

ncat strategy
2025 – 2027

The Future of Accessible Transport, Driven by Evidence



***ncat**
National
Centre for
Accessible
Transport

Contents

ncat strategy 2025 – 2027 | 02

- 03** What is ncat?
- 04** The Power of Evidence
- 05** Vision, Mission and Values
- 06** Theory of Change
- 07** Outcomes and Targets
- 08** Strategic Objectives
- 09** ncat Roadmap
- 10** Roadmap Diagram
- 11** How will we know we are making a difference?
- 12** ncat Stakeholders
- 13** What are the ways to get involved?



What is ncat?

ncat strategy 2025 – 2027 | 03

ncat provides high-quality, human-centred evidence and insights across the entire transport system, building a robust evidence base that enables transport and policy professionals to design an accessible system that works for everyone.

The National Centre for Accessible Transport (ncat) brings together high quality, human-centred evidence and insights across the whole transport system, creating an evidence base that supports others to develop an accessible transport system that works for everyone.

ncat follows the social model of disability and works to recognise and address the barriers that prevent disabled people from travelling when, where and how they want to.

Removing these barriers provides an equitable transport system. ncat is delivered, in partnership, by Coventry University, Connected Places Catapult, Designability, Policy Connect, Research Institute for Disabled Consumers and WSP UK.

ncat is funded by the Motability Foundation, with the aim of providing the evidence base to support the closure of the transport accessibility gap.

Our consortium partners:



Our funder:



Image used by kind permission of Research Institute for Disabled Consumers



The Power of Evidence

ncat strategy 2025 – 2027 | 04

Transport that isn't accessible means disabled people make fewer journeys, and those journeys take longer. 92% of Disabled people report experiencing barrier(s) when travelling on at least one mode of transport.¹

Disabled people tell us transport isn't accessible and most say they do not think that this will change in the next 10 years.² Our research shows that transport barriers affect how often disabled people travel.

These barriers to travelling create inequalities between disabled people and non-disabled people. 79% of disabled people experience longer journey times due to these transport barriers.³

In other research, transport professionals have identified a lack of clear policy and design guidance about making transport accessible and there is also a lack of understanding of the economic benefits and social value of investing in transport accessibility.⁴

The power of ncat is in bringing together key stakeholders from Disabled People's Organisations (DPOs), charities, industry partners and policy makers, and amplifying the voices of disabled people through our Community of Accessible Transport (CAT) panel.

We know that research needs to translate into tangible change for disabled people and ncat seeks to act as a convener to enable this.

To support the collation of key evidence in one place, ncat has produced an open access Resource Collection which brings together resources including published research, strategies, guidance and policy related documents related to accessible transport, that have been published over recent years.⁵

This collection is being added to and will build over time.



¹ ncat (2024). 'Understanding and identifying barriers to accessing transport'. Available at www.ncat.uk

² ncat (2024). 'Understanding and identifying barriers to accessing transport'. Available at www.ncat.uk

³ ncat (2024). 'Understanding and identifying barriers to accessing transport'. Available at www.ncat.uk

⁴ ncat (2024). 'Working together for accessible transport'. Available at www.ncat.uk

⁵ ncat (2024). 'Resource Collection'. Available at www.ncat.uk

Vision, Mission and Values

ncat strategy 2025 – 2027 | 05

Our Vision

Be the convener and commissioner of high-quality evidence that enables decision making in UK government, industry and society, to inform future disability and transport strategy policy and practice creating a barrier-free transport system.

Our Mission

To create a barrier-free transport system, through commissioning robust evidence and actively listening to the voices and expertise of disabled people. Combining deep subject matter expertise and research credibility with a genuine respect for the lived experiences of disabled people.

Our Core Values

- **Inclusion:** our work starts and ends with disabled people, and we amplify disabled people's voices in all decision-making; valuing their insights and experiences is essential to our mission.
- **Innovation:** Our research is unique and innovative, seeking to avoid duplication of previous efforts and focusing on new, impactful solutions.
- **Evidence Led:** We are committed to being led by robust evidence, ensuring our findings and recommendations are grounded in thorough and rigorous research.
- **Impact:** We will translate our research into tangible change, effectively disseminating our findings to drive actionable solutions to remove barriers for disabled people.

Theory of Change

ncat's [Theory of Change](#) (ToC) highlights how we will generate evidence through research, and work with partners to support outcomes that enhance transport accessibility.

The theory of change covers:

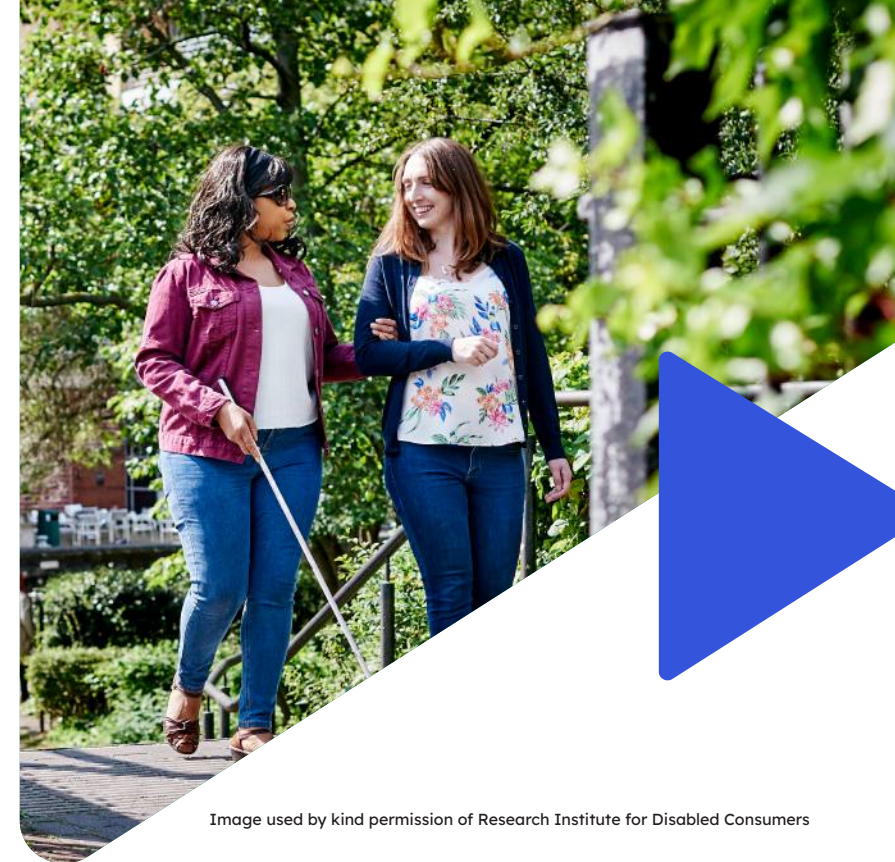
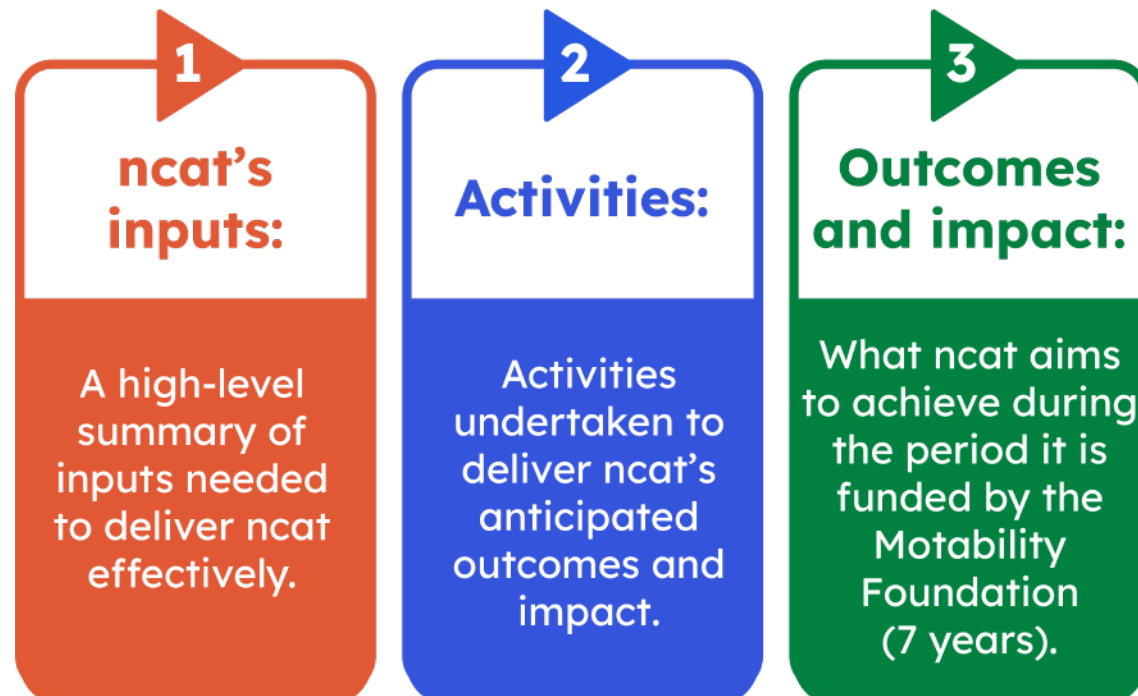


Image used by kind permission of Research Institute for Disabled Consumers

Impact Statement:
ncat needs to lead to disabled people having a better quality of life by increasing the accessibility of transport.

Outcomes and Targets

ncat strategy 2025 – 2027 | 07



Image used by kind permission of Research Institute for Disabled Consumers

Increased public understanding of the need for accessible transport

Grow social media followers by 20% over 12 months.

20% increase in website traffic.

10% increase in event attendance.

Reduction in disparities between the experiences of disabled and non-disabled people

ncat will review the disparities between disabled and non-disabled travellers and raise awareness of the need to create accessible transport by publishing a report every year on the status of the transport accessibility gap and work undertaken by ncat to support reducing

Changes in legislation and policy

Increasing signatories, through the Policy Commission, to the Accessible Transport Charter by 20% each year.

Respond to appropriate government inquiries on accessibility and transport.

Engaging with policy makers in the four nations at least once a year.

Increase stakeholder satisfaction

Achieve 70% satisfaction rating amongst stakeholders for their work and its impact to create change in accessible

Translating the evidence generated into meaningful call to action for transport professionals

Increase engagement with transport professionals through relationships/ events with trade organisations/ publications and/or professional

Strategic objectives

ncat has three strategic objectives:

Strategic Objective 1 – Generate

This relates to the planning, collecting and reporting of real-world accessible transport-based evidence. We will meet this objective by embedding human-centred approaches and ensure transport issues faced by disabled people are heard.

Strategic Objective 2 – Translate

This relates to translating evidence into results, products and service applications that directly benefit disabled people. We will meet this objective through a human-centred design focus and collaborative working/co-production to deliver new transport solutions.

Strategic Objective 3 – Adopt

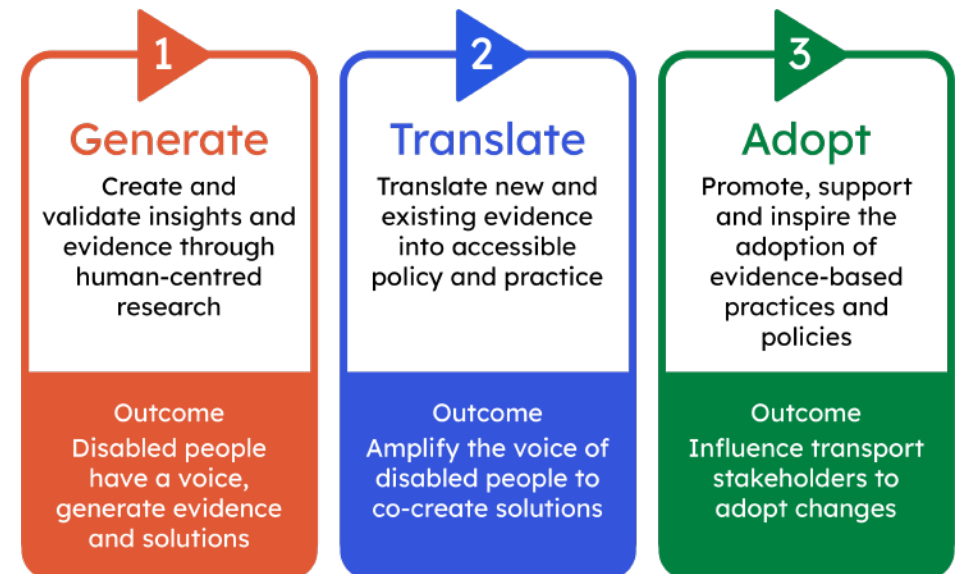
This relates to the adoption of evidence, innovative practices and solutions and policy to influence change for disabled people and stakeholders. We will meet this objective with the consistent take-up of evidence-based practices, solutions and policy amongst disabled people and transport operators, policy makers and stakeholders.

As **ncat** develops we will gather more evidence and insights which will directly inform its strategic priorities.



ncat strategy 2025 – 2027 | 08

Identifying, understanding and applying the realities of the lived experience of disabled people as evidence is vital.



ncat Roadmap

Introduction

The ncat Roadmap is a strategic plan defining the goals and desired outcomes of the programme. It outlines the major steps and milestones to achieve these goals and serves as a communication tool to articulate the strategic thinking behind both the goals and the plan for reaching them.

Roadmap Structure

The roadmap spans from 2023, when ncat was launched, through the seven-year duration of the programme to 2029.




It is divided into two main sections: the initial scoping period (2023-2025) and the second delivery period (2025-2029). Most activities align with the Generate, Translate, Adopt model as described.

-  **Generate (Orange):**
Planning, collecting, and reporting real-world accessible transport-based evidence.
-  **Translate (Blue):**
Converting evidence into results, products, and services that benefit disabled people.
-  **Adopt (Green):**
Adoption of evidence, innovative practices, and policies to influence change.





ncat strategy 2025 – 2027 | 09



Generate Activity

-  Launch second round of applied research projects in 2025, with subsequent rounds across the remaining years.
-  Grow the CAT panel and update the Barriers to Accessing Transport database.
-  Periodic updates to the research and resource collection databases.

Translate Activity

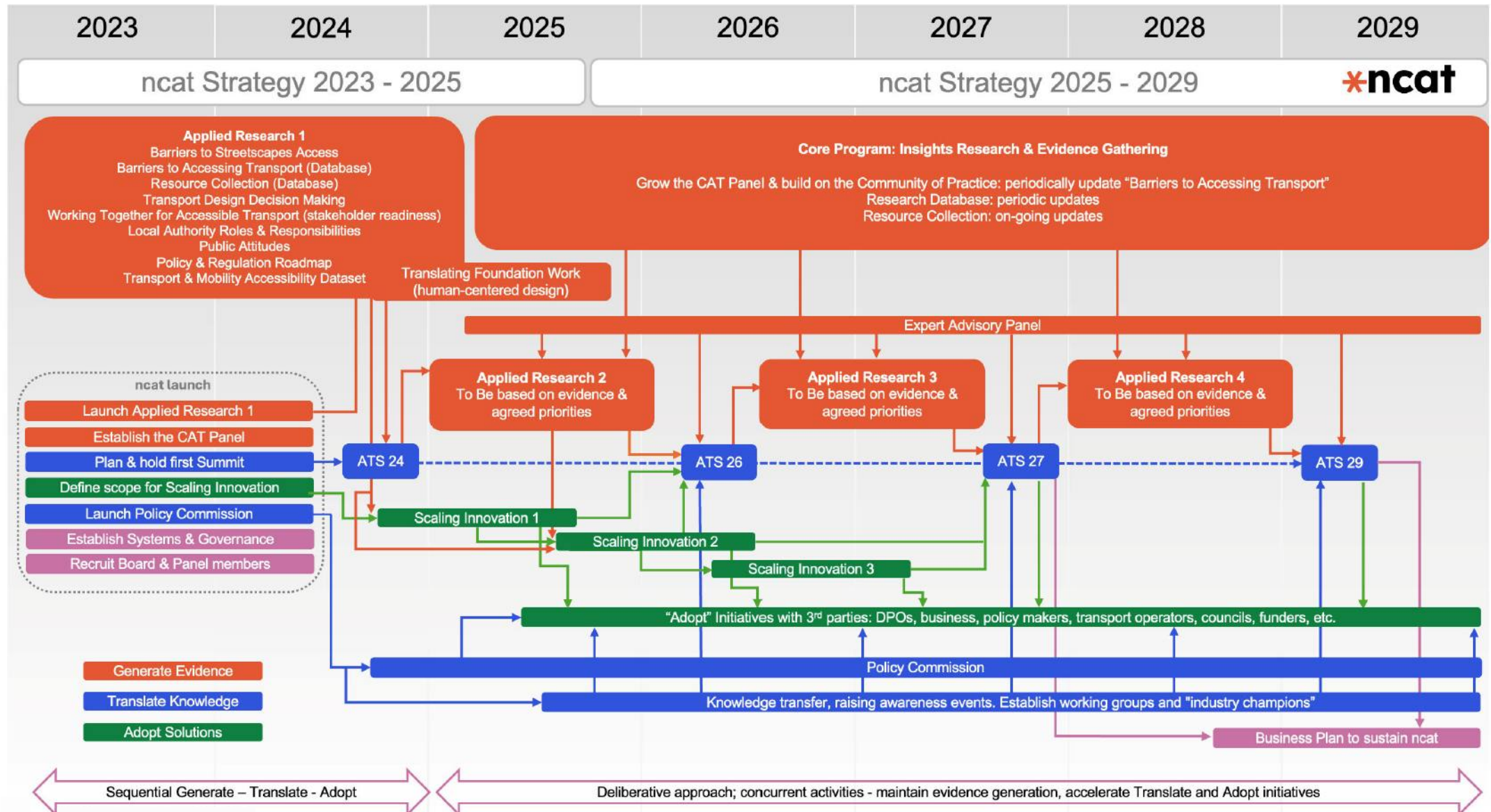
-  Host Applied Transport Summits in 2024, 2026, 2027, and 2029.
-  Run the Policy Commission continuously to connect researchers, industry, and government.
-  Accelerate knowledge transfer activities starting in the second half of 2025.

Adopt Activity

-  Support external organisations in developing commercial solutions to improve accessibility through funding three phases of Scaling Innovation from 2024 - 2027.
-  Collaborate with DPOs, businesses, policy makers, transport operators, councils, and funders to actively engage with our research to drive meaningful change.

Roadmap diagram

ncat strategy 2025 – 2027 | 10



How will we know we are making a difference

When our applied research activity amplifies the voices of disabled people to make an improvement in the accessibility of transport.

We will know we are making a difference when:

- ▶ We are delivering applied research projects that are unique and have clear tangible benefits for disabled people.
- ▶ The research we deliver is pan-disability, multi-modal and national in reach.
- ▶ ncat's research informs policy change to improve accessibility in transport.
- ▶ ncat's research findings are translated into practical applications, products or services.
- ▶ The transport systems, industry and community adopt ncat's recommendations and/or solutions.



ncat Stakeholders

ncat strategy 2025 – 2027 | 12

The strength of ncat is its diverse stakeholders working together to achieve the required step change.

ncat Board

The Board comprises of 12 members, six are independent external experts in transport accessibility, each bringing a lived experience of disability, and six are senior members from the partner organisations. Led by an independent chair, the Board provides strategic oversight and direction of ncat's work.

ncat Community of Accessible Transport (CAT) Panel

Our CAT panel is made up of thousands of disabled people, families and/or carers and transport professionals. The panel gets involved in sharing their lived experiences and shaping our research priorities.

ncat Expert Panel

The Expert Panel comprises of leading Disabled People's Organisations (DPOs), charities and access and inclusion specialists who each focus specifically on transport. The panel brings insights, knowledge and specialisms to inform ncat's work.

Scaling Innovation

The Scaling Innovation project provides funding to industry partners to test and develop improvements to transport.

It offers the opportunity for disabled people to be at the heart of defining and designing research, service and product development initiatives that address their specific transport needs.

Accessible Transport Policy Commission

The Policy Commission is a cross-party group of Commissioners from both Houses of Parliament. The Commission brings together disabled people, transport professionals and policymakers to forge a new and more inclusive consensus about the future of the transport system.

Motability Foundation

ncat is funded by the Motability Foundation, with the aim of providing the evidence base to close the transport accessibility gap.

What are the ways to get involved?

Community of Accessible Transport Panel (CAT Panel)

To participate in our research, you can join the CAT Panel which will allow you to get involved in shaping the future of transport for disabled people.

You'll share ideas, learn from others, find solutions that work, with incentives for taking part in the research.

Join our CAT panel by signing up via our website here: [Community of Accessible Transport \(ncat.uk\)](https://ncat.uk)

Visit the website

[Home - National Centre for Accessible Transport \(ncat.uk\)](https://ncat.uk)

Email us

info@ncat.uk

Follow us on LinkedIn

www.linkedin.com/company/ncat-uk

Follow us on X (formerly Twitter)

www.twitter.com/NCAT_UK

Image used by kind permission of Research Institute for Disabled Consumers

