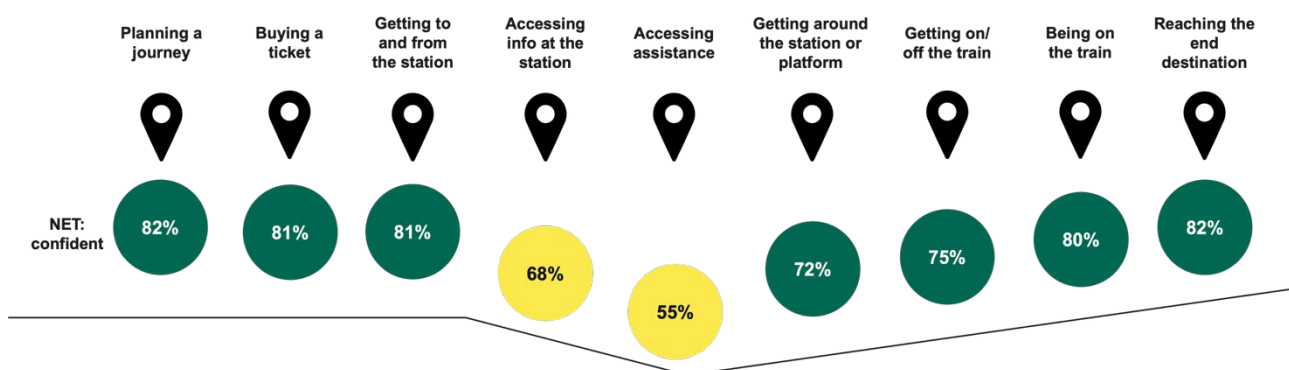


Figure 9: Question B2. And thinking about different parts of the train journey, how confident would you be with...? Net confident are those who selected 'fairly' or 'extremely' confident. Base: Disabled users (n=2,000).

Those disabled users who travel at least once a week are more confident accessing information or assistance (73% and 66% versus 68% and 55% on average), and across the board, levels of confidence are higher among those users who usually travel alone. There are no statistically significant differences in reported levels of confidence by disability type.

## Disabled non-users

Amongst disabled non-users, confidence is lower at all journey stages compared to disabled users, especially accessing assistance and getting around the station. Confidence in getting to and from the station is also notably weaker than disabled users, reflecting the fact that non-users tend to live further away from their most convenient station as explored in Chapter 6 (Barriers to using rail). Disabled non-users' lower levels of confidence overall mirrors findings from 2020/21 – where the journey stages which were felt to present the most barriers were getting around the station or platform and getting on or off the train. Within the disabled non-user audience, lapsed non-users are more confident at all stages versus those who have never travelled by train.

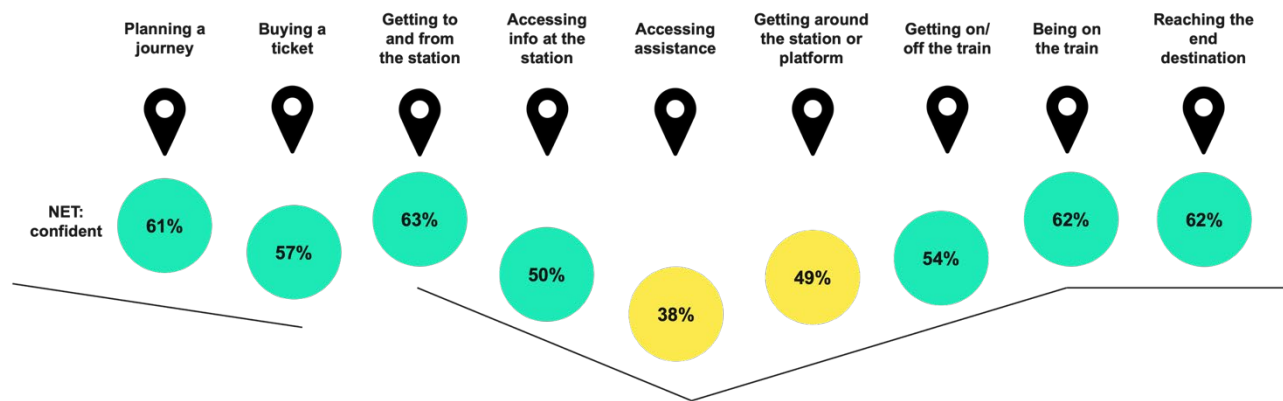


Figure 10: Question B2. And thinking about different parts of the train journey, how confident would you be with...? Net confident are those who selected 'fairly' or 'extremely' confident. Base: Disabled non-users (n=2,000).

Those with non-visible conditions, and those who usually travel alone, tend to report higher levels of confidence. At most journey stages, those with sensory conditions are more confident than those with other disability types, especially if they have a guide dog, communication support or a cochlear implant/hearing aid.

| Table 8: Reported confidence at different journey stages (Net Confident) | Disabled non-users | Net: Disabled non-users with sensory conditions | Net: Disabled non-users with physical conditions | Net: Disabled non-users with cognitive conditions |
|--------------------------------------------------------------------------|--------------------|-------------------------------------------------|--------------------------------------------------|---------------------------------------------------|
| Planning your journey                                                    | 61%                | 65%                                             | 60%                                              | 54%                                               |
| Buying a ticket                                                          | 57%                | 60%                                             | 56%                                              | 52%                                               |
| Getting to and from the station                                          | 63%                | 66%                                             | 60%                                              | 52%                                               |
| Accessing information at the station                                     | 50%                | 55%*                                            | 47%                                              | 46%                                               |
| Accessing assistance                                                     | 38%                | 46%*                                            | 35%                                              | 34%                                               |
| Getting around the station or platform                                   | 49%                | 56%*                                            | 42%                                              | 45%                                               |
| Getting on or off the train                                              | 54%                | 61%*                                            | 46%                                              | 51%                                               |
| Being on the train                                                       | 62%                | 69%*                                            | 61%                                              | 52%                                               |
| Reaching the end destination                                             | 62%                | 67%                                             | 60%                                              | 55%                                               |
|                                                                          | 2,000              | 417                                             | 1,229                                            | 428                                               |

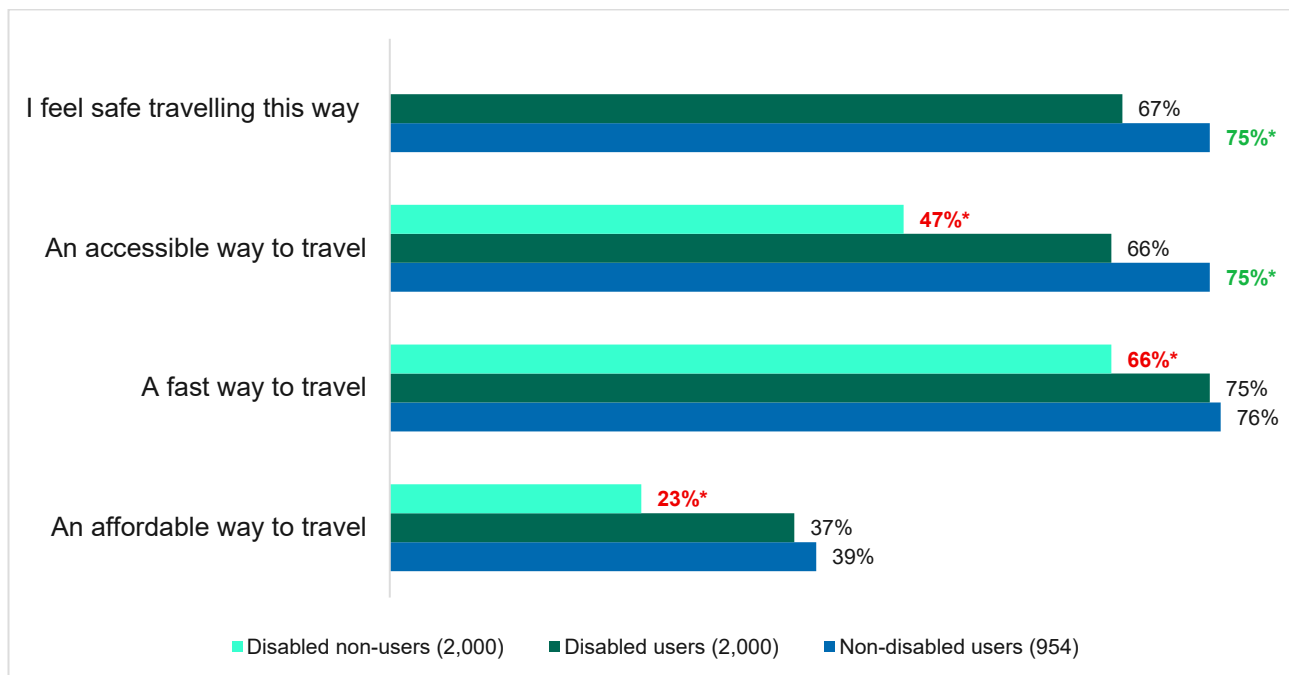
Question B2. And thinking about different parts of the train journey, how confident would you be with...? Net confident are those who selected 'fairly' or 'extremely' confident. Base: Disabled non-users (n=2,000), Net Non-users with sensory conditions (n=417), Net Non-users with physical conditions (n=1,229), Net Non-users with cognitive conditions (n=428). Percentages marked with \* and in green indicate a statistically significant higher percentage vs. all non-disabled users. There

are no statistically significant differences among disabled non-users with physical condition or disabled non-users with cognitive conditions.

## Perceptions of travelling by rail

In line with findings from 2020/21, perceptions of rail travel are more positive across the board among non-disabled users compared to disabled users. While most disabled users and non-disabled users report feeling safe travelling by rail, those with a sensory condition are statistically significantly more likely to report feeling safe than those with a physical or cognitive condition. Those disabled users with sensory conditions and those who travel two or more days a week are statistically significantly more likely to agree that rail travel is accessible (75% and 73% respectively), compared to the disabled user sample in general (66%).

Figure 11: Net agreement with statements about rail amongst disabled non-users, disabled users and non-disabled users of rail



**Question B4. How much do you agree or disagree with the following statements relating to train travel in Great Britain? Base:** Disabled users (n=2,000), Non-disabled users (n=954), Disabled non-users (n=2,000). Net agreement represents those who 'slightly' or 'strongly' agree. The statement about safety was not asked to disabled non-users, as it is about experience. Percentages marked with \* and in green indicate a statistically significant higher percentage for non-disabled users vs. disabled users. Percentages marked with \* and in red indicate a statistically significant lower percentage for disabled non-users vs. disabled users.

Rail travel is not felt to be affordable across the board, regardless of rail use or disability status. Just over a third of disabled users (37%) and non-disabled users (39%) agree that rail travel is affordable, and this drops to a quarter (23%) amongst disabled non-users.

Perceptions of rail travel are more negative among both non-user audiences – with accessibility perceptions statistically significantly weaker among disabled non-users. Unsurprisingly, and in line with findings from 2020/21, disabled non-users are statistically significantly less likely to think rail travel is accessible than users. While around three-

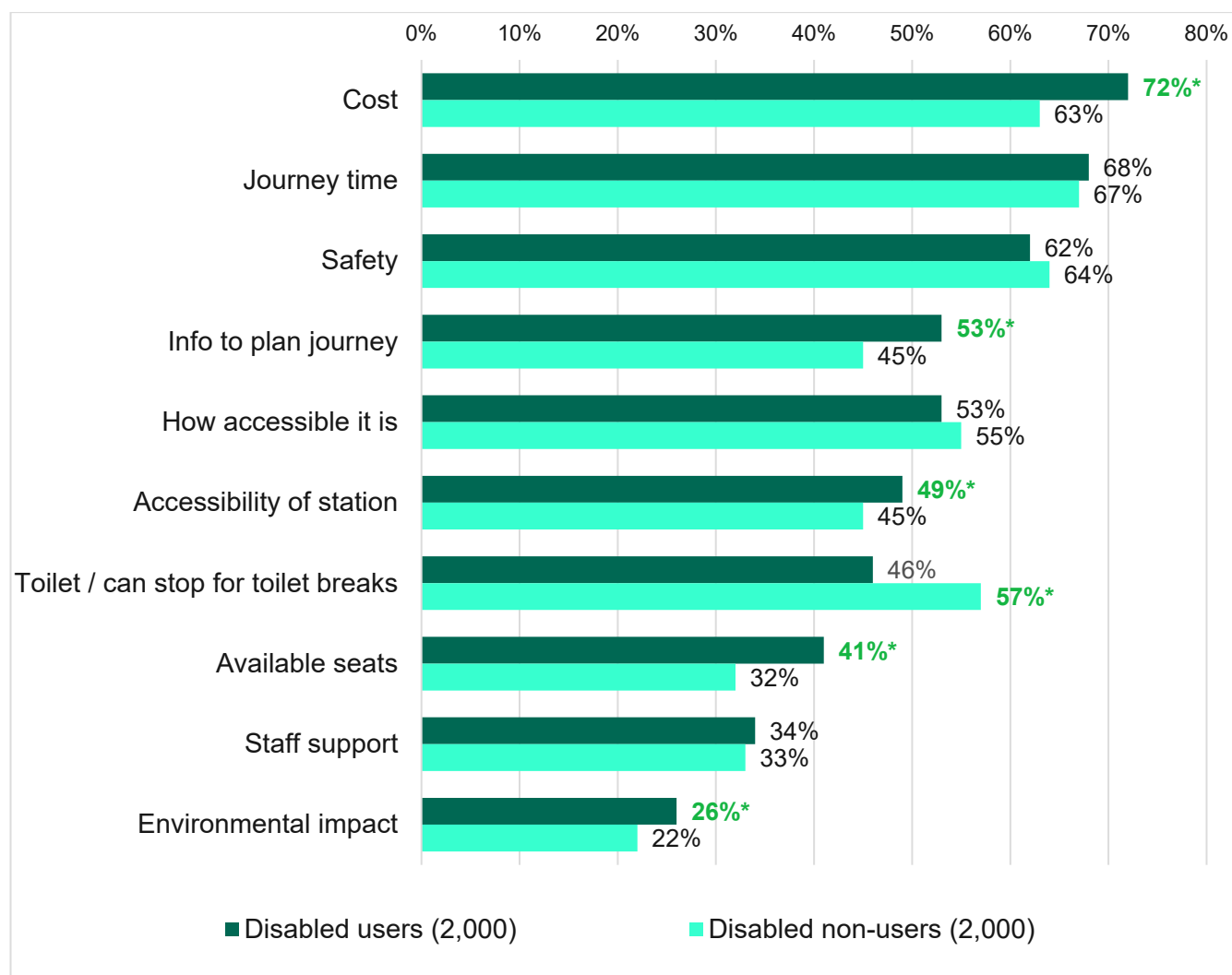
quarters of disabled users and non-disabled users agree rail travel is fast (at 75% and 76% respectively), agreement is statistically significantly lower among disabled non-users of rail at two-thirds (66%).

## Priorities when choosing how to travel

For disabled users and disabled non-users, the top three priorities when deciding how to travel are cost, journey time and safety, with cost being more of a priority for disabled users (72% compared to 63% among disabled non-users).

The availability of toilets or the ability to stop for toilet breaks is particularly important for disabled non-users with 57% taking this into account when deciding how to travel compared to 46% of disabled users.

Figure 12: Priorities when deciding how to travel, amongst disabled users and disabled non-users



Question A3. When you're deciding how you travel (e.g. by car, bus or train), which of these are important to you? Base: Disabled users (n=2,000), Disabled non-users (n=2,000). Percentages marked with \* and in green indicate a statistically significant higher percentage vs. disabled users or disabled non-users.

Female disabled users are also statistically significantly more likely to prioritise a wide range of considerations when deciding how to travel compared to males. This largest difference is the prioritisation of safety, with 70% of females prioritising how safe they will feel compared to 53% of males. The second largest difference in prioritisation is getting information to plan the journey, with 60% of females prioritising this, compared to 46% of males.

| <b>Table 9: Priorities when deciding how to travel by male and female disabled users</b> | <b>Male disabled users</b> | <b>Female disabled users</b> |
|------------------------------------------------------------------------------------------|----------------------------|------------------------------|
| Cost of travel                                                                           | 67%                        | 77%*                         |
| Length of journey and journey time                                                       | 62%                        | 74%*                         |
| How safe I will feel travelling this way                                                 | 53%                        | 70%*                         |
| Getting information to plan the journey                                                  | 46%                        | 60%*                         |
| How accessible the form of transport I am using is                                       | 48%                        | 57%*                         |
| How accessible the station or transport hub is                                           | 45%                        | 53%*                         |
| Toilet facilities available/being able to stop for toilet breaks                         | 42%                        | 50%*                         |
| Availability and pre-booking of seats                                                    | 37%                        | 45%*                         |
| The support available from staff                                                         | 33%                        | 35%                          |
| How environmentally friendly the type of travel is                                       | 24%                        | 28%*                         |
| Base                                                                                     | 893                        | 1,090                        |

**Question A3. When you're deciding how you travel (e.g. by car, bus or train), which of these are important to you? Base: Disabled male users (n=893), Disabled female users (n=1,090). Percentages marked with \* and in green indicate a statistically significant higher percentage vs. disabled male users.**

## 6. Barriers to using rail

### Section summary

When travelling by rail, users experience a wide range of barriers. Disabled users are significantly more likely to regularly experience, and feel their likelihood to travel is impacted by, **all** the barriers tested compared to non-disabled users, except affordability, which affects both disabled and non-disabled users at a similar rate. The additional barriers experienced by disabled users include emotional barriers, such as feeling anxious or stressed about travelling by train, issues such as delays including inaccessibility of replacement services, as well as physical barriers such as a lack of suitable waiting areas at the station or seats/spaces on the train.

Those who use rail frequently naturally notice more barriers, as well as disabled users with cognitive conditions. Frequent disabled users are more likely to regularly experience delays or cancellations, poor availability of toilets and lack of up-to-date, accessible information: all barriers to address for regular users.

For disabled non-users, barriers are generally consistent with users, although distance acts as an additional barrier, as they typically live further away from their local station. However, the biggest difference between disabled users and non-users occurs with barriers related to staff. Disabled non-users are more likely to report that unavailability of staff to provide help or advice impacts their likelihood to travel. This may be a perception gap (i.e. something assumed rather than experienced), however there is an opportunity to address this by highlighting staff support and schemes like Passenger Assist.

### Prevalence of barriers

Qualitative research previously conducted with disabled users and non-users by DfT reveals that disabled people experience a range of barrier types from physical, to social, to informational and sensory.

Physical barriers include:

- difficulty navigating the station
- poor availability of accessible toilets
- lack of suitable waiting areas

- lack of seats/spaces on the train

Social barriers include:

- unavailability of staff
- lack of recognition or understanding of support needs
- passengers being intrusive, inconsiderate or judgemental

Informational barriers include:

- difficulty buying tickets or booking seats/spaces or assistance
- lack of accessible up-to-date journey information

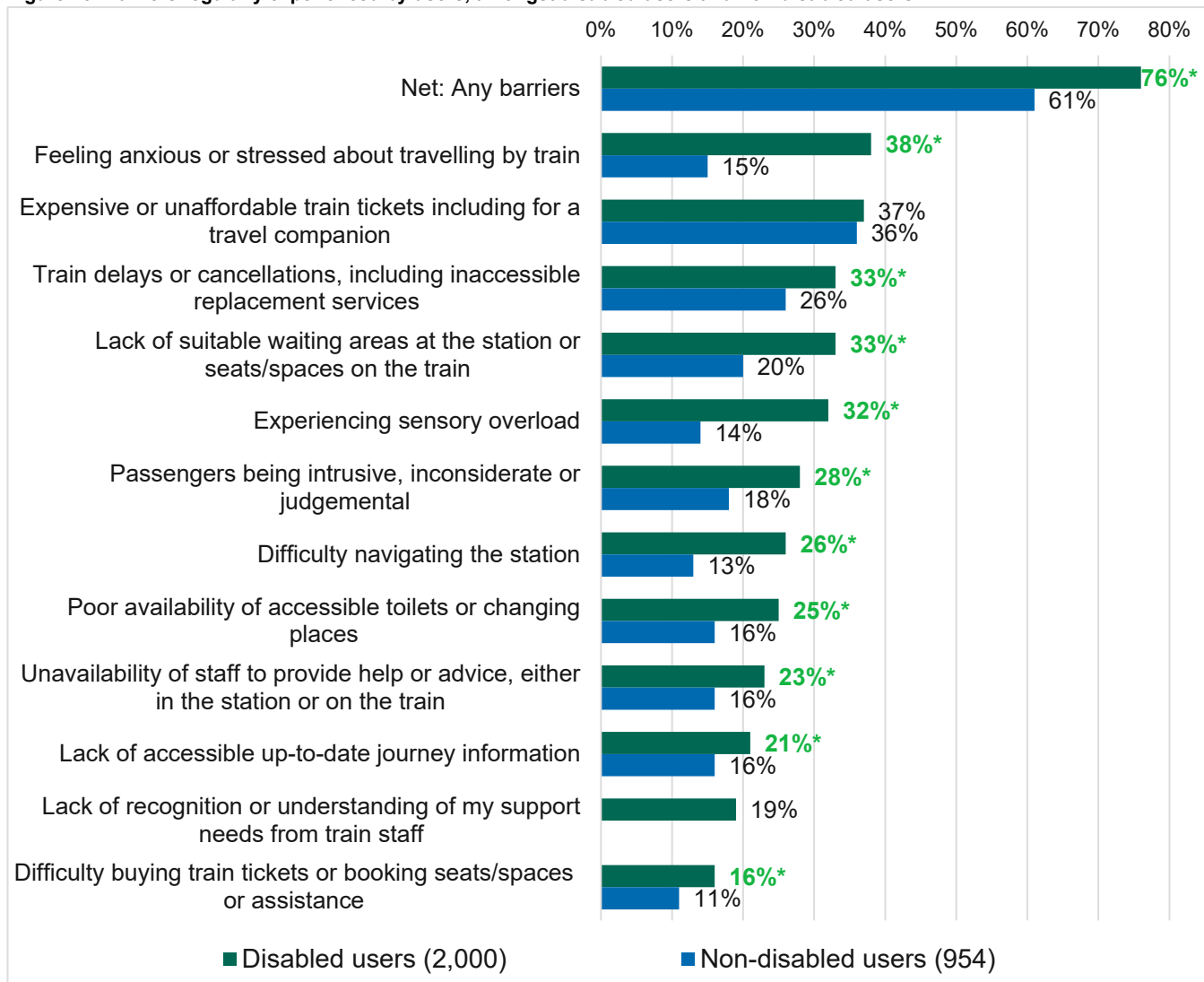
Sensory and emotional barriers include:

- feeling anxious or stressed
- experiencing sensory overload

### **Prevalence of barriers among disabled users and non-disabled users**

For disabled users and non-disabled users alike, and in line with perceptions of rail travel as unaffordable explored in Chapter 5 (Attitudes, perceptions and confidence), expensive or unaffordable train tickets regularly act as a barrier to rail travel (37% of disabled users and 36% of non-disabled users). By 'regularly', this means users report always experiencing or regularly experiencing the barrier.

However, disabled users are more likely to regularly experience other barriers too (see Figure 13). This includes emotional barriers, such as feeling anxious or stressed about travelling by rail, experiencing sensory overload, as well as passengers being intrusive, inconsiderate or judgemental. This may be exacerbated by the additional practical barriers faced such as lack of suitable waiting areas at the station or seats/spaces on the train as well as difficulty navigating the station.

**Figure 13: Barriers regularly experienced by users, amongst disabled users and non-disabled users**

**Question B3.** In the last 18 months, have you experienced any of the following during a train journey? Base: Disabled users (n=2,000), Non-disabled users (n=954). Figures represent those who report they 'always' or 'regularly' experience each barrier. The option 'Lack of recognition or understanding of my support needs from train staff' was only shown to disabled users. Percentages marked with \* and in green indicate a statistically significant higher percentage vs. non-disabled users.

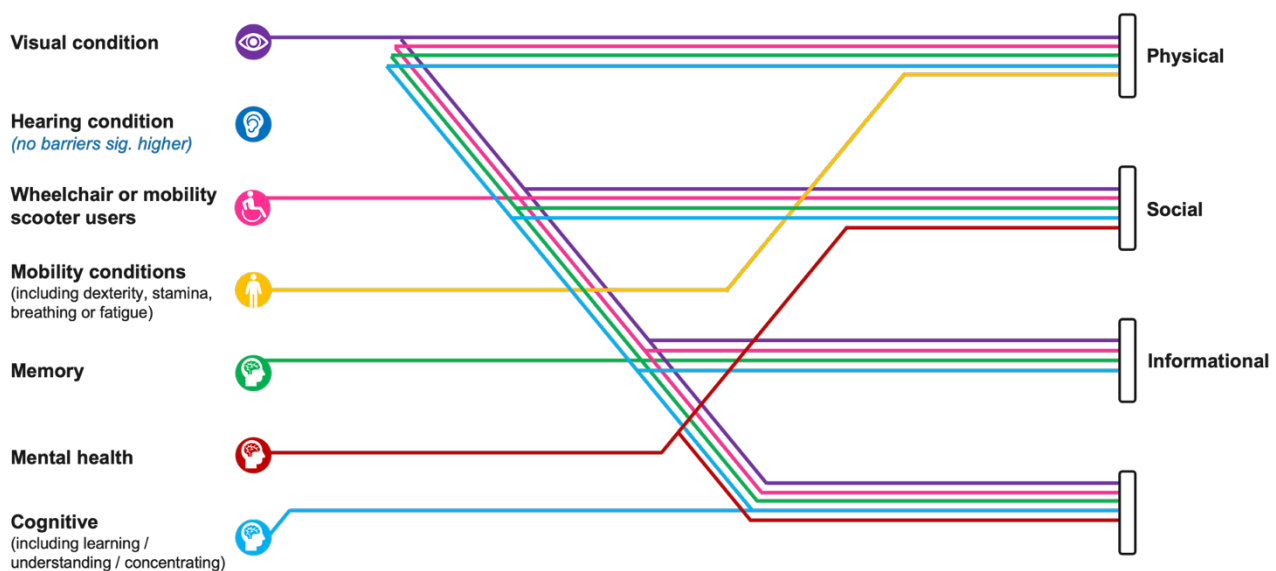
Frequent disabled users, who travel by rail at least once a week, naturally experience all of the barriers more often when compared to infrequent disabled users, who travel by rail less than once a month. In particular, frequent disabled users are more likely to regularly experience issues with delays or cancellations (47%), feeling anxious or stressed about travelling by rail (45%) and a lack of suitable waiting areas at the station or seats or spaces on the train. (36%) (see Table 10).

| <b>Table 10: Barriers regularly experienced by disabled users by frequency of travel</b> | <b>Frequent disabled users</b><br>(travel by rail at least once a week) | <b>Infrequent disabled users</b><br>(travel by rail less than once a month) |
|------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| Train delays or cancellations, including inaccessible replacement services               | 47%*                                                                    | 24%                                                                         |
| Feeling anxious or stressed about travelling by train                                    | 45%*                                                                    | 36%                                                                         |
| Lack of suitable waiting areas at the station or seats/spaces on the train               | 44%*                                                                    | 28%                                                                         |

|                                                                                          |      |     |
|------------------------------------------------------------------------------------------|------|-----|
| Expensive or unaffordable train tickets including for a travel companion                 | 44%* | 33% |
| Experiencing sensory overload                                                            | 43%* | 28% |
| Poor availability of accessible toilets or changing places                               | 41%* | 19% |
| Passengers being intrusive, inconsiderate or judgemental                                 | 38%* | 24% |
| Difficulty navigating the station                                                        | 37%* | 21% |
| Lack of accessible up-to-date journey information                                        | 36%* | 15% |
| Unavailability of staff to provide help or advice, either in the station or on the train | 35%* | 20% |
| Lack of recognition or understanding of my support needs                                 | 31%* | 15% |
| Difficulty buying train tickets or booking seats/spaces or assistance                    | 28%* | 11% |
| Base                                                                                     | 575  | 872 |

**Question B3. In the last 18 months, have you experienced any of the following during a train journey?** Base: Frequent disabled users (travel on rail at least once a week) (n=575), Infrequent disabled users (travel on rail less than once a month) (n=872). Percentages marked with \* and in green indicate a statistically significant higher percentage vs. infrequent disabled users.

## Prevalence of barriers by disability type



**Figure 14: Question B3. In the last 18 months, have you experienced any of the following during a train journey?** This visualisation follows a format created by Verian, as part of their qualitative research into disabled users and non-users of rail in 2024. The connecting line represents that this audience was significantly more likely than all disabled users to experience a barrier of each of these types. Base: Disabled users (n=2,000), Disabled users with a visual condition (n=261), Disabled users with a hearing condition (n=288), Net Wheelchair or mobility scooter users (n=239), Disabled users with mobility conditions (n=630), Disabled users with a memory condition (n=179), Disabled users with a cognitive condition (n=439).

There are also differences in the barriers regularly experienced by disabled users based on their disability type. For example, disabled users with cognitive conditions are likely to experience sensory overload more than disabled users more broadly. However, it is important to note that despite these differences, the top barriers regularly experienced by disabled people are largely consistent across different conditions. Table 11 shows that feeling stressed or anxious, expensive or unaffordable train tickets, a lack of suitable waiting areas and experiencing sensory overload are within the top 5 barriers regularly experienced by disabled users across all types of condition.

**Table 11: Ranking of barriers regularly experienced by disabled users, by disability type**

|                                                                            | Net: Disabled users with sensory conditions | Net: Disabled users with physical conditions | Net: Disabled users with cognitive conditions |
|----------------------------------------------------------------------------|---------------------------------------------|----------------------------------------------|-----------------------------------------------|
| Feeling stressed or anxious about travelling by train                      | 3 <sup>rd</sup>                             | 1 <sup>st</sup>                              | 2 <sup>nd</sup>                               |
| Expensive or unaffordable train tickets including for a travel companion   | 2 <sup>nd</sup>                             | 2 <sup>nd</sup>                              | 3 <sup>rd</sup>                               |
| Lack of suitable waiting areas at the station or seats/spaces on the train | 1 <sup>st</sup>                             | 3 <sup>rd</sup>                              | 4 <sup>th</sup>                               |
| Experiencing sensory overload                                              | 4 <sup>th</sup>                             | 5 <sup>th</sup>                              | 1 <sup>st</sup>                               |
| Base                                                                       | 475                                         | 890                                          | 600                                           |

**Question B3. In the last 18 months, have you experienced any of the following during a train journey? Base: Net Disabled users with sensory conditions (n=475), Net Disabled users with physical conditions (n=890), Net Disabled users with cognitive conditions (n=600).**

Additionally, when compared to all disabled users, those with a cognitive condition are statistically significantly more likely to report regularly experiencing nearly all barriers tested in the survey (as shown in Table 12).

**Table 12: Barriers regularly experienced by disabled users, by disability type**

|                                                                                          | Net: Disabled users with cognitive conditions | Net: Disabled users with sensory conditions | Net: Disabled users with physical conditions |
|------------------------------------------------------------------------------------------|-----------------------------------------------|---------------------------------------------|----------------------------------------------|
| Experiencing sensory overload                                                            | 49%*                                          | 36%                                         | 30%                                          |
| Feeling anxious or stressed about travelling by train                                    | 49%*                                          | 36%                                         | 37%                                          |
| Expensive or unaffordable train tickets including for a travel companion                 | 45%*                                          | 38%                                         | 36%                                          |
| Lack of suitable waiting areas at the station or seats/spaces on the train               | 43%*                                          | 38%*                                        | 34%                                          |
| Train delays or cancellations, including inaccessible replacement services               | 40%*                                          | 35%                                         | 30%                                          |
| Passengers being intrusive, inconsiderate or judgemental                                 | 36%*                                          | 30%                                         | 29%                                          |
| Poor availability of accessible toilets or changing places                               | 31%*                                          | 29%                                         | 27%                                          |
| Difficulty navigating the station                                                        | 30%                                           | 33%*                                        | 31%*                                         |
| Lack of accessible up-to-date journey information                                        | 28%*                                          | 26%*                                        | 20%                                          |
| Unavailability of staff to provide help or advice, either in the station or on the train | 28%*                                          | 28%*                                        | 25%                                          |
| Lack of recognition or understanding of my support needs from train staff                | 25%*                                          | 23%                                         | 20%                                          |
| Difficulty buying train tickets or booking seats/spaces or assistance                    | 20%*                                          | 21%*                                        | 15%                                          |
| Base                                                                                     | 600                                           | 475                                         | 890                                          |

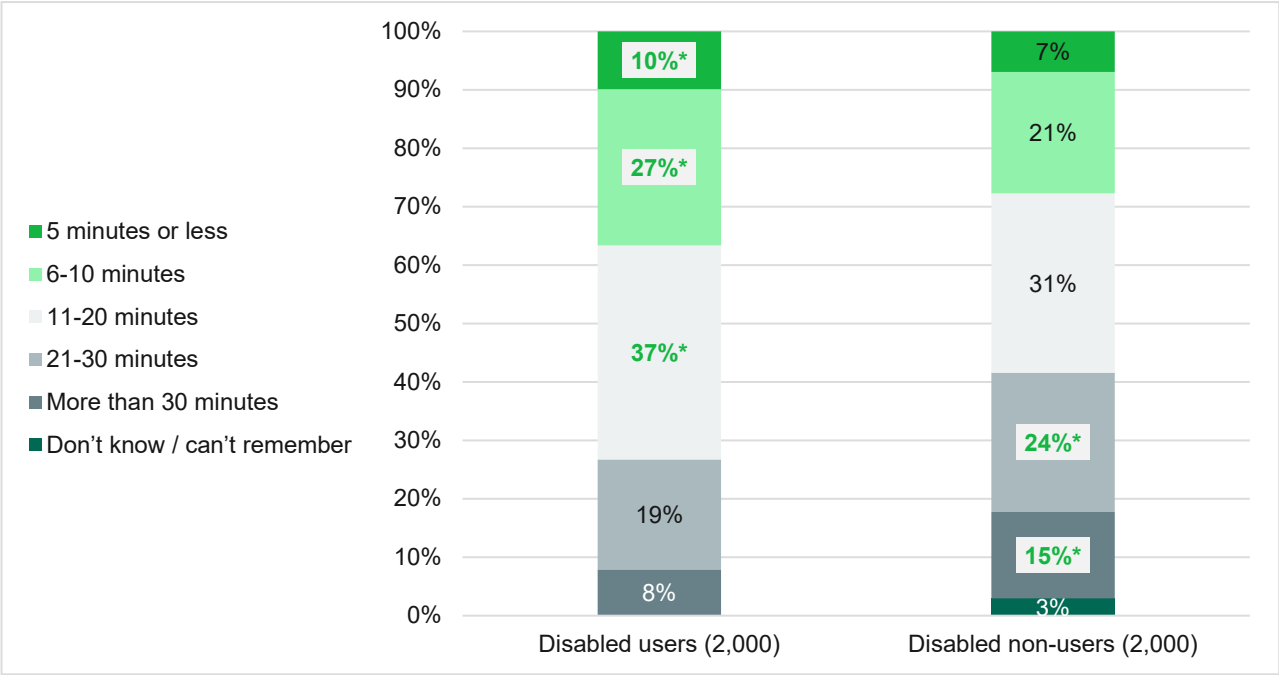
**Question B3. In the last 18 months, have you experienced any of the following during a train journey? Base: Disabled users (n=2,000), Net Disabled users with sensory conditions (n=475), Net Disabled users with physical conditions (n=890), Net Disabled users with cognitive conditions (n=600). Percentages marked with \* and in green indicate a statistically significant higher percentage vs. all disabled users.**

## Prevalence of barriers by distance from station

Disabled non-users typically live further away from their local station than disabled users, which may also act as a barrier to rail usage. Nearly twice as many disabled non-users live

more than 30 minutes away from their most convenient train station compared to disabled users (15% compared to 8%). Additionally, 27% of disabled users live within 6 to 10 minutes away from the train station they use most often (see Figure 15). This may be related to geographical location, with disabled non-users being nearly twice as likely than disabled users to live rurally (40% compared to 22%).

Figure 15: Distance from most used/most convenient train station, amongst disabled users and non-users of rail

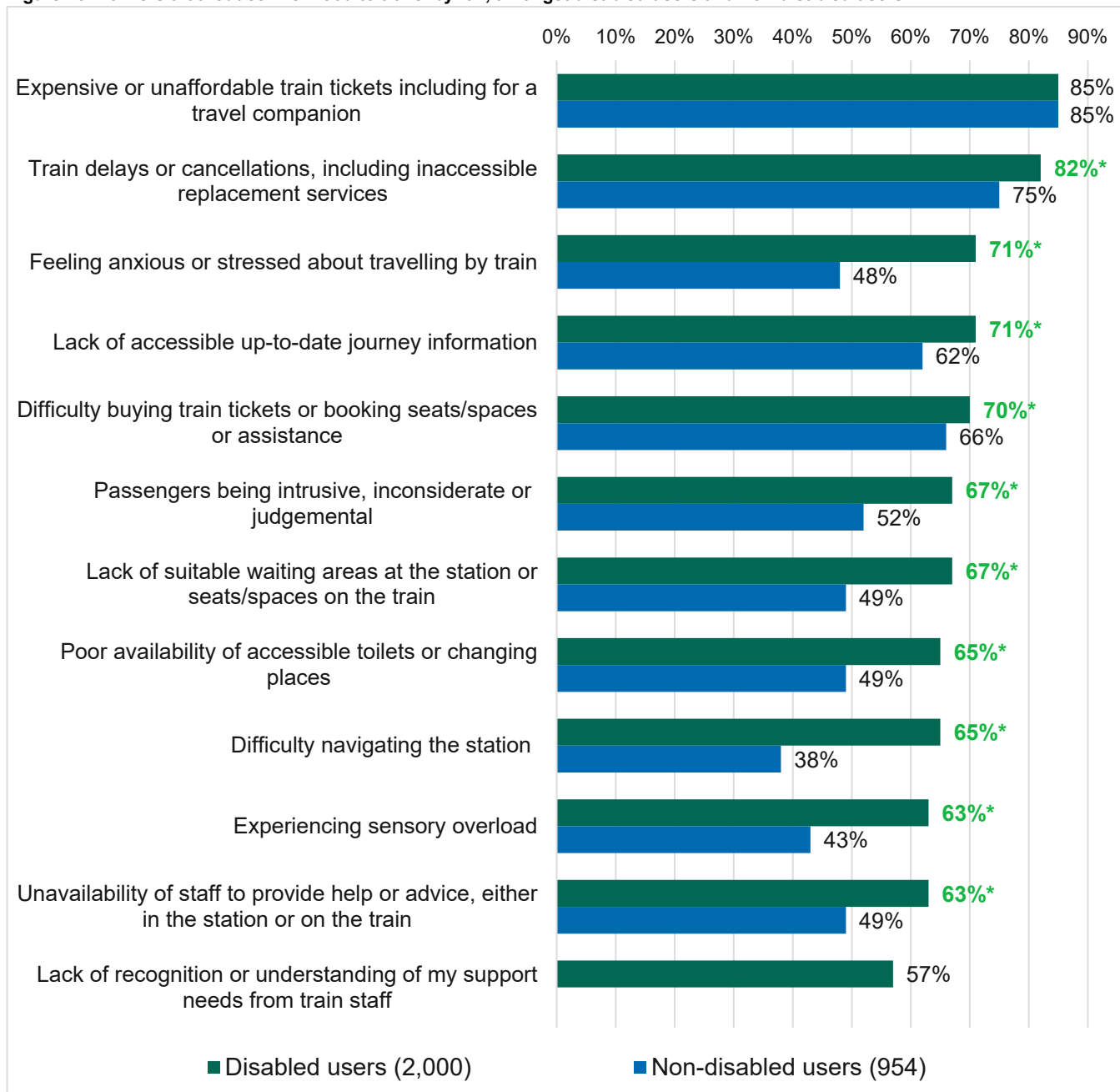


Question A6. How long does it usually take you to get to the train station you use most often? / How long would it take you to get to your most convenient train station? Base: Disabled users (n=2,000), Disabled non-users (n=2,000). Percentages marked with \* and in green indicate a statistically significant higher percentage vs. all disabled users or disabled non-users.

## Impact of barriers

### Impact of barriers on disabled users

Overall, disabled users are more likely to report that barriers impact their likelihood to travel by rail – by making them slightly less likely to travel, significantly less likely to travel or completely prevent them from travelling (see Figure 16). The only exception to this is the barrier of expensive or unaffordable train tickets, which affects likelihood of travel for disabled users and non-disabled users alike.

**Figure 16: Barriers that reduce likelihood to travel by rail, amongst disabled users and non-disabled users**

**Question C1. To what extent do the following factors impact your likelihood to travel by train? Base: Disabled users (n=2,000), Non-disabled users (n=954).** The chart shows Net impact of those selecting 'slightly less' or 'significantly less' likely to travel or 'completely prevents me from travelling'. The option 'Lack of recognition or understanding of my support needs from train staff' was only shown to disabled users. Percentages marked with \* and in green indicate a statistically significant higher percentage vs. non-disabled users.

In terms of the scale of impact on the likelihood to travel for disabled users, only a minority of disabled users report that the barriers completely prevent them from travelling (as shown in Table 13). However, the cost of train tickets and potential rail delays have the biggest impact. Over half (56%) of disabled users report that expensive or unaffordable train tickets make them significantly less likely to travel or completely prevent them from travelling. Additionally, for 44% of disabled users, the potential for train delays or cancellations makes them significantly less likely to travel or completely prevents them from travelling.

| <b>Table 13: Barriers that impact likelihood to travel by rail among disabled users</b>  | <b>Makes me slightly less likely to travel</b> | <b>Makes me significantly less likely to travel</b> | <b>Completely prevents me from travelling</b> |
|------------------------------------------------------------------------------------------|------------------------------------------------|-----------------------------------------------------|-----------------------------------------------|
| Expensive or unaffordable train tickets including for a travel companion                 | 30%                                            | 38%                                                 | 17%                                           |
| Potential for train delays or cancellations, including inaccessible replacement services | 38%                                            | 33%                                                 | 11%                                           |
| Feeling anxious or stressed about travelling by train                                    | 36%                                            | 25%                                                 | 10%                                           |
| Lack of accessible up-to-date journey information                                        | 40%                                            | 25%                                                 | 7%                                            |
| Difficulty buying train tickets or booking seats/spaces or assistance                    | 36%                                            | 26%                                                 | 8%                                            |
| Passengers being intrusive, inconsiderate or judgemental                                 | 35%                                            | 24%                                                 | 8%                                            |
| Lack of suitable waiting areas at the station or seats/spaces on the train               | 40%                                            | 22%                                                 | 6%                                            |
| Poor availability of accessible toilets or changing places                               | 37%                                            | 23%                                                 | 5%                                            |
| Difficulty navigating the station                                                        | 39%                                            | 21%                                                 | 5%                                            |
| Experiencing sensory overload                                                            | 32%                                            | 23%                                                 | 9%                                            |
| Unavailability of staff to provide help or advice, either in the station or on the train | 37%                                            | 21%                                                 | 5%                                            |
| Lack of recognition or understanding of my support needs from train staff                | 33%                                            | 19%                                                 | 5%                                            |

**Question C1. To what extent do the following factors impact your likelihood to travel by train? Base: Disabled users (n=2,000).**

Disabled users who travel accompanied are more likely to be impacted by all of the barriers in comparison to those who travel alone. Disabled users who travel accompanied are also an audience who are likely to use aids, which may contribute to the increased impact the barriers have on this audience compared to those who travel alone.

## Impact of barriers on disabled non-users

Similar to disabled users, the biggest impact on the likelihood to travel by rail for disabled non-users is expensive or unaffordable train tickets, with nearly a third (32%) reporting that this makes them significantly less likely to travel by rail and 34% reporting that it completely prevents them from travelling by rail. The potential for train delays or cancellations is also equally limiting, with over a third (34%) reporting a significant impact on their likelihood to travel and 27% reporting it completely prevents them from travelling.

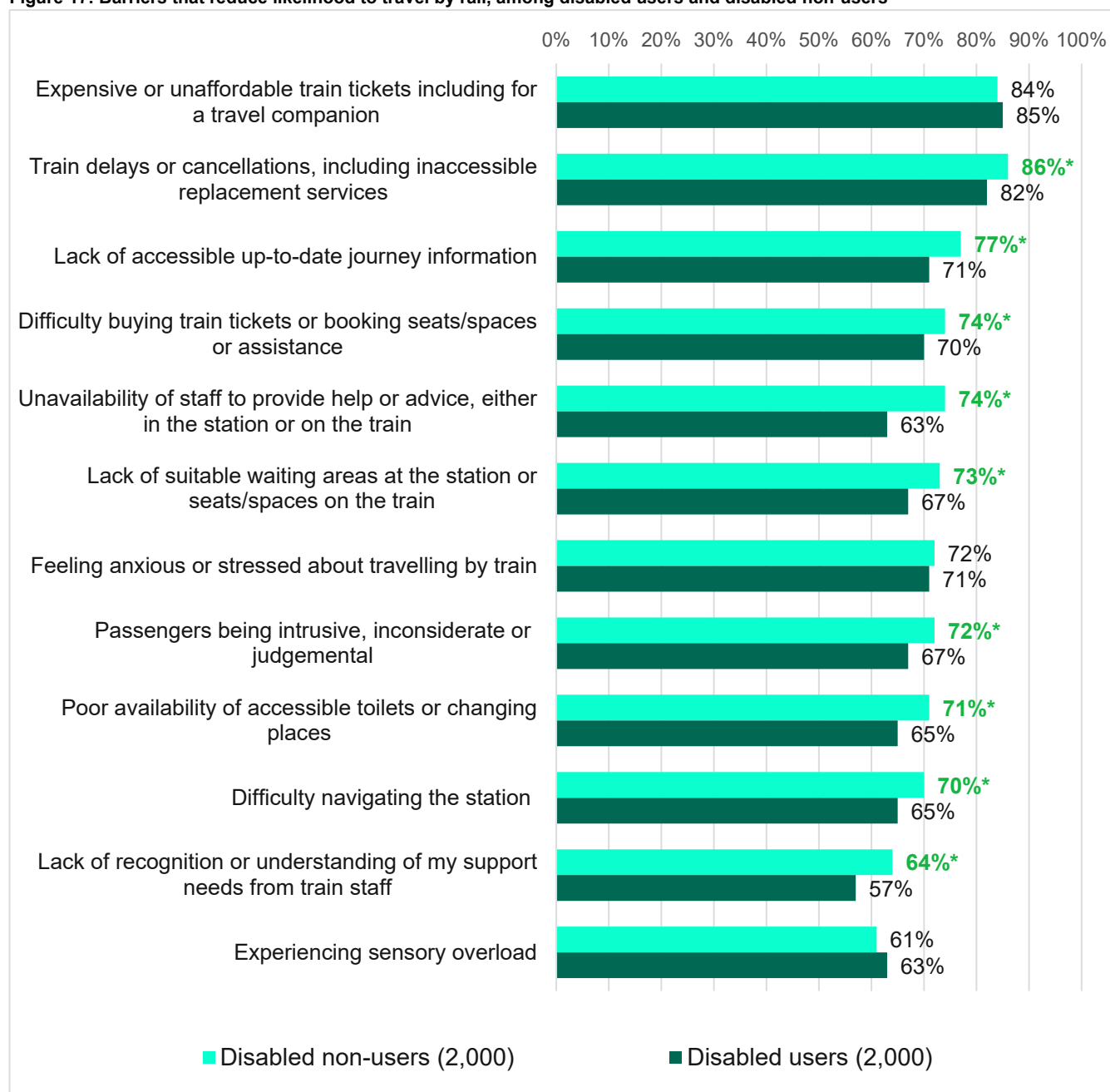
| <b>Table 14: Barriers that impact likelihood to travel by rail among disabled non-users</b> | <b>Makes me slightly less likely to travel</b> | <b>Makes me significantly less likely to travel</b> | <b>Completely prevents me from travelling</b> |
|---------------------------------------------------------------------------------------------|------------------------------------------------|-----------------------------------------------------|-----------------------------------------------|
| Potential for train delays or cancellations, including inaccessible replacement services    | 25%                                            | 34%                                                 | 27%                                           |
| Expensive or unaffordable train tickets including for a travel companion                    | 18%                                            | 32%                                                 | 34%                                           |
| Lack of accessible up-to-date journey information                                           | 30%                                            | 29%                                                 | 18%                                           |

|                                                                                          |     |     |     |
|------------------------------------------------------------------------------------------|-----|-----|-----|
| Unavailability of staff to provide help or advice, either in the station or on the train | 29% | 28% | 17% |
| Lack of suitable waiting areas at the station or seats/spaces on the train               | 28% | 29% | 17% |
| Difficulty buying train tickets or booking seats/spaces or assistance                    | 27% | 29% | 17% |
| Feeling anxious or stressed about travelling by train                                    | 23% | 27% | 23% |
| Passengers being intrusive, inconsiderate or judgemental                                 | 25% | 27% | 20% |
| Poor availability of accessible toilets or changing places                               | 26% | 25% | 19% |
| Difficulty navigating the station                                                        | 23% | 25% | 21% |
| Lack of recognition or understanding of my support needs from train staff                | 25% | 23% | 16% |
| Experiencing sensory overload                                                            | 24% | 21% | 17% |

**Question C1. To what extent do the following factors impact your likelihood to travel by train? Base: Disabled non-users (n=2,000).**

In comparison to disabled users, disabled non-users are more likely to find barriers more impactful on their likelihood to travel (see Figure 17). For example, 73% of disabled non-users report that a lack of suitable waiting areas at the station or seats/spaces on the train impacts their likelihood to travel to some extent, in comparison to 67% of disabled users. Another statistically significant difference is that 77% of disabled non-users say a lack of accessible, up-to-date information (for example, about station lifts, toilets or platform changes) impacts their likelihood to travel to some extent – versus 71% of disabled users.

However, the biggest difference between disabled users and non-users occurs with barriers related to staff. Nearly a quarter (74%) of disabled non-users report that the unavailability of staff to provide help or advice impacts their likelihood to travel compared to 63% of disabled users. This may highlight a perception gap between the availability of staff support between disabled users and non-users. Additionally, 64% of disabled non-users report that lack of recognition or understanding of their support needs from staff impacts their likelihood to travel compared to 57% of disabled users. This may indicate that negative past experiences with staff shape non-users' likelihood of future rail travel.

**Figure 17: Barriers that reduce likelihood to travel by rail, among disabled users and disabled non-users**

Question C1. To what extent do the following factors impact your likelihood to travel by train? Base: Disabled users (n=2,000), Disabled non-users (n=2,000). The chart shows Net impact are those selecting 'slightly less' or 'significantly less' likely to travel or 'completely prevents me from travelling'. Percentages marked with \* and in green indicate a statistically significant higher percentage vs. disabled users.

### Impact of barriers by the prevalence of barriers

Amongst disabled users, analysis of the impact of barriers by the prevalence of barriers allows for a fuller prioritisation of the barriers that are most important to address.

Barriers such as train delays or cancellations, feeling anxious or stressed travelling by train and expensive or unaffordable train tickets are more commonly experienced by disabled users and have a higher impact on their likelihood to travel than other barriers, making these a high priority. Furthermore, whilst less commonly experienced by disabled users, barriers such as difficulty buying tickets or booking seats/assistance or the lack of accessible up-to-date journey information have a great impact on likelihood to travel.

Categorised as being lower priority, based on the intersection between the impact of the barriers on the likelihood to travel and the prevalence of the barriers for disabled users, is the lack of available staff, passengers being intrusive, difficulty navigating the station and the lack of suitable areas at the station or on the train.

Additionally, the poor availability of accessible toilets or changing places and the lack of recognition or understanding of support needs from staff are less commonly experienced and have a lower impact on the likelihood to travel for disabled users – relative to other barriers tested.

## Behaviour analysis of barriers

The [ISM behavioural framework](#) shows that different contexts – namely the Individual, Social and Material contexts – can influence people's behaviours.

- The individual context accounts for factors that are held by the individual that affect their choices and behaviours, such as their values, attitudes and skills
- The social context includes factors that exist beyond the individual in the social realm, such as social norms and understandings that are shared among groups
- Finally, the material context includes factors that are in the environment and the wider world and can include infrastructures, technologies and regulations

The barriers that were tested in this research were mapped to the ISM framework.

The individual barriers include:

- feeling anxious or stressed about travelling by train
- experiencing sensory overload
- difficulty buying train tickets or booking seats/spaces

The social barriers include:

- lack of recognition or understanding of my support needs from train staff
- passengers being intrusive, inconsiderate or judgemental

The material barriers include:

- difficulty navigating the station
- poor availability of accessible toilets or changing places
- lack of suitable waiting areas at the station or seats/spaces on the train
- expensive or unaffordable train tickets
- lack of accessible up-to-date journey information
- unavailability of staff to provide help or advice, either in the station or on the train
- train delays or cancellations, including inaccessible replacement services

For the majority of disabled users (97%) and non-disabled users (94%), the material barriers are the most prevalent barriers and regularly experienced. However, as shown in Table 15, disabled users are also more likely to experience social barriers and individual barriers than non-disabled users.

| Table 15: Barriers regularly experienced, by ISM framework | Disabled users | Non-disabled users |
|------------------------------------------------------------|----------------|--------------------|
| Experienced any individual barriers                        | 88%*           | 68%                |
| Experienced any social barriers                            | 74%*           | 57%                |
| Experienced any material barriers                          | 97%*           | 94%                |
| Base                                                       | 2,000          | 954                |

**Question B3.** In the last 18 months, have you experienced any of the following during a train journey? Base: Disabled users (n=2,000), Non-disabled users (n=954). Percentages marked with \* and in green indicate a statistically significant higher percentage vs. Non-disabled users.

In terms of the impact of these barriers on travel intentions, disabled users are statistically significantly more likely to report that material, social and individual barriers impact their likelihood to travel compared to non-disabled users.

| Table 16: Barriers that impact travel likelihood, by ISM framework | Disabled users | Non-disabled users |
|--------------------------------------------------------------------|----------------|--------------------|
| Experienced any individual barriers                                | 86%*           | 75%                |
| Experienced any social barriers                                    | 76%*           | 52%                |
| Experienced any material barriers                                  | 95%*           | 92%                |
| Base                                                               | 2,000          | 954                |

**Question C1.** To what extent do the following factors impact your likelihood to travel by train? Base: Disabled users (n=2,000), Non-disabled users (n=954). Percentages marked with \* and in green indicate a statistically significant higher percentage vs. Non-disabled users.

## 7. Enablers to using rail

### Section summary

When invited to share what support they would need to travel by rail more in the future by rail, overall, disabled users and non-users suggest comments related to affordability, followed by more support of assistance from staff, and fewer or better managed delays. These ideas largely reflect the barriers explored in the previous section, helping to resolve key current issues with rail travel.

When prompted with a list of ideas, clean, working and accessible toilets at the station and on the train emerges as a popular idea to enable rail travel among disabled users and non-users, again reflecting the fact that many encounter poor availability of accessible toilets as a barrier to travel. Following this, many welcome the idea of more accessible and up-to-date information, and greater availability of staff assistance including via help points to contact staff easily.

There are differences in the enablers selected depending on people's disability or condition. For example, disabled users with physical conditions are much more likely than disabled users overall to select most of the prompted ideas. This is consistent with disabled non-users with physical conditions, who are also more likely than disabled non-users in general to select most of the ideas.

### Unprompted ideas to enable future rail travel

#### Ideas provided by disabled users

To further inform understanding of barriers to rail travel, as well as understanding possible enablers, the research explored interventions which could lead to increased rail use. Ahead of testing specific initiatives, respondents were asked to consider what support they would need to travel by rail more often in the future. As shown in Table 17, 39% of disabled users who provided a response suggested ideas which would enhance affordability for passengers. This aligns with key barriers identified in Chapter 6 (Barriers to using rail), with over a third of rail users regularly experiencing expensive or unaffordable fares.

Over half (58%) of non-disabled users who provided a response also suggested ideas related to affordability. This higher proportion is likely to reflect a smaller range of support

needs among non-disabled users overall, rather than affordability challenges being more prevalent for this audience. Affordability requirements reflect the rising cost of living, which is felt keenly by disabled and non-disabled people alike, mirroring the finding in Chapter 5 (Attitudes, perceptions and confidence), that rail travel is not felt to be affordable.

| Table 17: Unprompted ideas to support future rail travel (coded open responses)  | Disabled users | Non-disabled users |
|----------------------------------------------------------------------------------|----------------|--------------------|
| Comments related to affordability e.g. cheaper fares                             | 39%            | 58%*               |
| No changes are needed <i>[exclusive tick box]</i>                                | 39%            | 48%*               |
| More support or assistance from staff                                            | 17%*           | 7%                 |
| Fewer or better managed cancellations or delays                                  | 8%             | 11%                |
| A more reliable service overall                                                  | 7%             | 11%*               |
| Improved facilities on the train; mainly toilets                                 | 5%             | 2%                 |
| Improved frequency of trains or availability of tickets                          | 5%             | 8%                 |
| Improved booking or ticket service e.g. disability specific or in-person booking | 5%             | 4%                 |
| Make amenities/facilities better at the station; mainly seats and toilets        | 5%             | 2%                 |

**Question E2. What changes, if any, would there need to be to support you to travel by train more in the future? Open response. Base: Disabled users (n=2,000), Non-disabled users (n=974).**

39% of disabled users indicate no changes are required to enable them to travel more in the future. As this was a tick-box option, this proportion could also include those who were unable to immediately think of ideas. Some groups are more likely to suggest no changes were needed: those aged 16-34 (52%), those who travel at least once a week (47%), those who commute to or from work (47%) and male respondents (43%) – compared to disabled users more broadly. As identified in Chapter 4 (Rail usage behaviour and demographics), these sub-groups are likely to travel more frequently by rail and are more likely to suggest they will travel by rail more in the future.

### Ideas provided by disabled non-users

Whilst cheaper fares would also help encourage future rail travel for a third of disabled non-users (33%), this audience are most likely to say no changes are needed (38%, see Table 18). Those aged 16-34 (51%), those living in urban areas (46%), and those with cognitive conditions (43%) are statistically significantly more likely than disabled non-users at large to indicate no changes are required. As noted above, this may also include those who were unable to immediately think of ideas.

| Table 18: Unprompted ideas to support future rail travel (coded open responses)  | Disabled non-users | Non-disabled non-users |
|----------------------------------------------------------------------------------|--------------------|------------------------|
| No changes are needed <i>[exclusive tick box]</i>                                | 38%                | 39%                    |
| Comments related to affordability e.g. cheaper fares                             | 33%                | 54%*                   |
| More support or assistance from staff                                            | 15%                | 7%                     |
| Change in personal circumstances                                                 | 8%                 | 7%                     |
| A station local to me                                                            | 7%                 | 6%                     |
| A more reliable service overall                                                  | 7%                 | 6%                     |
| Improved accessibility of the station or platform, e.g. more lifts               | 6%                 | N/A                    |
| Improved booking or ticket service e.g. disability specific or in-person booking | 6%                 | 7%                     |
| Improved facilities on the train; mainly toilets                                 | 6%                 | 1%                     |

|                                                                               |    |    |
|-------------------------------------------------------------------------------|----|----|
| Easier access to travel information and schedules, including an effective app | 5% | 6% |
| Assistance getting on and off trains                                          | 5% | 2% |
| Improved travel to and from the station e.g. better bus services, parking     | 5% | 4% |

**Question E2. What changes, if any, would there need to be to support you to travel by train more in the future? Open response. Base: Disabled non-users (n=2000), Non-disabled non-users (n=253).**

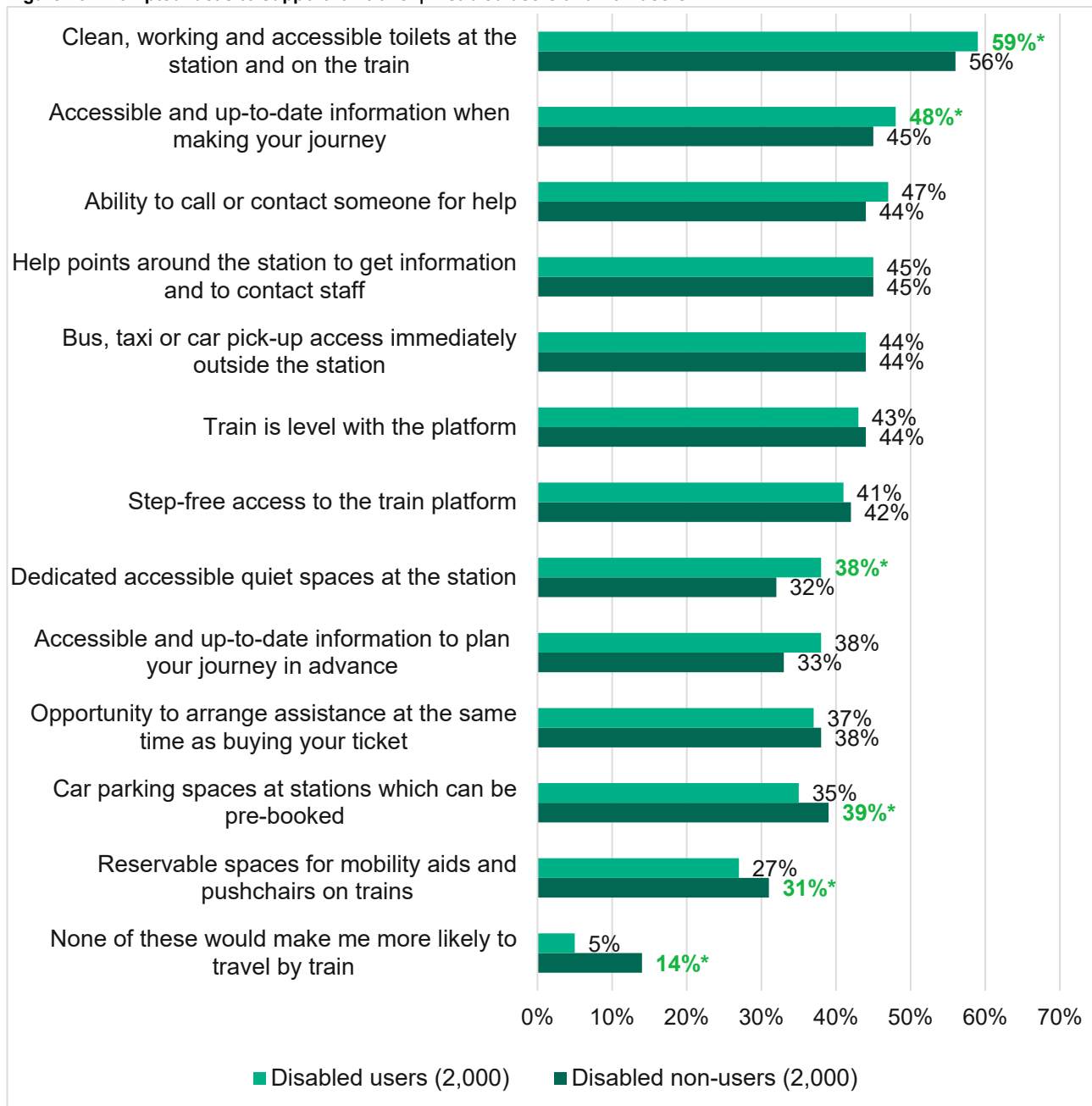
## Exploring prompted ideas to increase rail travel

Respondents were presented with 12 ideas to enable rail travel, to understand what interventions would make both disabled users and non-users more likely to travel by rail in the future. These ideas were informed by the qualitative study conducted in 2024. As respondents were presented only with this list of ideas at this question, which could not capture every possible intervention idea, this analysis focuses on the relative appeal of the ideas tested, and the groups to whom each appeals more or less.

For both audiences, 'clean, working and accessible toilets at the station and on the train' is the area of support which is most likely to be selected, with over half of users and non-users suggesting this would encourage future travel (see Figure 18). Disabled users who travel less than once a month are statistically significantly more likely than all disabled users to select this (63% vs. 59% of disabled users).

'Accessible and up-to-date information when making your journey' is also a key enabler to future travel, for 48% of disabled users and 45% of disabled non-users. Disabled users with more than one disability (54%) and those who travel less often (64%) are statistically significantly more likely than all disabled users to select this.

Disabled non-users are almost three times more likely than disabled users (14% vs. 5%) to say none of these ideas would make them more likely to travel by train in the future, a statistically significant difference. Lapsed users are also substantially more likely to select all of the ideas listed than those who have never used rail. Toilets are still the top option for those who have never used rail (although a smaller proportion, at 39%).

**Figure 18: Prompted ideas to support rail travel | Disabled users and non-users**

**Question E3.** Below is a list of ideas other people have shared that might make it easier for people to travel by train. Please select the options that would make you most likely to travel by train in the future. Base: Disabled users (n=2,000), Disabled non-users (n=2,000). Percentages marked with \* and in green indicate a statistically significant higher percentage vs. all disabled users or disabled non-users.

### Enablers selected by disabled users (prompted)

There are some differences in the prompted ideas for enablers selected by disabled users depending on the barriers they experienced, suggesting that some enablers could help to address certain barriers:

- those who feel anxious or stressed about travelling on the train, and those who experience sensory overload due to bright lights, loud noises and/or crowds of

people are statistically significantly more likely than all disabled users to want to see dedicated accessible quiet spaces at the station (44% and 52% vs. 38%)

- those who experience difficulty navigating the station are statistically significantly more likely than all disabled users to want: the train level with the platform (50% vs. 43%); step-free access (47% vs. 41%); and reservable spaces on trains (33% vs. 27%)

Differences in desired support are also present by disability type (see Table 19). Users with physical conditions are much more likely than disabled users in general to select most of the prompted ideas. This includes clean, working and accessible toilets (66% compared to 59%) as well as the ability to call or contact someone for help (57% compared to 47%).

| <b>Table 19: Prompted ideas to support rail travel</b>                     | <b>All disabled users</b> | <b>Net: Disabled users with sensory conditions</b> | <b>Net: Disabled users with physical conditions</b> | <b>Net: Disabled users with cognitive conditions</b> |
|----------------------------------------------------------------------------|---------------------------|----------------------------------------------------|-----------------------------------------------------|------------------------------------------------------|
| Clean, working and accessible toilets at the station and on the train      | 59%                       | 59%                                                | 66%*                                                | 59%                                                  |
| Accessible and up-to-date information when making your journey             | 48%                       | 52%                                                | 56%*                                                | 54%                                                  |
| Ability to call or contact someone for help                                | 47%                       | 53%*                                               | 57%*                                                | 50%*                                                 |
| Help points around the station to get information and to contact staff     | 45%                       | 46%                                                | 54%*                                                | 49%                                                  |
| Bus, taxi or car pick-up access immediately outside the station            | 44%                       | 46%                                                | 53%*                                                | 46%                                                  |
| Train is level with the platform, so there are no steps or need for a ramp | 43%                       | 48%                                                | 56%*                                                | 44%                                                  |
| Step-free access to the train platform                                     | 41%                       | 43%                                                | 56%*                                                | 41%                                                  |
| Accessible and up-to-date information to plan your journey in advance      | 38%                       | 38%                                                | 42%                                                 | 45%*                                                 |
| Dedicated accessible quiet spaces at the station                           | 38%                       | 40%                                                | 41%                                                 | 47%*                                                 |
| Opportunity to arrange assistance at the same time as buying your ticket   | 37%                       | 39%                                                | 47%*                                                | 40%                                                  |
| Car parking spaces at stations which can be pre-booked                     | 35%                       | 32%                                                | 41%*                                                | 35%                                                  |
| Reservable spaces for mobility aids and pushchairs on trains               | 27%                       | 32%*                                               | 35%*                                                | 30%                                                  |
| None of these would make me more likely to travel by train                 | 5%                        | 3%                                                 | 3%                                                  | 3%                                                   |
| Base                                                                       | 2,000                     | 475                                                | 890                                                 | 600                                                  |

**Question E3. Below is a list of ideas other people have shared that might make it easier for people to travel by train. Please select the options that would make you most likely to travel by train in the future. Base: Disabled users (n=2,000), Net Disabled users with sensory conditions (n=475), Net Disabled users with physical conditions (n=890), Net Disabled users with cognitive conditions (n=600). Percentages marked with \* and in green indicate a statistically significant higher percentage vs. all disabled users.**

### Enablers selected by disabled non-users (prompted)

Non-users with physical conditions are statistically significantly more likely than disabled non-users in general to select most of the prompted ideas. There are also some statistically significant differences among disabled non-users with sensory conditions versus the disabled non-user sample at large.

A prompted idea that stands out for non-users with sensory conditions is having bus, taxi or car pick-up access immediately outside the station; just over half (51%) says this would support them to travel by rail in the future, rising to 59% for those with visual conditions specifically, versus 44% of the disabled non-user sample. Notably, among non-users with

cognitive conditions, having dedicated accessible quiet spaces at the station is the only idea that is more likely to be selected when compared to the disabled non-user sample overall (37% compared to 32%).

**Table 20: Prompted ideas to support rail travel**

|                                                                            | All disabled non-users | Net: Disabled non-users with sensory conditions | Net: Disabled non-users with physical conditions | Net: Disabled non-users with cognitive conditions |
|----------------------------------------------------------------------------|------------------------|-------------------------------------------------|--------------------------------------------------|---------------------------------------------------|
| Clean, working and accessible toilets at the station and on the train      | 56%                    | 59%                                             | 58%                                              | 47%                                               |
| Accessible and up-to-date information when making your journey             | 45%                    | 49%                                             | 51%*                                             | 43%                                               |
| Ability to call or contact someone for help                                | 44%                    | 48%                                             | 49%*                                             | 43%                                               |
| Help points around the station to get information and to contact staff     | 45%                    | 49%                                             | 50%*                                             | 41%                                               |
| Bus, taxi or car pick-up access immediately outside the station            | 44%                    | 51%*                                            | 48%*                                             | 39%                                               |
| Train is level with the platform, so there are no steps or need for a ramp | 44%                    | 49%                                             | 52%*                                             | 35%                                               |
| Step-free access to the train platform                                     | 42%                    | 46%                                             | 52%*                                             | 37%                                               |
| Accessible and up-to-date information to plan your journey in advance      | 33%                    | 38%                                             | 36%                                              | 32%                                               |
| Dedicated accessible quiet spaces at the station                           | 32%                    | 34%                                             | 33%                                              | 37%*                                              |
| Opportunity to arrange assistance at the same time as buying your ticket   | 38%                    | 44%*                                            | 45%*                                             | 32%                                               |
| Car parking spaces at stations which can be pre-booked                     | 39%                    | 41%                                             | 43%*                                             | 33%                                               |
| Reservable spaces for mobility aids and pushchairs on trains               | 31%                    | 38%*                                            | 38%*                                             | 34%                                               |
| None of these would make me more likely to travel by train                 | 14%                    | 13%                                             | 14%                                              | 12%                                               |
| Base                                                                       | 2,000                  | 417                                             | 1,229                                            | 428                                               |

**Question E3. Below is a list of ideas other people have shared that might make it easier for people to travel by train. Please select the options that would make you most likely to travel by train in the future. Base: Disabled non-users (n=2,000), Net Disabled non-users with sensory conditions (n=417), Net Disabled non-users with physical conditions (n=1,229), Net Disabled non-users with cognitive conditions (n=428). Percentages marked with \* and in green indicate a statistically significant higher percentage vs. all disabled non-users.**

## Combinations of enablers to maximise reach

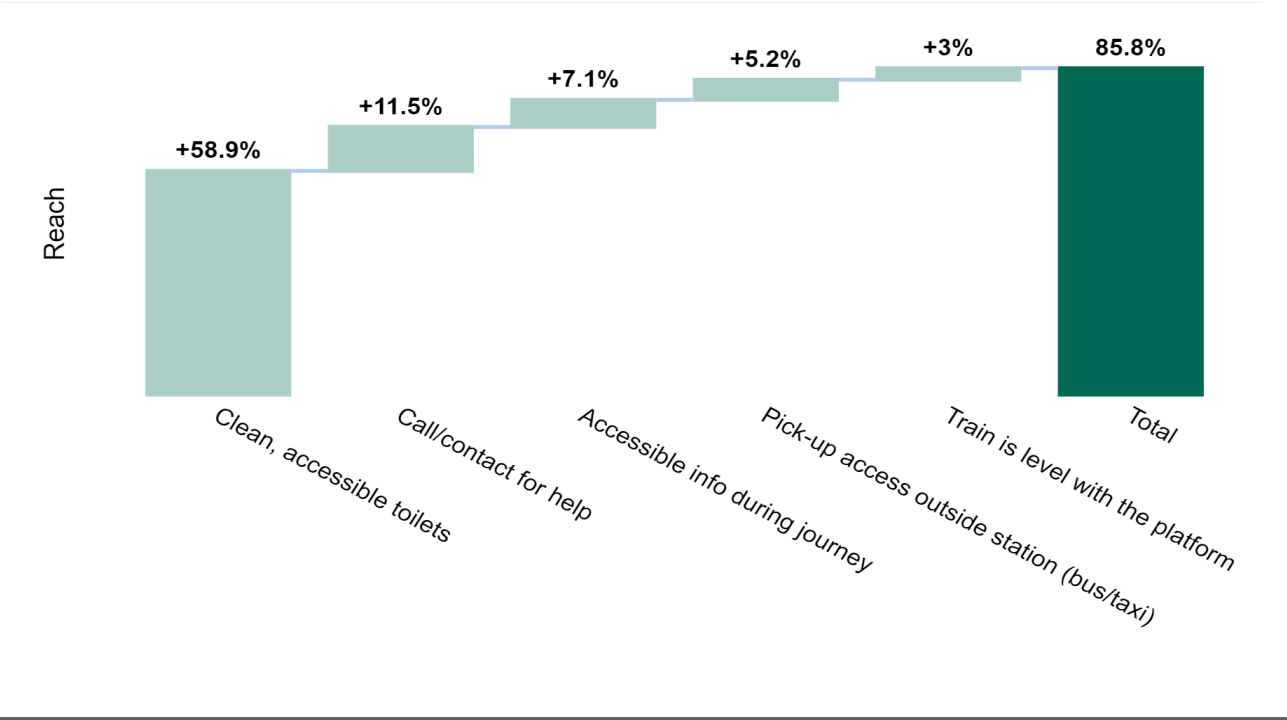
A Total Unduplicated Reach and Frequency (TURF) analysis was conducted to understand the optimal combination of enablers for rail travel that will appeal to the maximum number of people, to ensure policy interventions are both effective and efficient.

The following sections outline the top 5 combinations of enablers for disabled users and non-users respectively. Clean, working and accessible toilets is the enabler which has the biggest reach within each group – at least 50% for both disabled users and non-users. This is therefore the starting point for each of the top 5 combinations. The figures below present the proportion of each group who selected this enabler, along with how much additional reach other enablers would incrementally add to the prior selections.

Top 5 combinations among disabled users

The optimal combination of enablers for disabled users is outlined in Figure 19. These 5 enablers appeal to (or reach) 86% of disabled users, an estimated 20% of the Great British adult population.

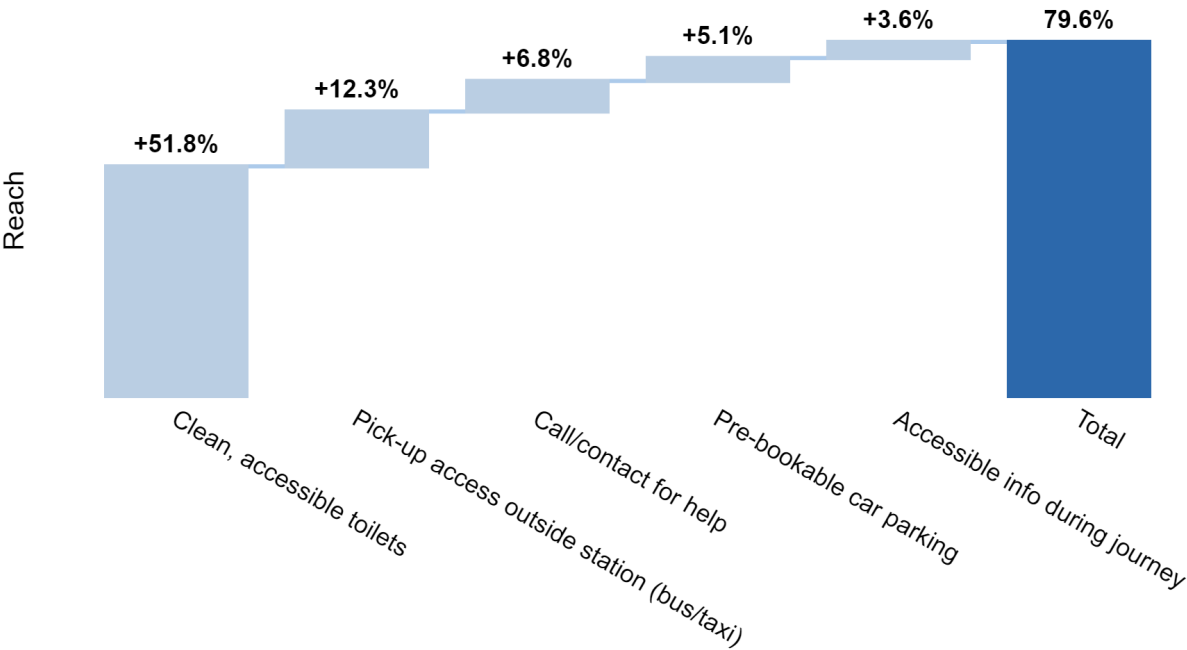
Figure 19: Prompted ideas to support rail travel – TURF analysis results | Disabled users



Question E3. Below is a list of ideas other people have shared that might make it easier for people to travel by train. Please select the options that would make you most likely to travel by train in the future. Base: Disabled users (n=2,000).

There are similarities in the optimal support combinations for disabled users and non-disabled users. Clean and accessible toilets, the ability to call or contact someone for help, bus or taxi pick-up outside the station and accessible information during the journey appear in both audiences top five ideas. The train being level with the platform is not present in non-disabled users' optimal combination, which likely reflects the lower prevalence of navigation challenges for this audience compared to disabled users.

Figure 20: Prompted ideas to support rail travel – TURF analysis results | Non-disabled users

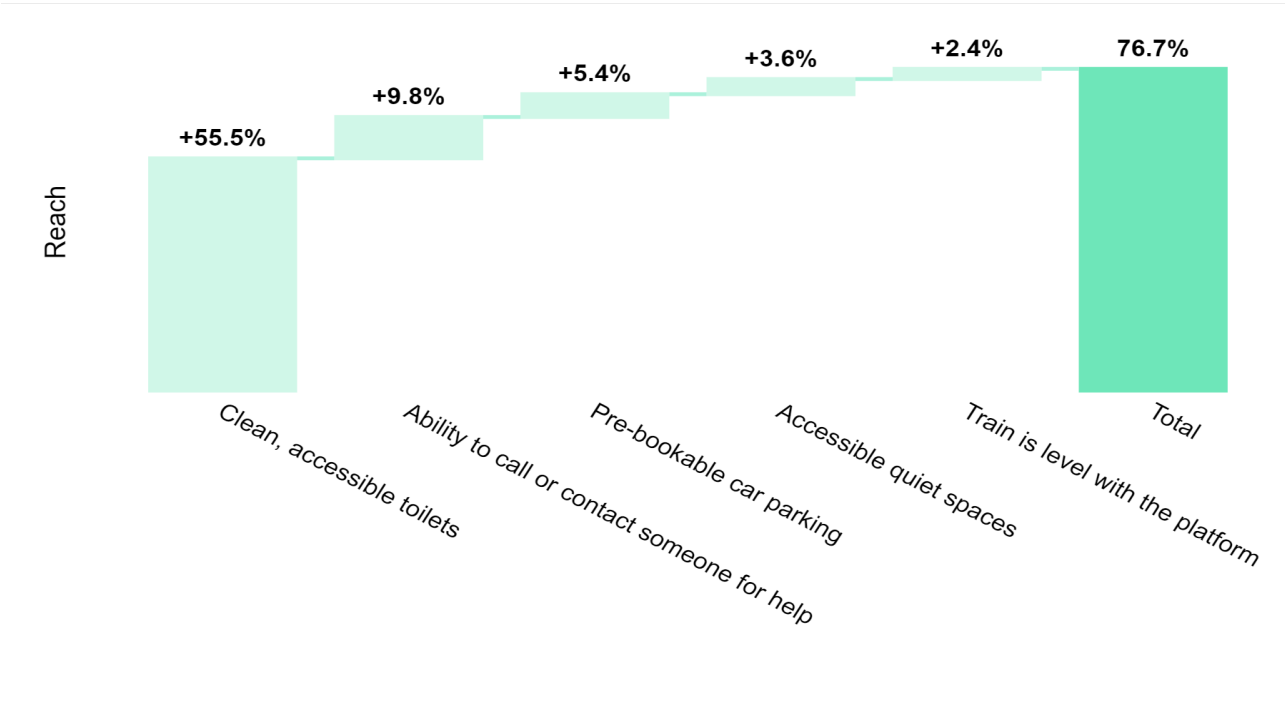


Question E3. Below is a list of ideas other people have shared that might make it easier for people to travel by train. Please select the options that would make you most likely to travel by train in the future. Base: Non-disabled users (n=954).

Top 5 combinations among disabled non-users

As with disabled users, clean and accessible toilets, the ability to call or contact someone for help, and ensuring the train is level with the platform are within the optimal combination of ideas for disabled non-users. The top 5 ideas outlined in Figure 21 appeal to (or reach) 77% of disabled non-users, an estimated 12% of the Great British adult population.

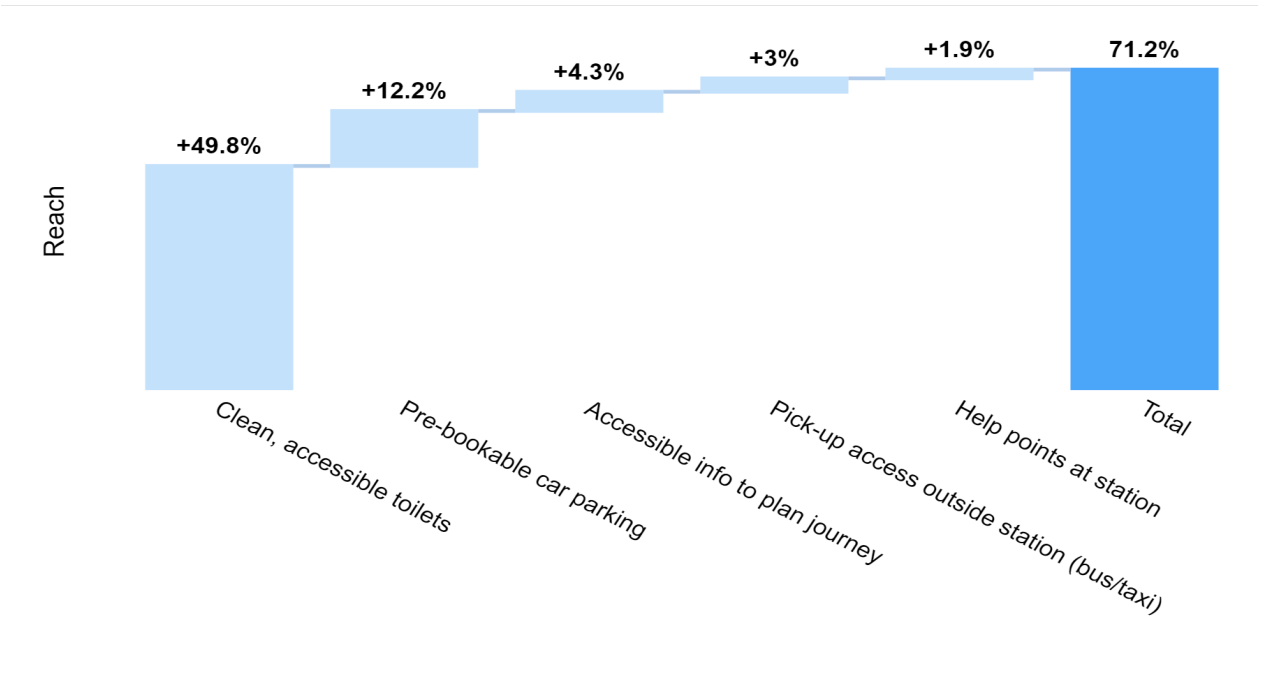
Figure 21: Prompted ideas to support rail travel – TURF analysis results | Disabled non-users



Question E3. Below is a list of ideas other people have shared that might make it easier for people to travel by train. Please select the options that would make you most likely to travel by train in the future. Base: Disabled non-users (n=2,000).

There are fewer similarities among disabled non-users and non-disabled non-users – only clean and accessible toilets and pre-bookable car parking spaces appear in the optimal combinations of support ideas for both audiences.

Figure 22: Prompted ideas to support rail travel – TURF analysis results | Non-disabled non-users



Question E3. Below is a list of ideas other people have shared that might make it easier for people to travel by train. Please select the options that would make you most likely to travel by train in the future. Base: Non-disabled non-users (n=266).

## 8. Schemes and initiatives

### Section summary

Across the initiatives available to support disabled people to travel by train that were tested, disabled users and non-users are most likely to be aware of the Disabled Persons Railcard (DPRC), and least likely to be aware of Passenger Assist without pre-booking. Disabled non-users are also less likely to be aware of all assistance schemes tested, compared to disabled users, who may have had more opportunity to encounter them. The research also found that there was a particular opportunity to raise awareness of the DPRC among disabled people who may be eligible but who are unaware of the scheme.

The DPRC is the most commonly used scheme, however there is an opportunity to further increase usage of this scheme as well as Passenger Assist (both pre-booked and non-pre-booked). Disabled users with sensory conditions are more likely than users with other disability types to use all the schemes, suggesting opportunity to engage with those with other disabilities to identify specific barriers to usage.

Disabled users who have used the assistance schemes are broadly satisfied with them. However, there is an opportunity to boost satisfaction with Passenger Assist without pre-booking, especially among disabled users with sensory conditions.

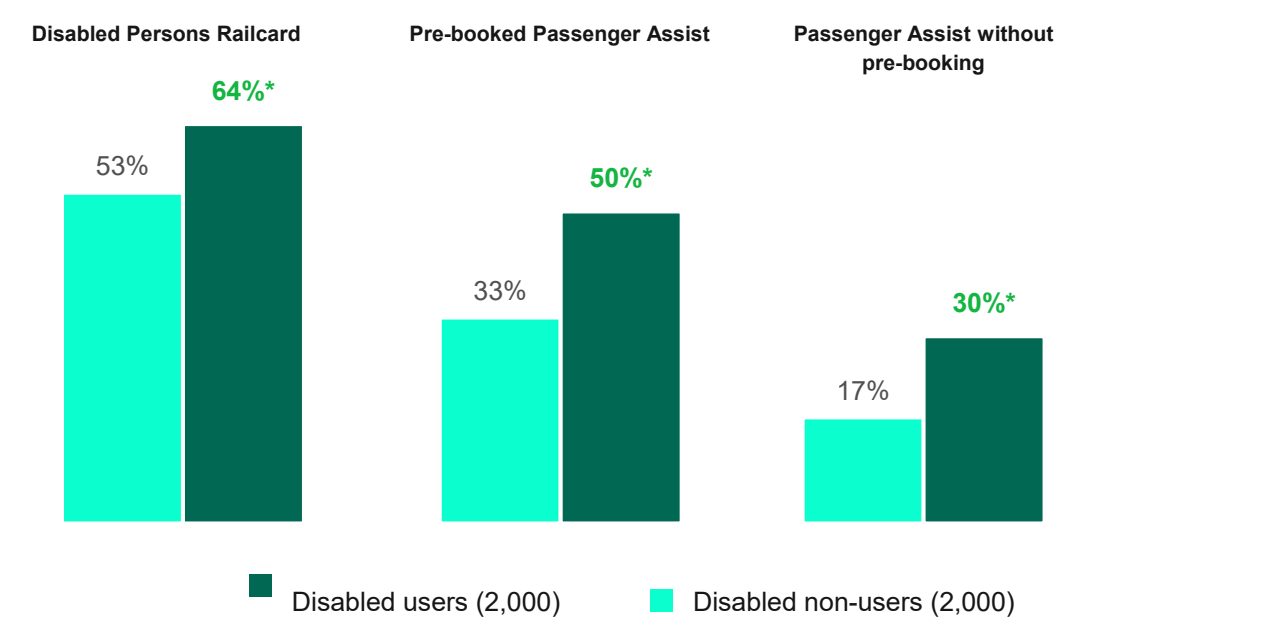
### Awareness of schemes and initiatives

Assistance services are available to help disabled people travel by train and can include things such as a ramp to get on and off a train or help moving around a station, booked via a scheme called Passenger Assist. These services are available on the day of travel or can be booked in advance. There are also initiatives in place to help people save money on their travel, including the Disabled Persons Railcard (DPRC). This section explores awareness of such schemes and initiatives amongst disabled users and non-users.

As shown in Figure 23, disabled users of rail are more aware of all schemes than disabled non-users, particularly of pre-booked Passenger Assist. Nearly a third (30%) of disabled users are aware of non-pre-booked Passenger Assist schemes, compared to 17% of disabled non-users. Even amongst disabled users, this is still notably lower than the proportion aware of pre-booked Passenger Assist, suggesting a need to increase awareness of the possibility to 'turn up and go' at the station, which may in turn support confidence when travelling alone. Lower awareness of the DPRC among disabled non-

users compared to disabled users is of particular importance given affordability of train tickets is one of the key barriers impacting their likelihood to travel.

Figure 23. Awareness of schemes and initiatives | Disabled users and non-users



Question D1. Have you heard of any of the following before today? Base: Disabled users (n=2,000), Disabled non-users (n=2,000). Percentages marked with \* and in green indicate a statistically significant higher percentage vs. disabled non-users.

In order to apply for a Disabled Persons Railcard, people must meet specific eligibility criteria. Therefore, the research set out to understand to what extent those who are eligible to apply for a DPRC are aware of it. To do this, a proxy group was created of those who would be expected to be eligible for the DPRC, under eligibility criteria as of Summer 2025, including those in receipt of specific benefits or with specific conditions. Amongst this group, awareness of the DPRC was 59%, meaning a clear opportunity to improve awareness of this scheme amongst the further 41% of disabled people who may be eligible, but who are not aware.

Reported levels of awareness about passenger assistance mirror findings from 2020/21, which indicated that people did not always know what assistance was available to them. Among disabled non-users in 2020/21, 21% said there was a lack of information about assistance, 22% said they didn't know how to book it, and 21% were unsure whether passenger assistance could meet their needs – as they were unsure what it involved.

Those with different disability types have similar levels of awareness of schemes and initiatives. There are no statistically significant differences in awareness levels amongst disabled users, however, non-users with cognitive conditions are statistically significantly more likely to be aware of the Disabled Persons Railcard than other non-disabled users (see Table 21).

Table 21: Awareness of schemes and initiatives amongst disabled users, by disability type

|  | Net: Disabled users with | Net: Disabled users with | Net: Disabled users with |
|--|--------------------------|--------------------------|--------------------------|
|--|--------------------------|--------------------------|--------------------------|

|                                      | sensory conditions | physical conditions | cognitive conditions |
|--------------------------------------|--------------------|---------------------|----------------------|
| Disabled Persons Railcard            | 69%                | 69%                 | 69%                  |
| Pre-booked Passenger Assist          | 57%                | 56%                 | 52%                  |
| Passenger Assist without pre-booking | 38%                | 32%                 | 34%                  |
| Base                                 | 475                | 890                 | 600                  |

**Question D1. Have you heard of any of the following before today?** Base: Net Disabled users with sensory conditions (n=475), Net Disabled users with physical conditions (n=890), Net Disabled users with cognitive conditions (n=600).

| <b>Table 22: Awareness of schemes and initiatives amongst disabled non-users, by disability type</b> | Net: Disabled non-users with sensory conditions | Net: Disabled non-users with physical conditions | Net: Disabled non-users with cognitive conditions |
|------------------------------------------------------------------------------------------------------|-------------------------------------------------|--------------------------------------------------|---------------------------------------------------|
| Disabled Persons Railcard                                                                            | 54%                                             | 54%                                              | 61%*                                              |
| Pre-booked Passenger Assist                                                                          | 35%                                             | 34%                                              | 36%                                               |
| Passenger Assist without pre-booking                                                                 | 20%                                             | 17%                                              | 22%                                               |
| Base                                                                                                 | 417                                             | 1,229                                            | 428                                               |

**Question D1. Have you heard of any of the following before today?** Base: Net Disabled users with sensory conditions (n=417), Net Disabled users with physical conditions (n=1,229), Net Disabled users with cognitive conditions (n=428). Percentages marked with \* and in green indicate a statistically significant higher percentage vs. other disability types.

Most disabled people find out about schemes through friends or family (see Table 23). Online searches and ticket counter or other train staff are also a key source of awareness. Those aware of Passenger Assist are likely to have found out about it through a train operator's website.

| <b>Table 23: Sources of awareness of schemes amongst disabled people aware of each scheme</b> | Disabled Persons Railcard | Pre-booked Passenger Assist | Passenger Assist without pre-booking |
|-----------------------------------------------------------------------------------------------|---------------------------|-----------------------------|--------------------------------------|
| Through family or friends                                                                     | 31%                       | 34%                         | 29%                                  |
| Ticket counter or other train staff                                                           | 13%                       | 17%                         | 23%*                                 |
| Online/internet search                                                                        | 20%                       | 21%                         | 21%                                  |
| Train operator's website                                                                      | 16%                       | 26%*                        | 24%*                                 |
| Online advertisements                                                                         | 12%                       | 11%                         | 14%                                  |
| Advertisements at a train station                                                             | 17%                       | 13%                         | 15%                                  |
| Social media                                                                                  | 12%                       | 16%                         | 19%*                                 |
| A professional carer or personal assistant                                                    | 7%                        | 11%                         | 11%                                  |
| A charity or advocacy organisation                                                            | 8%                        | 7%                          | 8%                                   |
| Other, please specify                                                                         | 7%                        | 9%                          | 7%                                   |
| Don't know / can't remember                                                                   | 12%                       | 6%                          | 7%                                   |
| Base                                                                                          | 401                       | 341                         | 199                                  |

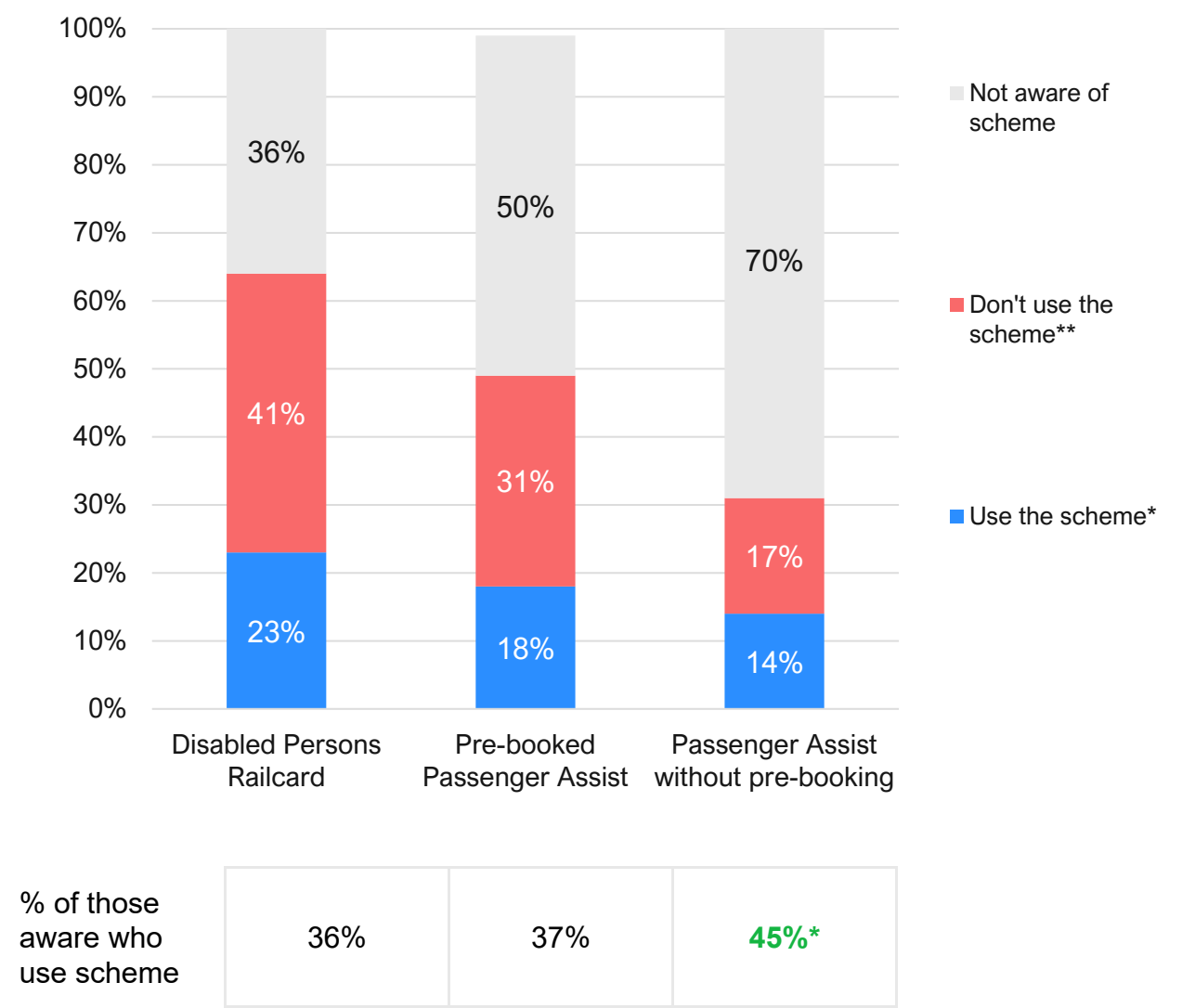
**Question D2. How did you first find out about the following initiatives?** Base: Those aware of Disabled Persons Railcard (n=401), Pre-booked Passenger Assist (n=341), Passenger Assist without pre-booking (n=199). Percentages marked with \* and in green indicate a statistically significant higher percentage vs. those aware of the Disabled Persons Railcard.

## Usage of schemes and initiatives

In accordance with higher levels of awareness, the Disabled Persons Railcard is the most commonly used scheme, with over a fifth of disabled users reporting use within the past 12 months (23%). Despite this, only 36% of those aware of this scheme currently use it,

suggesting there is headroom to increase uptake. There is also headroom to increase uptake of Passenger Assist, with only 37% of those aware of it using pre-booked Passenger Assist and 45% of those aware of Passenger Assist without pre-booking.

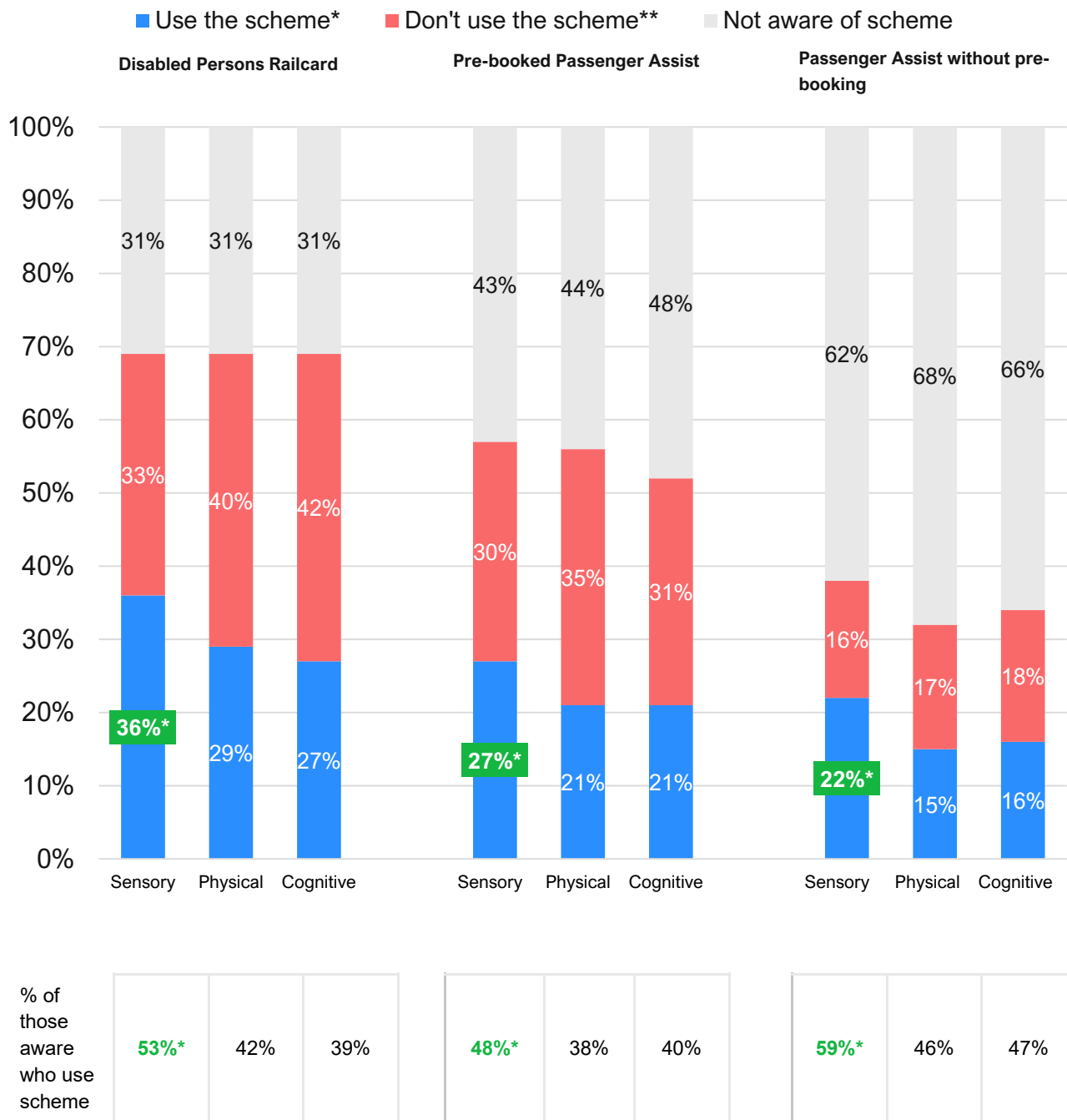
Figure 24. Usage of schemes and initiatives, past 12 months | Disabled users



Question D3. Have you used the following initiatives when travelling by rail in Great Britain in the last 12 months? Base: Disabled users (n=2,000). \* 'Use' is a Net code created by combining responses to three codes; 'Yes – every time I take the train', 'Yes – most times I take the train' and 'Yes – every now and then.' \*\*\*'Don't use' is a Net code created by combining responses to two codes; 'No – I have used it in the past but not in the last 12 months' and 'No – I have never used it before.' Percentages marked with \* and in green indicate a statistically significant higher percentage vs. other schemes.

There are some differences in usage of schemes dependent on disability type. Those with sensory conditions are statistically significantly more likely to report using all schemes than other disability types (see Figure 25). There is also higher uptake of schemes amongst those with sensory conditions. Nearly 3 in 5 disabled users with sensory conditions are aware of Passenger Assist without pre-booking (59%), almost half (48%) are aware of pre-booked Passenger Assist, and just over half (53%) are aware of the Disabled Persons Railcard.

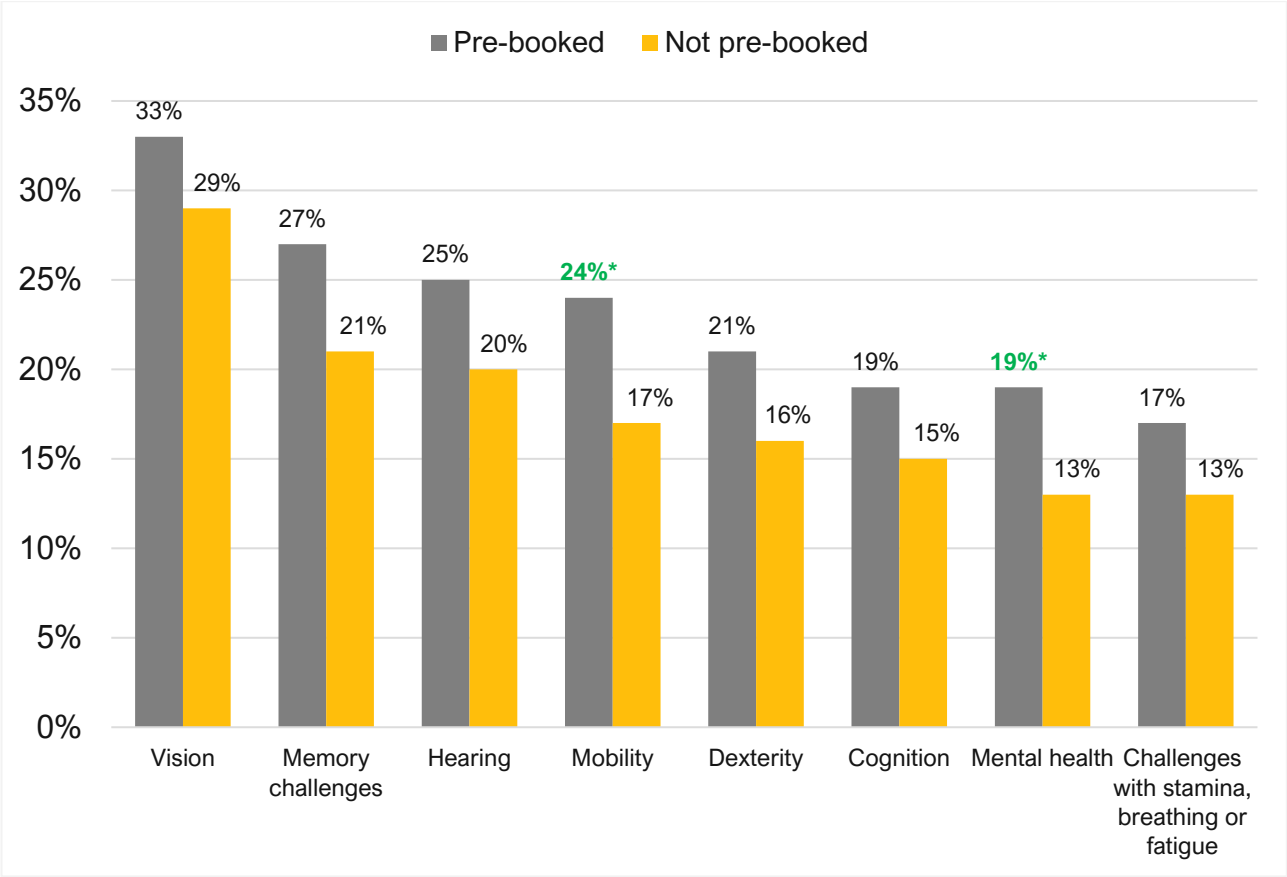
Figure 25: Usage of schemes and initiatives, past 12 months | Disabled users, by disability types



Question D3. Have you used the following initiatives when travelling by rail in Great Britain in the last 12 months? Base: Net Disabled users with a sensory condition (n=475), Net Disabled users with a physical condition (n=890), Net Disabled users with a cognitive condition (n=600). \* 'Use' is a Net code created by combining responses to three codes; 'Yes – every time I take the train', 'Yes – most times I take the train' and 'Yes – every now and then.' \*\*\*'Don't use' is a Net code created by combining responses to two codes; 'No – I have used it in the past but not in the last 12 months' and 'No – I have never used it before.' Percentages marked with \* and in green indicate a statistically significant higher percentage vs. other disability types.

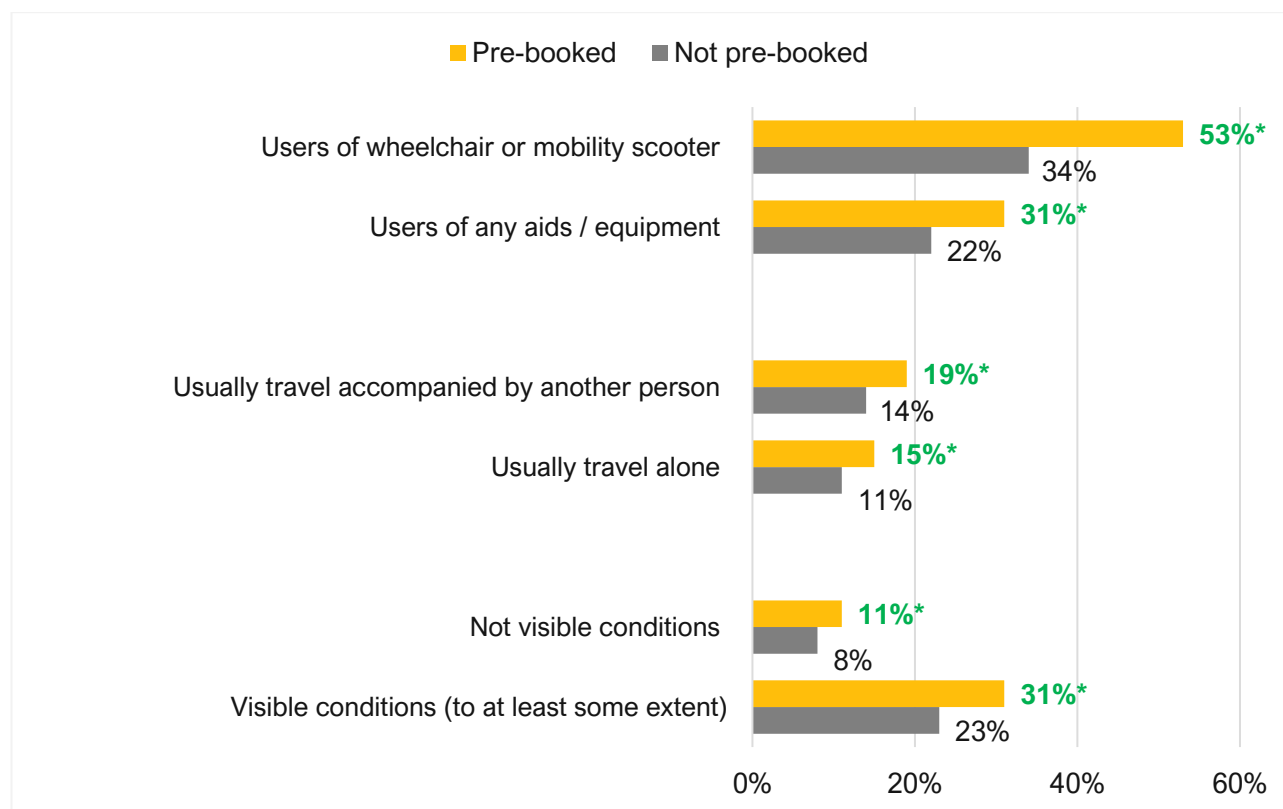
Focusing specifically on Passenger Assist schemes, disabled users are more likely to use the pre-booked scheme than the non-pre-booked option. The widest gap in usage between pre-booked and not pre-booked is among those with mobility conditions (7 percentage point difference) and those with a mental health condition (6 percentage point difference). Those with visual conditions are most likely to use Passenger Assist overall.

Figure 26: Usage of Passenger Assist schemes, past 12 months | Disabled users, by disability types



Question D3. Have you used the following initiatives when travelling by rail in Great Britain in the last 12 months? Base: Disabled users with the following disability types: Vision (n=278), Memory challenges (n=185), Hearing (n=271), Mobility (n=551), Dexterity (n=348), Cognition (n=490), Mental health (n=1,262), Challenges with stamina, breathing or fatigue (n=423). Percentages marked with \* and in green indicate a statistically significant higher percentage vs. not pre-booked.

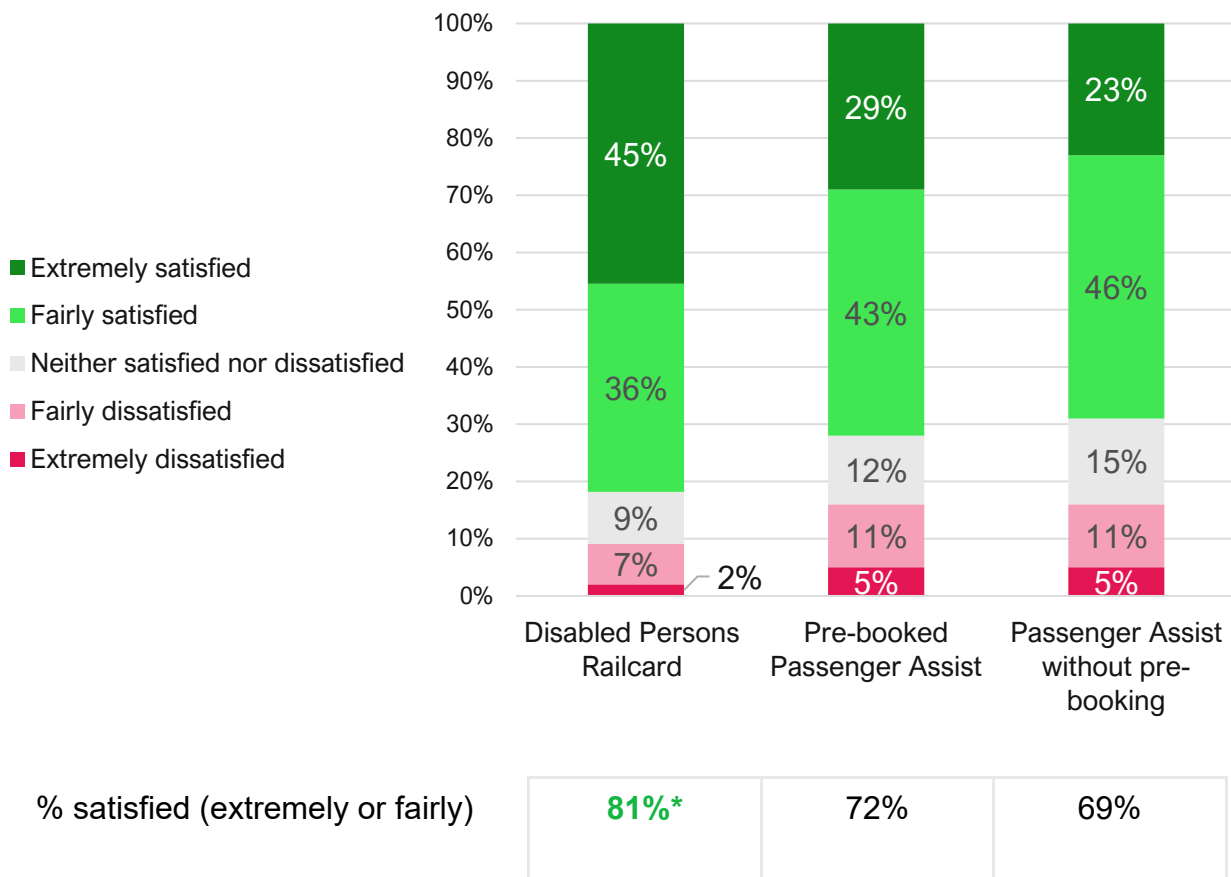
Those who use mobility aids and those who have visible conditions are more likely to use the pre-booked Passenger Assist scheme than the non-pre-booked option. This is particularly the case for users of a wheelchair or mobility scooter, with 53% of this audience reporting use of pre-booked Passenger Assist compared to 34% who use the scheme without pre-booking (see Figure 27). This preference for pre-booking likely reflects the greater challenges experienced by those with mobility conditions in navigating the station.

**Figure 27: Usage of Passenger Assist schemes, past 12 months | Disabled users, by disability types and access needs**

Question D3. Have you used the following initiatives when travelling by rail in Great Britain in the last 12 months? Base: Disabled users who say their condition(s) are visible to at least some extent (n=743), Not visible (n=1,214), Travel alone by rail (n=1,192), With someone else (n=1,442), Users of any aids or equipment (n=862), Users of a wheelchair or mobility scooter (n=238). Percentages marked with \* and in green indicate a statistically significant higher percentage vs. not pre-booked.

## Satisfaction with schemes and initiatives

Those who have used schemes within the past 12 months are likely to report satisfaction, particularly those who have used the Disabled Persons Railcard which has statistically significantly higher satisfaction levels than Passenger Assist (see Figure 28). However, there is still opportunity to improve satisfaction of all schemes further; in particular, the relatively low share of people who feel 'extremely satisfied' with Passenger Assist.

**Figure 28: Usage of schemes and initiatives, past 12 months | Disabled users who have used each scheme**

**Question D4. How satisfied are you with the following initiatives, based on your experiences in the last 12 months? Base: DPRC users (n=458), Pre-booked Passenger Assist users (n=417), Passenger Assist without pre-booking users (n=305). Percentages marked with \* and in green indicate a statistically significant higher percentage vs. other schemes.**

Satisfaction of schemes remains high across different types of disabilities and access needs, with levels largely consistent across audiences. However, there is a slight reduction in satisfaction for non-pre-booked Passenger Assist for those with sensory conditions (see Table 24).

**Table 24: Satisfaction with schemes used in the last 12 months | Disabled users, users of schemes**

|                                             | Disabled Persons Railcard | Pre-booked Passenger Assist | Passenger Assist without pre-booking |
|---------------------------------------------|---------------------------|-----------------------------|--------------------------------------|
| Sensory conditions                          | 81%                       | 74%                         | 63%                                  |
| Physical conditions                         | 82%                       | 75%                         | 74%*                                 |
| Cognitive conditions                        | 80%                       | 73%                         | 74%*                                 |
| Visible condition (to at least some extent) | 81%                       | 74%                         | 68%                                  |
| Not visible condition                       | 82%                       | 70%                         | 72%                                  |
| Users of any aids / equipment               | 82%                       | 74%                         | 68%                                  |
| Users of wheelchair or mobility scooter     | 77%                       | 73%                         | 69%                                  |

**Question D4. How satisfied are you with the following initiatives, based on your experiences in the last 12 months? Base: DPRC users (n=458), Pre-booked Passenger Assist users (n=417), Passenger Assist without pre-booking users (n=305). Satisfaction is a Net score of those selecting 'extremely' or 'fairly' satisfied. Percentages marked with \* and in green indicate a statistically significant higher percentage vs. those with Sensory conditions.**

## 9. Segmentation analysis

### Introduction and technical overview

A segmentation of disabled users and non-users of rail has been conducted to help identify groups of disabled people according to their needs, experiences and attitudes. Disabled people are a diverse group, therefore this analysis aims to find smaller groups within each of the total samples of users and non-users, to be able to more specifically pinpoint 'segments' who may have different needs, experiences and attitudes.

We have carried out this approach in order to better understand the patterns of experiences across disabled users and non-users of rail, rather than relying solely on simple demographic analysis. This approach recognises that disabled people are not a single, homogenous group, but rather a diverse group of people with different experiences.

Identifying distinct segments helps improve understandings of the barriers and motivations that shape rail behaviour. This includes uncovering both practical barriers, like station accessibility, and psychological barriers, like confidence to travel by train. Ultimately, this segmentation provides evidence that can help contribute to the effective design of targeted and effective interventions, communications and accessibility improvements.

Segmentation is a method for processing data. It works by organising variables into groups, or segments, on the basis of how closely associated they are. This means that the technique identifies groups of people whose responses are similar to each other, whilst being different from other groups. The statistical technique used for this segmentation is latent class analysis, and the components which fed into it are:

- Type of disability
- Perceived confidence at different stages of the rail journey (from planning the journey, getting on the train, and reaching the end destination)
- Impact of barriers on likelihood to travel by train (including barriers related to the physical environment, staff and other people, tickets and information and experiences when travelling)

A name has been applied to each segment identified to support understanding of the groups in analysis.

## Disabled users

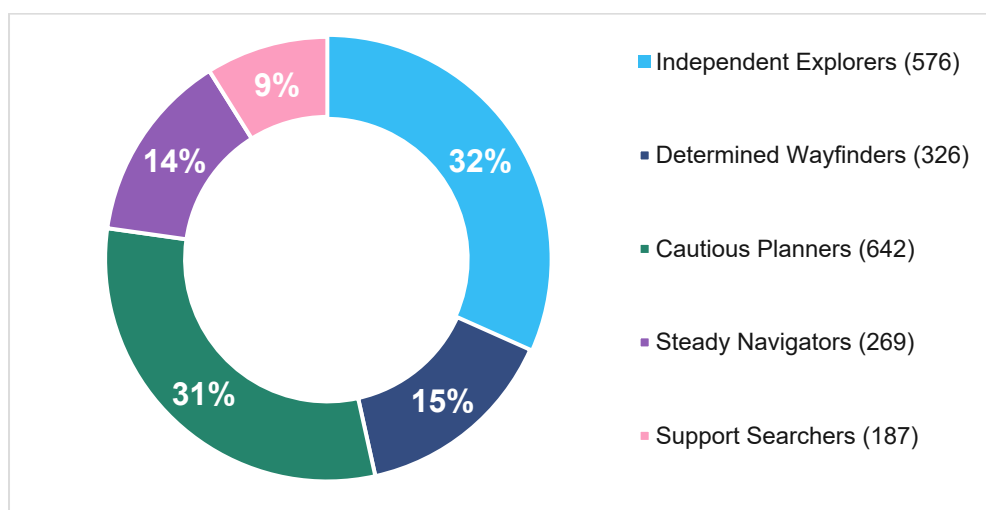
### Summary

In total, five distinct segments were identified. These segments are Independent Explorers, Determined Wayfinders, Cautious Planners, Steady Navigators and Support Searchers. They can be differentiated by their confidence to travel by rail alone and the barriers they experience. Independent Explorers and Cautious Planners have higher confidence travelling by rail and have experienced fewer barriers on average. Determined Wayfinders also have higher confidence despite experiencing more barriers on average. On the other hand, Steady Navigators and Support Searchers have the lowest confidence and have also experienced more barriers.

### Segment overview

Five distinct segments of disabled users of rail have been identified, distinguished in terms of their attitudes, experiences and demographic characteristics.

Figure 29: Prevalence of segments amongst disabled users



Base: Independent Explorers (n=576), Determined Wayfinders (n=326), Cautious Planners (n=642), Steady Navigators (n=269), Support Searchers (n=187)

**Independent Explorers**, the most confident rail travellers, make up 32% of the disabled rail user population. They are unlikely to use any aids or equipment when travelling (36%) and feel confident travelling by train unaccompanied (92%). The majority tend to travel by train monthly or every other month (42%) and mainly for leisure (95%). They are unlikely to have visible conditions (11%) and they under-index on several conditions, being less likely than all disabled users to report a mental health, physical or cognitive condition. They are more likely to be aged 55+ (51%), male (54%) and retired (34%), than disabled users in general. They are least likely to have experienced barriers to their rail travel.

**Determined Wayfinders** are the next most confident to travel by train on their own (78%) and make up 15% of the disabled user population. They are likely to use aids or equipment when travelling (60%) and are more likely than disabled users in general to report a visual condition (26%) or memory challenges (14%). They are the most frequent rail users of all the segments, with 46% travelling weekly. They are also more likely to use rail to commute (43%) or for business (27%) than the wider population of disabled users. The majority are aged under 55 (77%), are male (56%) and they are more likely to be in full-time work (54%) compared to all disabled users in general. Sensory overload, anxiety and the potential of delays are key barriers they have experienced.

**Cautious Planners** make up 31% of the disabled user population. They feel fairly confident to travel by rail alone (69%), with their level of confidence increasing to 92% if they are accompanied. They are unlikely to use aids when travelling (41%). They are less likely than all disabled users to have a physical condition, with the majority reporting a mental health condition (67%). Around half travel by train at least monthly (54%), in line with all disabled users, and this is mainly for leisure purposes (95%), but a reasonable minority also commute by train (32%). They are more likely than all disabled users to be aged 16-34 (34%) and female (61%). Feeling anxious is a main barrier for them.

**Steady Navigators** make up 14% of the disabled user population. They have lower confidence to travel by rail alone (33%) but feel more confident if accompanied (68%). They are likely to use aids when travelling (60%) and this tends to be walking aids (e.g. stick, frame). It follows that they are more likely to report disabilities related to mobility (46%) and dexterity (31%). Their use of rail is in line with disabled users as a whole, with 49% travelling by train at least monthly, and 89% travel for leisure. They are less likely to travel by train for business (11%). Demographically they are generally aligned with all disabled users, they tend to skew older (40% are aged 55+), with a split of gender. They are more likely to have experienced feeling anxious or stressed and to have had difficulty navigating the station.

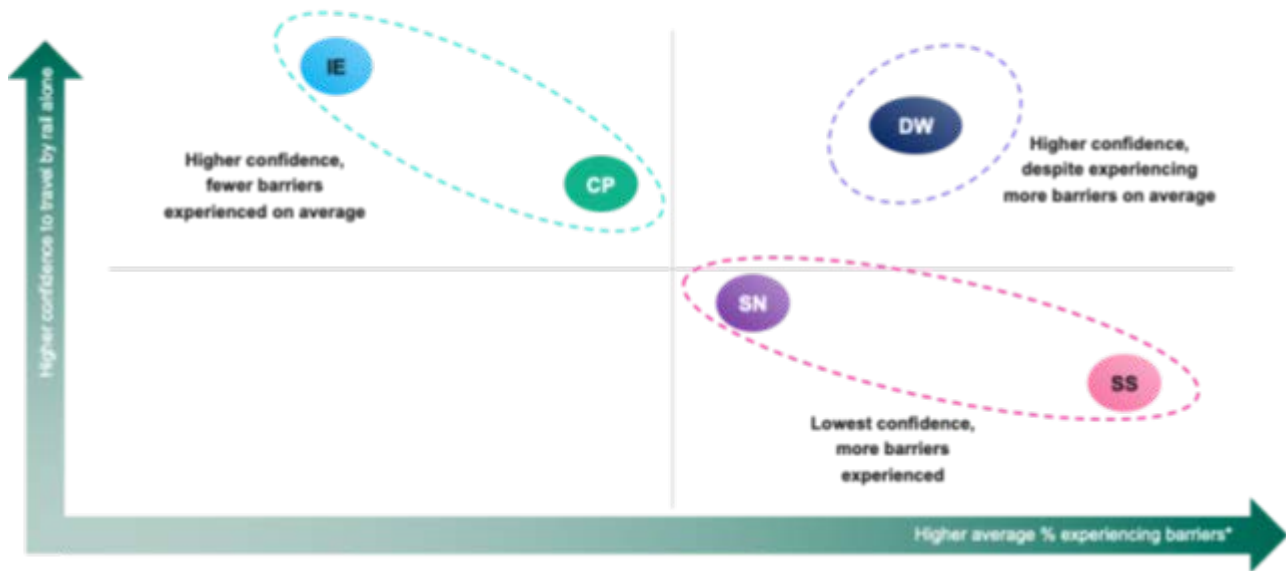
**Support Searchers**, the least confident segment, make up 9% of the disabled user population. Just 15% feel confident to travel by rail alone, but this increases to 68% when accompanied. They are more likely to have complex, multiple conditions. For example, 84% report a mental health condition, 46% report a mobility condition and 36% report a cognitive condition. Of all segments they have the highest use of aids when travelling (67%). They are less likely to travel by train frequently with 34% stating that they travel rarely. They are more likely than all disabled users to be aged 16-34 (36%) and female (65%). They are also more likely to be not working (31%). They are more likely than disabled users in general to have experienced all barriers when travelling by train, particularly anxiety.

## Confidence and experience of barriers

The segments can be differentiated by their confidence to travel by rail alone and the barriers they experience. Independent Explorers and Cautious Planners have higher

confidence to travel by rail alone and have experienced fewer barriers in the last 18 months when travelling by train. Determined Wayfinders and Steady Navigators have experienced more barriers on average, but have higher confidence than Support Searchers, who are the least confident and have experienced the most barriers.

Figure 30: Confidence to travel by rail alone and average % experiencing barriers



B1. Imagining you needed to travel in the next few days, how confident would you be to...? B3. In the last 18 months, have you experienced any of the following during a train journey? Base: Independent Explorers (n=576), Determined Wayfinders (n=326), Cautious Planners (n=642), Steady Navigators (n=269), Support Searchers (n=187).

### Barriers regularly experienced

The two most confident segments differ greatly in their experience of barriers. Overall, Independent Explorers, the most confident travellers, have experienced fewer barriers when travelling by train compared to all disabled users. Expensive or unaffordable train tickets is their top barrier but only 24% report this, followed by train delays or cancellations (19%). Determined Wayfinders are more likely to have regularly experienced all barriers compared to disabled users as a whole. For example, around half have experienced sensory overload (54%), with a further 51% reporting feeling anxious or stressed. A similar proportion have experienced train delays or cancellations (50%).

Cautious Planners have experienced barriers at a similar level to all disabled users. Their top barrier is feeling anxious or stressed (39%), followed closely by expensive or unaffordable tickets (38%). Steady Navigators are more likely than all disabled users to have experienced barriers related to anxiety / stress (50%), but also physical barriers like a lack of suitable waiting areas (41%) and difficulty navigating the station (39%).

Support Searchers, the least confident segment, have experienced all barriers to the highest level compared to all disabled users and the other segments. They have faced

significant barriers related to overwhelm, with 83% reporting feeling anxious or stressed and a further 68% having experienced sensory overload. Around 3 in 5 respectively also report expensive or unaffordable tickets (58%) and a lack of suitable waiting areas (58%).

**Table 25: Barriers regularly experienced by users**

| Independent Explorers                                        | Determined Wayfinders                                     | Cautious Planners                                        | Steady Navigators                                        | Support Searchers                      |
|--------------------------------------------------------------|-----------------------------------------------------------|----------------------------------------------------------|----------------------------------------------------------|----------------------------------------|
| 24% expensive or unaffordable tickets                        | 54%* experiencing sensory overload                        | 39% feeling anxious or stressed                          | 50%* feeling anxious or stressed                         | 83%* feeling anxious or stressed       |
| 19% train delays incl. inaccessible replacement services     | 51% feeling anxious or stressed                           | 38% expensive or unaffordable tickets                    | 41% expensive or unaffordable tickets                    | 68%* experiencing sensory overload     |
| 16% lack of suitable waiting areas                           | 50%* train delays incl. inaccessible replacement services | 34% lack of suitable waiting areas                       | 41%* lack of suitable waiting areas                      | 58%* expensive or unaffordable tickets |
| 12% passengers being intrusive, inconsiderate or judgemental | 49%* expensive or unaffordable tickets                    | 34% train delays incl. inaccessible replacement services | 39%* difficulty navigating station                       | 58%* lack of suitable waiting areas    |
| 11% feeling anxious or stressed                              | 46%* lack of suitable waiting areas                       | 33% experiencing sensory overload                        | 35% train delays incl. inaccessible replacement services | 53%* difficulty navigating station     |

**B3. In the last 18 months, have you experienced any of the following during a train journey? Base: Independent Explorers (n=576), Determined Wayfinders (n=326), Cautious Planners (n=642), Steady Navigators (n=269), Support Searchers (n=187). Regularly experienced is a Net code created by combining responses to two codes; 'I always experience this' and 'I regularly experience this.' Percentages marked with \* and in green indicate a statistically significant higher percentage vs. all disabled users.**

## Ideas which would enable rail travel in the future

Clean, working and accessible toilets (59%) appeal most to Independent Explorers, followed by accessible and up-to-date information when making their journey (47%). However, they largely feel that their future rail travel will stay the same (65%) and will be looking for consistency of experience.

Half of Determined Wayfinders expect their rail travel to increase in the future (51%) – the most of any segment, and there are several ideas that would help them travel more; clean, working and accessible toilets (53%), followed by accessible and up-to-date information when making their journey (49%). They are more likely than all disabled users to report that step-free access to the train platform would help (49%).

Over half of Cautious Planners expect their rail travel to stay the same in the future (58%). As well as clean, working and accessible toilets (63%) and accessible information (51%), being able to call or contact someone for help (50%) is key for helping them to use rail more.

Steady Navigators and Support Searchers are both more likely than all disabled users in general to expect to travel less by rail in the future (17% and 22% respectively), with around half expecting their travel to stay the same (57% and 51% respectively). In terms of what would appeal to them, for Steady Navigators, clean, working and accessible toilets

(56%) and being able to call or contact someone for help is most appealing (52%). They are more likely than all disabled users to also prioritise step-free access to the train platform (47%).

Ideas related to getting help are more important to Support Searchers than all disabled users (60% being able to call or contact someone for help and 54% help points around the station to get information and to contact staff). Dedicated accessible quiet spaces would also be beneficial (56%).

**Table 26: Prompted ideas to support train travel in the future**

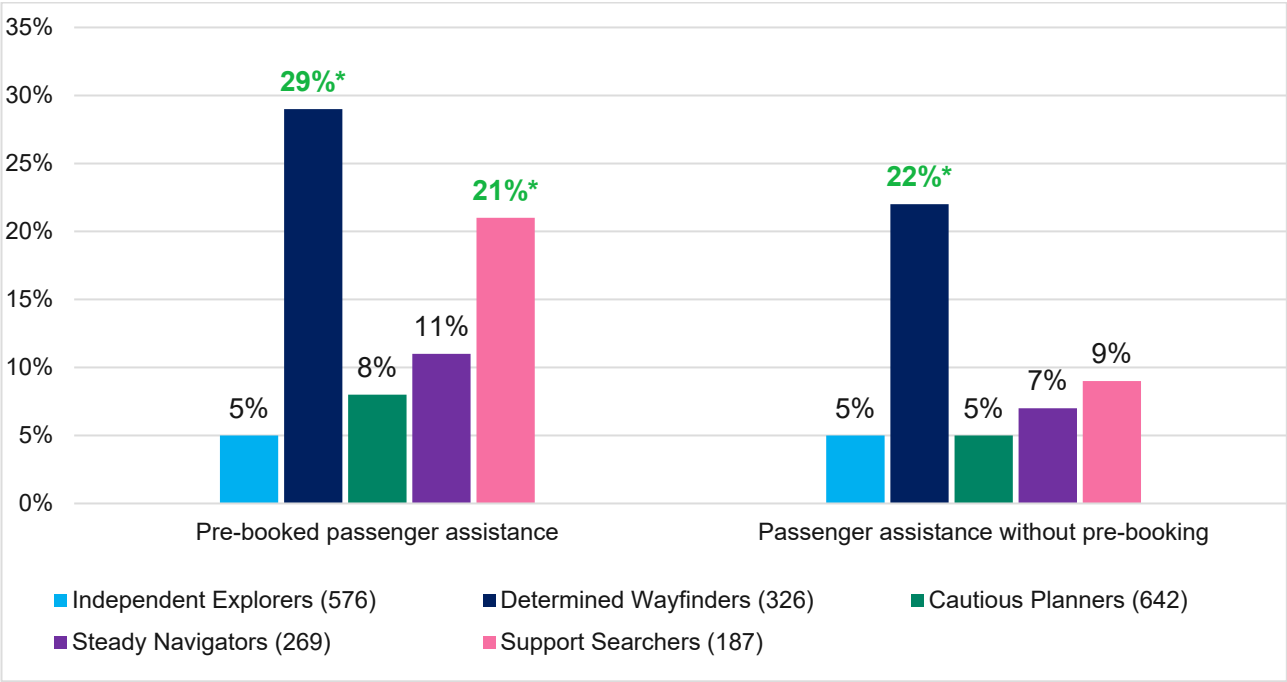
| Independent Explorers                                                      | Determined Wayfinders                                                      | Cautious Planners                                                              | Steady Navigators                                                          | Support Searchers                                                           |
|----------------------------------------------------------------------------|----------------------------------------------------------------------------|--------------------------------------------------------------------------------|----------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| 59% clean, working and accessible toilets                                  | 53% clean, working and accessible toilets                                  | 63% clean, working and accessible toilets                                      | 56% clean, working and accessible toilets                                  | 60%* ability to call or contact someone for help                            |
| 47% accessible and up-to-date information when making your journey         | 49% accessible and up-to-date information when making your journey         | 51% accessible and up-to-date information when making your journey             | 52% ability to call or contact someone for help                            | 58% clean, working and accessible toilets                                   |
| 43% bus, taxi or car pick-up access immediately outside the station        | 49%* step-free access to the train platform                                | 50% ability to call or contact someone for help                                | 47% accessible and up-to-date information when making your journey         | 56%* dedicated accessible quiet spaces at the station                       |
| 38% ability to call or contact someone for help                            | 48% ability to call or contact someone for help                            | 49% help points around the station to get information and to contact staff     | 47%* step-free access to the train platform                                | 54%* help points around the station to get information and to contact staff |
| 37% help points around the station to get information and to contact staff | 46% help points around the station to get information and to contact staff | 46% train is level with the platform, so there are no steps or need for a ramp | 47% help points around the station to get information and to contact staff | 53%* bus, taxi or car pick-up access immediately outside the station        |

**E3. Below is a list of ideas other people have shared that might make it easier for people to travel by train. Base: Independent Explorers (n=576), Determined Wayfinders (n=326), Cautious Planners (n=642), Steady Navigators (n=269), Support Searchers (n=187). Percentages marked with \* and in green indicate a statistically significant higher percentage vs. all disabled users.**

## Use of Passenger Assistance

Of those who are aware of Passenger Assistance, Determined Wayfinders and Support Searchers are most likely to be using it (pre-booked or not) every or most times they take the train, although a sizeable proportion are not (around half). Independent Explorers are not using it frequently, however they may benefit less from assistance due to their higher levels of confidence travelling independently. Cautious Planners and Steady Navigators, who have lower confidence travelling by rail and a range of conditions, are not using it frequently and may be missing out.

Figure 31: Use of Passenger Assistance every or most times they take the train | Segments



D3. Have you used the following initiatives when travelling by rail in Great Britain in the last 12 months? Base: Independent Explorers (n=576), Determined Wayfinders (n=326), Cautious Planners (n=642), Steady Navigators (n=269), Support Searchers (n=187). Percentages marked with \* and in green indicate a statistically significant higher percentage vs. all disabled users.

## Disabled non-users

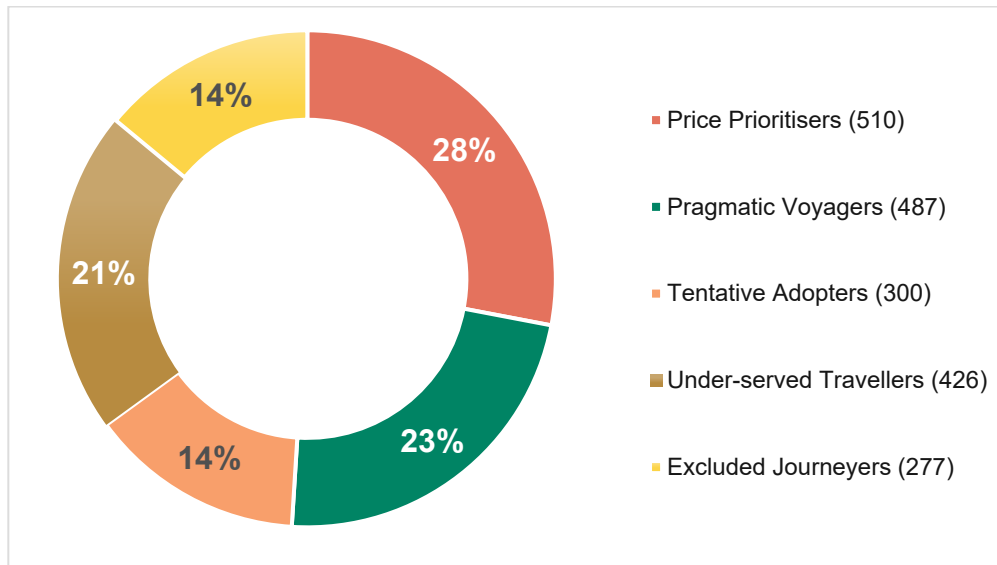
### Summary

Five additional segments were identified amongst non-users, distinguished by their confidence to travel alone by rail and how accessible they perceive rail to be. Price Prioritisers have the highest confidence travelling by rail and are most likely to feel rail is accessible. Pragmatic Voyagers and Tentative Adopters have middling confidence and tend to agree that rail is accessible. Under-served Travellers and Excluded Journeymen are the segments with lower confidence and are unlikely to feel that rail is accessible to them.

### Segment overview

Five distinct segments of disabled non-users of rail have been identified which again are distinguished in terms of their attitudes and experiences. They are less distinct in terms of their age and working status due to the fact that all disabled non-users skew older and are more likely to be retired. However, differences have been highlighted where these are statistically significant.

Figure 32: Prevalence of segments amongst disabled non-user population



Base: Price Prioritisers (n=510), Pragmatic Voyagers (n=487), Tentative Adopters (n=300), Under-served Travellers (n=426), Excluded Journeymen (n=277).

**Price Prioritisers** make up 28% of the disabled rail non-user population. Their main transport modes are driving (65%) or taking the bus (55%) and they are more likely to be retired (64%) than disabled non-users as a whole. They are less likely to report mental health (40%) or mobility conditions (28%) but are more likely than all disabled non-users to have a hearing condition (23%). Despite almost 3 in 4 reporting that they would be confident to travel by rail alone (71%), the majority do not expect their rail travel to increase in the future (77% see it staying the same). They are more likely than all disabled non-users to have lapsed in their rail travel (88%) rather than never to have used. They are more likely than all disabled non-users to agree that rail is accessible (58%), but cost is their main priority when deciding how to travel and rail feels unaffordable.

**Pragmatic Voyagers** make up 23% of the disabled rail non-user population. Similar to Price Prioritisers, their main forms of transport are driving (63%) or taking the bus (53%). They are less likely than all disabled non-users to be retired (46%) and skew slightly younger (though 64% are still 55+). They are less likely than all disabled non-users to have a physical condition, otherwise they align. They have middling confidence to travel by rail alone (49%), which increases by 34 percentage points if they were to be accompanied. Several initiatives appeal to them (toilets, access to help, easier onward travel), indicating opportunity to encourage them to travel by rail more.

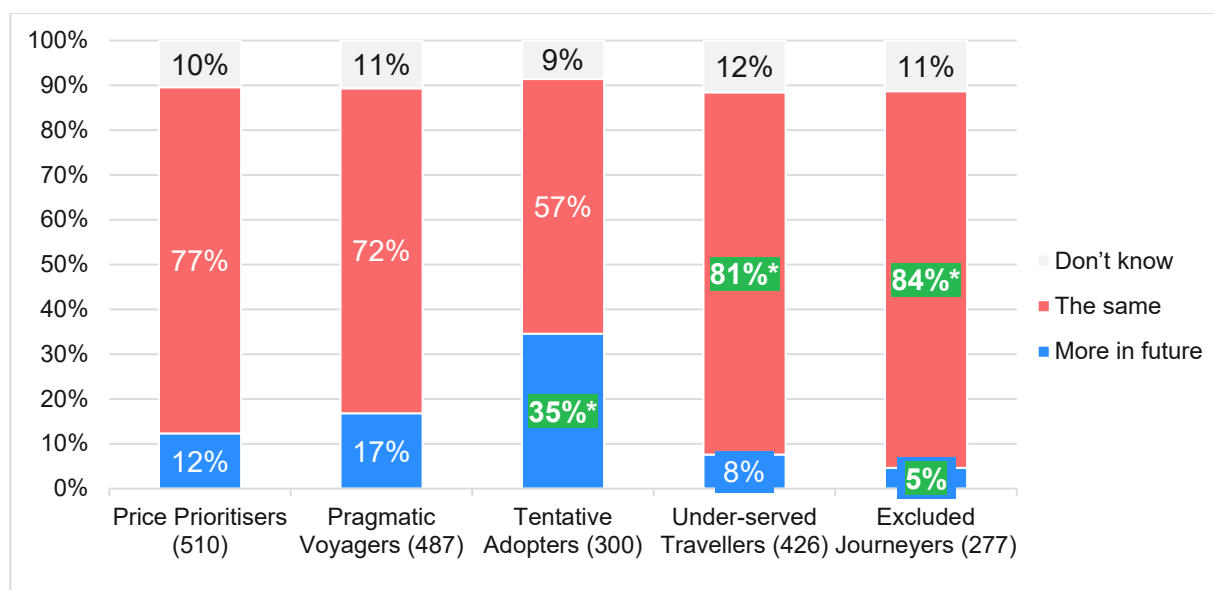
**Tentative Adopters** make up 14% of the disabled rail non-user population. They are more likely than all disabled non-users to have never used rail (27%) and have lower confidence to travel by rail alone (30%). However, the majority would feel confident travelling by rail if accompanied (77%). They have varied conditions, that can be visible and not visible, including over-indexing on mental health (67%), dexterity (35%) and cognitive conditions (29%). Whilst they are more likely than all disabled non-users to feel rail is affordable

(37%) and accessible (57%), they are impacted by barriers, particularly lack of staff support. Despite this, a minority can see themselves travelling more by rail in the future (35%).

**Under-served Travellers** make up 21% of the disabled rail non-user population. They are likely to have a physical condition; 70% report a mobility condition and a further 33% report a condition related to dexterity, with the majority using aids when travelling (71%). Just 1 in 10 would feel confident travelling by rail alone (9%) and almost half would still lack confidence if accompanied (48%). Accessibility is most important to this segment, and they are less likely than all disabled non-users to agree that rail is accessible (34%). They particularly lack confidence with navigating the station (2% confident) and getting on and off the train (13% confident).

**Excluded Journeymen** make up 14% of the disabled rail non-user population. They are the most likely to report a range of complex conditions including 75% reporting a mobility condition, 62% reporting a mental health condition and 48% reporting issues related to stamina and breathing. They are highly likely to travel with aids (81%) and are likely to have additional access needs such as a short-term injury or condition (45%). They are more likely than all disabled non-users to have never used rail (26%) and have the lowest confidence to travel by rail - either alone (1%) or accompanied (30%) and at all journey stages. This includes accessing information at the station (10% confident), accessing assistance (6% confident), navigating the station (1% confident) and getting on and off the train (3%) confident. They are the least likely to feel rail is accessible (23%) or affordable (12%).

Figure 33: Likelihood of travelling by rail in the future | Segments

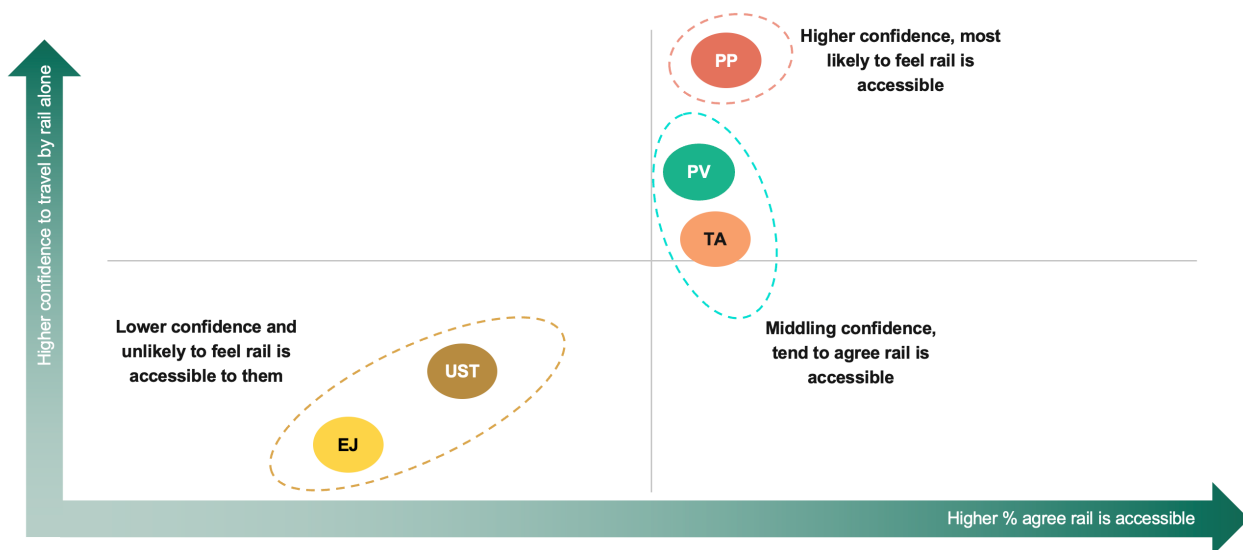


B1. Imagining you needed to travel in the next few days, how confident would you be to...? Base: Price Prioritisers (n=510), Pragmatic Voyagers (n=487), Tentative Adopters (n=300), Under-served Travellers (n=426), Excluded Journeymen (n=277). Percentages marked with \* and in a green box indicate a statistically significant higher percentage vs. all disabled users.

## Confidence and perceptions of accessibility

The segments can be clearly differentiated by their confidence to travel by rail alone and how accessible they perceive rail to be. Price Prioritisers are the most confident and are the most likely to agree rail is accessible. Pragmatic Voyagers and Tentative Adopters have middling to low confidence to travel by rail alone and are more likely to agree rail is accessible. The lowest confidence segments, Under-served Travellers and Excluded Journeymen, are the least likely to agree that rail is accessible.

Figure 34: Confidence to travel by rail alone and agreement that rail is accessible



B1. Imagining you needed to travel in the next few days, how confident would you be to...? | B4. How much do you agree or disagree with the following statements relating to train travel in Great Britain? It's an accessible way to travel. Base: Price Prioritisers (n=510), Pragmatic Voyagers (n=487), Tentative Adopters (n=300), Under-served Travellers (n=426), Excluded Journeymen (n=277).

## Factors impacting likelihood to travel by rail

Price Prioritisers align with all disabled non-users when it comes to the impact of barriers on their likelihood to travel by rail. Expensive or affordable train tickets are their main barrier (46%), followed by the potential for train delays or cancellations (31%). Price is also the main barrier for Pragmatic Voyagers who are more likely than disabled non-users in general to report this barrier (70%).

Tentative Adopters are more impacted by a perceived lack of help from staff if they were to travel by train. The majority report unavailability of staff to provide help or advice as a barrier (92%), closely followed by passengers being intrusive or judgemental (91%) and lack of recognition of support needs from staff (90%).

Of the two lower confidence segments, Excluded Journeymen report barriers to a much greater level than Under-served Travellers. Almost all Excluded Journeymen report barriers related to staff support (lack of recognition of support needs from staff - 98% and unavailability of staff to provide help or advice - 95%). In addition, almost all report

difficulty navigating the station (96%) and the potential for train delays or cancellations as key barriers (94%). They are also more likely than all non-disabled users to report feeling anxious about train travel (93%). For Under-served Travellers, difficulty navigating the station is their main barrier (63%), followed closely by potential for delays (60%).

**Table 27: Impact of barriers on likelihood to travel by rail**

| Price Prioritisers                                                    | Pragmatic Voyagers                                                 | Tentative Adopters                                            | Under-served Travellers                                               | Excluded Journeymen                                               |
|-----------------------------------------------------------------------|--------------------------------------------------------------------|---------------------------------------------------------------|-----------------------------------------------------------------------|-------------------------------------------------------------------|
| <b>46%</b> Expensive or unaffordable train tickets                    | <b>70%*</b> Expensive or unaffordable train tickets                | <b>92%*</b> Unavailability of staff to provide help or advice | <b>63%*</b> Difficulty navigating the station                         | <b>98%*</b> Lack of recognition of support needs from staff       |
| <b>31%</b> Potential for train delays or cancellations                | <b>61%</b> Potential for train delays or cancellations             | <b>91%*</b> Passengers being intrusive or judgemental         | <b>60%</b> Potential for train delays or cancellations                | <b>96%*</b> Difficulty navigating the station                     |
| <b>18%</b> Difficulty buying train tickets or booking seats           | <b>49%</b> Passengers being intrusive or judgemental               | <b>90%*</b> Lack of recognition of support needs from staff   | <b>56%</b> Expensive or unaffordable train tickets                    | <b>95%*</b> Unavailability of staff to provide help or advice     |
| <b>10%</b> Poor availability of accessible toilets or changing places | <b>49%</b> Difficulty buying train tickets or booking seats/spaces | <b>88%*</b> Lack of accessible up-to-date journey information | <b>53%</b> Feeling anxious or stressed about travelling by train      | <b>94%*</b> Potential for train delays or cancellations           |
| <b>9%</b> Feeling anxious or stressed about travelling by train       | <b>49%</b> Lack of accessible up-to-date journey information       | <b>86%*</b> Potential for train delays or cancellations       | <b>48%</b> Poor availability of accessible toilets or changing places | <b>93%*</b> Feeling anxious or stressed about travelling by train |

**C1. To what extent do the following factors impact your likelihood to travel by train? Base: Price Prioritisers (n=510), Pragmatic Voyagers (n=487), Tentative Adopters (n=300), Under-served Travellers (n=426), Excluded Journeymen (n=277). Impact of barriers is defined as barriers which 'significantly' or 'completely' prevent them from travelling by train. Percentages marked with \* and in green indicate a statistically significant higher percentage vs. all disabled users.**

## Ideas which would help with rail travel in the future

The most appealing ideas to Price Prioritisers are clean, working and accessible toilets (52%); bus, taxi or car pick-up access immediately outside the station (43%); and accessible and up-to-date information when making your journey (42%). They have low desire for staff support, compared to other segments, such as Pragmatic Voyagers. For this segment, as well as clean, working and accessible toilets (61%), help points around the station to get information/contact staff (54%) and the ability to call or contact someone for help (53%) are appealing. Despite the majority of Pragmatic Voyagers expecting their rail travel to stay the same (72%), several initiatives appeal to them, indicating opportunity to encourage them to travel by rail more.

For the lower confidence segments, initiatives related to physical access and the ability to get help are particularly important. In addition, for Tentative Adopters, clean, working and accessible toilets (57%) are key. For Under-served Travellers, as well as toilets, step-free access to the train platforms (55%) and train being level with the platform, so there are no steps or need for a ramp outside the station (54%) would help them most. Beyond physical access initiatives and toilets, Excluded Journeymen are more likely than all disabled non-users to want the opportunity to arrange assistance at the same time as buying their ticket (48%).

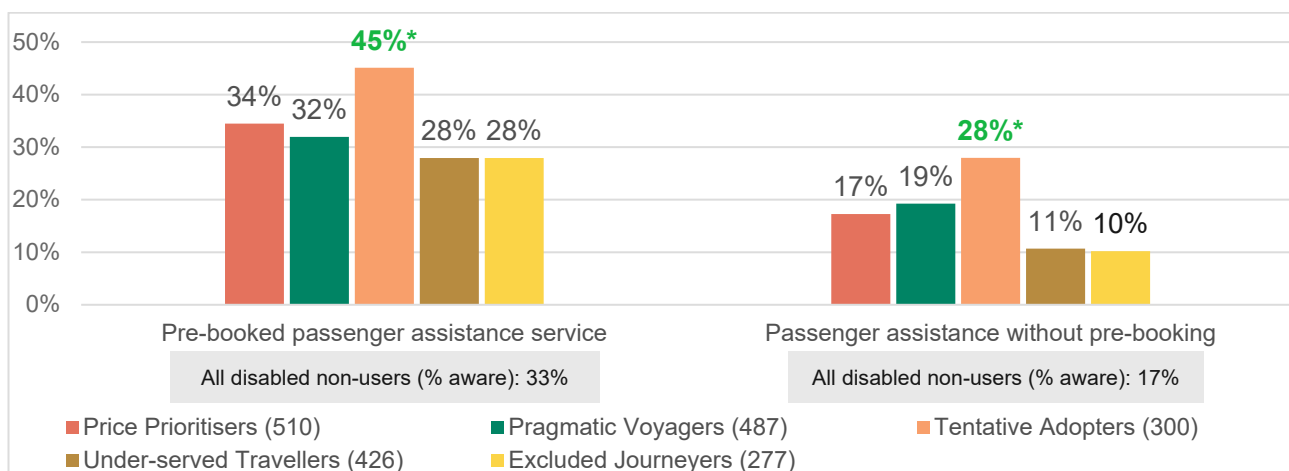
**Table 28: Prompted ideas to support train travel in the future**

| Price Prioritisers                                                         | Pragmatic Voyagers                                                          | Tentative Adopters                                                                                 | Under-served Travellers                                                                             | Excluded Journeymen                                                           |
|----------------------------------------------------------------------------|-----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|
| 52% clean, working and accessible toilets                                  | 61%* clean, working and accessible toilets                                  | 57% clean, working and accessible toilets                                                          | 55%* step-free access to the train platform                                                         | 54% clean, working and accessible toilets                                     |
| 43% bus, taxi or car pick-up access immediately outside the station        | 54%* help points around the station to get information and to contact staff | 48% ability to call or contact someone for help                                                    | 54% clean, working and accessible toilets                                                           | 54%* step-free access to the train platform                                   |
| 42% accessible and up-to-date information when making your journey         | 53%* ability to call or contact someone for help                            | 47% train is level with the platform, so there are no steps or need for a ramp outside the station | 54%* train is level with the platform, so there are no steps or need for a ramp outside the station | 52%* ability to call or contact someone for help                              |
| 37% car parking spaces at stations which can be pre-booked                 | 52%* accessible and up-to-date information when making your journey         | 47% bus, taxi or car pick-up access immediately outside the station                                | 48% ability to call or contact someone for help                                                     | 48%* opportunity to arrange assistance at the same time as buying your ticket |
| 33% help points around the station to get information and to contact staff | 52%* bus, taxi or car pick-up access immediately outside the station        | 44% help points around the station to get information and to contact staff                         | 48% help points around the station to get information and to contact staff                          | 48% help points around the station to get information and to contact staff    |

**E3.** Below is a list of ideas other people have shared that might make it easier for people to travel by train. Base: Price Prioritisers (n=510), Pragmatic Voyagers (n=487), Tentative Adopters (n=300), Under-served Travellers (n=426), Excluded Journeymen (n=277). Percentages marked with \* and in green indicate a statistically significant higher percentage vs. all disabled users.

## Awareness of Passenger Assistance

Awareness of Passenger Assist is particularly low amongst the least confident segments (Under-served Travellers and Excluded Journeymen), underlining a need to increase visibility and make these segments aware of the support they could receive. Tentative Adopters are more likely than all disabled non-users to be aware of passenger assistance (both pre-booked and not).

**Figure 35: Awareness of passenger assistance services | Segments**

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D1. Have you heard of any of the following before today? Base: Price Prioritisers (n=510), Pragmatic Voyagers (n=487), Tentative Adopters (n=300), Under-served Travellers (n=426), Excluded Journeymen (n=277). Percentages marked with \* and in green indicate a statistically significant higher percentage vs. all disabled users.

## 10. Appendix A: Additional analysis for disabled (GSS definition) sample

### **Additional profiling: Disabled sample (GSS definition)**

This section of the report summarises the usage of rail by those who are disabled (GSS definition), in order to provide a comparison point for other research. The disabled (GSS definition) sample was achieved as part of the nationally representative sample that was achieved in phase 1 of fieldwork, with a sample size of 500.

#### **Use of rail by disabled people (GSS definition)**

A quarter (25%) of the population are disabled, according to the GSS definition. Among those, over half (52%) are rail users and have travelled by rail in the last 18 months. This represents a small decline in rail usage when compared to 2020, when 59% of disabled people (GSS definition) were rail users, which is consistent with disabled people's own perceptions that they are travelling a little less often by rail now since before the COVID-19 pandemic.

Among all rail users in Great Britain, 1 in 5 (18%) are disabled according to the GSS definition. This proportion increases amongst rail non-users, with 42% of non-users disabled according to the GSS definition. However, disabled (GSS definition) non-users are more likely to have lapsed from rail use (i.e. have used rail before but not in the last 18 months) (77%), than to have never used rail or can't remember when they last travelled by rail (23%).

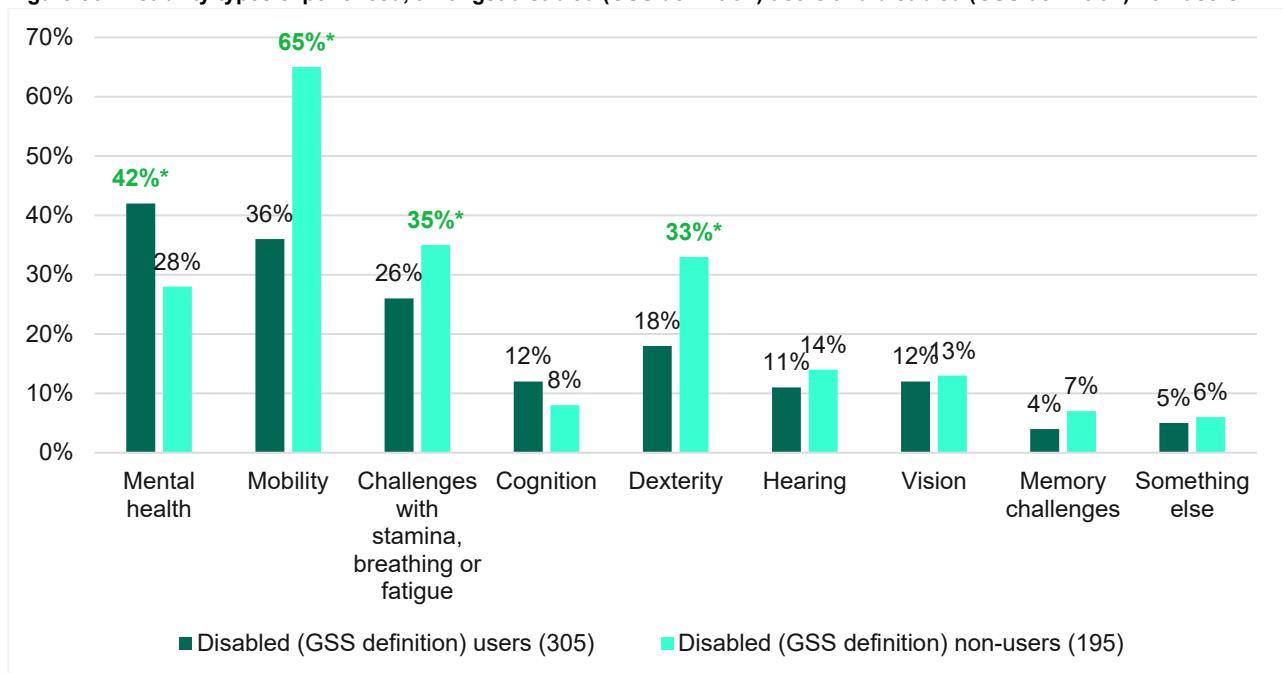
#### **Profile of disabled (GSS definition) users and non-users**

There are some demographic differences between disabled (GSS definition) users and non-users. For example, disabled (GSS definition) users are more likely to be younger and live in urban areas (as shown in Table 29). Consistent with 2020, younger people and men who are disabled according to the GSS definition are more likely to be users.

| Table 29: Demographic profile | Disabled (GSS definition) users | Disabled (GSS definition) non-users |
|-------------------------------|---------------------------------|-------------------------------------|
| <b>Age</b>                    |                                 |                                     |
| 16-34                         | 27%*                            | 7%                                  |
| 35-54                         | 30%*                            | 19%                                 |
| 55-74                         | 27%                             | 41%*                                |
| 75+                           | 13%                             | 32%*                                |
| <b>Gender</b>                 |                                 |                                     |
| Male                          | 44%                             | 41%                                 |
| Female                        | 55%                             | 59%                                 |
| <b>Location</b>               |                                 |                                     |
| Urban                         | 36%*                            | 26%                                 |
| Suburban                      | 33%                             | 32%                                 |
| Rural                         | 31%                             | 42%*                                |
| Base                          | 305                             | 195                                 |

Question Q8. Age | Q9. Gender | Q7. Location. Base: Disabled (GSS definition) users (n=305), Disabled (GSS definition) non-users (n=195). Percentages marked with \* and in green indicate a statistically significant higher percentage for disabled (GSS definition) users vs. disabled (GSS definition) non-users.

Overall, the top five most common disability types among disabled (GSS definition) non-users remain consistent with 2020. However, disabled (GSS definition) users are statistically significantly more likely to experience mental health conditions than disabled (GSS definition) non-users. On the other hand, disabled (GSS definition) non-users are more likely to have physical conditions, including mobility and challenges with stamina, breathing or fatigue. Disabled (GSS definition) non-users also have a higher average number of conditions per person, with 2.1 conditions for the non-users compared to 1.67 for users.

**Figure 36: Disability types experienced, amongst disabled (GSS definition) users and disabled (GSS definition) non-users**

**Question Q5. How would you describe your disability or long-term health condition?** Base: Disabled (GSS definition) users (n=305), Disabled (GSS definition) non-users (n=195). Percentages marked with \* and in green indicate a statistically significant higher percentage vs. disabled (GSS definition) users or disabled (GSS definition) non-users.

There are further differences in the profile of disabled (GSS definition) users and non-users regarding the visibility of the condition, the use of aids as well as whether they travel alone or accompanied. As shown in Table 30, disabled (GSS definition) non-users are more likely to have visible conditions (55%), use aids or equipment when travelling (58%) and travel accompanied by a person (78%).

| Table 30: Demographic profile                | Disabled (GSS definition) users | Disabled (GSS definition) non-users |
|----------------------------------------------|---------------------------------|-------------------------------------|
| <b>Visibility of condition</b>               |                                 |                                     |
| Visible conditions (to at least some extent) | 43%                             | 55%*                                |
| Not visible to others                        | 53%*                            | 44%                                 |
| <b>Use of aids or equipment</b>              |                                 |                                     |
| Uses aids or equipment                       | 48%                             | 58%*                                |
| Uses walking aids                            | 33%                             | 48%*                                |
| <b>Travel alone or accompanied</b>           |                                 |                                     |
| Travels alone                                | 54%*                            | 42%                                 |
| Travels accompanied by a person              | 68%                             | 78%*                                |
| Base                                         | 305                             | 195                                 |

**Question Q13. Some people feel that their disability, condition and/or access need is visible or not visible to other people. How would you describe your disability, condition(s) and/or access needs? | Q16. Do you usually any aids or equipment when you travel in Great Britain? | A7. When travelling [by train] in Great Britain, do you travel...?** Base: Disabled (GSS definition) users (n=305), Disabled (GSS definition) non-users (n=195). Percentages marked with \* and in green indicate a statistically significant higher vs. disabled (GSS definition) users or disabled (GSS definition) non-users.

## 11. Appendix B: Additional analysis by disabled users and non-users

This section includes further analysis to provide context for findings in the report. It includes additional profiling of disabled users, further analysis on confidence across journey stages for disabled users and non-users as well as additional analysis on the barriers and priorities for disabled users and non-users. Here the term 'disabled' is once more referring to the broader sample of people who are disabled or have a health condition, not only those who are disabled (GSS definition).

### Additional profiling: disabled users

Disabled users with visible conditions have some demographic differences when compared to disabled users with no visible conditions. As shown in Table 31, disabled users with visible conditions are more likely to be older and live in urban areas.

| Table 31: Demographic profile by disabled users | Visible to at least some extent | Not visible to others |
|-------------------------------------------------|---------------------------------|-----------------------|
| <b>Age</b>                                      |                                 |                       |
| 16-34                                           | 26%                             | 31%*                  |
| 35-54                                           | 34%                             | 34%                   |
| 55+                                             | 39%*                            | 33%                   |
| <b>Location</b>                                 |                                 |                       |
| Urban                                           | 40%*                            | 32%                   |
| Suburban                                        | 42%                             | 44%                   |
| Rural                                           | 18%                             | 24%*                  |
| Base                                            | 743                             | 1,214                 |

Question Q8. Age | Q7. Location. Base: Visible to at least some extent (n=743), Not visible to others (n=1,214). Percentages marked with \* and in green indicate a statistically significant higher percentage vs. disabled users with conditions visible to at least some extent or disabled users with conditions not visible to other.

In terms of their usage of rail, disabled users with visible conditions (n=743) are to some extent also more likely to:

- travel by rail more frequently at least once a week (31% compared to 21% of users with non-visible conditions)
- travel by train accompanied by a person or service animal (78% compared to 69% of users with non-visible conditions)
- travel using aids or equipment (71% compared to 30% of users with non-visible conditions)

The profile of disabled users who use mobility aids or equipment to travel and disabled users who travel accompanied also differs.

Among those who use mobility aids or equipment (n=862):

- 52% are male
- 42% are aged 55+
- 19% have a disability or condition visible to other
- 66% have a physical condition, 36% have a sensory condition and 31% have a cognitive condition
- 76% travel accompanied
- 32% travel by rail at least once a week

Among those who travel accompanied with a person or service provider (n=1451):

- 56% are female
- 12% have a disability or condition visible to others
- 50% have a physical condition, 28% have a cognitive condition and 25% have a sensory condition
- 48% use aids or equipment
- 23% travel by rail at least once a week

## **Additional analysis: confidence**

### **Confidence across journey stages for disabled users**

Disabled users with a cognitive condition are likely to report low levels of confidence across the journey stages of travelling by rail. In particular, this group are more likely than

disabled users in general to feel unconfident accessing assistance (26%), accessing information at the station (23%) and getting around the station (19%) (see Table 32).

Whilst the level of confidence that disabled users with sensory and physical conditions have across the journey stage is in line with disabled users overall, this group do report low confidence at key stages. For disabled users with sensory conditions, accessing assistance receives the lowest confidence score (58%), similar to disabled users with physical conditions (54%). Disabled users with physical conditions also report low confidence in getting on or off the train (68%).

**Table 32: Confidence across journey stages for disabled users with cognitive conditions**

|                                      | Net: Confident | Net: Neither/nor | Net: Unconfident |
|--------------------------------------|----------------|------------------|------------------|
| Planning a journey                   | 76%            | 11%              | 13%*             |
| Buying a ticket                      | 79%            | 8%               | 12%*             |
| Getting to/from station              | 74%            | 15%              | 11%              |
| Accessing information at the station | 62%            | 14%              | 23%*             |
| Accessing assistance                 | 51%            | 19%              | 26%*             |
| Getting around the station           | 65%            | 16%              | 19%*             |
| Getting on/off the train             | 72%            | 12%              | 15%              |
| Being on the train                   | 76%            | 12%              | 11%              |
| Reaching the end destination         | 78%            | 12%              | 10%*             |

**Question B2. And thinking about different parts of the train journey, how confident would you be with...? Planning a journey/buying a ticket/getting to and from the station/accessing information at the station/accessing assistance/getting around the station or platform/getting on or off the train/being on the train/reach the end destination. Base: Disabled users (n=2,000), Disabled users with cognitive conditions (n=600). Percentages marked with \* and in green indicate a statistically significant higher percentage vs. all disabled users.**

**Table 33: Confidence across journey stages for disabled users with sensory conditions**

|                                      | Net: Confident | Net: Neither/nor | Net: Unconfident |
|--------------------------------------|----------------|------------------|------------------|
| Planning a journey                   | 83%            | 8%               | 9%               |
| Buying a ticket                      | 80%            | 9%               | 11%              |
| Getting to/from station              | 79%            | 12%              | 9%               |
| Accessing information at the station | 71%            | 14%              | 15%              |
| Accessing assistance                 | 58%            | 21%              | 17%              |
| Getting around the station           | 75%            | 12%              | 13%              |
| Getting on/off the train             | 75%            | 11%              | 14%              |
| Being on the train                   | 80%            | 12%              | 8%               |
| Reaching the end destination         | 80%            | 11%              | 8%               |

**Question B2. And thinking about different parts of the train journey, how confident would you be with...? Planning a journey/buying a ticket/getting to and from the station/accessing information at the station/accessing assistance/getting around the station or platform/getting on or off the train/being on the train/reach the end destination. Base: Disabled users (n=2,000), Disabled users with sensory conditions (n=475). There are no significant differences in confidence across journey stages between disabled users and disabled users with sensory conditions.**

**Table 34: Confidence across journey stages for disabled users with physical conditions**

|                    | Net: Confident | Net: Neither/nor | Net: Unconfident |
|--------------------|----------------|------------------|------------------|
| Planning a journey | 81%            | 10%              | 9%               |
| Buying a ticket    | 82%            | 8%               | 10%              |

|                                      |     |     |      |
|--------------------------------------|-----|-----|------|
| Getting to/from station              | 80% | 11% | 9%   |
| Accessing information at the station | 69% | 12% | 18%  |
| Accessing assistance                 | 54% | 19% | 22%  |
| Getting around the station           | 69% | 14% | 17%* |
| Getting on/off the train             | 68% | 13% | 19%* |
| Being on the train                   | 80% | 11% | 8%   |
| Reaching the end destination         | 82% | 10% | 7%   |

**Question B2. And thinking about different parts of the train journey, how confident would you be with...? Planning a journey/buying a ticket/getting to and from the station/accessing information at the station/accessing assistance/getting around the station or platform/getting on or off the train/being on the train/reach the end destination. Base: Disabled users (n=2,000), Disabled users with physical conditions (n=890). Percentages marked with \* and in green indicate a statistically significant higher percentage vs. disabled users.**

### Confidence across journey stages for disabled non-users

Disabled non-users with cognitive conditions are more likely to feel unconfident across most journey stages, when compared to all disabled non-users. This group feel particularly unconfident with accessing assistance (40%) and getting around the station (38%). This is a similar pattern with disabled users with cognitive conditions (Table 35).

Disabled non-users with physical conditions are also more likely than disabled non-users at large to feel unconfident with getting around the station (40%), accessing assistance (38%) and getting on or the train (38%) (see Table 37).

Disabled non-users with sensory conditions differ in that this group is statistically significantly more confident at several journey stages than other disabled non-users (see Table 36). For example, confidence for disabled non-users with sensory conditions is greater than other non-users once on the train (69%), getting on or off the train (61%) and getting around the station (56%).

**Table 35: Confidence across journey stages for disabled non-users with cognitive conditions**

|                                      | Net: Confident | Net: Neither/nor | Net: Unconfident |
|--------------------------------------|----------------|------------------|------------------|
| Planning a journey                   | 54%            | 11%              | 33%*             |
| Buying a ticket                      | 52%            | 13%              | 33%*             |
| Getting to/from station              | 52%            | 14%              | 32%*             |
| Accessing information at the station | 46%            | 18%              | 33%              |
| Accessing assistance                 | 34%            | 19%              | 40%*             |
| Getting around the station           | 45%            | 15%              | 38%              |
| Getting on/off the train             | 51%            | 16%              | 31%              |
| Being on the train                   | 52%            | 15%              | 30%*             |
| Reaching the end destination         | 55%            | 16%              | 26%*             |

**Question B2. And thinking about different parts of the train journey, how confident would you be with...? Planning a journey/buying a ticket/getting to and from the station/accessing information at the station/accessing assistance/getting around the station or platform/getting on or off the train/being on the train/reach the end destination. Base: Disabled non-users (n=2,000), Disabled non-users with cognitive conditions (n=428). Percentages marked with \* and in green indicate a statistically significant higher percentage vs. disabled non-users.**

**Table 36: Confidence across journey stages for disabled non-users with sensory conditions**

|                                      | Net: Confident | Net: Neither/nor | Net: Unconfident |
|--------------------------------------|----------------|------------------|------------------|
| Planning a journey                   | 65%            | 12%              | 23%              |
| Buying a ticket                      | 60%            | 10%              | 29%              |
| Getting to/from station              | 66%            | 12%              | 21%              |
| Accessing information at the station | 55%*           | 16%              | 28%              |
| Accessing assistance                 | 46%*           | 17%              | 31%              |
| Getting around the station           | 56%*           | 14%              | 30%              |
| Getting on/off the train             | 61%*           | 11%              | 28%              |
| Being on the train                   | 69%*           | 10%              | 19%              |
| Reaching the end destination         | 67%            | 11%              | 19%              |

**Question B2. And thinking about different parts of the train journey, how confident would you be with...? Planning a journey/buying a ticket/getting to and from the station/accessing information at the station/accessing assistance/getting around the station or platform/getting on or off the train/being on the train/reach the end destination. Base: Disabled non-users (n=2,000), Disabled non-users with sensory conditions (n=417). Percentages marked with \* and in green indicate a statistically significant higher percentage vs. disabled non-users.**

**Table 37: Confidence across journey stages for disabled non-users with physical conditions**

|                                      | Net: Confident | Net: Neither/nor | Net: unconfident |
|--------------------------------------|----------------|------------------|------------------|
| Planning a journey                   | 60%            | 12%              | 26%              |
| Buying a ticket                      | 56%            | 13%              | 29%              |
| Getting to/from station              | 60%            | 12%              | 26%              |
| Accessing information at the station | 47%            | 18%              | 31%              |
| Accessing assistance                 | 35%            | 20%              | 38%*             |
| Getting around the station           | 42%            | 16%              | 40%*             |
| Getting on/off the train             | 46%            | 14%              | 38%*             |
| Being on the train                   | 61%            | 14%              | 23%              |
| Reaching the end destination         | 60%            | 15%              | 22%              |

**Question B2. And thinking about different parts of the train journey, how confident would you be with...? Planning a journey/buying a ticket/getting to and from the station/accessing information at the station/accessing assistance/getting around the station or platform/getting on or off the train/being on the train/reach the end destination. Base: Disabled non-users (n=2,000), Disabled non-users with physical conditions (n=890). Percentages marked with \* and in green indicate a statistically significant higher percentage vs. disabled non-users.**

## Additional analysis: barriers

Disabled users with visible conditions are more likely to regularly experience navigation barriers, such as difficulty navigating the station (37%), and intrusive passengers (34%) compared to other disabled users.

**Table 38: Barriers regularly experienced by disabled users with a visible condition**

|                                                                            | % of disabled users with a visible condition regularly experiencing the barrier | % of all disabled users regularly experiencing the barrier |
|----------------------------------------------------------------------------|---------------------------------------------------------------------------------|------------------------------------------------------------|
| Feeling anxious or stressed about travelling by train                      | 41%                                                                             | 38%                                                        |
| Difficulty navigating the station                                          | 37%*                                                                            | 26%                                                        |
| Lack of suitable waiting areas at the station or seats/spaces on the train | 37%                                                                             | 33%                                                        |
| Expensive or unaffordable train tickets including for a travel companion   | 37%                                                                             | 37%                                                        |
| Experiencing sensory overload                                              | 35%                                                                             | 32%                                                        |

|                                                                                          |      |       |
|------------------------------------------------------------------------------------------|------|-------|
| Train delays or cancellations, including inaccessible replacement services               | 35%  | 33%   |
| Passengers being intrusive, inconsiderate or judgemental                                 | 34%* | 28%   |
| Poor availability of accessible toilets or changing places                               | 31%* | 25%   |
| Unavailability of staff to provide help or advice, either in the station or on the train | 27%* | 23%   |
| Lack of accessible up-to-date journey information                                        | 26%* | 21%   |
| Lack of recognition or understanding of my support needs from train staff                | 25%* | 19%   |
| Difficulty buying train tickets or booking seats/spaces or assistance                    | 21%* | 16%   |
| Base                                                                                     | 743  | 2,000 |

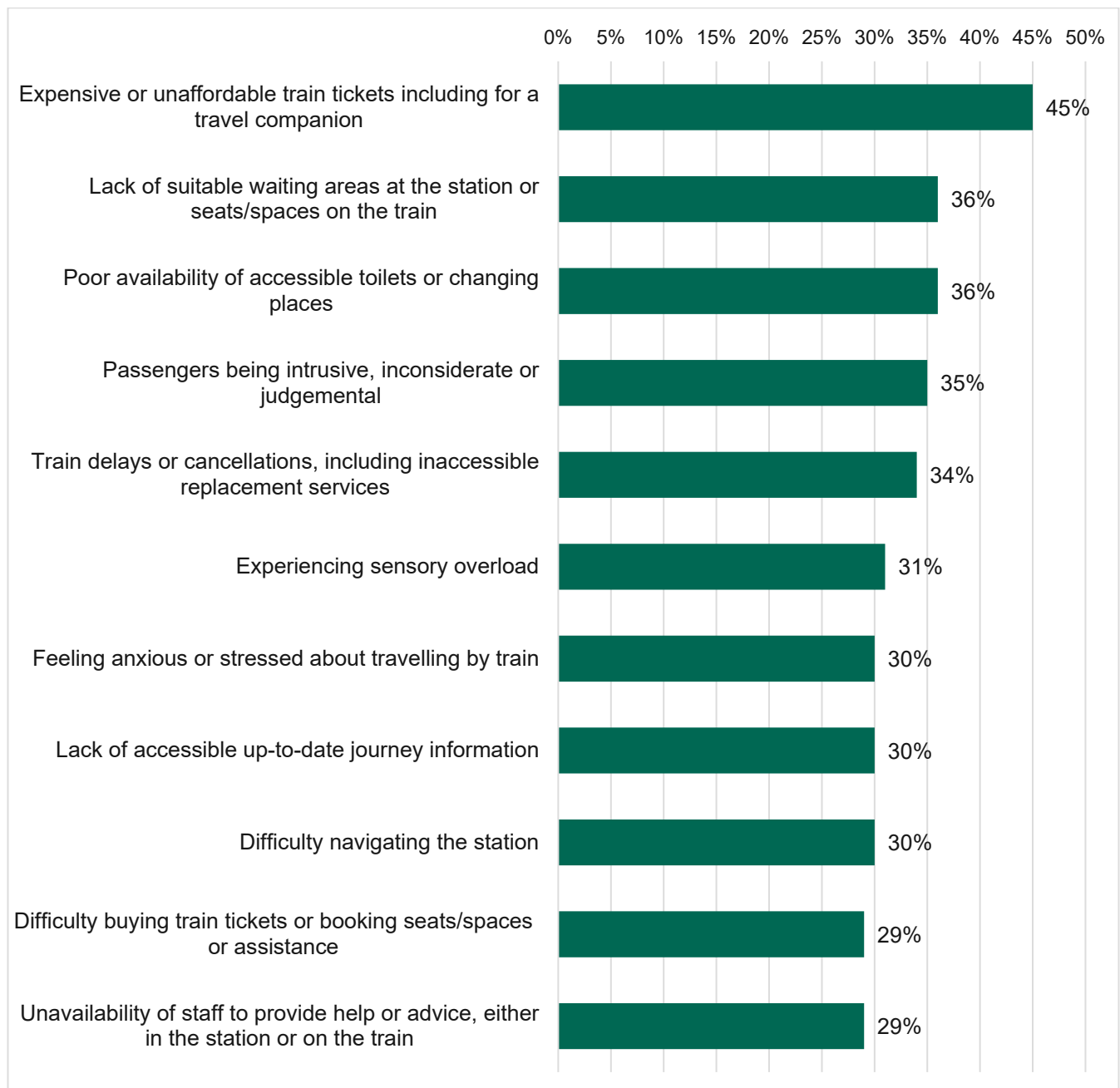
**Question B3. In the last 18 months, have you experienced any of the following during a train journey? Base: Disabled users (n=2,000), Disabled users with a visible condition to at least some extent (n=743). Percentages marked with \* and in green indicate a statistically significant higher percentage vs. disabled users.**

Disabled users with multiple conditions are more likely to regularly experience emotional and social barriers, such as feeling anxious or stressed about travelling by rail (43%) and intrusive passengers (32%), compared to disabled users in general.

| <b>Table 39: Barriers regularly experienced by disabled users with multiple conditions</b> | <b>% of disabled users with multiple conditions regularly experiencing the barrier</b> | <b>% of all disabled users regularly experiencing the barrier</b> |
|--------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|-------------------------------------------------------------------|
| Feeling anxious or stressed about travelling by train                                      | 43%*                                                                                   | 38%                                                               |
| Expensive or unaffordable train tickets including for a travel companion                   | 41%                                                                                    | 37%                                                               |
| Experiencing sensory overload                                                              | 38%*                                                                                   | 32%                                                               |
| Lack of suitable waiting areas at the station or seats/spaces on the train                 | 37%*                                                                                   | 33%                                                               |
| Train delays or cancellations, including inaccessible replacement services                 | 34%                                                                                    | 33%                                                               |
| Passengers being intrusive, inconsiderate or judgemental                                   | 32%*                                                                                   | 28%                                                               |
| Difficulty navigating the station                                                          | 30%*                                                                                   | 26%                                                               |
| Poor availability of accessible toilets or changing places                                 | 29%*                                                                                   | 25%                                                               |
| Unavailability of staff to provide help or advice, either in the station or on the train   | 27%*                                                                                   | 23%                                                               |
| Lack of recognition or understanding of my support needs from train staff                  | 23%*                                                                                   | 19%                                                               |
| Lack of accessible up-to-date journey information                                          | 22%                                                                                    | 21%                                                               |
| Difficulty buying train tickets or booking seats/spaces or assistance                      | 18%                                                                                    | 16%                                                               |
| Base                                                                                       | 1,033                                                                                  | 2,000                                                             |

**Question B3. In the last 18 months, have you experienced any of the following during a train journey? Base: Disabled users (n=2,000), Disabled users with multiple conditions (n=1,033). Percentages marked with \* and in green indicate a statistically significant higher percentage vs. disabled users.**

For travellers with large objects and who are not disabled (by either the GSS definition or expanded definition), the main barrier regularly experienced is the affordability of train tickets (45%), followed by a lack of suitable waiting areas at the station or on the train (36%) and the poor availability of accessible toilets or changing places (36%).

**Figure 37: Barriers regularly experienced by travellers with large objects**

**Question B3.** In the last 18 months, have you experienced any of the following during a train journey? **Base:** Travellers with large objects and who are not disabled by the GSS definition nor the expanded definition (n=96).

## 12. Appendix C: Technical detail: Methodology and sampling approach

### Overview of methodology

This research was designed to robustly measure the experiences of a representative sample of disabled people who are users and non-users of rail, aged 16+ in Great Britain, with the ability to compare to a representative sample of the Great British population aged 16+ as a whole.

We used a non-probability quota sampling approach to generate a wide-reaching and robust sample, with a blend of online and telephone (Computer Assisted Telephone Interviewing, or CATI) methods.

### Questionnaire design, consultancy and cognitive testing

The questionnaire was developed in collaboration with the DfT. An initial structure was developed according to the agreed objectives for the research, before the survey was drafted by Thinks Insight & Strategy. Some questions were matched, either entirely or partially, to questions used in previous DfT research. Although changes in methodology over time mean that these questions cannot be considered exactly comparable, this approach allows for researchers to make inferences about changes over time.

Once the survey was drafted, it was initially programmed onto the online survey platform, building in options to support accessibility for people with different needs such as high contrast options, ability to navigate by keyboard and ability to use a screen reading tool to read the website. Initial instructions for telephone interviews were also drafted.

18 cognitive interviews were then carried out with people with different types of disabilities and conditions as shown in Table 40, to test the comprehension of the questions and completeness of the answer options. Participants were given the option to take part in the cognitive interviews online or by telephone to suit their needs.

**Table 40: Cognitive interview audiences**

|                                          | Number of interviews |
|------------------------------------------|----------------------|
| Vision                                   | 2                    |
| Hearing                                  | 2                    |
| Dexterity                                | 2                    |
| Learning, understanding or concentrating | 2                    |
| Memory                                   | 2                    |
| Mental health                            | 2                    |
| Stamina, breathing or fatigue            | 2                    |
| Social or behavioural conditions         | 2                    |
| Base                                     | 18                   |

Each cognitive interview was an hour long and consisted of respondents viewing or hearing draft versions of selected key questions and asked to 'think aloud' as they considered how they would answer the question. The 'think aloud' technique was developed by Ericsson and Simon (1980) and is well-established as a research method to encourage participants to share their thought processes as they answer each question, giving insight into how questions and response options are being interpreted.

Interviewers also observed the participants as they read each question and probed for their views on how easy or difficult they found it to answer; if the answer option they wanted to select was available; and if any wording or terminology was unclear. They also probed for feedback on the platform assistive technologies during online interviews.

In addition to the cognitive interviews, specialist consultants Open Inclusion were engaged to review the language of the questionnaire. They hosted a focus group of disabled people to gather further feedback and promote discussion, particularly around the use of language in the survey. They also provided expert advice including on how to apply the Social Model of Disability effectively.

Following the cognitive interviews, consultancy and focus group, the questionnaire was further refined and then programmed for fieldwork.

## Sampling approach

Our sampling approach took place across two phases:

| Phase | Sample                                                     | Sample size:<br>Total | Sample size:<br>Online | Sample size:<br>CATI |
|-------|------------------------------------------------------------|-----------------------|------------------------|----------------------|
| 1     | Nationally representative sample aged 16+ in Great Britain | 2,000                 | 1,500                  | 500                  |

|       |                                                                                |       |       |       |
|-------|--------------------------------------------------------------------------------|-------|-------|-------|
| 2     | Representative sample of disabled users of rail, aged 16+ in Great Britain     | 2,000 | 1,500 | 500   |
| 2     | Representative sample of disabled non-users of rail, aged 16+ in Great Britain | 2,000 | 1,500 | 500   |
| Total |                                                                                | 6,000 | 4,500 | 1,500 |

## Sample definitions and screening criteria

### What is meant by 'disabled' people

We included questions to identify **disabled people** as per the Government Statistical Service's [harmonised questions](#) for identifying those who are disabled (GSS definition). The criteria for this definition of disability were based on answers to the following questions:

#### Q3.

Do you have any physical or mental health conditions or illness lasting or expected to last 12 months or more?

This might include a mobility, visual or hearing condition, a mental health condition such as anxiety or depression, a cognitive condition such as autism or ADHD, a learning disability such as Downs Syndrome, or a learning difficulty such as dyslexia.

#### Answer options:

1. Yes
2. No
96. Prefer not to say

#### Q4. [Only shown to those who answer code 1 'Yes' at Q3]

Does your disability and/or long-term health condition(s) reduce your ability to carry out day-to-day activities?

#### Answer options:

1. Yes – a lot
2. Yes – a little
3. Not at all
96. Don't know / prefer not to say

Those who selected code 1 'Yes' at Q3, and answer codes 1 'Yes – a lot' or 2 'Yes – a little' at Q4, were classified as disabled (GSS definition).

However, our cognitive testing showed that many people who experienced a health condition would not necessarily self-describe using this language. We therefore showed the following question Q5, regarding the type of condition people experienced, to everyone, regardless of their answers at Q3 or Q4. The question wording differed slightly for each group as follows.

**Q5. [Shown to those who answered code 1 'Yes' at Q3]** How would you describe your disability or long-term health condition? If you have multiple disabilities or health conditions, please select all that apply.

**[Shown to those who did not answer code 1 'Yes' at Q3]** Can we confirm, do you have any health conditions, illnesses or access needs which affect you in any of the following areas? Please select all that apply.

**Answer options:**

1. No, I do not have a disability or long-term health condition **[Only shown to those who did not answer code 1 'Yes' at Q3]**
2. Vision (for example blindness or partial sight)
3. Hearing (for example deafness, hard of hearing or tinnitus)
4. Mobility (including being a wheelchair user, having lower limb loss, or having restricted ambulation including strength, balance or functional limitations)
5. Dexterity (including having a tremor, limb difference, low grip strength or control, or a joint condition such as arthritis or hypermobility)
6. Cognition (including ADHD, autism, generalised learning disability or specific learning difficulty like dyslexia)
7. Memory challenges (for example dementia)
8. Mental health (for example anxiety, depression or bipolar disorder)
9. Challenges with stamina, breathing or fatigue
98. Something else – please specify **[Open text]**
96. Prefer not to say

This approach allowed us to identify a secondary group of people who are **not disabled (GSS definition) but declare a health condition or access need**. This included anyone who:

- Answered code 1 'Yes' at Q3, but not 'Yes – a lot' or 'Yes – a little' at Q4
- Did not answer code 1 'Yes' at Q3 but did select that they experience a condition or access need from codes 2-9 at Q5.

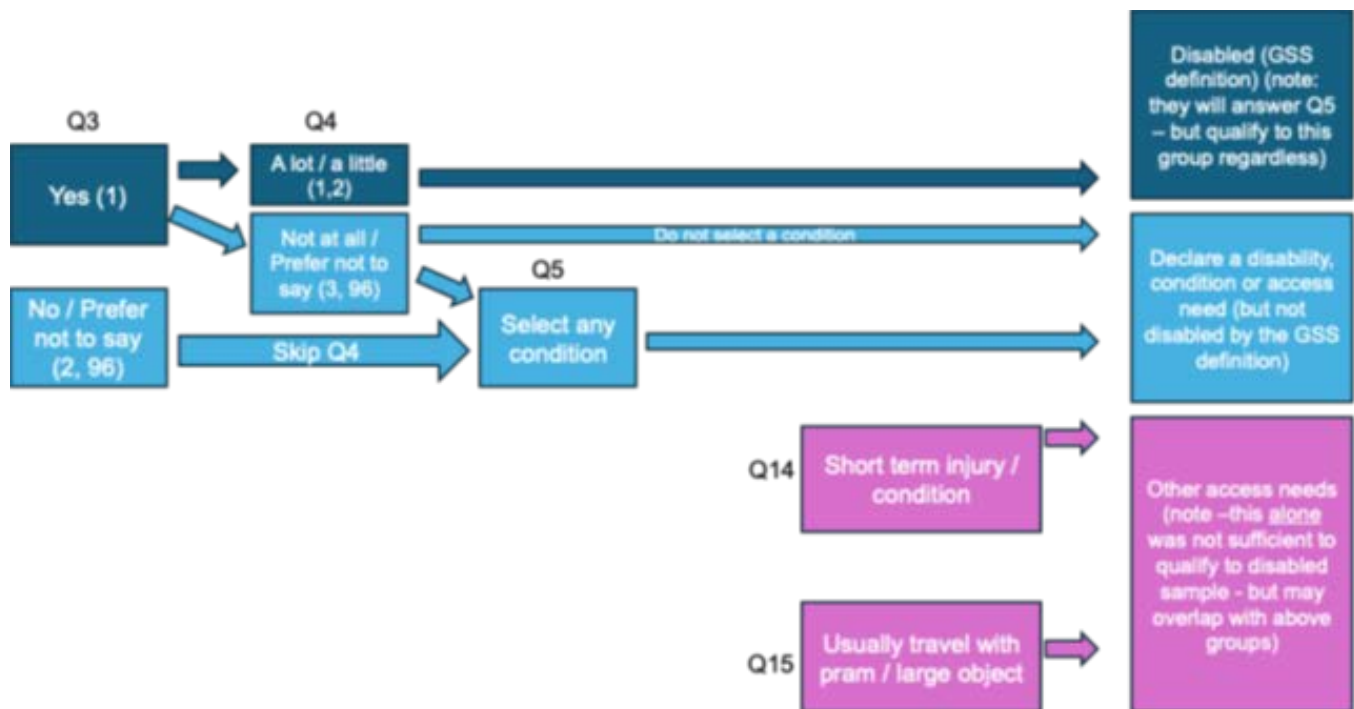
This allowed us to understand the size and profile in our nationally representative sample of both disabled (GSS definition) and non-disabled rail users (phase 1 fieldwork), as well as the size and profile of the additional people who are disabled or have a health condition.

Eligibility for phase 2 of the research with disabled users and non-users included both the **disabled (GSS definition) group** and **the group who declare a health condition or access need (but are not disabled by the GSS definition)**.

Finally, we also identified groups who **declared a short-term access need** or **usually travel with a pram or large object**. If they did not pass the above criteria as well (i.e. to be disabled (GSS definition) or declare a health condition or access need (but are not disabled by the GSS definition)), they did not qualify for the disabled sample. However, we were able to understand the incidence of these groups, and any overlap with other disabilities, as part of the nationally representative sample.

The flowchart in Figure 38 shows how these different audiences are defined:

Figure 38: Flowchart: Identification of disabled audiences and those with other access needs



## Defining users and non-users of rail

This research reflected previous research carried out by the DfT by defining users of rail as those who have used rail in the last 18 months at question A1\_A. Non-users are defined as those who have not used rail in the last 18 months, or could not recall – i.e. including both lapsed users and those who have never used rail. A hidden variable, H\_USER, was used to identify these groups for routing in the survey.

## Phase 1: quotas and weighting

### Quotas for phase 1: nationally representative sample

The phase 1 sample was designed to be nationally representative of the Great Britain adult population by age, gender, ethnicity, socio-economic grade, region, and employment status, according to the latest ONS (Census 2021) data. We also used data from the latest Family Resources Survey (FRS) 2023-24 to set quotas on disability status and type of disability, using the data for 'all people'.

We included soft minimum quotas on users and non-users of rail. Although we expected the actual proportions of both users and non-users to exceed these levels, this allowed us to closely monitor the fallout in fieldwork should there have been large fluctuations vs. previous surveys carried out by the DfT. In reality, we met both of these quotas and did not need to boost.

Our quota aims were as follows:

| <b>Table 41: Quota aims for phase 1</b> | <b>% of responses</b> | <b>Number of responses</b> |
|-----------------------------------------|-----------------------|----------------------------|
| <b>Age</b>                              |                       |                            |
| 16-24                                   | 14%                   | 280                        |
| 25-34                                   | 17%                   | 340                        |
| 35-44                                   | 16%                   | 320                        |
| 45-54                                   | 17%                   | 340                        |
| 55-64                                   | 15%                   | 300                        |
| 65-99                                   | 20%                   | 400                        |
| <b>Gender</b>                           |                       |                            |
| Female                                  | 51%                   | 1020                       |
| Male                                    | 49%                   | 980                        |
| <b>Ethnicity</b>                        |                       |                            |
| White                                   | 87%                   | 1740                       |
| Ethnic minorities                       | 13%                   | 260                        |
| <b>Socio-economic grade</b>             |                       |                            |
| Social Grade AB                         | 26%                   | 526                        |
| Social Grade C1                         | 29%                   | 577                        |
| Social Grade C2                         | 21%                   | 419                        |
| Social Grade DE                         | 24%                   | 477                        |
| <b>Region</b>                           |                       |                            |
| South East                              | 14%                   | 285                        |

|                                                                                                                                                                  |     |          |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|----------|
| London                                                                                                                                                           | 14% | 270      |
| North West                                                                                                                                                       | 11% | 228      |
| East England                                                                                                                                                     | 10% | 195      |
| West Midlands                                                                                                                                                    | 9%  | 183      |
| South West                                                                                                                                                       | 9%  | 175      |
| Yorkshire and the Humber                                                                                                                                         | 8%  | 168      |
| Scotland                                                                                                                                                         | 8%  | 168      |
| East Midlands                                                                                                                                                    | 7%  | 150      |
| Wales                                                                                                                                                            | 5%  | 95       |
| North East                                                                                                                                                       | 4%  | 81       |
| <b>Working status</b>                                                                                                                                            |     |          |
| Full time (30+ hrs per week)                                                                                                                                     | 48% | 960      |
| Part time                                                                                                                                                        | 11% | 220      |
| Not employed                                                                                                                                                     | 41% | 820      |
| <b>Disability</b>                                                                                                                                                |     |          |
| Disabled (GSS definition)                                                                                                                                        | 25% | 500      |
| Not disabled                                                                                                                                                     | 75% | 1500     |
| <b>Disability type (minimum quotas; respondents may select more than one)</b>                                                                                    |     |          |
| Vision                                                                                                                                                           | 3%  | 60       |
| Hearing                                                                                                                                                          | 3%  | 60       |
| Mobility                                                                                                                                                         | 12% | 240      |
| Dexterity                                                                                                                                                        | 6%  | 120      |
| Learning, understanding or concentrating                                                                                                                         | 4%  | 80       |
| Memory                                                                                                                                                           | 4%  | 80       |
| Mental health                                                                                                                                                    | 9%  | 180      |
| Stamina, breathing or fatigue                                                                                                                                    | 9%  | 180      |
| <b>Disability type (maximum quota, no minimum)</b>                                                                                                               |     |          |
| ONLY experience mental health condition/s at Q5 (no other conditions), and do not meet GSS definition of impacts on day-to-day life at Q3 (H_DISABILITYSTATUS=5) | 17% | 340      |
| <b>Rail users (maximum quota, no minimum)</b>                                                                                                                    |     |          |
| Rail users (H_USER=1)                                                                                                                                            |     | min. 400 |
| Rail non-users (all others)                                                                                                                                      |     | min. 300 |

Given a considerable number of quotas, we aimed to fulfil all quotas within 10% of the target (e.g. in case of 55-64 years old respondent quota, we would have accepted a minimum of  $15\% \pm 10\%$  of  $15\%$  = between and 13.5% and 16.5%).

## Weighting for phase 1: nationally representative sample

Taking the nationally representative sample of 2,000, we applied interlocked weighting to the 1,500 non-disabled people (GSS definition) and the 500 disabled people (GSS definition) within this sample. Weighting was applied using the RIM (Random Iterative Method) weighting technique, allowing us to adjust multiple characteristics simultaneously to meet our multiple quotas.

Weights for each sample were interlocked with demographics by age, sex, ethnicity, region and employment status. This weighting scheme was developed using England & Wales, and Scotland Census data. The following demographic weights were agreed based on applicable data from the two types of Census (for example, socio-economic grade was collected differently and therefore has not been included).

The final weighting efficiency for this phase was c.87%. The following weights were applied:

| <b>Table 42: Weights applied for phase 1</b>                            | <b>To apply to not disabled<br/>(GSS definition) but<br/>declare a disability or<br/>health condition<br/>(n=1,500)</b> | <b>To apply to disabled<br/>(GSS definition)<br/>(n=500)</b> |
|-------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|
| <b>Age</b>                                                              |                                                                                                                         |                                                              |
| 16-24                                                                   | 14%                                                                                                                     | 8%                                                           |
| 25-34                                                                   | 18%                                                                                                                     | 10%                                                          |
| 35-49                                                                   | 26%                                                                                                                     | 16%                                                          |
| 50-64                                                                   | 24%                                                                                                                     | 26%                                                          |
| 65+                                                                     | 18%                                                                                                                     | 41%                                                          |
| <b>Sex</b>                                                              |                                                                                                                         |                                                              |
| Female                                                                  | 50%                                                                                                                     | 43%                                                          |
| Male                                                                    | 50%                                                                                                                     | 57%                                                          |
| <b>Ethnicity</b>                                                        |                                                                                                                         |                                                              |
| Asian, Asian British, Asian Welsh or Asian Scottish                     | 9%                                                                                                                      | 5%                                                           |
| Black, Black British, Black Welsh, Black Scottish, Caribbean or African | 4%                                                                                                                      | 2%                                                           |
| Mixed or Multiple ethnic groups                                         | 2%                                                                                                                      | 2%                                                           |
| White                                                                   | 83%                                                                                                                     | 90%                                                          |
| Other ethnic group                                                      | 2%                                                                                                                      | 1%                                                           |

| Region                   |     |     |
|--------------------------|-----|-----|
| North East               | 4%  | 5%  |
| North West               | 11% | 12% |
| Yorkshire and the Humber | 8%  | 9%  |
| East Midlands            | 8%  | 8%  |
| West Midlands            | 9%  | 9%  |
| East of England          | 10% | 9%  |
| London                   | 14% | 10% |
| South East               | 15% | 13% |
| South West               | 9%  | 9%  |
| Wales                    | 5%  | 6%  |
| Scotland                 | 8%  | 11% |
| Employment status        |     |     |
| Employed                 | 66% | 30% |
| Unemployed               | 4%  | 3%  |
| Economically inactive    | 31% | 67% |

## Phase 2: quotas and weighting

### Quotas and weighting for phase 2: Sample of people who are disabled or have a health condition

When Phase 1 fieldwork was complete, we reviewed the data from this phase to understand the current, real profile of people who are **disabled or have a health condition and who are users and non-users of rail**, by the same characteristics set out above: age, gender, ethnicity, socio-economic grade, region and working status; and type of disability. Eligibility for phase 2 was defined using this broader definition of disability rather than the GSS definition only, therefore the quotas were also defined using this broader definition.

We set the quotas for disabled users and non-users of rail based on the actual fallout of these groups within the nationally representative sample. For example, 16% of disabled users of rail in the nationally representative sample were aged 16-24, therefore the quota was set at 16% accordingly. This means that the demographic profile of users and non-users differs, according to their real demographic profile as measured by the nationally representative sample.

Within each sample, we also set quotas on the number who were **disabled (GSS definition)** (n=500 for each sample of users and non-users) vs. **not disabled (GSS definition) but declare a health condition or access need** (n=1,500 for each sample of users and non-users). This was for three reasons:

- To ensure that the data could later be filtered by only those who are disabled (GSS definition) and still maintain a significant base size.
- To reflect the fact that there was no reference data available for those who did not meet the GSS definition of disability, but did meet the broader definition, meaning we were not able to set a quota on this in the nationally representative fieldwork. This means we could not be certain of not over-representing this group in the nationally representative data, therefore applied caution to the number of this group we recruited in the second phase.
- To ensure consistency between the samples for non-users and users in terms of the overall number of disabled people (GSS definition), again reflecting the fact we were not able to set a quota on this in the nationally representative phase due to limitations in reference data available.

We then applied weights based on the profiles of each group from the weighted nationally representative tables. The final weighting efficiency was 84% with weights trimmed to min. 0.5 and max. 2.

| <b>Table 43: Weights applied for phase 2</b>                            | <b>Users who are disabled or have a health condition (n=2,000)</b> | <b>Users who are not disabled nor have a health condition (n=2,000)</b> |
|-------------------------------------------------------------------------|--------------------------------------------------------------------|-------------------------------------------------------------------------|
| <b>Age</b>                                                              |                                                                    |                                                                         |
| 16-24                                                                   | 14%                                                                | 4%                                                                      |
| 25-34                                                                   | 16%                                                                | 4%                                                                      |
| 35-44                                                                   | 18%                                                                | 9%                                                                      |
| 45-54                                                                   | 16%                                                                | 11%                                                                     |
| 55-64                                                                   | 14%                                                                | 17%                                                                     |
| 65+                                                                     | 22%                                                                | 55%                                                                     |
| <b>Sex</b>                                                              |                                                                    |                                                                         |
| Female                                                                  | 47%                                                                | 43%                                                                     |
| Male                                                                    | 53%                                                                | 57%                                                                     |
| <b>Ethnicity</b>                                                        |                                                                    |                                                                         |
| Asian, Asian British, Asian Welsh or Asian Scottish                     | 7%                                                                 | 4%                                                                      |
| Black, Black British, Black Welsh, Black Scottish, Caribbean or African | 4%                                                                 | 1%                                                                      |
| Mixed or Multiple ethnic groups                                         | 2%                                                                 | 1%                                                                      |
| White                                                                   | 85%                                                                | 92%                                                                     |
| Other ethnic group                                                      | 2%                                                                 | 2%                                                                      |
| <b>Region</b>                                                           |                                                                    |                                                                         |
| North East                                                              | 6%                                                                 | 4%                                                                      |

|                          |     |     |
|--------------------------|-----|-----|
| North West               | 12% | 11% |
| Yorkshire and the Humber | 12% | 6%  |
| East Midlands            | 7%  | 8%  |
| West Midlands            | 7%  | 12% |
| East of England          | 6%  | 12% |
| London                   | 14% | 4%  |
| South East               | 15% | 14% |
| South West               | 7%  | 10% |
| Wales                    | 5%  | 8%  |
| Scotland                 | 10% | 11% |
| <b>Employment status</b> |     |     |
| Employed                 | 54% | 20% |
| Unemployed               | 4%  | 3%  |
| Economically inactive    | 42% | 77% |

## Fieldwork

We drew these samples from opt-in, specialist panels via our trusted panel partner Strat7. Members of the panels are signed up to receive surveys online or by telephone according to the mode most appropriate to their needs.

All samples used the same blend of CAWI and CATI (i.e., 1500 online interviews and 500 telephone interviews) to avoid any methodology-driven bias or impact on the comparability of the groups in analysis; for example, we know that multi-select questions typically see respondents select a greater average number of options in online approaches vs. CATI.

It was also important to include a proportion of CATI responses as part of the nationally representative sample to ensure we could reach those whose disabilities make it more difficult to access an online survey, such that we had confidence in representativeness when we set the quotas on disabilities for phase 2.

Similarly, the online methodology provides an accessible option for those with different types of disabilities such as hearing disabilities. The online platform provided various accessibility tools to better support people with different types of disabilities to access the survey. This included options to add increased contrast, navigate using a keyboard only, or use a screen-reader to read the questions. This platform was tested with disabled people as part of cognitive interviews in the design phase.

## Analysis

### Data processing and significance testing

Responses to the survey were reviewed as part of quality assurance and removed if deemed inappropriate. This process is important to protect the data against the risk of illegitimate respondents including bots. The quality checks applied included:

- digital fingerprinting (checking parameters of the device for online surveys)
- reviewing responses where the same answer was selected at every statement in a grid (also known as 'straight-lining')
- reviewing the time spent in the survey and flagging those who completed significantly faster than the median (one minute faster than half the median)
- reviewing open text questions for irrelevant answers

The data was then processed according to a tabulation specification designed by a senior member of staff, in accordance with the objectives agreed with the DfT. This included the specification of sub-groups to include in cross-breaks, as well as Nets and derived variables such as the proxy for DPRC eligibility.

A p-value of 0.05 was used for significance testing between sub-groups, in line with industry standards.

### Analysis and coding of open responses

In questions where an 'other' option was given, participants were presented with an open text box and asked to specify their answer. These responses were then reviewed qualitatively.

Moreover, the questionnaire included 2 open-text questions:

1. A0. When deciding how to make a journey in Great Britain (e.g. by car, bus, train or another way), what is important to you? Please give as much detail as possible, thinking about why you might choose different types of transport for different journeys.
2. E2. What changes, if any, would there need to be to support you to travel by train more in the future?

The first open-text question, A0, was included primarily as a data quality check for online respondents. It was therefore not coded.

The answers to E2 were coded to quantify themes using a code frame. The code frame was developed manually by reviewing the responses and iteratively building up a list of key themes, to which further responses were then matched. If a response presented a new theme, a code was added, and previously coded items were checked against the final code frame.

## Advanced analysis techniques

Beyond the standard tabulation and analysis of responses, a number of advanced analysis techniques were applied to add further interpretation to the data.

### Segmentation

Two segmentations were conducted, on disabled users and non-users of rail respectively, using Latent Class Analysis. This is a type of statistical model that allows for clustering of multivariate discrete data.

This means that individuals, or respondents in the survey, could be classified into mutually exclusive and exhaustive typologies, or segments, based on their answering pattern to a series of selected questions. In practice, this technique identifies groups of respondents whose answer patterns across multiple questions are similar to each other, whilst being different to other groups.

The following variables were used to conduct the Latent Class Analysis amongst **users and non-users**:

- Type of disability (Q5: How would you describe your disability or long-term health condition? If you have multiple disabilities or health conditions, please select all that apply.)
- Confidence at journey stages (B2: And thinking about different parts of the train journey, how confident would you be with...?)
- Impact of barriers (C1: To what extent do the following factors impact your likelihood to travel by train?)

For both users and non-users, a 5-segment solution was selected as providing the clearest coherence within segments, and distinction between them. Alternative solutions were also explored, including different numbers of segments, and including or excluding different variables; however, upon review, these solutions were less easily interpretable and therefore the 5-segment solution using the variables shown was chosen.

### Key Driver Analysis (logistic regression)

For each of the two samples (disabled users of the rail network and disabled non-users) a logistic regression model was run to examine the factors influencing the likelihood of travelling more by train in the future, compared with travelling the same amount or less. The Nagelkerke R Square was used to assess model fit, indicating a moderate

explanatory power for the disabled users model and a strong level of explanatory power for the disabled non-users model.

Relative importance was approximated using the Wald statistic, showing that age was the most important driver among disabled users, while age and urbanity were the main drivers among disabled non-users.

## Modelling approach

Given the distribution of the dependent variable (E1: In the next 6 months, how likely are you to travel by train more than you do currently?) which showed the vast majority of respondents answering 'the same', as well as the nature of the independent variables, many of which were categorical demographic variables, it was decided that a logistic regression model would be most appropriate. Some of the ordinal variables were divided into binary variables to make interpretation clearer and the modelling approach more consistent, including:

- B2: And thinking about different parts of the train journey, how confident would you be with...?
- C1: To what extent do the following factors impact your likelihood to travel by train?
- B3: In the last 18 months, have you experienced any of the following during a train journey?

The following variables were included in the analysis:

- E1: In the next 6 months, how likely are you to travel by train more than you do currently?
- Q8: What is your age?
- Q6: Where do you live?
- Q9: What is your gender?
- Q5: How would you describe your disability or long-term health condition? If you have multiple disabilities or health conditions, please select all that apply (binary dummy variables were created for Sensory, Physical and Cognitive conditions. A further variable was calculated which split the count of total Disabilities per respondent)
- Q16: Do you usually use any aids or equipment when you travel in Great Britain? (binary dummy variable was created for any type of aid or equipment)
- B1: Imagining you needed to travel in the next few days, how confident would you be to...? (r1-2)
- B2: And thinking about different parts of the train journey, how confident would you be with...? (r1-9)
- C1: To what extent do the following factors impact your likelihood to travel by train? (r1-12)
- D1: Have you heard of any of the following before today? (r1-3)
- B3: In the last 18 months, have you experienced any of the following during a train journey? (r1-12)
- A1: When was the last time you travelled by the following types of transport in Great Britain? (r3-4)

Where the following conditions were met, respondents were not included in the modelling:

- E1 "In the next 6 months, how likely are you to travel by train more than you do currently? – 97 Don't know

- Q8r1: What is your age? – 96. Prefer not to say
- Q7: How would you describe the area you live? – 96 Prefer not to say
- Q9: What is your gender? – 3 Non-binary; 4 I prefer to self-describe; 96 Prefer not to say

In total 100 respondents were excluded from the disabled users model and 239 were excluded from the disabled non-users model.

Each categorical variable required a reference group to compare other categories to in the logistic regression. Generally, the reference group was selected as the negative option (e.g. not confident, not impacting) to aid interpretation. Where there is no 'negative', i.e. in variables like demographics, the model defaulted to the first option in the list, or in the case of region, the second, because the first (Wales) had a smaller base size so was less well suited to be a reference group. The reference groups that were compared to are shown in Table 44.

**Table 44: Key Driver Analysis, reference groups**

| Question code | Question                                   | Answer option used as reference groups                                                                                  |
|---------------|--------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| Q5            | Disability type                            | Not having any of each type of disability (i.e. no cognitive conditions, no physical conditions, no sensory conditions) |
| Q6            | Region                                     | Yorkshire and the Humber                                                                                                |
| Q7            | Urbanity                                   | Urban                                                                                                                   |
| Q8            | Age                                        | 16-24                                                                                                                   |
| Q9            | Gender                                     | Male                                                                                                                    |
| Q16           | Aids used                                  | No aids used                                                                                                            |
| A1            | Last time travelled by car                 | Within the last week                                                                                                    |
| B1            | Confidence to travel                       | Not confident                                                                                                           |
| B2            | Confidence by journey stage                | Not confident                                                                                                           |
| B3            | Barriers experienced                       | Not experienced                                                                                                         |
| C1            | Impact of barriers on likelihood to travel | No impact                                                                                                               |
| D1            | Awareness of schemes                       | Not aware                                                                                                               |

## Results

Table 45 outlines a breakdown of results which were found to be statistically significant. Details of how to interpret these figures follow.

**Table 45: Key Driver Analysis, disabled users**

| Question code | Answer option | Odds ratio | Model adjusted probability | Significance level |
|---------------|---------------|------------|----------------------------|--------------------|
| Q8            | 16-24         | -          | 0.00                       | 0.00               |

|     |                                                                                              |      |      |      |
|-----|----------------------------------------------------------------------------------------------|------|------|------|
| Q8  | 45-54                                                                                        | 0.39 | -16% | 0.00 |
| Q8  | 55-64                                                                                        | 0.30 | -19% | 0.00 |
| Q8  | 65+                                                                                          | 0.43 | -15% | 0.00 |
| Q7  | Urban                                                                                        | -    | 0%   | 0.04 |
| Q7  | Suburban                                                                                     | 0.72 | -7%  | 0.01 |
| Q9  | Male                                                                                         | -    | 0%   | 0.02 |
| Q9  | Female                                                                                       | 0.76 | -5%  | 0.02 |
| Q16 | Any aids or equipment                                                                        | 1.42 | 8%   | 0.01 |
| B1  | Take a train journey on your own                                                             | 1.61 | 11%  | 0.00 |
| B2  | Planning your journey                                                                        | 1.49 | 9%   | 0.03 |
| B2  | Accessing assistance                                                                         | 1.41 | 8%   | 0.01 |
| C1  | Poor availability of accessible toilets or changing places (at stations or on the train)     | 1.38 | 7%   | 0.03 |
| C1  | Lack of recognition or understanding of my support needs from train staff                    | 1.42 | 8%   | 0.03 |
| C1  | Expensive or unaffordable train tickets                                                      | 0.72 | -6%  | 0.01 |
| C1  | The potential for train delays or cancellations, including inaccessible replacement services | 0.73 | -6%  | 0.02 |
| D1  | Pre-booked Passenger Assist services                                                         | 1.46 | 9%   | 0.00 |
| B3  | Lack of accessible up-to-date journey information                                            | 1.44 | 8%   | 0.02 |

Key Driver Analysis (logistic regression), outcome E1. Likelihood to travel by rail in future.

R-squared (Nagelkerke) value: 22%, indicating a moderate level of explanatory power, typical for behavioural survey data.

Base: Disabled users (n=1,900). Responses with 'Don't know' at E1 and missing data or prefer not to say at other key variables were removed. Results are weighted.

**Table 46: Key Driver Analysis, disabled non-users**

| Question code | Answer option | Odds ratio | Model adjusted probability | Significance level |
|---------------|---------------|------------|----------------------------|--------------------|
| Q8            | 16-24         | -          | 0.00                       | 0.00               |
| Q6            | 45-54         | 0.40       | -9%                        | 0.02               |
| Q8            | 55-64         | 0.30       | -11%                       | 0.00               |
| Q8            | 65+           | 0.28       | -11%                       | 0.00               |
| Q6            | West Midlands | 2.19       | 14%                        | 0.03               |
| Q7            | Urban         | -          | 0%                         | 0.00               |

|      |                                                                                              |      |      |      |
|------|----------------------------------------------------------------------------------------------|------|------|------|
| Q7   | Suburban                                                                                     | 0.48 | -8%  | 0.00 |
| Q7   | Rural                                                                                        | 0.37 | -10% | 0.00 |
| Q9   | Male                                                                                         | -    | 0%   | 0.02 |
| Q9   | Female                                                                                       | 0.85 | -2%  | 0.02 |
| Q16  | Any aids or equipment                                                                        | 2.07 | 12%  | 0.01 |
| B1   | Take a train journey on your own                                                             | 2.04 | 12%  | 0.00 |
| B2   | Planning your journey                                                                        | 1.16 | 2%   | 0.03 |
| B2   | Accessing assistance                                                                         | 1.59 | 7%   | 0.01 |
| C1   | Poor availability of accessible toilets or changing places (at stations or on the train)     | 1.12 | 2%   | 0.03 |
| C1   | Lack of recognition or understanding of my support needs from train staff                    | 1.17 | 2%   | 0.03 |
| C1   | Expensive or unaffordable train tickets                                                      | 0.50 | -7%  | 0.01 |
| C1   | The potential for train delays or cancellations, including inaccessible replacement services | 1.06 | 1%   | 0.02 |
| D1   | Pre-booked Passenger Assist services                                                         | 1.22 | 3%   | 0.00 |
| A1_3 | Within the last week                                                                         | -    | 0%   | 0.00 |
| A1_3 | Longer ago than a week                                                                       | 1.78 | 9%   | 0.00 |
| A1_3 | Never                                                                                        | 1.76 | 9%   | 0.00 |

**Key Driver Analysis (logistic regression), outcome E1. Likelihood to travel by rail in future.**

**R-squared (Nagelkerke) value: 36%, which represents a strong fit, indicating a moderate-high level of explanatory power.**

**Base: Disabled users (n=1,761). Responses with 'Don't know' at E1 and missing data or prefer not to say at other key variables were removed. Results are weighted.**

Some results suggest prevalence of barriers and reported impact of barriers correlate with increased likelihood to travel. It is likely there are compounding factors at play, particularly as there is high prevalence and reported impact across the board. We also need to remember that by modelling the data in this way, we implicitly treat the independent variables, such as confidence, as causal. In reality, the relationship could work the other way around. For instance people who travel more, or anticipate having a greater need to travel, may simply be more aware of or exposed to certain challenges.

## Modelling outputs – interpretation

### Odds ratio

In this model, the odds ratio shows how much more (or less) likely a particular group is to say they expect to travel more by train in the next six months compared with those who expect to travel the same or less, after accounting for other factors in the model:

- An odds ratio of 1.0 means no difference between the groups.
- Values above 1.0 mean the group is more likely to travel more.
- Values below 1.0 mean the group is less likely.

For example, an odds ratio of 0.6 for older age groups means their odds of travelling more are around 40% lower than the reference group (younger respondents).

### Model-adjusted probability

The model-adjusted probability shows how likely each group is to travel more by train, after taking account of all other factors in the model. In this analysis, these probabilities are shown as deviations from the overall mean, specifically this is 30% for disabled users of the rail network and 16% for disabled non-users.

A positive value means that a given group is more likely than average to expect to travel more (once all other variables are held constant), while a negative value means they are less likely than average. For example, if younger respondents have a model-adjusted deviation of +5%, their predicted probability of travelling more is roughly 35%, compared with the 30% overall average. Conversely, if older respondents show –7%, their predicted probability is around 23%.

### Statistical significance

The significance value (or p-value) indicates whether the observed difference is likely to reflect a genuine relationship rather than random variation in the data. A value below 0.05 is usually treated as statistically significant meaning we can be confident that the factor is genuinely linked to the likelihood of travelling more. This can also be described as a 95% confidence level. Higher values mean the relationship could easily have arisen by chance, so those results are less reliable on their own. For example, if 'affordability of tickets' has a significance value of 0.03, it suggests this barrier is meaningfully related to whether disabled users expect to travel more in future.

### Relative importance

This shows which variables have the strongest influence on predicting who expects to travel more. In this case, relative importance was approximated using the Wald statistic, which compares each factor's strength relative to its uncertainty. Larger Wald values indicate variables that have greater explanatory power once all others are controlled for, for example, age had the highest Wald score for disabled users, making it the single most important driver of increased travel likelihood.

## **Nagelkerke R Square**

The Nagelkerke R Square provides an overall measure of how well the model explains who expects to travel more by train compared with the same or less. It ranges from 0 to 100%, where higher values indicate a stronger model fit.

In this study, the model for disabled users achieved an R Square of 22%, indicating a moderate level of explanatory power, typical for behavioural survey data. The model for disabled non-users achieved 36%, which represents a stronger fit, meaning the included variables explain a larger share of why some non-users are more likely than others to increase their train travel.

## **Total Unduplicated Reach and Frequency (TURF)**

TURF is a statistical technique used to identify the optimal combination of items to reach the largest number of unique respondents. In the case of this research, it was used to understand the combination of 'enablers' that would reach the largest populations of disabled users and non-users, and non-disabled users and non-users.

In practice, TURF first identifies the individual enabler that was selected by the most respondents. Following this, it identifies respondents who did not select this item and identifies the enabler that was selected by the largest proportion of this group.

The size of each additional group indicates incremental reach that can be achieved by also delivering this enabler, in addition to the first. This process is repeated to build up a picture of the combination of items that can reach the largest population.

# 13. Appendix D: Sample breakdown by key subgroups

Below is a breakdown of the sample sizes achieved through the three different samples, the nationally representative sample, the disabled users' sample and the non-disabled users' sample, by key subgroups.

**Table 47: Achieved sample breakdown in nationally representative sample**

|                                                           | Number of completes achieved | % of completes achieved |
|-----------------------------------------------------------|------------------------------|-------------------------|
| <b>Age</b>                                                |                              |                         |
| 16-34                                                     | 596                          | 30%                     |
| 35-54                                                     | 601                          | 30%                     |
| 55+                                                       | 763                          | 38%                     |
| <b>Gender</b>                                             |                              |                         |
| Male                                                      | 966                          | 48%                     |
| Female                                                    | 1023                         | 51%                     |
| Other                                                     | 11                           | 1%                      |
| <b>Ethnicity</b>                                          |                              |                         |
| White                                                     | 1686                         | 84%                     |
| Ethnic minority                                           | 263                          | 13%                     |
| <b>Working status</b>                                     |                              |                         |
| Working                                                   | 1169                         | 58%                     |
| Not working (including students)                          | 301                          | 15%                     |
| Retired                                                   | 484                          | 24%                     |
| <b>Socio-economic grade</b>                               |                              |                         |
| AB                                                        | 543                          | 27%                     |
| C1                                                        | 530                          | 27%                     |
| C2                                                        | 409                          | 20%                     |
| DE                                                        | 479                          | 24%                     |
| <b>Region</b>                                             |                              |                         |
| Wales                                                     | 86                           | 4%                      |
| Scotland                                                  | 162                          | 8%                      |
| London                                                    | 281                          | 14%                     |
| South East England (excluding London)                     | 292                          | 15%                     |
| South West England                                        | 184                          | 9%                      |
| East Midlands                                             | 156                          | 8%                      |
| West Midlands                                             | 184                          | 9%                      |
| North East England                                        | 88                           | 4%                      |
| North West England                                        | 230                          | 12%                     |
| East of England                                           | 160                          | 8%                      |
| Yorkshire and the Humber                                  | 177                          | 9%                      |
| <b>Disability</b>                                         |                              |                         |
| Disabled (according to GSS standard)                      | 500                          | 25%                     |
| Not disabled (according to GSS standard)                  | 1500                         | 75%                     |
| Disabled (not disabled (GSS definition), but do declare a | 780                          | 39%                     |

|                                                                                                         |      |     |
|---------------------------------------------------------------------------------------------------------|------|-----|
| disability, condition or access need)                                                                   |      |     |
| Not disabled (not disabled (GSS definition), and do not declare a disability, condition or access need) | 1220 | 61% |
| <b>Disability type</b>                                                                                  |      |     |
| Mental health                                                                                           | 328  | 16% |
| Vision                                                                                                  | 96   | 5%  |
| Hearing                                                                                                 | 106  | 5%  |
| Mobility                                                                                                | 248  | 12% |
| Dexterity                                                                                               | 132  | 7%  |
| Cognition                                                                                               | 90   | 5%  |
| Memory challenges                                                                                       | 44   | 2%  |
| Challenges with stamina, breathing or fatigue                                                           | 159  | 8%  |

**Base: Nationally representative sample (n=2,000).**

**Table 48: Achieved sample breakdown in disabled users' sample**

|                                       | Number of completes achieved | % of completes achieved |
|---------------------------------------|------------------------------|-------------------------|
| <b>Age</b>                            |                              |                         |
| 16-34                                 | 814                          | 41%                     |
| 35-54                                 | 650                          | 33%                     |
| 55+                                   | 500                          | 25%                     |
| <b>Gender</b>                         |                              |                         |
| Male                                  | 893                          | 45%                     |
| Female                                | 1090                         | 55%                     |
| Other                                 | 17                           | 1%                      |
| <b>Ethnicity</b>                      |                              |                         |
| White                                 | 1662                         | 83%                     |
| Ethnic minority                       | 317                          | 16%                     |
| <b>Working status</b>                 |                              |                         |
| Working                               | 1249                         | 62%                     |
| Not working (including students)      | 426                          | 21%                     |
| Retired                               | 270                          | 14%                     |
| <b>Socio-economic grade</b>           |                              |                         |
| AB                                    | 662                          | 33%                     |
| C1                                    | 425                          | 21%                     |
| C2                                    | 373                          | 19%                     |
| DE                                    | 529                          | 26%                     |
| <b>Region</b>                         |                              |                         |
| Wales                                 | 80                           | 4%                      |
| Scotland                              | 163                          | 8%                      |
| London                                | 330                          | 17%                     |
| South East England (excluding London) | 289                          | 14%                     |
| South West England                    | 146                          | 7%                      |
| East Midlands                         | 138                          | 7%                      |
| West Midlands                         | 163                          | 8%                      |
| North East England                    | 119                          | 6%                      |
| North West England                    | 249                          | 12%                     |
| East of England                       | 105                          | 5%                      |
| Yorkshire and the Humber              | 218                          | 11%                     |
| <b>Disability type</b>                |                              |                         |
| Mental health                         | 1262                         | 63%                     |
| Vision                                | 278                          | 14%                     |
| Hearing                               | 271                          | 14%                     |
| Mobility                              | 551                          | 28%                     |
| Dexterity                             | 348                          | 17%                     |

|                                                  |     |     |
|--------------------------------------------------|-----|-----|
| Cognition                                        | 490 | 25% |
| Memory challenges                                | 185 | 9%  |
| Challenges with stamina,<br>breathing or fatigue | 423 | 21% |

Base: Disabled users (n=2,000).

**Table 49: Achieved sample breakdown in disabled non-users sample**

|                                       | Number of completes achieved | % of completes achieved |
|---------------------------------------|------------------------------|-------------------------|
| <b>Age</b>                            |                              |                         |
| 16-34                                 | 282                          | 14%                     |
| 35-54                                 | 584                          | 29%                     |
| 55+                                   | 1110                         | 56%                     |
| <b>Gender</b>                         |                              |                         |
| Male                                  | 804                          | 40%                     |
| Female                                | 1187                         | 59%                     |
| Other                                 | 9                            | <1%                     |
| <b>Ethnicity</b>                      |                              |                         |
| White                                 | 1836                         | 92%                     |
| Ethnic minority                       | 126                          | 6%                      |
| <b>Working status</b>                 |                              |                         |
| Working                               | 567                          | 28%                     |
| Not working (including students)      | 590                          | 30%                     |
| Retired                               | 759                          | 38%                     |
| <b>Socio-economic grade</b>           |                              |                         |
| AB                                    | 383                          | 19%                     |
| C1                                    | 412                          | 21%                     |
| C2                                    | 342                          | 17%                     |
| DE                                    | 838                          | 42%                     |
| <b>Region</b>                         |                              |                         |
| Wales                                 | 160                          | 8%                      |
| Scotland                              | 142                          | 7%                      |
| London                                | 74                           | 4%                      |
| South East England (excluding London) | 276                          | 14%                     |
| South West England                    | 221                          | 11%                     |
| East Midlands                         | 210                          | 11%                     |
| West Midlands                         | 204                          | 10%                     |
| North East England                    | 113                          | 6%                      |
| North West England                    | 276                          | 14%                     |
| East of England                       | 152                          | 8%                      |
| Yorkshire and the Humber              | 172                          | 9%                      |
| <b>Disability type</b>                |                              |                         |
| Mental health                         | 1178                         | 59%                     |
| Vision                                | 182                          | 9%                      |
| Hearing                               | 306                          | 15%                     |
| Mobility                              | 883                          | 44%                     |
| Dexterity                             | 505                          | 25%                     |

|                                               |     |     |
|-----------------------------------------------|-----|-----|
| Cognition                                     | 342 | 17% |
| Memory challenges                             | 149 | 7%  |
| Challenges with stamina, breathing or fatigue | 570 | 29% |

Base: Disabled non-users (n=2,000).

## Overlap of disability types

As noted in this report, people often experience more than one disability or condition. To explore this, Table 50 shows the overlap of conditions. Amongst those with the conditions shown in each column, the percentages reflect the proportion who also have the conditions listed in each row.

| <b>Table 50:<br/>Disability types</b>         | <b>Mobility</b> | <b>Mental health</b> | <b>Challenges with stamina, breathing or fatigue</b> | <b>Dexterity</b> | <b>Hearing</b> | <b>Vision*</b> | <b>Cognition*</b> | <b>Memory challenges*</b> |
|-----------------------------------------------|-----------------|----------------------|------------------------------------------------------|------------------|----------------|----------------|-------------------|---------------------------|
| <b>Age</b>                                    |                 |                      |                                                      |                  |                |                |                   |                           |
| Mobility                                      | 100%            | 21%                  | 56%                                                  | 63%              | 31%            | 35%            | 30%               | 54%                       |
| Mental health                                 | 21%             | 100%                 | 26%                                                  | 28%              | 25%            | 16%            | 67%               | 56%                       |
| Challenges with stamina, breathing or fatigue | 36%             | 16%                  | 100%                                                 | 38%              | 25%            | 25%            | 31%               | 33%                       |
| Dexterity                                     | 32%             | 14%                  | 30%                                                  | 100%             | 13%            | 21%            | 25%               | 28%                       |
| Hearing                                       | 12%             | 10%                  | 15%                                                  | 10%              | 100%           | 17%            | 10%               | 14%                       |
| Vision                                        | 11%             | 5%                   | 13%                                                  | 14%              | 15%            | 100%           | 9%                | 27%                       |
| Cognition                                     | 8%              | 17%                  | 13%                                                  | 13%              | 7%             | 7%             | 100%              | 22%                       |
| Memory challenges                             | 8%              | 8%                   | 7%                                                   | 8%               | 5%             | 11%            | 12%               | 100%                      |
| Base                                          | 248             | 328                  | 159                                                  | 132              | 106            | 96             | 90                | 44                        |

Base: Those in the nationally representative GB 16+ sample who are disabled or have a health condition (n=780), with the following disability types: Mobility (n=248), Mental health (n=328), Challenges with stamina, breathing or fatigue (n=159), Dexterity (n=132), Hearing (n=106), Vision (n=96), Cognition (n=90), Memory challenges (n=44). Note that vision, cognition and memory challenges have a low base below n=100 and therefore should be treated with caution.

## 14. Appendix E: Survey questionnaire

### Overview

This appendix shows a simplified version of the questionnaire as it was programmed for respondents.

For all questions, respondents were only able to select one option (known as 'single code') unless specified as 'multi code', which means respondents could select more than one option. Instructions that explain how the survey was programmed are shown in [square brackets]. Some instructions use technical language, explained below:

- [Show if / ask if] denotes that the question was only shown or asked to certain respondents, or that question wording was slightly different depending on previous answers (e.g., for users or non-users)
- [EXCLUSIVE] is used in multi code questions to show that if respondents selected this answer, they were not able to also select any other answers at that question. For example, if someone selected 'none of the above', they could not also select another answer
- [ANCHOR] is used to show that an answer option should always be shown at its current position in the list, such as at the end, even if other responses are randomised
- [OPEN TEXT] means respondents were allowed to write in their own answer (or answer in their own words to a telephone interviewer)

### [INTRODUCTION]: Welcome

#### Q1. [Ask all]

Please select a language for the survey.

1. English
2. Cymraeg (Welsh)

#### INTRO1.

Thank you for agreeing to take part in this survey which Thinks Insight & Strategy are running on behalf of the Department for Transport. The survey aims to understand experiences of, and attitudes towards, train travel in Great Britain.

Please note that you can take a break from completing the survey at any point. You can choose to opt out of answering questions. If required, someone can respond on your behalf, with your permission and input.

All responses that you provide will be treated in total confidence and findings will be anonymous. You can find out more about the processing of your data in our privacy notice [\[URL provided\]](#).

If you have any questions about the survey or if you would like to complete the survey in a different format, you can get in touch with the research team by email [\[email provided on request\]](#).

## **Q2. [Ask to disabled sample]**

Will you answer this survey yourself, about your own experiences, or on behalf of the person you care for (with their permission and input)?

1. I will answer the survey myself, about my experiences
2. I will answer the survey on behalf of the person I care for (with their permission and input)

## **Proxyinstruction1. [Show if proxy respondent answering on behalf of person they care for [Q2=2]]**

Thank you for confirming you are answering on behalf of a person you care for. When completing the survey, please communicate all questions to the person you care for and ask them how they would like to respond. **Please do not answer the questions based on your own personal information or experience.**

## [SCREENING AND QUOTA QUESTIONS]: About you

### INTRO2. [Show all]

Thank you. First, we would like to ask you a few questions to make sure we speak to a wide range of people for this survey.

[Show if Q2=2, if proxy respondent responding: As a reminder, you should provide answers to the following questions on behalf of the person you care for rather than yourself.]

### Q3. [Ask all]

Do you have any physical or mental health conditions or illness lasting or expected to last 12 months or more?

This might include a mobility, visual or hearing condition, a mental health condition such as anxiety or depression, a cognitive condition such as autism or ADHD, a learning disability such as Downs Syndrome, or a learning difficulty such as dyslexia.

1. Yes
2. No
96. Prefer not to say

### Q4. [Ask if 'yes' to having a condition at Q3 [Q3=1]]

Does your disability and/or long-term health condition(s) reduce your ability to carry out day-to-day activities?

1. Yes – a lot
2. Yes – a little
3. Not at all
96. Don't know / prefer not to say

### Q5. [Ask all, multi code]

[Question wording if Q3=1 (have declared a condition)] How would you describe your disability or long-term health condition? If you have multiple disabilities or health conditions, please select all that apply.

[Question wording if Q3=2 OR 96 (have not declared a condition)] Can we confirm, do you have any health conditions, illnesses or access needs which affect you in any of the following areas? Please select all that apply.

1. No, I do not have a disability or long-term health condition [EXCLUSIVE, ANCHOR. ONLY SHOW TO Q3=2 OR 96. SCREENOUT FOR DISABLED SAMPLE IF SELECTED]
2. Vision (for example blindness or partial sight)

3. Hearing (for example deafness, hard of hearing or tinnitus)
4. Mobility (including being a wheelchair user, having lower limb loss, or having restricted ambulation including strength, balance or functional limitations)
5. Dexterity (including having a tremor, limb difference, low grip strength or control, or a joint condition such as arthritis or hypermobility)
6. Cognition (including ADHD, autism, generalised learning disability or specific learning difficulty like dyslexia)
7. Memory challenges (for example dementia)
8. Mental health (for example anxiety, depression or bipolar disorder)
9. Challenges with stamina, breathing or fatigue
98. Something else – please specify [OPEN TEXT]
96. Prefer not to say [EXCLUSIVE. SCREENOUT FOR DISABLED SAMPLE IF SELECTED BY Q3=2 OR 96]

[SCREENING ELIGIBILITY FOR DISABLED SAMPLE: Q3=1 OR Q5=2-9 or 98]

H\_DISABILITY STATUS: hidden variable to categorise disability groups for analysis and those with access needs:

1. Disabled (GSS definition):
  - a. Q3=1 and Q4=1-2 (GSS harmonised standard)
2. Not disabled (GSS definition), but declare a disability, condition or access need:
  - a. Q3=1 and Q4=3 or 96
  - b. Q3=2 or 96 and Q5=2-9 or 98
3. Short term access need:
  - a. Q14=1
4. Other access need:
  - a. Q15=1 (pram or luggage)
5. Not disabled (GSS definition), and ONLY qualifying via declared mental health condition
  - a. (Q3=1 and Q4=3 or 96) and Q5=8 and Q5≠1-7, 9 or 98
  - b. OR
  - c. (Q3=2 or 96) and Q5=8 and Q5≠1-7, 9 or 98

**Q6. [Ask all]**

Where do you live?

1. Wales
2. Scotland
3. Northern Ireland [SCREEN OUT]
4. London
5. South East England (excluding London)
6. South West England
7. East Midlands
8. West Midlands
9. North East England

- 10. North West England
- 11. East of England
- 12. Yorkshire and the Humber
- 13. Isle of Wight [SCREEN OUT]
- 14. Channel Islands [SCREEN OUT]
- 99. Outside of Great Britain [SCREEN OUT]

**Q7. [Ask all]**

How would you describe the area you live?

- 1. Urban (e.g. in a large town or city)
- 2. Suburban (e.g. on the outskirts of a large town or city)
- 3. Rural (e.g. in a small town, village or the countryside)
- 96. Prefer not to say

**Q8. [Ask all]**

What is your age?

- 1. [OPEN TEXT]
- 96. Prefer not to say

**Q9. [Ask all]**

What is your gender?

- 1. Male
- 2. Female
- 3. Non-binary
- 4. I prefer to self-describe [OPEN TEXT]
- 96. Prefer not to say

**Q10. [Ask all]**

What is your ethnic group?

**White**

- 1. English, Welsh, Scottish, Northern Irish, or British
- 2. Irish
- 3. Gypsy or Irish Traveller
- 4. Roma
- 5. Any other White background – please specify [OPEN TEXT]

**Mixed or Multiple ethnic groups**

- 6. White and Black Caribbean
- 7. White and Black African
- 8. White and Asian
- 9. Any other Mixed or Multi-ethnic background – please specify [OPEN TEXT]

**Asian or Asian British**

- 10. Indian
- 11. Pakistani
- 12. Bangladeshi
- 13. Chinese
- 14. Any other Asian background – please specify [OPEN TEXT]

**Black, Black British, Caribbean or African**

- 15. African
- 16. Caribbean
- 17. Any other Black background – please specify [OPEN TEXT]

**Other ethnic group**

- 18. Arab
- 19. Latino
- 20. Any other ethnic background – please specify [OPEN TEXT]
- 96. Prefer not to say

**Q11. [Ask all]**

What is your working status?

- 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. Not working but seeking work or temporarily unemployed or sick
- 7. Not working and not seeking work
- 8. Retired
- 98. Other, please specify [OPEN TEXT]
- 96. Prefer not to say

**Q12. [Ask all]**

What is the occupation of the person in your household who earns the highest salary? (If retired and earning a workplace pension, please provide the occupation prior to retirement)

- 1. High-level professional e.g. leadership, board director or owner of a large company (200+ employees)
- 2. Intermediate-level professional e.g. senior management or owner of a small organisation (less than 200 employees)
- 3. Mid or junior managerial professional e.g. office worker, salesperson or student
- 4. Skilled or qualified manual worker e.g. bricklayer, plumber, HGV driver or hospitality worker
- 5. Semi-skilled manual worker e.g. hospitality assistants, apprentices or non-HGV driver
- 6. Casual worker e.g. not in permanent employment

- 7. Not in work e.g. state pension, long-term unemployment, full-time carer or long-term sickness
- 96. Prefer not to say

**Q13. [Ask all, multi code]**

Some people feel that their disability, condition and/or access need is visible or not visible to other people. How would you describe your disability, condition(s) and/or access needs?

- 1. Visible to others [EXCLUSIVE]
- 2. Not visible to others [EXCLUSIVE]
- 3. Both – I have multiple disabilities, conditions or access needs, some of which are visible and some of which are not visible to others
- 4. Both – visibility of my disability, condition or access need can vary
- 97. Don't know [EXCLUSIVE]
- 96. Prefer not to say [EXCLUSIVE]

**Q14. [Ask all]**

Thinking about the last 6 months, does the following apply to you?

'I have/have had a short-term injury or condition which makes travelling outside of my home difficult'

- 1. Yes
- 2. No
- 96. Prefer not to say

**Q15. [Ask all]**

Thinking about the last 6 months, does the following apply to you?

'I usually travel with a pram, luggage or other large object which makes travelling outside of my home difficult'

- 1. Yes
- 2. No
- 96. Prefer not to say

**Q16. [Ask if disabled [Q3=1 or Q5=2-9 or 98], multi code]**

Do you usually use any aids or equipment when you travel in Great Britain? If so, please select all that apply.

- 1. Manual wheelchair
- 2. Electric powered wheelchair [ANCHOR NEXT TO CODE 1]
- 3. Walking frame or rollator
- 4. Walking stick

- 5. Walking cane (for sensing your surroundings)
- 6. Crutches
- 7. Mobility scooter
- 8. Guide dog or other assistance dog
- 9. An artificial limb or prosthetic
- 10. Hearing aid or cochlear implant
- 11. Sunflower lanyard or other identifier of a non-visible disability
- 98. Other, please specify [ANCHOR, OPEN TEXT]
- 99. None of these [ANCHOR, EXCLUSIVE]

## CORE QUESTIONNAIRE

### (A): [Travel behaviours]: Your travel use

#### INTRO3. [Show all]

Now we're going to ask some questions about your transport use. Please think about travelling within Great Britain (and not other countries).

The following questions will ask about your use of trains. This refers to overground trains and does not include the underground, tube or trams.

#### A0. [Ask if online respondent [H\_MODE=1]]

When deciding how to make a journey in Great Britain (e.g. by car, bus, train or another way), what is important to you? Please give as much detail as possible, thinking about why you might choose different types of transport for different journeys.

[OPEN TEXT]

#### A1. [Ask all]

When was the last time you travelled by the following types of transport in Great Britain?

Answer options:

- A. Train
- B. Local bus
- C. Car or van (as the driver)
- D. Car or van (as a passenger)
- E. Taxi or minicab

Scale options:

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

H\_USER: Hidden variable to categorise into rail usage:

1. Rail user (last 18 months): A1\_A=1-5
2. Lapsed (used before but not in last 18 months): A1\_A=6-8
3. Never used / don't know: A1\_A=97 or 99

**A2. [Ask if rail user [H\_USER=1]]**

On average, how often do you travel by train in Great Britain?

1. Four or more days a week
2. Two or three days a week
3. Once a week
4. Once every two or three weeks
5. Once a month
6. Once every two or three months
7. Less often

**A3. [Ask all, multi code]**

When you're deciding how you travel (e.g. by car, bus or train), which of these are important to you? Please select all that apply.

1. Getting information to plan the journey
2. Cost of travel
3. Length of journey and journey time
4. Toilet facilities available / being able to stop for toilet breaks
5. Availability and pre-booking of seats
6. The support available from staff
7. How accessible the station or transport hub is
8. How accessible the form of transport I am using is
9. How safe I will feel travelling this way
10. How environmentally friendly the type of travel is
98. Something else is important to me (please specify) [OPEN TEXT]
97. Don't know

**INTRO4. [Show all]**

Thank you. Now we would like to ask about travelling by train in Great Britain. [SHOW IF non-user [H\_USER=2 or 3]: Even though you might not have travelled by train for a long time, or ever, we are still interested in your opinions.]

**A4. [Ask all, multicode]**

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

1. Commuting to / from work [ONLY SHOW TO THOSE WORKING, Q11=1-3]
2. Travel to / from school, college or university (including taking children)
3. Travel for business
4. Leisure travel

- 5. Travel on personal business, such as an appointment
- 98. Other, please specify [ANCHOR, OPEN TEXT]
- 97. Don't know / can't remember [ANCHOR, EXCLUSIVE]

H\_JOURNEY TYPE: Hidden variable to categorise journey usage:

- 1. Commuting: A4=1-2
- 2. Business: A4=3
- 3. Leisure: A4=4-5
- 4. Other: A4=98
- 5. DK: A4=97

**A5. [Ask if rail user [H\_USER=1], multi code]**

When you travel by train, how do you usually get to the station you use most often? If you use more than one type of transport for a typical journey to the station, please select all that apply.

- 1. Local bus
- 2. Car or van (as the driver)
- 3. Car or van (as a passenger)
- 4. Taxi or minicab
- 5. Community transport e.g. Dial-a-Ride
- 6. Walking or wheeling
- 7. Cycling, including hand cycles and recumbent cycles
- 98. Other, please specify [ANCHOR, OPEN TEXT]
- 97. Don't know / can't remember [ANCHOR, EXCLUSIVE]

**A6. [Ask all]**

[IF H\_USER=1 (Rail user): And how long does it usually take you to get to the train station you use most often?]

[IF H\_USER=2 or 3 (Rail non-user): How long would it take you to get to your most convenient train station? Please think about how you'd be most likely to travel there, whether by bus, walking or wheeling, taxi or another way.]

- 1. 5 minutes or less
- 2. 6-10 minutes
- 3. 11-20 minutes
- 4. 21-30 minutes
- 5. More than 30 minutes
- 97. Don't know / can't remember [ANCHOR, EXCLUSIVE]

**A7. [Ask all, multi code]**

[IF H\_USER=1 (Rail user): When travelling by train in Great Britain, do you travel...?]

[IF H\_USER=2 or 3 (Rail non-user): When travelling in Great Britain, do you travel...?]

Please select all that apply.

- A. Alone [ANCHOR]
- B. With communication support e.g. BSL interpreter [ONLY SHOW TO Q3=1 or Q5=2-9 or 98]
- C. With personal support e.g. a professional carer or personal assistant [ONLY SHOW TO Q3=1 or Q5=2-9 or 98]
- D. With family, friends or a travel buddy
- E. With an assistance dog or service animal [ONLY SHOW TO Q3=1 AND Q16=8 or Q5=2-9 or 98 AND Q16=8]
- F. Other, please specify [ANCHOR, OPEN]

**A9. [Ask if rail user [H\_USER=1]]**

How often do you travel by train now, compared to 2019 (the year before the COVID-19 pandemic)? It's some time ago now, so your best guess is fine.

- 1. Much less often now
- 2. A little less often now
- 3. The same amount
- 4. A little more often now
- 5. Much more often now
- 97. Don't know / can't remember

**A10. [Ask if travelling by rail more or less [A9=1,2,4 or 5, multi code]**

Why do you think you are travelling [more if A9=4-5] [less if A9=1-2] often by train now?

Please select all that apply.

- 1. Changes to my personal circumstances e.g. moving house or changing job
- 2. Changes in my disability or condition, or medication [ONLY SHOW TO Q3=1 or Q5=2-9 or 98]
- 3. Changes in the train timetable or availability of trains
- 4. Changes to station facilities or services e.g. lifts or ticket offices
- 5. Changes to facilities or services on board trains e.g. toilets or carriages
- 6. Changes to assistance services e.g. Passenger Assist [ONLY SHOW TO Q3=1 or Q5=2-9 or 98]
- 7. Other, please specify [ANCHOR, OPEN TEXT]
- 8. Don't know / can't remember [ANCHOR, EXCLUSIVE]

## Core survey (B): [Rail travel attitudes and experiences]: Your experiences

### B1. [Ask all]

Imagining you needed to travel in the next few days, how confident would you be to...?

Answer options:

- A. Take a train journey **on your own**
- B. Take a train journey accompanied e.g. **with a friend, family, carer or companion**

Scale options:

- 1. Extremely unconfident
- 2. Fairly unconfident
- 3. Neither confident nor unconfident
- 4. Fairly confident
- 5. Extremely confident
- 97. Don't know

### B2. [Ask all]

And thinking about different parts of the train journey, how confident would you be with...?

Answer options:

- A. Planning your journey
- B. Buying a ticket
- C. Getting to and from the station
- D. Accessing information at the station
- E. Accessing assistance
- F. Getting around the station and platform
- G. Getting on and off the train
- H. Being on the train itself
- I. Reaching your end destination

Scale options:

- 1. Extremely unconfident
- 2. Fairly unconfident
- 3. Neither confident nor unconfident
- 4. Fairly confident
- 5. Extremely confident
- 97. Don't know

### B3. [Ask if rail user [H\_USER=1]]

In the last 18 months, have you experienced any of the following during a train journey?  
Please tell us how often you have experienced each factor, even if it didn't affect your travel.

Answer options:

**Physical environment**

- a) Difficulty navigating the station e.g. steep slopes, uneven surfaces, narrow ticket gates, crowded platforms, wide gaps or steps between the train and the platform edge
- b) Poor availability of accessible toilets or changing places (at stations or on the train)
- c) Lack of suitable waiting areas at the station or seats/spaces on the train

**Staff and other people**

- d) Unavailability of staff to provide help or advice, either in the station or on the train
- e) Lack of recognition or understanding of my support needs from train staff [ONLY SHOW TO Q3=1 or Q5=2-9 or 98]
- f) Passengers being intrusive, inconsiderate or judgemental

**Tickets and information**

- g) Difficulty buying train tickets or booking seats/spaces [or assistance ONLY SHOW TO Q3=1 or Q5=2-9 or 98]
- h) Expensive or unaffordable train tickets [including for a travel companion ONLY SHOW TO Q3=1 or Q5=2-9 or 98]
- i) Lack of accessible up-to-date journey information e.g. lifts, toilets, platform changes

**Experiences**

- j) Feeling anxious or stressed about travelling by train
- k) Experiencing sensory overload (e.g. due to bright lights, loud noises, crowds of people)
- l) Train delays or cancellations, including inaccessible replacement services

Scale options:

- 1. I have never experienced this
- 2. I sometimes experience this
- 3. I regularly experience this
- 4. I always experience this
- 97. Don't know

**B4. [Ask all]**

How much do you agree or disagree with the following statements relating to train travel in Great Britain?

Answer options:

- A. It's an affordable way to travel
- B. It's a fast way to travel
- C. It's an accessible way to travel
- D. I feel safe travelling this way [ASK IF H\_USER=1 (Rail user)]
- E. It is an environmentally friendly way to travel

Scale options:

1. Strongly disagree
2. Slightly disagree
3. Neither agree nor disagree
4. Slightly agree
5. Strongly agree

## Core survey (C): [Barriers]: Factors impacting your travel

### C1. [Ask all]

To what extent do the following factors impact your likelihood to travel by train?

[IF H\_USER=1 (Rail user), SHOW: You may recognise this list of factors, which we also asked if you had experienced. This question is about the impact they may have on your train travel.]

Answer options:

#### **Physical environment**

- a) Difficulty navigating the station e.g. steep slopes, uneven surfaces, narrow ticket gates, crowded platforms, wide gaps or steps between the train and the platform edge
- b) Poor availability of accessible toilets or changing places (at stations or on the train)
- c) Lack of suitable waiting areas at the station or seats/spaces on the train

#### **Staff and other people**

- d) Unavailability of staff to provide help or advice, either in the station or on the train
- e) Lack of recognition or understanding of my support needs from train staff [ONLY SHOW TO Q3=1 or Q5=2-9 or 98]
- f) Passengers being intrusive, inconsiderate or judgemental

#### **Tickets and information**

- g) Difficulty buying train tickets or booking seats/spaces [or assistance ONLY SHOW TO Q3=1 or Q5=2-9 or 98]
- h) Expensive or unaffordable train tickets [including for a travel companion ONLY SHOW TO Q3=1 or Q5=2-9 or 98]
- i) Lack of accessible up-to-date journey information e.g. lifts, toilets, platform changes

#### **Experiences**

- j) Feeling anxious or stressed about travelling by train
- k) Experiencing sensory overload (e.g. due to bright lights, loud noises, crowds of people)
- l) The potential for train delays or cancellations, including inaccessible replacement services

Scale options:

- 1. No impact on my likelihood to travel
- 2. Makes me slightly less likely to travel
- 3. Makes me significantly less likely to travel
- 4. Completely prevents me from travelling
- 97. Don't know

## Core survey (D): [Initiatives and enablers]: Assistance services

### D1. [Ask all]

Assistance services are available to help people travel by train and can include things such as a ramp to get on and off a train or help moving around a station. These services are available on the day of travel or can be booked in advance. There are also initiatives in place to help people save money on their travel.

Have you heard of any of the following before today?

Answer options:

- A. Pre-booked Passenger Assist services
- B. Passenger Assist *without* pre-booking (where you 'turn up and go')
- C. Disabled Persons Railcard

Scale options:

- 1. Yes
- 2. No
- 97. Not sure

### D2. [Ask all aware of each initiative [D1=1], multi code]

How did you first find out about the following initiatives? Please select all that apply.

Answer options:

- A. Pre-booked Passenger Assist services [SHOW IF D1\_A=1]
- B. Passenger Assist *without* pre-booking (where you 'turn up and go') [SHOW IF D1\_B=1]
- C. Disabled Persons Railcard [SHOW IF D1\_C=1]

Scale options:

- 1. Online/internet search
- 2. Through family or friends
- 3. Online advertisements
- 4. Advertisements at a train station
- 5. Train operator's website (e.g. National Rail, Great Western Rail, Avanti West Coast)
- 6. Ticket counter or other train staff
- 7. A charity or advocacy organisation
- 8. A professional carer or personal assistant
- 9. Social media (e.g. Facebook, X (formerly known as Twitter))
- 98. Other, please specify [ANCHOR, OPEN TEXT]
- 97. Don't know / can't remember [ANCHOR, EXCLUSIVE]

**D3. [Ask if rail user [H\_USER=1] AND disabled [Q3=1 or Q5=2 or 98] AND aware of initiative [D1=1]]**

Have you used the following initiatives when travelling by rail in Great Britain in the last 12 months?

Answer options:

- A. Pre-booked Passenger Assist services [ASK IF D1\_A=1]
- B. Passenger Assist *without* pre-booking (where you 'turn up and go') [ASK IF D1\_B=1]
- C. Disabled Persons Railcard [ASK IF D1\_C=1]

Scale options:

- 1. Yes – every time I take the train
- 2. Yes – most times I take the train
- 3. Yes – every now and then
- 4. No – I have used it in the past but not in the last 12 months
- 5. No – I have never used this initiative

**D4. [Ask if used initiative [D3=1-3]]**

How satisfied are you with the following initiatives, based on your experiences in the last 12 months?

Answer options:

- A. Pre-booked Passenger Assist services [SHOW IF D3\_A=1-3]
- B. Passenger Assist *without* pre-booking (where you 'turn up and go') [SHOW IF D3\_B=1-3]
- C. Disabled Persons Railcard [SHOW IF D3\_C=1-3]

Scale options:

- 1. Extremely dissatisfied
- 2. Fairly dissatisfied
- 3. Neither satisfied nor dissatisfied
- 4. Fairly satisfied
- 5. Extremely satisfied

## Core survey (E): [Intentions]: Future travel plans

### E1. [Ask all]

In the next 6 months, how likely are you to travel by train more [show to H\_USER=1 (users) only or less] than you do currently?

1. Very likely to travel less [show to H\_USER=1 (users) only
2. Fairly likely to travel less [show to H\_USER=1 (users) only
3. It will likely stay the same
4. Fairly likely to travel more
5. Very likely to travel more
97. Don't know

### E2. [Ask all]

What changes, if any, would there need to be to support you to travel by train more in the future?

Please do not include any information that could be used to identify you in your response, such as your full name or contact details.

1. [OPEN TEXT]
2. No changes are needed
97. Don't know

### E3. [Ask all]

Below is a list of ideas other people have shared that might make it easier for people to travel by train.

**Please select the options** that would make you **most** likely to travel by train in the future.

1. Step-free access to the train platform e.g. lifts, ramps or escalators
2. Train is level with the platform, so there are no steps or need for a ramp
3. Help points around the station to get information and to contact staff
4. Dedicated accessible quiet spaces at the station
5. Clean, working and accessible toilets at the station and on the train
6. Car parking spaces at stations which can be pre-booked
7. Bus, taxi or car pick-up access immediately outside the station
8. Reservable spaces for mobility aids and pushchairs on trains
9. Opportunity to arrange assistance at the same time as buying your ticket
10. Accessible and up-to-date information to plan your journey in advance e.g. 360-degree virtual tours of stations
11. Accessible and up-to-date information when making your journey e.g. real-time notifications about any problems with station or train facilities
12. Ability to call or contact someone for help e.g. by using your smartphone or a button in the train carriage
97. I don't know [ANCHOR, EXCLUSIVE]
99. None of these would make me more likely to travel by train [ANCHOR, EXCLUSIVE]

## [Classification and end of interview]: Final questions

### INTROF. [Show all]

Thank you, you have completed the main survey. We just have a couple more questions about you before we finish.]

### F1. [Ask all]

What is your combined household income before tax and other deductions? Note this refers to all income sources including any benefits received.

1. £1 to £9,999
2. £10,000 to £24,999
3. £25,000 to £49,999
4. £50,000 to £74,999
5. £75,000 to £99,999
6. £100,000 or more
99. Not applicable to me
96. Prefer not to answer

### F2. [Ask all, multi code]

Are you in receipt of any of the following benefits? Please select all that apply.

1. Universal Credit
2. Housing Benefit
3. Jobseeker's Allowance (JSA)
4. Pension Credit [SHOW IF Q11=8]
5. Income Support
6. Disability Living Allowance [SHOW IF Q3=1 or Q5=2-9 or 98]
7. Employment and Support Allowance (ESA) [SHOW IF Q3=1 or Q5=2-9 or 98]
8. Personal Independence Payment (PIP) [SHOW IF Q3=1 or Q5=2-9 or 98]
9. Attendance Allowance [SHOW IF Q3=1 or Q5=2-9 or 98]
10. Industrial Injuries Disablement Benefit (IIDB) [SHOW IF Q3=1 or Q5=2-9 or 98]
11. War Pensioners' Mobility Supplement (WPMS) [SHOW IF Q3=1 or Q5=2-9 or 98 AND Q11=8]
12. Other, please specify [OPEN TEXT]
99. I do not receive any benefits [EXCLUSIVE, anchor to top]
96. Prefer not to answer [EXCLUSIVE]

### F3. [Ask all]

Did you have any technical issues or difficulties answering any questions you'd like to share, to help improve the survey experience for others?

Please do not include any information that could be used to identify you in your response, such as your full name or contact details.]

[OPEN TEXT]

99. No issues

#### **F4. [Show all]**

Thank you for taking part.

The research is likely to be published in early 2026, and you will be able to read the report on the Department for Transport website then.

If you would like to speak to someone for additional support regarding the topics raised in the survey today, there are organisations or services which may be able to help:

- *Passenger Assist (National Rail):* <https://www.nationalrail.co.uk/help-and-assistance/passenger-assist/>
- *Disabled Persons Railcard:* <https://www.disabledpersons-railcard.co.uk>
- *Citizens Advice:* <https://www.citizensadvice.org.uk>
- *Samaritans:* <https://www.samaritans.org>
- *SupportLine:* <https://www.supportline.org.uk>
- *Every Mind Matters:* <https://www.nhs.uk/every-mind-matters>
- *NHS (contact your GP)*

We have carefully considered accessibility requirements when developing this survey. To find out more about our approach, you can access our accessibility statement [link provided].

## 15. Appendix F: Evidence review sources

The recent [DfT qualitative research \(2024, published 2025\)](#) carried out by Verian started with a short purposive evidence review of 25 sources. To avoid repeating this exercise, the researchers conducting this research began by reading this recent evidence review. The sources that were included in this review are shown in Table 51.

**Table 51: Sources reviewed by Verian in 2024 evidence review**

| Title                                                                         | Publisher                             | Year | Approach        | Transport mode | Research population                                                          | Sample size                                      | Geographic scope | Type of evidence |
|-------------------------------------------------------------------------------|---------------------------------------|------|-----------------|----------------|------------------------------------------------------------------------------|--------------------------------------------------|------------------|------------------|
| Passenger Accessibility Research                                              | Network Rail                          | 2020 | Qualitative     | Rail           | Hearing, Crohn's, mobility, social and behavioural                           | 16 interviews                                    | England          | Industry         |
| Research on experience of disabled non-users of rail                          | Department for Transport              | 2021 | Mixed method    | Rail           | Vision, mobility, mental health, socially or behavioural, cognitive, hearing | 865 survey respondents<br>40 interviews          | UK               | Government       |
| Research on experiences of disabled rail passengers                           | Department for Transport              | 2019 | Mixed method    | Rail           | Mobility, vision, hearing, learning                                          | 1,550 questionnaire respondents<br>50 interviews | UK               | Government       |
| Accessibility Mystery Shopping All station summary report Wave 2 results      | Network Rail Research & Insights Team | 2023 | Qualitative     | Rail           | Mobility, learning, dexterity, metabolic                                     | 153 survey respondents                           | UK               | Industry         |
| Experiences of Passenger Assist                                               | Office of Rail and Road               | 2024 | Quantitative    | Rail           | Vision, mobility, hearing, dexterity                                         | 9,450 survey respondents                         | UK               | Government       |
| Rail passengers with access needs and disabilities: experiences of complaints | Office of Rail and Road               | 2024 | Mixed method    | Rail           | Not specified                                                                | 11,53 survey respondents<br>12 interviews        | UK               | Government       |
| Britain's railway: what matters to passengers                                 | Network Rail and Transport Focus      | 2022 | Quantitative    | Rail           | Multiple disabilities                                                        | 15,000 survey respondents                        | UK               | Industry         |
| Williams Rail Review Barriers to travel: How to make rail more                | Transport Focus                       | 2019 | Evidence review | Rail           | Not applicable                                                               | Not applicable                                   | UK               | Industry         |

attractive to infrequent  
and non-users

|                                                                                              |                                                                |      |              |       |                                                                           |                                                                                                        |                 |                    |
|----------------------------------------------------------------------------------------------|----------------------------------------------------------------|------|--------------|-------|---------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|-----------------|--------------------|
| Mental health and travel: report on a survey                                                 | Centre for Transport Studies, UCL                              | 2019 | Quantitative | Mixed | Mental health                                                             | 385 survey respondents                                                                                 | England         | Academic           |
| The journey experience of visually impaired people on public transport in London             | Transport Policy                                               | 2020 | Qualitative  | Mixed | Vision                                                                    | 23 interviews                                                                                          | London          | Academic           |
| Transport accessibility for wheelchair users: A qualitative analysis of inclusion and health | International Journal of Transportation Science and Technology | 2019 | Qualitative  | Mixed | Mobility, stamina                                                         | 34 interviews                                                                                          | London          | Academic           |
| Inclusive Transport Strategy: evaluation baseline report                                     | Department for Transport                                       | 2022 | Mixed method | Mixed | Mixed                                                                     | 1,140 (sub-sample) survey<br>198 assistance dog users survey<br>40 interviews<br>23 stakeholder survey | UK              | Government         |
| Barriers to Sustainability? Disabled and older people's experiences of being 'green'         | Research Institute for Disabled Consumers                      | 2021 | Quantitative | Mixed | Mobility, physical, sensory, neurodivergence, behaviour and communication | 485 survey respondents                                                                                 | UK              | Research institute |
| Step-free railway station access in the UK: the value of inclusive design                    | European Transport Research Review                             | 2021 | Mixed method | Rail  | Multiple disabilities                                                     | 10 interviews<br>Data from 17 railway stations                                                         | Buckinghamshire | Academic           |

|                                                                              |                          |      |                 |       |                                                                                                          |                                                                 |                          |                         |
|------------------------------------------------------------------------------|--------------------------|------|-----------------|-------|----------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|--------------------------|-------------------------|
| Building Confidence – Improving travel for people with mental disabilities   | Department for Transport | 2017 | Evidence review | Mixed | Mental health, learning, social and behavioural, multiple disabilities                                   | Not applicable                                                  | UK                       | Academic and government |
| People with non-visible disabilities barriers to travel                      | Department for Transport | 2019 | Qualitative     | Mixed | Learning, mental health, social and behavioural, memory                                                  | 20 interviews including 10 paired with carers                   | England                  | Government              |
| Inclusive Transport Strategy: Lived experience                               | Department for Transport | 2023 | Qualitative     | Mixed | Mobility, hearing, vision, cognitive                                                                     | 40 interviews                                                   | England, Scotland, Wales | Government              |
| Accessible and Inclusive Transport                                           | Innovate UK              | 2022 | Quantitative    | Mixed | Mobility, dexterity, vision, hearing, cognitive                                                          | 1,033 survey respondents                                        | UK                       | Industry                |
| Evidence review on Accessible Transport: Informing our innovation priorities | Motability Foundation    | 2023 | Evidence review | Mixed | Not applicable                                                                                           | 41 sources<br>6 interviews                                      | UK                       | Charity                 |
| Transport needs for disabled people                                          | Motability Foundation    | 2020 | Mixed method    | Mixed | Physical, visual, hearing, mental health, social and behavioural, memory, learning, long-term conditions | 1,504 survey respondents<br>42 online community<br>5 interviews | UK                       | Charity                 |
| Travel Fair                                                                  | Scope                    | 2019 | Mixed method    | Mixed | Mixed                                                                                                    | 2,004 survey respondents<br>21 workshops                        | England, Wales           | Charity                 |
| Accessible transport: unlocking a better normal                              | Transport Focus          | 2021 | Quantitative    | Mixed | Mixed                                                                                                    | 3,466 survey respondents                                        | UK                       | Industry                |
| Are we there yet? Barriers to transport for disabled people in 2023          | Transport for All        | 2023 | Mixed method    | Mixed | Mobility, mental health, social or behavioural, hearing, visual, learning, chronic illness               | 521 survey respondents<br>A series of workshops                 | England                  | Charity                 |

|                                                                            |                    |      |              |       |                    |                                   |          |            |
|----------------------------------------------------------------------------|--------------------|------|--------------|-------|--------------------|-----------------------------------|----------|------------|
| Disability and Transport 2021                                              | Transport Scotland | 2023 | Quantitative | Mixed | General population | Approx. 10,000 survey respondents | Scotland | Government |
| Travelling with a Guide Dog: Experiences of People with Vision Impairments | Sustainability     | 2021 | Qualitative  | Mixed | Visual conditions  | 27 interviews                     | UK       | Academic   |

Six additional sources were also reviewed by Thinks Insight & Strategy at the beginning of this research, detailed in Table 52.

**Table 52: Additional sources reviewed by Thinks Insight & Strategy**

| Title                                                                                                              | Publisher                                    | Year | Approach       | Transport mode | Research population                          | Sample size                                                              | Geographic scope         | Type of evidence    |
|--------------------------------------------------------------------------------------------------------------------|----------------------------------------------|------|----------------|----------------|----------------------------------------------|--------------------------------------------------------------------------|--------------------------|---------------------|
| <a href="#">Barriers and facilitators of public transport use among people with disabilities: a scoping review</a> | Frontiers                                    | 2024 | Scoping review | Mixed          | People with disabilities                     | 34 sources                                                               | N/A                      | Academic            |
| <a href="#">Motivations and barriers to train usage</a>                                                            | Transport Focus                              | 2024 | Quantitative   | Rail           | General public                               | 2,006 survey respondents                                                 | Great Britain            | Industry            |
| <a href="#">Inclusive journeys: improving the accessibility of public transport for people with sight loss</a>     | Royal National Institute of Blind People     | 2023 | Mixed methods  | Mixed          | Blind and partially sighted people           | 512 survey respondents<br>42 interviews                                  | UK                       | Industry            |
| <a href="#">Ticket purchasing behaviour and preferences among rail passengers</a>                                  | Department for Transport                     | 2024 | Quantitative   | Rail           | General public                               | 8,132 survey respondents                                                 | England                  | Government          |
| <a href="#">Creating an Inclusive Future: Addressing Accessible Transport Needs for Young Disabled People</a>      | Motability Foundation                        | 2025 | Mixed methods  | Mixed          | Young disabled people                        | 1,054 survey respondents<br>7 focus groups / 5 travel-along observations | UK                       | Industry            |
| <a href="#">Disabled rail passengers research</a>                                                                  | Transport Focus and Department for Transport | 2019 | Mixed methods  | Rail           | People with disabilities and subject experts | 1,555 survey respondents<br>50 interviews<br>15 video-assessed journeys  | England, Scotland, Wales | Industry/Government |