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ncat Theory of Change Narrative 2026

Version 1.0



This Theory of Change has been developed by the National Centre for Accessible Transport (ncat) following its launch as an Evidence Centre in early 2023. As ncat progresses further, reports and insights will also be published on our website www.ncat.uk

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'ncat (2026). 'ncat Theory of Change Narrative 2026'.

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1 Introduction

1.1 What is the National Centre for Accessible Transport?

Launched in 2023, 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 is being funded by the Motability Foundation, with the aim of providing the evidence base to make transport more accessible

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.

1.2 What is the purpose of this document?

This document defines the ncat Theory of Change (ToC).

A Theory of Change explains how ncat's activities are intended to influence change, to work towards a more inclusive society through accessible transport. It helps people understand:

- **What change is needed:** That transport operators, policy makers, and other stakeholders have access to high-quality research and

evidence, enabling informed decisions that support accessible transport for disabled people.

- **How change will be supported:** ncat works collaboratively with disabled people, Disabled People Led Organisations (DPOs), industry, policy partners, and other relevant stakeholders to co-create practical solutions, grounded in robust evidence and lived experience.
- **How we'll know if change is happening:** Change will be evidenced through the experiences of disabled people and through observable improvements in transport legislation, policy, and services, as reported by relevant stakeholders.

The ToC allows ncat to measure progress and adapt plans as needed. This ToC should not be viewed as a fixed plan which strictly outlines all the work ncat will do. Instead, the ToC is a live framework which guides its work and is reviewed regularly as ncat develops.

This narrative describes the development of the ToC and the context that sits behind it. It references relevant literature that supports implementation of planned interventions and their ability to generate change.

This ToC explains how, through its resources, ncat will work with disabled people, policymakers, transport organisations, charities, and other organisations to connect evidence, people's lived experience, and innovation to remove barriers to accessible transport in the UK.

This report will describe how these outcomes can be achieved.

2 Context

2.1 Why is ncat needed?

Ncat carried out research at its inception in 2023 to understand what transport barriers are faced by disabled people. This research found that 92% of disabled people in the ncat survey experienced at least one barrier when using transport in the UK. These barriers include badly designed and cluttered streets, unreliable step-free access, and poor staff assistance. Inaccessible transport makes disabled people travel less, and it makes journeys take longer. The purpose of ncat is to identify, understand and take steps to alleviate barriers, recognising the complexity of the transport sector and the many stakeholders involved.

The following statistics highlight the wide-reaching issues within the transport sector. The percentages pertain to the share of survey participants in ncat's Understanding Transport Barriers research. (ncat, 2023)

- 79% of disabled people travel less often and 84% experience longer journey times due to transport barriers.
- 65% of disabled people experience barriers related to the quality of pavements and curbs when walking, wheeling and cycling.
- Across all transport modes, train users reported the highest number of barriers. 64% of disabled people face barriers due to lack of step-free access on and off trains.
- Staff assistance is unreliable. This includes staff being unavailable, even if assistance is booked. 47% of respondents highlighted this issue. Public and staff attitudes and behaviours can be negative. This includes the way that staff and the public interact with and treat disabled people when travelling.
- Transport barriers impact people's wellbeing. 77% of disabled people said that transport barriers have a negative effect on their

physical or mental wellbeing. 75% said they make them feel stress when travelling.

Inaccessible transport has a wider impact than simply inability to travel. Reduced transport options can have a significant detrimental impact on a person's social needs. It is incredibly important to consider these, as satisfying them are critical to sustain a person's mental and physical wellbeing, and subsequently their quality of life and personal growth (Simply Psychology, 2023).

Transport is a means of accessing employment, education, healthcare and social opportunities. Further information is provided in the following sections.

Safety and security

Providing a safe and secure environment for those making a journey is critical to the physical health of travellers. It is important to consider different types of access needs in relation to safety when travelling. For example, a report published by the Department for Transport highlighted that people with memory loss are more likely to feel unsafe on public transport, whilst people with physical coordination conditions are more likely to have avoided taking public transport in the first place (Department for Transport, 2018). The absence, or perceived absence of safety when travelling, particularly when moving through unfamiliar or unpredictable environments, can have wider impacts on a person's mental health. Unsafe environments or experiences can lead to feelings of insecurity, stress, and anxiety.

Belonging and esteem

Belonging in an environment, and within wider society is essential for a person's emotional wellbeing. The feeling of connectedness and being part of a group has significant benefits on building confidence. Similarly, having a sense of esteem, through feelings of dignity and independence, but also respect from others, provides people with feelings of worth, purpose and acknowledgement.

The ability to travel confidently plays a key role in satisfying the needs of belonging and esteem. In ncat research, 59% of disabled people stated that they experience negative attitudes or behaviours when they are travelling. For people with mental ill health, this number rose to 86%, showing that people with non-visible impairments are more likely to be impacted.

Self-actualisation

Self-actualisation relates to the realisation of a person's full potential. This cannot be fully fulfilled before other needs, discussed previously are satisfied. Additionally, to achieve self-actualisation a person should be able to achieve their personal goals, for example through education, within their career or perhaps by exploring creative achievements (Britannica, 2023).

Being able to travel with ease is key when accessing education and employment opportunities, as well as other services. In 2022 research, 10% of disabled people in the UK stated that inaccessible transport is a key barrier to their education, with disabled people twice as likely as other citizens to have no recognised qualifications. Furthermore, over one third of all those without any formal qualifications are disabled (Motability, 2022).

When examining access to employment, 25% of working age disabled people cite inaccessible transport as a key barrier to participation in employment. As a result, on average, disabled people apply to 60% more jobs than non-disabled people yet are almost twice as likely to be unemployed. Time should also be considered – with a wheelchair users' commute typically taking up to 5 times longer than that of a non-disabled person in London (Motability, 2022).

Being able to act spontaneously is a key characteristic of self-actualisation. The ability to make spontaneous decisions (for example - to attend a last-minute appointment or switch your travel plans due to a service cancellation) without feelings of stress or anxiety, can be aided by providing flexible travel options that are both open and accessible to disabled people. However, currently this flexibility is limited, with nearly one in three disabled people saying they simply didn't make some journeys due to problems with transport (before Covid-19 pandemic) (Motability, 2022).

2.2 What are the challenges ncat needs to overcome?

The findings outlined above summarise the impact that inaccessible transport can have on disabled people. Various research has identified a number of issues which have hindered progress around accessible transport, these are summarised below.

Lack of evidence

There are key limitations to the current evidence base regarding travel behaviour of disabled people. This has informed the decision by the Motability Foundation to fund the National Centre for Accessible Transport.

Although there is a significant body of knowledge addressing the differences of travel experiences between disabled people and non-disabled people, it is recognised that there is limited or inadequate evidence on how this varies within the population of disabled people — for example, by level and type of impairment, and by age, as well as the interaction of these characteristics (referred to as intersectionality) (Motability, 2022). This is further supported by a report by the Department for Transport, which identified that disabled people should not be viewed as one homogenous group, particularly when assessing their travel purposes and requirements (Department for Transport, 2018).

In summary, the behaviour, attitudes, and feelings of all disabled people are different, based on their personal lived experiences.

It is also clear that the voices and experiences of disabled people are frequently not prioritised in evidence. Therefore, additional research is required to investigate the relationship between accessibility of transport and its relationship with different types of transport users (Motability, 2022).

Limited awareness

Public awareness on barriers experienced by disabled people when travelling is limited. A lack of knowledge and understanding regarding accessibility constraints within transport system has contributed to the historic segregation of disabled people, with ongoing stigma still playing a role today. There is also limited awareness within the transport sector, with a limited number of disabled individuals in senior decision-making roles across the industry (Motability, 2022).

Lack of investment

Generally, it is difficult to measure the impact of accessibility investments – it is simpler to quantify the costs than the benefits. Investments and retrofitting of physical transport infrastructure, such as step-free access is often considered difficult and expensive. For example, £200m has been invested in the London Tube and Overground networks to work towards providing step-free access to over 100 stations. As such, it is important to examine social value when assessing accessibility investments to measure the impact a scheme or project will have on the people it sets out to serve.

The commercial benefits for transport operators and providers are often ignored – accessibility is still often considered a ‘nice to have’. One report found however, that transport providers are likely to benefit from providing improved accessibility through a boosted reputation and increased patronage, as well as reduced staff costs if disabled people can access transport more independently without reliance on dedicated personnel (International Transport Forum, 2017).

Communication and collaboration

There have been long-running difficulties in system-level thinking within the transport sector, particularly when considering relationships between various actors within the network, such as transport operators, local authorities, and other community groups. The lack of communication and interaction across various transport modes and organisations has limited the progression/implementation of sector-wide initiatives and standards/policy that improve accessibility.

Additionally, research into accessible transport has been fragmented and transactional, and hasn't initiated system-level change. As such, to date, there has been a lack of evidence and focus considering how mobility products and services could be developed and improved to meet the needs of disabled transport users (International Transport Forum, 2017).

2.3 How can ncat's support address such challenges?

Ultimately, there are wide-reaching issues across the whole transport sector in the UK when assessing disabled peoples' propensity and ability to travel with ease. As a result, ncat will cover the whole of UK and consider all modes of transport but will use insight from disabled people to prioritise areas of focus.

ncat aims to bridge the evidence gap by implementing initiatives which seek to shape the future of transport, by conducting applied research. ncat aims to increase awareness of the issues and opportunities, as well as the work being done by ncat to address them. To increase awareness, ncat will undertake a wide range of engagement with the public, organisations, and the media.

3 The Theory of Change

3.1 Overview

This ToC aims to highlight how ncat will deliver evidence through research, and work with partners to support our objectives towards the delivery of outcomes that enhance transport accessibility. ncat's work

must be led by disabled people and start and finish with the views and experiences of disabled people.

In 2025, ncat undertook a full review of its existing Theory of Change to ensure it remains relevant, actionable, and aligned with the evolving needs of disabled people and the transport sector. This update was driven by:

- **Learning from experience:** Insights gained from previous years of delivery, monitoring, and evaluation.
- **Stakeholder feedback:** Ongoing input from disabled people, consortium partners, the Motability Foundation, and the ncat Board.
- **Sector developments:** Changes and findings from research, policy, innovation, and best practice in accessible transport.

3.2 Theory of Change text description

The sections below provide a text description of the ToC. A diagram laying this out visually is included as Appendix 1. Following on from previous sections, where the context of the ToC explains why the National Centre for Accessible Transport is needed, this section covers:

- **ncat's inputs:** A high-level summary of inputs needed to deliver ncat effectively.
- **Activities:** Activities undertaken to deliver ncat's anticipated outcomes and impact.
- **Outputs, outcomes and impact:** What ncat aims to achieve during ncat's delivery.

Inputs

Delivering outcomes that improve transport accessibility are dependent on a combination of resources and activities that can be referred to as 'levers of change'.

- **Funding:** ncat's work requires financial contributions and investment to enable engagement activities and projects to be delivered. The Motability Foundation have grant-funded ncat £20m over seven years.
- **Resourcing:** The allocation and coordination of people and materials, ensuring that the right teams, tools, and infrastructure are in place to achieve ncat's objectives.
- **Expertise and experience:** Knowledge and skills will be required to enhance the outcomes of ncat. This includes subject matter expertise of transport, accessibility and policy, and covers expertise in tasks required to run ncat and its initiatives for example, user researchers, design researchers, business development, support staff, impact assessment (e.g., economists, academics). ncat have recruited an expert independent Board to provide expertise and oversight.
- **Partnership working:** Active collaboration and joint initiatives with consortium partners, stakeholders, and the Motability Foundation to achieve shared goals and amplify ncat's impact.
- **Stakeholders input:** Ongoing feedback, insights, and perspectives gathered from a broad network of stakeholders, which inform and shape ncat's research, initiatives and priorities.
- **Learning:** Throughout the seven-year period, ncat will learn from its operations through a monitoring and evaluation and a formal governance structure.

Activities (what ncat does)

- a. ncat generates high-quality research and evidence to inform accessible transport practice. (Generate)
- b. ncat actively enables and facilitates co-production and stakeholder engagement. (Generate)
- c. ncat support's SMEs, innovators and DPOs through the Scaling Innovation programme to accelerate accessible transport solutions. (Generate)
- d. ncat shares its evidence and raises awareness through targeted campaigns and engagement activities. (Translate)

Outputs (direct results of ncat's activities)

- a. Evidence-based outputs (e.g., reports, tools, guidance, blueprints and action plans) which have been developed with disabled people and relevant stakeholders (e.g., government bodies, operators, advocacy orgs). (Generate)
 - i. Number of projects delivered by ncat and funded by ncat's grant programme.
 - ii. Number of evidence-based outputs (e.g., reports, tools, guidance, blueprints and action plans) created by ncat.
 - iii. Number of total CAT Panel members.
 - Number of CAT Panel members by demographic breakdown:
 - a) Category b) Age c) Ethnicity d) Gender e) Region.
 - Number of disabled CAT Panel members, including breakdown by:
 - a) Impairment type.

- Number of transport sector CAT panel members, including breakdown by role: a) Transport provider b) Local government c) Central government d) Transport authority e) Community enterprise f) Unknown.
- iv. Percentage of CAT panel members that have left the panel
- v. Number of people engaged in ncat projects
- Number of disabled CAT panel members that engage in: a) ncat's surveys b) Qualitative research c) Co-design activities d) Co-production activities
 - Number of transport sector CAT panel members that engage in: a) ncat's surveys b) Qualitative research c) Co-design activities d) Co-production activities
 - Number of other relevant stakeholders that engage in: a) ncat's surveys b) Qualitative research c) Co-design activities d) Co-production activities
- b. Innovation outputs (e.g., prototypes, tested solutions and implementation learnings) which have been developed through the Scaling Innovation programme. (Generate)
- i. Number of SMEs that applied for ncat's Scaling Innovation programme
 - ii. Number of SMEs that have been funded by ncat's Scaling Innovation programme, who are addressing disabled transport challenges or disabled-led businesses achieving commercial growth or investment
 - iii. Number of new products or services launched or advanced through the Scaling Innovation programme

- iv. New IP generated that seeks to break down transport barriers
- c. Dissemination outputs (e.g., presentations, accessible summaries, and awareness resources) which are shared with relevant stakeholders to support improvements in transport accessibility.
(Translate)
 - i. ncat.uk website statistics: a) Total views b) Top pages c) Top downloads d) Total unique visitors e) Average engagement time f) Total downloads g) Traffic through organic search h) Traffic through direct link i) Traffic through referral j) Traffic through organic social k) Traffic through paid social
 - ii. Number of evidence-based outputs (including reports, tools, guidance, blueprints and action plans) published on the ncat website
 - iii. Number of downloads of ncat reports, tools, guidance, blueprints and action plan from the ncat website
 - Number of downloads of ncat reports, tools, guidance, blueprints and action plans from the ncat website, by audience segmentation
 - iv. Press, media and radio stories about ncat: a) Total PR b) Total pushes/invites c) Total press pick up d) Total potential reach e) Total advertising value equivalent (AVE) f) Four nation articles coverage (Split by England, Scotland, Wales and Northern Ireland)

- ncat news pieces, including: a) Number of ncat news pieces generated b) Number of web visits to each ncat generated news piece c) Best performing ncat generated news piece
 - Paid media (advertisements), including: a) Number of paid media (advertisements) b) Total cost c) Total reach d) Referrals to CRM through paid media (advertisements)
 - Campaigns reports (duplication of press, events, news, social, events and website just project focused ROI)
- v. ncat social media engagement and impressions
- LinkedIn engagement and impressions, including: a) Total posts b) Total post impressions c) Total post engagements d) Total followers e) Total account impressions f) Total account engagements
 - YouTube engagement and impressions, including: a) Total posts b) Total post impressions c) Total post engagements d) Total followers e) Total account impressions f) Total account engagements
 - Facebook/Instagram engagement and impressions, including: a) Total posts b) Total post impressions c) Total post engagements d) Total followers e) Total account impressions f) Total account engagements + CAT Panel Recruitment
- vi. ncat newsletter engagement: a) Open rate / Email open rate b) Impressions c) Reactions d) Engagement rate e) Newsletter monthly subscribers f) Newsletter totals (month) g) Click

through rate h) Article views i) Article totals (month) j) Total impressions k) Total new followers l) New subscribers to CRM

- vii. Number of events hosted by ncat
 - Number of registrations and attendees for ncat events
 - ncat event attendee satisfaction
- viii. Number of external events and engagements attended by ncat
 - Number of external events and engagements where ncat has presented
- ix. Number of total CRM contacts
 - Number of new CRM contacts
 - Number of CRM contacts by location (nation)
 - Number of CRM contacts by stakeholder type
 - Number of CRM contacts by industry / sector
 - Number of CRM contacts by engagement level: a) Strategic Partner (high influence) b) Active (recent interaction) c) Passive (in CRM but no recent engagement) d) Nonee) Unsubscribes

Intermediate Outcomes (changes influenced)

- a. Relevant stakeholders understand the barriers to accessible transport, the importance of addressing them, and the actions required to remove them. (Translate)
 - i. Disabled CAT panel members understand the purpose and remit of ncat

- ii. Transport sector CAT panel members understand the purpose and remit of ncat
 - iii. Relevant stakeholders (such as transport professionals outside the CAT panel) understand the purpose and remit of ncat
 - iv. Disabled CAT panel members are aware of and have engaged with ncat's communications and research
 - v. Transport sector CAT panel members are aware of and have engaged with ncat's communications and research
 - vi. Relevant stakeholders (such as transport professionals outside the CAT panel) are aware of and have engaged with ncat's communications and research
 - vii. Transport sector CAT panel members have an improved understanding of (a) barriers to accessible transport, (b) why addressing them is important, and (c) actions required to remove them, as a result of ncat research and campaigns
 - viii. Relevant stakeholders (such as transport professionals outside the CAT panel) have an improved understanding of (a) barriers to accessible transport, (b) why addressing them is important, and (c) actions required to remove them, as a result of ncat research and campaigns
- b. Relevant stakeholders recognise and value authentic co-production in developing accessible transport solutions. (Translate)
- i. Disabled CAT panel members recommend the CAT panel to others

- ii. Transport sector CAT panel members recommend the CAT panel to others
 - iii. Disabled CAT panel members feel they have contributed to ncat research and ncat's research was: a) Delivered in a way that was meaningful and relevant b) Will lead to change
 - iv. Transport sector CAT panel members feel they have contributed to ncat research and ncat's research was: a) Delivered in a way that was meaningful and relevant b) Will lead to change
 - v. Relevant stakeholders (such as transport professionals outside the CAT panel) feel they have contributed to ncat research and ncat's research was: a) Delivered in a way that was meaningful and relevant b) Will lead to change
 - vi. Relevant stakeholders demonstrate increased understanding of co-production and indicate plans to adopt co-production practices captured through the co-production toolkit project: a) Percentage of stakeholders reporting improved understanding and appreciation of authentic co-production after using the toolkit b) Number of organisations expressing intent to implement toolkit methods within six months of download
- c. External stakeholders adopt ncat's evidence-based outputs with the aim to reduce and remove evidenced barriers. (Adopt)
- i. Disabled CAT panel members believe that ncat's research and campaigns are accessible and relevant
 - ii. Transport sector CAT panel members believe that ncat's research and campaigns are accessible and relevant

- iii. Relevant stakeholders (such as transport professionals outside the CAT panel) believe that ncat's research and campaigns are accessible and relevant
- iv. Number of organisations referencing ncat reports, tools, guidance, blueprints and action plans in policy
- d. Industry stakeholders share and adopt innovation outputs from the Scaling Innovation programme. (Adopt)
 - i. New IP generated that seeks to break down transport barriers is adopted or supported by relevant stakeholders
 - ii. Scaling innovation projects undertake structured feedback and learning process, and the insights generated are captured and documented

Outcomes (changes influenced)

- a. Improvements in transport legislation, policy, and services are enabled and informed by ncat. (Adopt)
 - i. Case study approach
- b. Barriers that disabled people experience, are reduced and removed by relevant stakeholders with the support of ncat. (Adopt)
 - i. Case study approach
- c. The embedding of co-production and co-design with disabled people into transport policy and practice is supported by ncat. (Adopt)
 - i. Relevant stakeholders embed co-production and co-design with disabled people into transport policy and practice, supported by the co-production toolkit project

- Frequency with which the co-production toolkit is referenced in transport policy documents and strategic plans
 - Number of transport authorities or organisations formally adopting toolkit principles into policy or operational frameworks
- ii. Case study approach

Impact statement

ncat equips stakeholders to remove transport barriers and create accessible journeys for everyone by bringing together evidence, lived experience, and innovation to drive long-term systemic change.

4 Assumptions

For the outcomes of the Theory of Change to be realised, a number of assumptions have been made. These assumptions and risks associated with them are summarised below:

- **Definition:** ncat has defined disabled people through the Equality Act 2010 and Disability Act definition. A person is disabled if they 'have a physical or mental impairment, and the impairment has a substantial and long-term adverse effect on the person's ability to carry out normal day-to-day activities'. In-depth engagement will be required to ensure that diverse needs are not ignored.
- **Co-production with disabled people:** Consistent and meaningful engagement with disabled people will need to take place throughout the seven-year funding period. Effective engagement will encourage continuous improvement to ensure ncat achieves the desired outcomes. The implication of this is that the remit of

ncat will only be defined once insight from disabled people has informed it.

- **Consortium partner input:** There will be ongoing input from partners through the sharing of data, skills and knowledge. The team will work closely to collaboratively deliver ncat's initiatives as part of the consortium. All partners have a collective responsibility to work towards ncat's goal.
- **Buy-in from stakeholders:** Stakeholders will be willing to conduct meaningful engagement with ncat. ncat will work closely with various groups who have an interest or concern in the issues being targeted. Stakeholder buy-in is critical in order to gain valuable information, externalise learnings and raise awareness of ncat's work. The Theory of Change assumes that stakeholder awareness and trust in ncat will influence stakeholders to change policies, products, and services, which will in turn lead to more accessible transport. If stakeholders are not bought into ncat's purpose, there is a risk that ncat's desired outcomes will not be achieved.
- **Political environment:** ncat is reliant upon government support and influence in the sector, but the political and government context is expected to change within the seven-year funding period. This poses the risk that ncat's desired outcomes will take more time to deliver than anticipated.
- **ncat's remit:** ncat cannot independently remove all barriers to inclusive transport. However, as a centre, ncat aims to generate robust evidence and foster engagement that can drive meaningful change across the transport sector. It is assumed that ncat's evidence and collaborative efforts will contribute to the outcomes

outlined in the Theory of Change. This creates a risk that some outcomes may not be fully achieved, as several activities fall outside ncat's direct control.

- **Values of UNCRPD:** ncat aligns with the principles of the United Nations Convention on the Rights of Persons with Disabilities, which promotes equality, inclusion, and the protection of rights for disabled people.
- **Social model of disability:** ncat adopts the social model of disability, which views disability as arising from social, attitudinal, and environmental barriers rather than an individual's impairment.

7 About ncat

The National Centre for Accessible Transport (ncat) works as an Evidence Centre developing high quality evidence, best practice, and innovative solutions to inform future disability and transport strategy, policy, and practice by:

- Engaging with disabled people to better understand their experiences and co-design solutions
- Amplifying the voices of disabled people in all decision making
- Collaborating widely with all transport stakeholders
- Demonstrating good practice and impact to influence policy

ncat is delivered by a consortium of organisations that includes Coventry University, Policy Connect, The Research Institute for Disabled Consumers (RiDC), Designability, Connected Places Catapult, and WSP.

ncat is being funded by the Motability Foundation, with the aim of providing the evidence base to make transport more accessible.

For more information about ncat and its work please visit www.ncat.uk

To contact ncat, either about this report or any other query, please email info@ncat.uk



8 References

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9 Terms used in this report

Accessible transport: Transport systems, services, infrastructure and information that are designed so disabled people can travel independently, safely, with dignity and confidence, when and where they choose.

Adopt (in the ToC): The process by which organisations or stakeholders take up, use, and embed ncat's evidence, tools, guidance, innovations or approaches in policy, practice or service delivery.

Assumptions: Conditions that are expected to be true for the Theory of Change to work, but which sit largely outside ncat's direct control (for example political context, stakeholder buy-in, or sustained engagement from disabled people).

Barriers (to transport): Physical, social, attitudinal, informational, organisational or systemic factors that prevent or limit disabled people's ability to travel easily and confidently (for example lack of step-free access, poor staff assistance, or negative attitudes).

Co-design: A collaborative approach to designing policies, services, products or research where disabled people actively shape solutions, rather than being consulted after decisions are made.

Co-production: A deeper form of collaboration where disabled people share power and decision-making with organisations throughout the full

lifecycle of work, including defining problems, shaping research, developing solutions and evaluating outcomes.

Disabled People Led Organisations (DPOs): Organisations that are led, directed and controlled by disabled people, and which work to represent disabled people's rights, experiences and priorities.

Dissemination: The process of sharing evidence, findings and learning with relevant audiences through reports, presentations, campaigns, events, media and accessible summaries.

Evidence-based outputs: Products developed by ncat that are grounded in research and lived experience, such as reports, tools, guidance, blueprints and action plans, intended to inform decision-making and practice.

Generate (in the ToC): Activities that create new evidence, insight, knowledge or solutions to address barriers to accessible transport.

Impact: The long-term, systemic change that ncat ultimately aims to contribute to: accessible journeys for everyone, achieved by removing transport barriers through evidence, lived experience and innovation.

Inputs: The resources required to deliver ncat's work, including funding, people, expertise, partnerships, stakeholder insight and learning systems.

Intermediate outcomes: Changes that occur as a result of ncat's activities and outputs, such as improved understanding, increased awareness, or greater valuing of co-production among stakeholders.

Intersectionality: The way in which different aspects of a person's identity (such as impairment type, age, gender, ethnicity or location) interact to shape their experiences, including experiences of transport barriers.

Levers of change: The combination of inputs and activities that ncat uses to influence change within the transport system.

Lived experience: Knowledge gained through direct personal experience of disability and transport, which is treated as a critical form of evidence alongside academic and technical research.

Outcomes: Changes in policy, practice or behaviour that are enabled or informed by ncat's work, such as improved legislation, reduced barriers, or embedded co-production practices.

Outputs: The direct results of ncat's activities, including research publications, innovation prototypes, engagement events, campaigns and digital content.

Scaling Innovation programme: ncat's programme that supports SMEs, innovators and DPOs to develop, test and scale solutions that address transport accessibility challenges.

Social model of disability: An approach that understands disability as being caused by societal, environmental and attitudinal barriers, rather than by an individual's impairment. This model underpins ncat's work.

Stakeholders: Individuals or organisations with an interest in, or influence over, transport accessibility, including disabled people, transport operators, policymakers, local authorities, charities, industry and researchers.

Theory of Change (ToC): A structured framework that explains how and why change is expected to happen, showing the links between ncat's inputs, activities, outputs, outcomes and impact.

Translate (in the ToC): Activities that focus on sharing, communicating and raising awareness of evidence so it can be understood, valued and used by stakeholders.

UNCRPD (United Nations Convention on the Rights of Persons with Disabilities): An international human rights treaty that promotes equality, inclusion and the protection of rights for disabled people, and which informs ncat's values and approach.