



info@collaborateresearch.co.uk | www.collaborateresearch.co.uk

The value and potential of Community Transport for disabled people

A research report

Prepared for Motability



By Collaborate Research, September 2021

Acknowledgements

We would like to recognise and thank the organisations and individuals who took part in this research as well as those who assisted us in finding suitable participants.

We particularly wish to highlight the contribution of:

- Social Finance
- Community Transport Sussex
- Halton Community Transport

In addition, we would like to thank the organisations and individuals below who have provided their time and supported this research:

- Age UK East Grinstead
- Age UK West Sussex
- Community Transport Association
- Department for Transport
- Emma Woodcock, Clinical Lead General Practitioner, West Sussex
- Halton Borough Council
- Halton and St Helens Voluntary and Community Action
- Manhood Mobility, West Sussex
- NHS England
- NHS Halton Clinical Commissioning Group
- Tandem Community Transport, West Sussex
- West Sussex County Council
- Wonky Gardens, Halton

Finally, we are very grateful for the contribution of the disabled people, family members and carers who were involved in this research and generously shared their views and lived experience.

Contents

1. Executive summary	4
1.1 Introduction.....	4
1.2 Key findings	4
1.3 Conclusions.....	7
2. Introduction.....	8
2.1 Context for this research.....	8
2.2 Research aims and objectives	9
2.3 Method and sample	10
2.4 This report	11
3. Users’ experiences of community transport.....	13
3.1 Summary of findings.....	13
3.2 Reasons for using community transport and ways in which it is being used	14
3.3 How well community transport meets users’ needs	15
3.4 What difference community transport has made to users	19
3.5 What users would like to see changed or improved about community transport	22
4. Non-users’ awareness and views of community transport.....	23
4.1 Summary of findings.....	23
4.2 How much non-users know about community transport and why they don’t use it.....	24
4.3 What transport services they use instead and how well these meet their needs	26
4.4 What would encourage non-users to consider community transport in future	27
5. Stakeholders’ perspectives on community transport.....	29
5.1 Summary of findings.....	29
5.2 Perceived benefits of community transport to users and social value.....	30
5.3 What the community transport sector is perceived to do well.....	31
5.4 Perceived challenges and areas for improvement.....	32
5.5 Supporting community transport to develop	33
6. Conclusions.....	36
6.1 What value community transport provides	36
6.2 Potential population that could benefit from community transport	36
6.3 How to realise the full potential of community transport.....	38
Appendix A – Summary of findings from the REA	40
Appendix B – Full list of sources identified by the REA	44

1. Executive summary

1.1 Introduction

Motability is currently considering how it may be able to support the expansion and improvement of community transport provision, together with Social Finance, as part of a strategic plan to support more disabled people. This research has dual aims, which are:

- Specifically, to inform the future innovation work of Motability with Social Finance in this area; and
- More generally, to contribute to the evidence base on the current and potential future value of community transport to disabled people.

To meet these aims Collaborate Research undertook a multi-stage research programme comprising:

1. A Rapid Evidence Assessment of available research and data on community transport.
2. Qualitative research with disabled community transport users and non-users in two locations selected by Motability and Social Finance - Halton, a suburban area on the border of Merseyside and Cheshire, and rural West Sussex.
3. Qualitative interviews with both national and local stakeholders who have a relevant perspective on community transport provision now and its potential.
4. Reviewing the existing analysis and assumptions of Motability and Social Finance regarding the potential beneficiary population for community transport.

This report focuses on findings from the qualitative research with community transport users, non-users and stakeholders which was conducted between June and August 2021.

1.2 Key findings

1.2.1 Users' experiences of community transport

Usage of community transport varied across the sample with some using it in a limited way (e.g. just to get to medical appointments) and others reporting more extensive use (such as for appointments, shopping and social trips). Some people's usage has also changed over time, including due to the pandemic or because of changes to their health.

Notwithstanding these differences, all users are very satisfied with the service as it is perceived to provide accessible, safe, reliable and friendly door-to-door transport that is tailored to their needs. It is also regarded as more affordable than some alternatives, particularly taxis, which represents another important benefit to many of those using community transport.

Overall, having access to community transport has reportedly made a big difference to its users, which for some can be described as life-changing:

- Several have issues with using other modes of transport meaning that they would struggle to access even essential goods and services without community transport.
- Using community transport also alleviates loneliness and improves mental health and wellbeing, including by getting people to the social activities that are important to them as well as by facilitating valuable social connections (with the driver and other passengers) during the journey itself.
- In addition, having access to community transport reduces users' reliance on others, such as family members, and helps to maintain their independence.

Due to their high level of satisfaction with the service, and gratitude for it being there, community transport users did not suggest many changes or improvements, however some would welcome an expansion of capacity to enable them to use community transport at times during the day when it is currently less available (due to being used for school transport), as well as on evenings and weekends, over a wider geographic area and for more arranged social outings.

In addition, the discussions were suggestive of some other issues with community transport provision:

- It is likely that community transport is used in a limited way by some people due to a lack of awareness of the breadth of the service, and some also spoke of not wanting to over-use the service and potentially take it away from others in need.
- Some community transport mini-bus users reported that they were normally the only passenger which suggests that utilisation is not being maximised.
- One person recounted a story about a traffic accident he was involved in with another transport service which demonstrates the importance of high quality driver training.

1.2.2 Non-users' awareness and views of community transport

Those who do not currently use community transport all reported a lack of suitable transport locally which has limited their ability to get around. This is due to a lack of availability, accessibility or affordability of alternative modes of transport, as well as issues related to the attitudes of drivers or other passengers, and/or a reluctance to be reliant on other people for lifts. Therefore, there is clear evidence of unmet needs that community transport could fill.

However, non-users involved in this research generally had very little awareness or understanding of the community transport and this is the main reason they have not used the service. Applying the COM-B model of behavioural change (explained on page 25), this can be interpreted as meaning that non-use is primarily related to a lack of *capability* on the part of those lacking in awareness of the service. However, it can also be seen to directly link to the low visibility of community transport which results in many potential users lacking the *opportunity* to become aware of the service and how it could benefit them. Thus, non-use due to a lack of awareness should be understood as a systemic issue rather than one which is just related to a deficit on the part of individuals.

Most non-users demonstrated a high level of interest in community transport during the discussions and were motivated to find out more as a result. This indicates that increasing the visibility of community transport is likely to lead to increased uptake by providing the opportunity for receptive potential users to become aware of the service and how it could benefit them.

There also appears to be *motivation*-related barriers to using community transport for some people, although these were less prevalent in this research. For example, there were a few reports of stigma and/or guilt attached to using the service, as well as a reluctance to change habitual behaviour.

In addition, evidence from the community transport users and stakeholders in this research suggests that the most vulnerable people may need additional support to enable them to benefit from community transport, such as the involvement of intermediaries to make travel arrangements on users' behalf and potentially also additional financial subsidies for those living on very low incomes.

1.2.3 Stakeholders perspectives on community transport

Stakeholders regard community transport as being a unique, added-value service that is specifically "*designed for disability*", person-centred in its delivery and offers more than just transport, including providing an important befriending role.

As such, they believe that community transport provides significant social value through its contribution to individuals' health and wellbeing, community cohesion, supporting the local economy and reducing pressure on statutory services. They feel this is achieved in several ways including by alleviating loneliness and social isolation, supporting independent living, enabling participation and investment in the local community, and facilitating timely access to health and wellbeing services.

However, it is widely understood to be challenging for community transport providers to deliver the required services in a financially sustainable way. The external environment is perceived to be contributing to these challenges, with less funding available, ongoing issues with volunteer supply, and the pandemic and regulatory uncertainty creating further pressure.

Looking to the future, an ageing population and changes in public transport provision are expected to mean that demand for community transport will increase substantially. However, operational challenges are believed to be leading to a focus on short-term survival within the sector rather considering how to develop to meet future needs. In addition, there is a view that the value and potential of community transport is not fully acknowledged by policy makers or funders.

Most stakeholders would like to see an expansion of community transport provision so that more people with unfulfilled transport needs can benefit. To achieve this, they feel there is a need to make improvements to operating efficiency and work towards greater co-ordination and integration with other types of transport in order to better meet users' needs.

Stakeholders acknowledge that community transport will require support in order to meet its full potential now and be fit for the future. Its specific support needs are perceived to include additional

funding and capacity building for providers, as well as lobbying of policy makers and funders, and public awareness raising.

With such support, it is believed that community transport has the potential to not only meet local needs but also contribute to delivering a number of national policies and services, such as the new Bus Strategy, new Disability strategy, health services such as non-emergency patient transport and social prescribing, the government's Building Back Better plan for growth following the pandemic and the transition to Net Zero.

1.3 Conclusions

The evidence from this research demonstrates that community transport is already providing considerable value both to individuals and their communities. However, this research also indicates that the value community transport provides is currently limited by capacity constraints, gaps in provision and low visibility of the service. In addition, it suggests that the sector is vulnerable due to the challenges providers experience in maintaining their financial sustainability.

Motability and Social Finance concur with stakeholders that community transport is "*designed for disability*" and, as such, they believe that community transport has the potential to benefit a larger group of disabled people than those who currently utilise the service. In particular, they have identified the population groups people whose daily lives are significantly affected by their disability and/or who experience barriers in using other modes of transport, as potentially deriving significant value from community transport. Some extrapolations about the size of these beneficiary groups are included in the detailed Conclusions section (Section 6) of this report.

Our research suggests that the total beneficiary group for community transport may exceed this, as even those with a car in their household or who technically are able to use public transport reported a preference for community transport. In addition, we believe that the data on the disabled population may underestimate the full extent of disability in older age by not including everyone who is experiencing age related frailty, cognitive impairments and Covid-related anxiety etc. that reduce their ability to travel.

Realising the full potential of community transport is likely to require additional funding and capacity building for providers as well as profile raising for the sector as a whole in order to increase its visibility to policy makers, funders and potential beneficiaries, and potentially also specific interventions targeting those most vulnerable or resistant.

In addition, this research indicates a need for further exploration in some areas, such as:

- What individual community providers themselves see their future role as being and whether they are motivated to change or grow; and
- How to achieve the requisite co-ordination and integration, both across the community transport sector and with other types of transport provision, in order to meet the potential demand and match disabled people's needs.

2. Introduction

2.1 Context for this research

Being able to travel freely is vital for people to be able to access local services, participate fully in their local community, and lead an active and independent life. However, disabled people generally travel less due to experiencing barriers and they also report more negative experiences of travelling¹. This is particularly the case with their use of public transport, which poses challenges for disabled people including a lack of accessibility and reliability of services amongst others². While some are able to travel by car or taxi instead, others do not have these options available to them. Therefore, a 'transport gap' exists for a number of disabled people, especially those living on low incomes for whom private transport may be unaffordable, those who are unable to drive due to their disability or have ceased driving due to their age, and those living in rural areas where scheduled public transport services are likely to be much more limited.

Community transport has the potential to address some of the unmet transport needs of disabled people as its focus is on serving people who find it difficult to use mainstream public transport. A comprehensive definition of community transport is provided by the Community Transport Association:

“Community transport is about providing flexible and accessible community-led solutions in response to unmet local transport needs, and often represents the only means of transport for many vulnerable and isolated people, often older people or people with disabilities.

Using everything from minibuses to mopeds, typical services include voluntary car schemes, community bus services, school transport, hospital transport, dial a ride, wheels to work and group hire services. Most are demand responsive, taking people from door to door, but a growing number are scheduled services along fixed routes where conventional bus services aren't available.

As community transport is always run for a social purpose and never for a profit, it is often the most reliable, resilient and accessible way of ensuring the broadest range of transport needs can be met.”³

Motability is considering how it may be able to support the expansion and improvement of community transport provision, together with Social Finance, as part of a strategic plan to broaden its remit in order to support the personal transport needs of a wider range of people living with

¹ Department for Transport (2017) *Disabled people's travel behaviour and attitudes to travel*
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/647703/disabled-peoples-travel-behaviour-and-attitudes-to-travel.pdf

² Motability/Britain Thinks (July 2020) *Transport needs for disabled people*
https://www.motability.org.uk/media/vgfol153/user_research_transport_needs_for_disabled_people_britainthinks.pdf

³ <https://ctauk.org/about-cta/what-is-community-transport/>

disabilities. Propositions and plans for pilots are currently being developed and research is required to inform these. In addition, Motability has identified an opportunity to build on the extensive work of Social Finance and a group of philanthropic funders in this space⁴ by commissioning specific research into:

- The current benefits and value of community transport to disabled people, as well as any access barriers and usage challenges they experience; and
- The potential for community transport to do more to address the transport gap experienced by disabled people, particularly if they do not have access to a car and are not well served by public transport.

2.2 Research aims and objectives

This research therefore has dual aims of:

- Specifically, to inform the **future innovation work** of Motability in this area; and
- More generally, to contribute to the evidence base on the **current and potential future value** of community transport to disabled people.

To meet these requirements, the scope of this research was wide and we sought to collect a broad range of evidence from several different audiences, as has been summarised below:

Objectives were to explore:	Specific question areas included:
Users' experiences of community transport	<ul style="list-style-type: none"> • Reasons for using community transport • Ways in which community transport was and is being used (both before, during and as we emerge from the pandemic) • How well community transport meets users' needs • What difference community transport has made to users • What users would like to see changed or improved about community transport
Non-users' awareness and views of community transport	<ul style="list-style-type: none"> • How much non-users know about community transport • Why they don't use community transport • What transport they use instead and how well this meets their needs • What could encourage non-users to consider community transport in the future

⁴ These funders include The Dulverton Trust, John Ellerman Foundation, The Rayne Foundation and Tudor Trust.

Objectives were to explore:	Specific question areas included:
Stakeholders' perspectives on community transport	<ul style="list-style-type: none"> • Perceived benefits of community transport to users and social value • What the sector is perceived to do well • Perceived challenges and areas for improvement • How stakeholders would like to see community transport develop • Perceived support needs of the sector

2.3 Method and sample

To meet these aims and objectives we undertook a multi-stage programme comprising both primary and secondary research:

Summary of research method
1. A Rapid Evidence Assessment of available research and data on community transport.
2. Qualitative research with disabled community transport users and non-users in two locations selected by Motability and Social Finance. These were Halton, a suburban area on the border of Merseyside and Cheshire, and rural West Sussex.
3. Qualitative interviews with both national and local stakeholders who have a relevant perspective on community transport provision now and its potential.
4. Reviewing the existing analysis and assumptions of Motability and Social Finance regarding the potential beneficiary population for community transport.

More detail on our approach to the qualitative research is provided below:

	Community transport users	Community transport non-users	Stakeholders
Recruitment approach	All users were identified through local community transport providers.	Non-users were identified through a range of methods including via local community transport providers, third sector organisations and free-find recruitment.	Stakeholders were identified through local community transport providers, Motability and Social Finance's networks as well as direct approaches by Collaborate Research.

	Community transport users	Community transport non-users	Stakeholders
Data collection approach	<p>We were fully flexible about when, where and how the research was conducted to suit each participant.</p> <p>Overall, we mainly conducted telephone interviews but also undertook a couple of video-enabled interviews and one face-to-face group.</p> <p>A few sessions were with couples or involved other family members or support workers.</p>		<p>All interviews were undertaken by telephone or video enabled call at a time to suit the stakeholder.</p>
Sample size	21, including users and family members/carers.	14 non-users.	13 stakeholder organisations and 17 individuals.
Sample composition	<p>The sample included:</p> <ul style="list-style-type: none"> • People with physical disabilities, visual impairments, learning disabilities, mental health problems and age-related conditions • Both men and women • An age range between 49 and 93 • A number who live alone and could be considered socially isolated 	<p>The sample included:</p> <ul style="list-style-type: none"> • People with physical disabilities, mental health problems and age-related conditions • Both men and women • An age range between 28 and 90 • A number who live alone and could be considered socially isolated 	<p>The sample included:</p> <ul style="list-style-type: none"> • Local community transport representatives • Local authority representatives • Local health representatives • Local third sector representatives • Stakeholders that could provide a national policy perspective on community transport
Timing	All strands of the qualitative research were conducted concurrently, between late June and mid August, 2021.		

2.4 This report

The focus of this report is on the main findings from the qualitative research with community transport users, non-users and relevant stakeholders.

We used a primarily grounded thematic approach for analysing the qualitative findings, which is a systematic process that identifies all the themes emerging from the research responses and measures their prevalence across all responses. In addition, to add further insight we applied the behavioural science-based COM-B Model⁵ to interpret behavioural barriers where relevant, and considered the significance of the findings with respect to the Social Value Model⁶, a framework for assessing the contribution of interventions to government's social value priorities.

Anonymised verbatim quotes have been included alongside the narrative commentary in this report to provide a flavour of the views expressed, and selected case studies have also been included to illustrate individual experiences (with all names changed to protect anonymity).

The detailed findings that follow are arranged into the following sections (listed according to their numbering in the report):

3. Users' experiences of community transport
4. Non-users' awareness and views of community transport
5. Stakeholders' perspectives on community transport

There is also a final section (Section 6) that sets out what we regard to be the key conclusions from this research, including Collaborate Research's perspective on the potential size of the disabled population which could benefit from community transport.

In addition, a summary of findings from our Rapid Evidence Assessment, and the full list of sources we identified, are included in the Appendix.

⁵ Public Health England (2020) *Achieving behaviour change: A guide for national government*
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/933328/UFG_National_Guide_v04.00_1_1.pdf

⁶ Government Commercial Function (December 2020) *Guide to Using the Social Value Model*
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/940827/Guide-to-using-the-Social-Value-Model-Edn-1.1-3-Dec-20.pdf

3. Users' experiences of community transport

3.1 Summary of findings

- Usage of community transport varied across the sample with some using in a limited way (e.g. just to get to medical appointments) and others reporting more extensive use (such as for appointments, shopping and social trips). Some people's usage has also changed over time, including due to the pandemic or because of changes to their health.
- Notwithstanding these differences, all users are very satisfied with the service as it is perceived to provide accessible, safe, reliable and friendly door-to-door transport that is tailored to their needs. It is also regarded as more affordable than alternatives such as taxis.
- Having access to community transport has reportedly made a big difference to its users, which for some can be described as life-changing:
 - Several have issues with using other modes of transport meaning that they would struggle to access even essential goods and services without community transport.
 - Using community transport also alleviates loneliness and improves mental health and wellbeing, including by getting people to the social activities that are important to them as well as by facilitating valuable social connections (with the driver and other passengers) during the journey itself.
 - In addition, having access to community transport reduces users' reliance on others, such as family members, and helps maintain their independence.
- Due to their high level of satisfaction with the service, and gratitude for it being there, community transport users did not suggest many changes or improvements, however some would welcome an expansion of capacity to enable them to use community transport at times during the day when it is currently less available (due to being used for school transport), as well as on evenings and weekends, over a wider geographic area and for more arranged social outings.
- In addition, the discussions were suggestive of some other issues with community transport provision:
 - It is likely that community transport is used in a limited way by some people due to a lack of awareness of the breadth of the service, and some also spoke of not wanting to over-use the service and potentially take it away from others in need.
 - Some community transport mini-bus users reported that they were normally the only passenger which suggests that utilisation is not being maximised.
 - One person recounted a story about a traffic accident he was involved in with another transport service which demonstrates the challenge of ensuring consistently high safety standards when relying on volunteer drivers.

3.2 Reasons for using community transport and ways in which it is being used

For those involved in this research, the initial adoption of community transport was typically triggered by not being able to get somewhere specific that they needed to be. This could be several reasons including issues with the availability, accessibility and/or cost of alternative modes of transport. For example, in the case of a couple who were new adopters of community transport during the pandemic, their motivation was needing to get to their vaccine appointment at a hospital that was some distance away from where they live. Taking a taxi would have been too costly as it was a relatively long journey, and they were reluctant to use public transport due to anxiety about travelling with others at this time.

The main ways people found out about community transport at the point of need were either that they were introduced to the service by an intermediary such as a health professional, social worker or support group, or they were told about it by a family member or friend. Very few recall seeing any publicity about the service and community transport is generally perceived to have a low profile.

“We’ve been here for 20 years and it’s taken us 20 years to find out about it.” (Community transport user, West Sussex)

The extent of community transport usage varied across our sample, with some using it for a variety of types of journeys and others in a more limited way. In general, the main role being played by community transport is to take people to medical appointments and community groups. Some also use the service to go shopping, while fewest say they use community transport for meeting friends or having a day out.

The majority of respondents in this research were long-term community transport users and some people’s usage of the service has broadened over time as they learnt about additional ways in which they could use it. However, others are not aware of what community transport does beyond their current usage. For example, some just use community transport to take them to the Age UK day centre every week (arranged by Age UK) and they did not know that they could book the service themselves for other types of journeys. In addition, some people’s use of community transport has decreased over time due to their own health declining meaning they are now less able to travel independently even with the added assistance provided by community transport.

More recently, most people’s use of community transport decreased during the pandemic. This was for a number of reasons including that community transport provision itself reduced during this time, many community services were delivered remotely rather than face-to-face, and some people were shielding. In some cases, people’s usage of community transport is now starting to pick up again as Covid-related restrictions have lifted, although there is still some anxiety about the safety of travelling and meeting with others. As mentioned earlier, there was also one couple involved in the research who are new community transport users, having taken it up for the first time during the pandemic.

Based on this learning about how community transport is used, we have identified the following four user typologies, each of which has been illustrated with a case example:

Community transport user typologies and examples	
<p style="text-align: center;">Extensive user</p> <p>Kate is 58 and lives in West Sussex. She has spinabifida and uses a wheelchair.</p> <p>She has been using community transport for around 20 years and thinks she originally saw information on it at the local library.</p> <p>Before the pandemic she used the service for doctor’s appointments, shopping and trips with friends such as to the local garden centre.</p> <p>During the pandemic she did not make social trips but continued using community transport for appointments and shopping. She expects to return to her pre-pandemic usage again soon.</p>	<p style="text-align: center;">Limited user</p> <p>Deirdre is 90 and lives in Halton. She has macular degeneration as well as heart problems and asthma.</p> <p>She has been using community transport for about 10 years but first became aware of them much earlier as they transported her disabled daughter to her special school.</p> <p>She only uses community transport to go to her vision support club once a week (which is arranged by the club) and is not aware of what else she could use the service for.</p>
<p style="text-align: center;">Reduced user</p> <p>Valerie is 79 and lives in Halton. She is partially sighted and also has mobility problems. In addition, she is experiencing bereavement following the death of two close family members during the pandemic.</p> <p>Valerie has been using community transport for 15 years having been initially told about the service by her sister-in-law.</p> <p>In the past she used the service extensively, for including social trips to visit friends and relatives. However, her use has decreased significantly due to her health deteriorating and her recent bereavement.</p> <p>Currently, she only uses community transport to go to her vision support group once a week.</p>	<p style="text-align: center;">New user</p> <p>James and Jenny are in their early 60s and live in West Sussex. Both are severely vision impaired.</p> <p>During the pandemic they needed to find an alternative way of getting to the vaccination centre which was some distance from their home as taking a taxi would have been too costly and they felt unsafe taking public transport. They contacted their local vision support charity who told them about community transport which they used successfully for this purpose.</p> <p>They have now started to use community transport for other medical appointments.</p>

3.3 How well community transport meets users’ needs

The community transport users involved in this research all report being very satisfied with the service which they perceive to have several important benefits, including:

- Accessibility:** As community transport is mainly provided as a door-to-door service, its users do not have to get themselves to and from bus stops or train stations, which many said they would find difficult or impossible. Most mini-buses are wheelchair accessible and drivers reportedly help people who need it to get on and off board. As such, community transport is more accessible than other public transport options and for a couple (such as those with larger dimension wheelchairs), it is the virtually the only transport option available to them.

“None of those wheelchair accessible vehicles are suitable and with those (taxi) companies, it’s like, ‘they’re the vehicles we’ve got’. It wasn’t even he was using non-standard chair, it was simply someone who’s six foot three sitting in a wheelchair where the chair height is adjusted for the length of his legs. It’s one size fits all and you just feel excluded from society.” (Wife of community transport user, West Sussex)

- Safety:** Feeling safe while travelling is extremely important to community transport users and they get this both due to the driver assistance provided to passengers and enhanced safety measures (such as reduced passenger numbers, mask wearing and sanitising) that were put in place during the pandemic.

“They are always there to help me. They hold my hand and take me into the shops. They help me if the terrain is dodgy or the pavements are ragged. They carry my bags of shopping and they even bring them into the kitchen.” (Community transport user, West Sussex)

“It’s such a relief to have someone who can take me and properly use a mask.” (Community transport user, West Sussex)

“They take your temperature to make sure you’re ok. it’s reassuring.” (Community transport user, Halton)

“It feels so safe. Once I’m sat on it I think I’m on now and I’m going out. It’s going to be nice company and I’ll be well looked after so I don’t have to worry. It takes all the stress away.” (Community transport user, Halton)

- Reliability:** Being able to pre-book the service and arrange a regular pick-up is reassuring to some users. It is reported that the vehicles are normally on time or a little early so users do not need to wait long for the transport to arrive, and this includes on return journeys such as from appointments.

“With taxis we’ve had the wrong car turn up or none turns up so we’re not going out. With this one it’s the reliability. We know that they’ll always send a bus or a car that I can get into and they’ll take me to the right place and they’ll collect me when they say they will.”
(Community transport user, West Sussex)

- **Affordability:** The cost of journeys is found to be significantly cheaper than taxis, and also compares favourably to some public transport trips for those not eligible for free travel. This is a significant benefit particularly for those living on lower incomes.

“I think they are funded to a certain degree, they must be, because their transport is very reasonably priced. I like to visit the wife at least once a week (in her nursing home) and I rely on Bluebird to do that. Whereas I used to take a taxi in the old days which cost me between 35 or 40 pounds return, Bluebird do it for 15.” (Community transport user, West Sussex)

“I think it was about five pounds for return trips locally. One carer could go included within that price and if we’ve had people on top of that, it’s a token amount. If I go to the MS centre, which is about 10 miles away, it would be £12.50 each way, so £25 for a round trip. It’s a very fair price and far cheaper than a taxi.” (Community transport user, West Sussex)

- **Social connection:** A big plus point for many users is getting to know the driver, as well as other passengers in the case of regular group journeys. This makes the journey itself enjoyable for many users, and something they look forward to.

“I call him Twinkle Toes. He loves dancing and up until the epidemic every weekend he’d go away to dancing. So you get to talk, you sort of have a chat to him about things. We chat to him about life in general really... I get on so well with that driver. Before he took up volunteer driving he was a chef and he often brings me in beautiful chocolate sponges.”
(Community transport user, West Sussex)

“I know the boys that drive, they’re like friends really. It’s not like a taxi where you sit in the back and they don’t talk or on a regular bus where if you talk everyone thinks there’s something wrong with you. I don’t see a lot of people so I look forward to seeing them. I worry about them (referring to a driver who was recently unwell), I even make them Christmas cakes. I think they care about me as much as I do about them.” (Community transport user, Halton)

- **Personalised care:** Comments suggest that drivers are careful to provide the right level and style of assistance for each individual service user, with several examples provided which indicate that they go above and beyond with the level of care provided (e.g. taking groceries inside people’s homes, keeping a husband company while his wife went to a medical appointment etc.).

“They are very, very helpful. (They) work out who does need help. Old people seem to be quite independent so if they're a bit worried about them they'll walk along with them but they won't try to link their arms. Whereas if they know somebody is a bit shaky, and would like some physical assistance, just to sort of reassure them, they'll do that.” (Community transport user, Halton)

“If I go into a surgery or anything I know (the driver) will look after Roy. And Roy needs looking after all the time because he's at the stage now where he sometimes wanders, he doesn't know what he's doing.” (Community transport user, West Sussex)

There are relatively few criticisms of community transport overall, but some reports of:

- **Limited capacity** (especially at times when contracted school transport services are being undertaken by the community transport provider).

“One problem is that they are short of drivers, you know. Because of the cuts that were made to them they couldn't make enough money from the charges to the people. Consequently, they started doing school work. We used to meet 1:30 to 3:30 and people were liking that in the afternoon as they weren't having to rush in the morning. But then they turned around and said ‘we can't do that. We can take you but we can't pick you up because the buses will be going on school runs’. And it's the same with the wife if she uses it to go to the doctors, they can take her there but they can't pick her up.” (Community transport user, Halton)

- **Reduced services or gaps in provision** (such as in the evenings, on weekends and organised social trips arranged by the community transport provider).

“A lot of people are lonely at the weekends when they can't get out.” (Community transport user, West Sussex)

- **Issues with the booking process** (e.g. not always being able to get through on the phone or needing to book in advance).

“Community transport you have to book a day before and I can't always guarantee I'm gonna be alright the next day for going out. So I have to use taxis if I'm going anywhere. I

might get a phone call the night before saying the doctors want to see you tomorrow and then I can't book the transport, I have to book a taxi. So that's a bit of a hiccup."
(Community transport user, Halton)

There was also evidence of some deficits in users' understanding of community transport which may be limiting the benefit they derive from the service. For example, as mentioned previously, some were unaware of the full range of trips they could be using community transport for. In addition, one user was under the misapprehension that only people who receive disability benefits like herself are eligible to use the service. As a result, she told her friend that she would not be entitled to access community transport even though this friend has significant mobility problems which affect her ability to use public transport.

"You can only get dial-a-ride if you get PIP or DLA as some people still have. (I heard that) from the woman who initially told me, the mother of my ex, she said 'as long as you're on DLA you can go for it'. One of my friends suffers terrible with her knee and I said to her that it's a shame she can't use it." (Community transport user, Halton).

3.4 What difference community transport has made to users

Community transport has reportedly made a significant positive difference to its users' lives, both practically and emotionally.

As mentioned previously, several are unable to use public transport due to their disabilities and some also can't use taxis very often, either due to the nature of their disability or financial constraints. As such, some community transport users would struggle even to get to medical appointments, or access other essential goods and services, without community transport.

"It's great because before there were some appointments I wasn't able to get to at all. Even if I could get a taxi, trying to get into the car can be an utter nightmare. So you just don't go to the appointments, you cancel them. Whereas at least with these you're not having to bend and you can get there." (Community transport user, Halton).

Using community transport for social and leisure purposes, such as attending community groups, also reportedly provides many important benefits including alleviating loneliness and improving mental health and wellbeing.

"I think of it as a little trip. I love to hear them knock on the door. I feel like a little child going on a day out." (Community transport user, Halton)

"It means I have more opportunities to go out and meet people. It would be quite depressing if I didn't have it. It gives you something to get up for, something to look forward to." (Community transport user, West Sussex)

"It means the world, it means everything. I'm very serious, it's saved my sanity. Without that I wouldn't get ready and go out. That makes 100% difference to your mind."
(Community transport user, Halton)

Even for the small number we interviewed who have access to cars in their household, community transport still provides significant value. One is an occasional driver who finds community transport less stressful than attempting to drive herself as she is losing confidence in driving with age. Another has a husband who drives but she greatly appreciates having access to community transport to take her to meet a friend each week so she doesn't need to rely on him.

Overall, community transport is perceived to play a big role in maintaining users' independence, and also in reducing isolation and loneliness, especially for those living alone and who would be housebound without it.

"It's made me independent. If I didn't have the bus I'd have to ask someone to do my shopping but I like to do my own shopping and I don't like to rely on family." (Community transport user, West Sussex)

"Without it I'd be completely and utterly lost. It's great just to know that it's there when you need it. If it wasn't there I'd have to stay in and I probably would be depressed."
(Community transport user, Halton)

"He had a meltdown (when community transport wasn't running during lockdown). He couldn't understand why he couldn't go out. He likes to be as independent as he can be and he can't without people helping him." (Sister of Community transport user, West Sussex)

As a result, community transport can be regarded to contribute significantly to improving users' overall *Health and Wellbeing*, one of the key policy outcomes in the government's Social Value Model⁷. The case studies that follow illustrate the social value provided by community transport:

⁷ Government Commercial Function (December 2020) *Guide to Using the Social Value Model*
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/940827/Guide-to-using-the-Social-Value-Model-Edn-1.1-3-Dec-20.pdf

Case studies demonstrating the social value of community transport to users

Kevin’s story

Kevin is 49 and lives in West Sussex. He has primary progressive MS which has resulted in him being paralysed from the neck down.

Community transport is one of the only transport services he can use as his wheelchair doesn’t fit into even most accessible taxis. It has enabled him to get out of the house for both essential and social trips, facilitating his independence. He and his wife both regard the service as “life changing”.

“It’s meant that I can continue to experience life outside my own four walls. It’s complete freedom for a young couple who are used to travelling and then suddenly having the means of even going 10 miles down the road turns into a massive nightmare. Your world shrinks and this opens up the world for you.”

Penny and Roy’s story

Penny and Roy are both in their 90s and live in West Sussex. They have reduced mobility and a number of other long-term health conditions that limit their ability to travel.

They had not left their home in almost 12 months during the pandemic but were able to have a day out by the sea in the latter part of last year with community transport. This felt like a holiday and gave them some respite.

“I’ve had two birthdays, 90 and 91, both in lockdown. Didn’t do a thing for them. Last year when September came my husband was going to be 92. So I got Bluebird to take us down to Hove just so we could look at the sea... It gave us a day out which we hadn’t had for a long, long time.”

Mary’s story

Mary is 91 and lives in West Sussex. She needs a walker to get around. She was very depressed during the pandemic as she was housebound for more than a year.

She now uses community transport once a week to get to her local Age UK since it re-opened. This is arranged by Age UK which is what encouraged her to go back. She doesn’t use it more due to her health and doesn’t think she could afford it. However, just this one trip makes a big difference to her mental health.

“I never went out for 15 months and that’s a long time when you don’t see many people. It’s the connection with people I missed because I’m quite a social person. Now I’m back at the club it’s made a big difference. That’s what the transport is able to do for me, it’s able to get me out for a while.”

Anne’s story

Anne is 56 and lives in Halton. She has several physical and mental health conditions.

Community transport has helped her to get to medical appointments and also enabled her to continue having a social life. She says she enjoys the journeys and chatting to the driver. She feels that having access to community transport has enabled her to maintain her independence and improved her wellbeing.

“It feels like I’ve got my freedom. (If I didn’t have it) it would make me feel even more down. I have anger issues due to my pain. This would make it even worse, it would mentally knock me down.”

3.5 What users would like to see changed or improved about community transport

Due to the high level of satisfaction with community transport, and gratitude for the existence of the service, users did not suggest many changes or improvements. However, some said that they would welcome an expansion of capacity to enable them to use community transport:

- At times of day when it's currently less possible to access the service, such as at school run times;
- On evenings and weekends when it doesn't run or services are limited;
- Over a wider geographic area, such as to get to hospitals in neighbouring cities or towns; and
- More for social reasons, including for day trips organised by the community transport providers (these types of organised trips were reportedly run from time-to-time previously but have been cut back due to the pandemic or resource limitations).

There was also a general view that community transport would benefit from more profile raising so that the service is more visible to other people who could benefit and all the ways in which community transport could be used are clear to both current and potential users. It was suggested that this should be done via both additional direct promotion and signposting by intermediaries such as health professionals, social workers and third sector organisations.

"All the people who suddenly turn up in your life if you become ill or disabled - the doctors, OTs, physios, social workers - should be able to tell you about it." (Community transport user, West Sussex)

In addition, issues raised in the discussions indicate some other challenges for community transport provision:

- There was a feeling amongst some users that the service is under-resourced which appears to be leading to a reluctance to over-use it and potentially take the service away from others in more need.
- A number who use community transport mini-bus services reported that they were normally the only passenger onboard which indicates that utilisation is not being maximised.
- One participant reported being involved in a serious vehicle accident when using another volunteer driver scheme, which demonstrates the importance of high quality driver training.

4. Non-users' awareness and views of community transport

4.1 Summary of findings

- Those who do not currently use community transport all reported a lack of suitable transport locally which has limited their ability get around. This is due to a lack of availability, accessibility or affordability of alternative modes of transport, as well as issues related to the attitudes of drivers or other passengers, and/or a reluctance to be reliant on other people for lifts. Therefore, there is clear evidence of unmet needs that community transport could fill.
- However, non-users involved in this research generally had very little awareness or understanding of the community transport and this is the main reason they have not used the service. Applying the COM-B model of behavioural change, this can be interpreted as meaning that non-use is primarily related to a lack of *capability* on the part of those lacking in awareness of the service. However, it can also be seen to directly link to the low visibility of community transport which results in many potential users lacking the *opportunity* to become aware of the service and how it could benefit them. Thus, non-use due to a lack of awareness should be understood as a systemic issue rather than one which is just related to a deficit on the part of individuals.
- Most non-users demonstrated a high level of interest in community transport during the discussions and were motivated to find out more as a result. This indicates that increasing the visibility of community transport is likely to lead to increased uptake by providing the opportunity for receptive potential users to become aware of the service and how it could benefit them.
- There also appears to be *motivation*-related barriers to using community transport for some people, although these were less prevalent in this research. For example, there were a few reports of stigma and/or guilt attached to using the service, as well as a reluctance to change habitual behaviour.
- In addition, evidence from the community transport users and stakeholders in this research suggests that the most vulnerable people may need additional support to enable them to benefit from community transport, such as the involvement of intermediaries to make travel arrangements on these users' behalf and potentially also financial subsidies for those living on very low incomes.

4.2 How much non-users know about community transport and why they don't use it

Community transport is simply not on the radar of most non-users as they have not seen, heard or read much if anything about it. As such, they have little to no understanding of the nature of community transport services or how you get to use them.

"I haven't thought about it. I'm struggling on with other priorities in everyday life."
(Community transport non-user, Halton)

"I thought it would just be for the elderly or people on disability benefits." (Community transport non-user, Halton)

Even people with previous experience of the service (as community transport formerly took them to their local Age UK centre before it temporarily stopped running) are not all aware of what it does apart from their specific former use.

"I thought they just brought you here (to Age UK)." (Community transport former user, West Sussex)

In addition to the service having low visibility, the diversity of what community transport services are provided area to area appears to be contributing to a lack of understanding as there is no consistently understood definition of community transport unlike for other transport services such as buses, trains or taxis.

It is this lack of awareness and understanding of community transport that is the main reason for non-use of the service by those interviewed in this research. Some are unaware that community transport even exists as an option. Others have seen community transport mini-buses driving about but don't know how the service works or what it offers. There is also a lack of understanding of who would be eligible to use it.

"I see the vans every now and then full of elderly people going to the hospital."
(Community transport non-user, Halton)

"I thought just people like my friend Anne, she's on DLA, I thought just people like that could use the buses. I didn't think it would be for me to be honest with you. I thought it would be for people in wheelchairs and things like that. I didn't think I could." (Community transport non-user, Halton)

Some other usage barriers also exist for some non-users:

- There is evidence of stigma associated with using community transport for some younger non-users.

“Actually, I think I got one leaflet of theirs one time and it had your typical sort of pictures disabled person getting onto a coach. It was an older person and it made me think about the grey days out like when the WI normally go out together, it reminded me of a club like that. It just felt a bit out of my remit.” (Community transport non-user, West Sussex)

- A few non-users also expressed guilt about potentially taking the service away from other more ‘needy’ people.

“I’m really conscious of the fact that one person (in a wheelchair) can sit there and that’s it. I feel really bad because sometimes it’s happened to me in the past, I’ve been left having to wait for the next bus because the wheelchair space was taken by another user. So I always worried that if I contact the service and I use it will I take it away from someone else? That never really sits right.” (Community transport non-user, West Sussex)

- One non-user involved in the research had recently been forced to give up his driver’s licence and his responses suggest that his lack of preparedness for driver cessation mean he is not open to trying community transport.

In addition, for former users of community transport, non-use is due to lack of availability rather than choice. However, some report that they may not return to using community transport if the service starts up again as they have become used to their current modes of transport (mainly taxi) including the process for arranging it and some also reported having a regular driver. This indicates a reluctance to change habitual behaviour.

However, these other barriers to the use of community transport appear to be secondary to a lack of awareness and understanding of the service on the part of non-users.

The behavioural-science based COM-B Model⁸ proposes that there are three components to any behaviour – capability, motivation and opportunity – and interventions need to target one or more of these in order to deliver and maintain behavioural change. Applying COM-B to our interpretation of non-use of community transport indicates that usage barriers are primarily related to a lack of *capability* amongst the largest group of non-users who lack awareness of the service. This directly links to the low visibility of community transport which results in many potential users lacking the *opportunity* to become aware of the service and how it could benefit them. Thus, non-use due to a lack of awareness should be understood as a systemic issue rather than one which is just related to a deficit on the part of individuals. In addition, lack of *motivation* is a second order barrier to

⁸ Public Health England (2020) *Achieving behaviour change: A guide for national government* https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/933328/UFG_National_Guide_v04.0_0_1_1.pdf

community transport use which applies in certain cases where people are reluctant to use the service due to stigma or guilt, or because they prefer another method of transport.

4.3 What transport services they use instead and how well these meet their needs

The main alternative forms of transport currently being used by those who do not use community transport are taxis, lifts from family or friends, and buses. All had experienced problems with their current modes of transport, some of which have deterred them from travelling. The range of issues experienced included:

- Lack of availability of public transport due to living in a rural area or service changes locally;
- Insufficient accessibility of public transport and sometimes also taxis;
- Lack of affordability of taxis;
- Poor attitudes of drivers or other passengers; and
- Not wanting to be dependent on others in the case of lifts from family or friends.

The case studies below each illustrate these experiences of alternative modes of transport and people’s unmet needs that community transport could potentially help to fill:

Case studies demonstrating issues using alternative forms of transport	
<p style="text-align: center;">Kerry’s story</p> <p>Kerry is 38 and lives in West Sussex. She uses a wheelchair due to breaking her spine, and also has mental health issues.</p> <p>She mainly travels by taxi and has a regular driver but he isn’t always available. She has had negative experiences using other taxis and other modes of transport due to lack of accessibility and drivers’ attitudes.</p> <p><i>“He said he was a wheelchair taxi but the inside had been stripped of all the things to make it a wheelchair taxi. He really struggled to get my chair into his cab and he actually said to me ‘walk if you don’t like it’.”</i></p>	<p style="text-align: center;">Rachel’s story</p> <p>Rachel is 29 and lives in Halton. She has type 1 diabetes and a syndrome called PoTS which causes an abnormal heart rate and fainting.</p> <p>She has a disabled person’s bus pass but changes to local routes and schedules mean bus trips now take longer. She also sometimes has difficulties with other passengers due to the hidden nature of her disability.</p> <p><i>“One thing I have an issue with is I can’t stand for a long journey. I’m 28 and don’t look sick in any way, shape or form. Sometimes people aren’t happy if I’m in a disabled seat or they complain if I have to sit down, things like that. It’s really hard because I don’t want to explain my whole medical history just to sit down on a bus.”</i></p>

Case studies demonstrating issues using alternative forms of transport	
<p style="text-align: center;">Jackie's story</p> <p>Jackie is 54 and lives in Halton. She has severe osteoarthritis in her knees which means she needs to use a crutch to walk.</p> <p>She doesn't use buses very often as she finds it difficult to walk to the nearest bus stop and can't stand for too long. Taxis are also not an option except for essential travel as they cost too much. As a result she isn't able to go out and doesn't have a social life at present.</p> <p style="text-align: center;"><i>"It's walking from here to the bus stop. I have to keep stopping because of the pain in me knee, and then it's hanging around as they're not always on time... I've always been someone who likes to go out. I don't like sitting at home, I feel closed in."</i></p>	<p style="text-align: center;">Andrea's story</p> <p>Andrea is 56 and lives in Halton. She has chronic back pain due to a degenerative spinal condition.</p> <p>She doesn't use buses due to her health as well as changes to their availability locally. She also can't afford taxis very often as she works in a minimum wage job. Instead, she is very reliant on her adult children to give her lifts which she doesn't like as it makes her feel dependent.</p> <p style="text-align: center;"><i>"My life revolves around other people. It makes me feel confined. I don't have freedom of movement like everyone else."</i></p>

4.4 What would encourage non-users to consider community transport in future

Almost all non-users of community transport in this research were interested in the service and motivated to find out more about it following the discussion.

"It's more available than I thought it would be. I thought that perhaps it went out maybe once or twice a week and gave you a kind of two hour window to shop and meet up again. I wasn't expecting it to be more like a bus company; it seems more professional than just a group of volunteers." (Community transport non-user, West Sussex)

"That sounds absolutely great. The cost, the fact you can book it, I could do that in advance as I know my days off. And it takes you to the door which is superb. It's like a taxi but at a quarter of the cost. It's much better than harassing your family all the time."
(Community transport non-user, Halton)

"I think it's a very good thing, honestly. I am so pleased about all this, you've got no idea. You know, I don't like relying on people. If I could use that transport it would make my life a hell of a lot easier. I'm so thrilled and I'm shocked (that I'm eligible) as well because I'm not registered as disabled." (Community transport non-user, Halton)

This suggests that awareness raising efforts would result in increased demand for community transport. Respondents made suggestions for ways of informing people like themselves about community transport as well as on the key facts they would like to know about the service.

“That is something I’m gonna look into now that you’ve made me aware of it. I’ll probably Google. I’ve been in council offices and I’ve not seen any kind of leaflets for them. Apart from Google I wouldn’t know how to find any information about them.... I think that when people contact Adult Social Services, they should know that this is available in the area. Things like the Direct Link from the council, libraries and through charity groups.”
(Community transport non-user, Halton)

“I’m not good with computers. Give me a leaflet and I can deal with that as it’s just there. Moderator: What questions would you like to know about community transport from this leaflet? Respondent: Who can use it? Where you can go? What times can you use it until. I’m not sure what the process is and whether you need to book it. Like if you’re going to an appointment on the Wednesday, how long before do you need to book it?” (Community transport non-user, Halton)

In addition, there may be value in behavioural change interventions designed to increase certain potential users’ motivation to use the service. For example, as previously mentioned, one non-user involved in the research had recently been forced to give up his driver’s licence and, because he wasn’t ready for this, he was not open to trying community transport. This suggests that efforts to prepare people for driver cessation may encourage them to consider alternatives such as community transport services.

Finally, this research indicates that the most vulnerable people may require additional support to use community transport. For example, some existing users reported that it was a community group arranging the transport for them that was instrumental in them using it to access the day centre or group activity. In addition, even though community transport is reportedly more affordable than some other modes of transport, one current user said that she limits her use of it partly due to cost (see ‘Mary’s story’ on page 21), and a voluntary sector stakeholder also felt that some of her service users could not afford the fare. This suggests that there may be a need to provide additional cost subsidies for people living on very low incomes to enable them to use community transport.

5. Stakeholders' perspectives on community transport

5.1 Summary of findings

- Stakeholders regard community transport as being a unique, added-value service that is specifically “*designed for disability*”, person-centred in its delivery, and offers more than just transport, including providing an important befriending role.
- As such, they believe that community transport provides significant social value through its contribution to individuals’ health and wellbeing, community cohesion, supporting the local economy and reducing pressure on statutory services. They feel this is achieved in several ways including by alleviating loneliness and social isolation, supporting independent living, enabling participation and investment in the local community, and facilitating timely access to health and wellbeing services.
- However, it is widely understood to be challenging for community transport providers to deliver the required services in a financially sustainable way. The external environment is perceived to be contributing to these challenges, with less funding available, ongoing issues with volunteer supply, and the pandemic and regulatory uncertainty creating further pressure.
- Looking to the future, an ageing population and changes in public transport provision are expected to mean that demand for community transport will increase substantially. However, operational challenges are believed to be leading to a focus on short-term survival within the sector rather considering how to develop to meet future needs. In addition, there is a view that the value and potential of community transport is not fully acknowledged by policy makers or funders.
- Most stakeholders would like to see an expansion of community transport provision so that more people with unfulfilled transport needs can benefit. To achieve this, they feel there is a need to make improvements to operating efficiency and work towards greater co-ordination and integration with other types of transport in order to better meet users’ needs.
- Stakeholders acknowledge that community transport will require support in order to meet its full potential now and be fit for the future. Its specific support needs are perceived to include additional funding and capacity building for providers, as well as lobbying of policy makers and funders, and public awareness raising.
- With such support, it is believed that community transport has the potential not only to meet local needs but also contribute to delivering a number of national policies and services, such as the new Bus Strategy, new Disability strategy, health services such as non-emergency patient transport and social prescribing, the government’s Building Back Better plan for growth following the pandemic and the transition to Net Zero.

5.2 Perceived benefits of community transport to users and social value

Stakeholders concur with community transport users themselves (see Section 3.3) in terms of the benefits identified. In addition, they regard the following as being unique added value qualities of community transport:

- That it is specifically “*designed for disability*”;
- That the service is user-centred and recognises people’s individual needs; and
- That it offers more than just transport, including providing a befriending role.

“It’s not just about the provision of transport but other things beyond. It might be picking up essentials or calling them up every week to check they’re ok. Community transport doesn’t treat users as just passengers, it recognises the whole person and their range of needs.” (Community transport stakeholder)

“They go beyond and offer extra care.” (Local government stakeholder)

“It’s lovely to talk to the driver. What they do is a befriending role which makes the user feel that people care about them. This is massive when you have been left alone for a year or more.” (Health stakeholder)

Stakeholders perceive that community transport provides significant social value through its contribution to health, wellbeing, community cohesion and supporting the local economy. They believe that this is achieved in several ways, including by:

- Alleviating loneliness and social isolation;
- Supporting independent living;
- Enabling participation and investment in the local community;
- Facilitating timely access to health services and social prescribing; and
- Reducing pressure on the health and social care sector by helping to prevent or delay more costly health and social care interventions.

“We’re not a bus company, we’re an anti-social isolation charity. We just happen to do it by moving people about.” (Community transport stakeholder)

“It keeps people connected to things that matter to them. It’s social care and welfare as much as transport.” (Community transport stakeholder)

“People moving about and taking part in community life is as much dependent on community transport as other services.” (Health stakeholder)

5.3 What the community transport sector is perceived to do well

At its best, the community transport sector is perceived to have several key strengths which include:

- Provision of high quality, personalised services with “extra care”;
- Agility and versatility of some providers, as evidenced by witnessing them pivoting to other uses during the pandemic (e.g. food and prescription delivery, transport to vaccination appointments); and
- The ability of some providers to work collaboratively with other organisations, such as where they operate transport services for community groups to enable users to have access to their services.

Some examples of good practice were evident from the two community transport operators that provide services in the areas we focused on in this research:

Good practice examples of community transport provision

CT Sussex

In addition to providing community transport services to end users, CT Sussex operates as an infrastructure organisation for other community transport operators in its region and provides support in various areas such as with respect to compliance, volunteers etc.

It also runs a network forum the main aim of which is to identify transport gaps and determine collaboratively with community transport operators and other interested parties how to fill these.

CT Sussex is currently involved in several pilot schemes, including new types of demand responsive transport, non-emergency patient transport, additional scheduled services and

Halton Community Transport

Halton Community Transport runs the Extra Mile Garage which, in addition to maintaining its own fleet, offers MOT testing, repair services and vehicle servicing to the public. Halton Community Transport is also contracted to provide the Merseylink service for Liverpool Council. Both of these ventures provide the organisation with additional sources of funding.

All of Halton Community Transport’s drivers are trained by the local authority on accessibility and disability awareness.

It reports having recently introduced back-end technology to improve efficiency and undertaken a publicity drive to raise awareness of the service.

Good practice examples of community transport provision

community cars for isolated and rural areas, and a travel buddy scheme.

5.4 Perceived challenges and areas for improvement

Providing a community transport service which meets local demand in a financially sustainable way is widely acknowledged to be no easy feat. Challenges have been identified with respect to all aspects of community transport operations including income generation, cost minimisation and ensuring sufficient capacity to meet local needs.

The sustainability challenge for community transport operators is illustrated by the following examples:

Examples of challenges in community transport provision

Sammy Community Transport in Sussex

It was reported that this community transport operator formerly transported Age UK service users to its centre in Bognor Regis until it suddenly ceased operations in 2018 due to financial problems. While a local taxi service stepped in to provide alternative transport, Age UK lost some of its users permanently due to the departure of Sammy Community Transport.

Halton Community Transport

The manager of Halton Community Transport was absent due to illness for parts of the research period. He later reflected that the reliance of community transport providers on one or two key people make them inherently vulnerable in terms of business continuity if and when the circumstances of those individuals change.

The external environment is also perceived to be contributing to these challenges. For example, there is reportedly less funding available due to budgetary constraints and ongoing issues with ensuring sufficient volunteer supply. The pandemic is believed to have created added pressure, as it has affected funding, depressed user demand and changed the nature of statutory and third sector service provision (e.g. more remote and less face-to-face) which community transport operators are needing to adapt to. In addition, the government has not made a final decision about licensing requirements and whether present exemptions for community transport operators will remain, which is felt to be creating added uncertainty about the future.

Overall, these challenges are believed to be causing some community transport operators to focus on short-term survival rather than innovation and collaboration with others to provide new transport solutions.

On the other hand, an ageing population and changes in public transport provision are expected to mean that the demand for community transport will increase substantially over time and its services will become more important to local communities than ever before. However, some feel that

community transport currently has low visibility with policy makers which means that its value and future potential is not fully acknowledged.

“Community transport is a bit of a Cinderella thing. It's like mental health, you don't know it's important until it's important.” (Community transport stakeholder)

5.5 Supporting community transport to develop

Whilst it is acknowledged that not all community transport providers are themselves looking to change or grow, most stakeholders involved in this research would like to see an expansion of community transport services so that more people with unfulfilled transport needs can benefit.

“It's currently a world class service for very few people.” (Health stakeholder)

In doing so, they also want to see community transport become:

- More efficient, particularly in terms of improving utilisation rates; and
- More integrated with other types of transport locally in order to better meet the end-to-end transport needs of users.

“There's potential to bring community transport onto the map so it's not just a gap filler but part of the essential transport offer.” (Other stakeholder)

Technology is perceived to have an important role to play in achieving these goals and meeting community transport's overall potential. For example, some stakeholders were of the view that providers would benefit from the adoption of digital brokerage systems and it was also felt that online booking systems will increase in importance as, in time, even the oldest community transport users are expected to be digitally literate. In addition, stakeholders believe that community transport operators will need to develop strong working relationships with both the statutory sector and other voluntary organisations in order to achieve the required level of co-ordination and integration of services locally.

A more expansive, co-ordinated and integrated community transport sector is perceived to have the potential to better support the delivery of several different government policies, including:

- **Transport policy:** Community transport is perceived to have a role to play, together with other transport providers, in achieving the ambition of the new National Bus Strategy⁹ for a more integrated and accessible approach to local transport delivery.

⁹ Department for Transport (2021) *Bus Back Better: National Bus Strategy for England*
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/980227/DfT-Bus-Back-Better-national-bus-strategy-for-England.pdf

- Health policy and services:** A specific opportunity is envisaged for community transport operators to expand more into the area of non-emergency patient transport (NEPT). For example, the recently published NEPT review¹⁰ sets out NHS England’s intention for community transport to play a bigger role in the provision of patient transport for those with less severe needs. To achieve this, NHSE is committed to supporting the growth of community transport, particularly with respect to volunteer recruitment and integration with transport co-ordination hubs. In addition, community transport is perceived to have a role to play in the delivery of prevention-focused health services such as social prescribing, as well as in furthering health and care integration in general.
- Disability policy:** Community transport is specifically referenced in the new National Disability Strategy¹¹ as part of the government’s commitment to improving transport accessibility. This is believed to demonstrate that the value of community transport to disabled people is acknowledged and there is an undertaking to address one of the challenges known to affect its provision (insufficient supply of suitable drivers¹²).
- Building Back Better plan for growth following the pandemic:** Community transport is perceived to have an important role to play in post-pandemic recovery by supporting local efforts to develop transport infrastructure and connectivity. It is also felt that the pandemic has itself created additional opportunities for the involvement of community transport in developing appropriate local solutions as it has made the statutory sector more receptive to collaborating with voluntary organisations such as community transport due to their acknowledged agility and flexibility.
- Supporting the transition to net zero:** The potential is also seen for community transport to help reduce people’s reliance on private vehicles thereby contributing to efforts to decarbonise transport. In addition, some can envisage how Community Transport could directly support departmental decarbonisation targets such as NHSE’s commitment to a net zero NHS patient transport sector. It is felt that community transport’s net zero role could be expedited if providers receive more funding to enable them to replace their existing fleets with electric vehicles more quickly.

Stakeholders acknowledge that the sector will require support in order to meet its full potential. Its specific support needs are perceived to fall into four areas:

- Additional funding**, particularly for smaller community transport operators;

¹⁰ NHS England (August 2021) *Improving non-emergency transport services: Report of the non-emergency transport review*
<https://www.england.nhs.uk/wp-content/uploads/2021/08/B0682-fnal-report-of-the-non-emergency-patient-transport-review.pdf>

¹¹ HM Government (July 2021) *National Disability Strategy*
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1006098/National-Disability-Strategy_web-accessible-pdf.pdf

¹² The Department for Transport have stated that “community transport services are essential for many people’s independence, yet we know that some organisations struggle to recruit drivers qualified to drive their vehicles.” They have committed to “work with the Community Transport Association and other stakeholders to understand this issue better, and to support the sector to continue its vital work.” (p45 of the National Disability Strategy)

The value and potential of Community Transport for disabled people

- **Capacity building**, such as the provision of advice on the adoption of suitable new technology and leadership skills training etc.;
- **Influencing**, by raising the profile of the sector and demonstrating its impact and social value to policy makers and funders; and
- **Awareness raising**, both targeting the public directly as well as the range of statutory and community organisations that interact with potential users.

6. Conclusions

6.1 What value community transport provides

The evidence from this research demonstrates that community transport provides considerable value, both to individuals and their communities, that goes well above and beyond what would be achievable with other forms of transport.

We found users to be highly satisfied with the service and grateful for its existence. They spoke of the significant difference community transport has made to their lives, both practically and emotionally, by providing them with access to essential goods, services and social opportunities, enabling them to keep active and independent, alleviating loneliness and improving their mental health and wellbeing. Some went so far as to describe their use of community transport as being *“life changing”* as they would not be able to achieve these outcomes without access to community transport.

The stakeholders we engaged with similarly perceive community transport to play an important role in enabling its users to participate fully in the local community and get timely access to required services. This in turn is understood to provide wider social and economic value by facilitating investment in local businesses, alleviating pressure on the health and care sector and reducing the costs associated with social isolation.

6.2 Potential population that could benefit from community transport

Motability and Social Finance concur with stakeholders in this research that community transport is *“designed for disability”*. As such, they believe that community transport has the potential to benefit a larger group of disabled people than those who currently utilise the service. Specific sub-groups of disabled people have been identified who would be expected to derive particular value from community transport and some extrapolations have been made about the size of these potential beneficiary groups, as summarised below:

Characteristic of beneficiary group	Population size estimate	Source for size estimate
People whose disability affects their day-to-day lives ‘a lot’	Over 3 million disabled adults	DfT, 2018 ¹³
Disabled people who do not have access to a car	c.2.8 million disabled adults	Social Finance for Motability, using NatCen/Motability’s

¹³ Department for Transport (2019) *National Travel Survey: England 2018*
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/823068/national-travel-survey-2018.pdf

Characteristic of beneficiary group	Population size estimate	Source for size estimate
		secondary analysis of the National Travel Survey 2018 ¹⁴
Disabled people who have experienced challenges with local public transport services 'not going where I need to go'	c.4.4 million disabled adults	Social Finance for Motability, using NatCen/Motability's secondary analysis of the National Travel Survey 2018
Disabled people who require assistance or a companion in order to travel on public transport	c.3 million disabled adults	Social Finance for Motability, using Britain Thinks/Motability's 2020 user research ¹⁵
Disabled people for whom taxis are not affordable	c. three-fifths of disabled adults	Social Finance for Motability, using Britain Thinks/Motability's 2020 user research

Based on the current research and previous experience, we feel that the total beneficiary group for community transport may even exceed this:

- There were a few community transport users in our sample who either drove or had access to a car in their household but still derived considerable value from community transport. This was for a variety of reasons including having reduced confidence in their driving due to their age, only having access to the car at limited times, or preferring to travel independently rather than relying on the driver within the household.
- There were several respondents who were technically able to use public transport but were deterred from using it due to poor experiences on past journeys or due to anxiety related to travelling on public transport during the pandemic. As such, they had an unmet need that could be fulfilled by community transport.
- We also believe that the data on the disabled population could underestimate the full extent of disability in older age. This is because the definition of disability in surveys is generally based on limitations associated with 'physical or mental health conditions or other long-standing illnesses'. Therefore, it is likely that it will not pick up everyone who is experiencing

¹⁴ Motability/NatCen (2020): *Disability and transport needs: Secondary Analysis of the National Travel Survey (NTS)*
https://www.motability.org.uk/media/mqanwysg/secondary_analysis_of_the_national_travel_survey_nts_2018_natcen.pdf

¹⁵ Motability/Britain Thinks (2020) *Transport needs for disabled people*
https://www.motability.org.uk/media/vgfol153/user_research_transport_needs_for_disabled_people_britainthinks.pdf

age related frailty, milder cognitive impairments or Covid-related anxiety, any of which may not have a formal medical diagnosis but could still impact older people's ability to travel. As stakeholders in this research have mentioned, the prevalence of such conditions can be expected to increase over time as the population ages.

- In addition, stakeholders in this research have identified the opportunity for community transport to benefit both disabled and non-disabled people by supporting the delivery of several national policies and services, including the new Bus Strategy, new Disability strategy, health services such as non-emergency patient transport and social prescribing, Building Back Better following the pandemic and the transition to Net Zero.

6.3 How to realise the full potential of community transport

However, this research indicates that the ability of community transport to meet its full potential currently limited by resource constraints, gaps in provision and low visibility of the service. For example, some current users are under-utilising the service due to limited understanding of what it offers or because it does not fully meet their needs. In the case of non-users, many are simply unaware of its existence despite having unmet needs that community transport could fulfil. In addition, some stakeholders feel that community transport is a niche service rather than one which at the present time has the capacity to benefit large numbers of people. They also regard the sector as being vulnerable due to the challenges providers are experiencing in maintaining their sustainability as well as other sources of uncertainty such as regarding the funding environment, volunteer supply, effects of the pandemic and possibility of future regulatory changes.

As such, this research suggests that realising the full potential of community transport will require support in the following areas:

- **Additional funding**, particularly for smaller community transport operators in order to increase their resilience;
- **Capacity building**, such as the provision of advice on the adoption of suitable new technology, leadership skills and training driver safety training etc.;
- **Influencing**, by raising the profile of the sector and demonstrating its impact and social value to policy makers and funders;
- **Awareness raising**, both targeting the public directly as well as the range of statutory and community organisations that interact with potential users; and
- **Targeted interventions** focused on specific potential user groups, such to increase motivation of those resistant to using community transport or assist vulnerable potential users to access the service.

Considering the delivery side of community transport using the COM-B behavioural framework¹⁶ indicates that both efforts to develop the *capability* of community transport providers and their *opportunity* to benefit more users will be needed. However, there are still questions to be answered on what community transport providers themselves see their future role as being and whether they have the *motivation* to change or grow. In addition, in a sector made up of largely small players, there is a need to consider what mechanisms are required to achieve further co-ordination between individual community transport providers, as well as integration with other transport services, so that community transport is fully able to meet its potential.

¹⁶ Public Health England (2020) *Achieving behaviour change: A guide for national government*
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/933328/UFG_National_Guide_v04.0_0_1_1.pdf

Appendix A – Summary of findings from the REA

Introduction

The scope of the Rapid Evidence Review (REA) was to identify and assess available evidence on Community Transport with respect to the themes of interest for this research. We primarily searched for evidence in the following areas:

- The public's (both users' and non-users') views and experiences of community transport;
- Impacts of community transport use and social value;
- Examples of good practice and innovation in community transport provision;
- Current challenges for community transport provision; and
- Future opportunities and threats for community transport provision.

The specific aim of this REA was to inform the subsequent primary research by identifying evidence gaps to address, new insights to explore further, or hypotheses to test.

Our approach to identifying sources was as follows:

- The review was internet-based and restricted to free-of-charge and English language academic and grey literature.
- We undertook a systematic search using specific search terms and a range of search engines (e.g. Google, Google Scholar, Microsoft Academic, JSTOR Open).
- We also reviewed the sources that were provided by Social Finance and considered any references cited in materials we accessed.
- We filtered sources according to their robustness and relevance, and focused primarily on research/data-based sources, but also included some opinion pieces where relevant.
- We time-limited the scope of the review to the last 10 years.
- We focused on UK sources but also looked for any international sources that compare the UK to another jurisdiction.

In total, we identified 40 sources with some relevance to the research themes of interest, much of which was grey literature:

- The majority of sources were research reports. The research methods used were mainly evidence reviews and where primary research was undertaken it was more often with stakeholders than users.
- Some sources considered community transport as one transport solution among others or focused on demand responsive transport (DRT) generally rather than community transport specifically.

- There was some specific focus on older people and people living in rural areas, but there was little consideration specifically of disabled people and community transport (particularly pre-pension age disabled people).

The main findings as they pertain to each area of investigation were as follows:

The public's views and experiences of community transport

The Community Transport Association's survey of members in England (CTA, 2014) shows that the great majority of community transport users are older people (98%) and people with disabilities or restricted mobility (85%), while more than half (55%) are geographically excluded.

This aligns with an evidence review from 2020 (Department for Transport, 2020) which found DRT, including dial-a-ride services, to be particularly important for two cohorts:

- Those who don't drive or own a car, particularly older people, those with limited mobility and low incomes; and
- Those living in rural areas with low population density, where there is low demand for public transport and limited fixed route public transport services.

This Department for Transport study determined that people with disabilities make more frequent trips using DRT than those without, further indicating the usefulness of this type of transport (which includes dial-a-ride community transport) to disabled people. On the other hand, it found evidence that people from black and minority ethnic (BAME) backgrounds are less likely to use DRT and more exploration was felt to be needed on how an individual's characteristics affect their usage, especially in non-rural areas. The same report established that more evidence is needed on emerging, more innovative forms of DRT.

We identified relatively few published sources which report directly on the user experience of community transport (Community First, undated; Greater Manchester Older People's Network, 2018; Department for Transport, 2020) but those that exist generally show high levels of user satisfaction. Only one report (Greater Manchester Older People's Network, 2018) provided feedback on ways in which community transport was not felt to be sufficiently meeting users' needs.

There is also scant literature on non-users' awareness of, and attitudes to, community transport, including barriers to use. One study (Department for Transport, 2020) identified lack of awareness, stigma and lack of information about eligibility as barriers. Another (Motability, 2020) found that people whose disabilities affected their everyday activities a lot, and who potentially stand to gain most from community transport, are least aware of it and that even amongst those aware of community transport most are unlikely to use it. A recent report on people's preparedness for driver cessation (Scott and Tulloch, 2021) may provide some learning regarding potential users of community transport and their attitudes to other forms of transport apart from private vehicles, including community transport. Another explored how technology such as tracking, apps etc.

(Gifford, 2017) could make community transport more visible to potential users and thereby help raise potential users' awareness and consideration of community transport.

Impacts of community transport use and social value

Several sources (Community First, undated; DHC and Tas, 2011; ECT Charity, 2016; Gauge NI, 2016; Graham et. al., 2018; HCT Group, 2016; ILC-UK 2011; Mulley and Nelson, 2012; Power to Change, 2017; Scottish Parliament, 2013; Surrey County Council, not yet published) report on the potential for community transport to result in positive impacts for users as well as to create wider social value:

- For users: e.g. independence; health and wellbeing; social interaction and reduced loneliness/social isolation.
- For their family/carers: e.g. respite; more time; reduced stress and anxiety.
- For other actors: e.g. benefits to staff, volunteers and community groups using the services.
- Wider social value: e.g. alleviating transport poverty; increasing social cohesion; reducing health and social care costs; connecting local people with the local economy; environmental benefits.

It is acknowledged to be difficult to quantify the social value of community transport but a few studies have attempted to do this through economic analysis (ECT, 2016; Gauge NI, 2016; and Community First, undated).

Examples of good practice and innovation in community transport provision

Some sources (e.g. Ageing Better Middlesbrough, undated; Better Transport, 2018; CoMoUK, 2017; Department for Transport, 2021; Mulley and Nelson, 2012) identified specific examples of good practice and innovation in community transport provision. However, it not clear whether these are adaptable to other contexts and scalable.

One study (Power to Change, 2017) reported on what the authors regard to be generalisable success factors related to the business, its people, and external environment that it operates in.

The Department for Transport ran some pilots between 2016 and 2018, as part of its Total Transport project. The overall aim was to better integrate transport services that are commissioned by different central and local agencies and provided by different operators, in order to allow existing resources to be allocated and co-ordinated more efficiently and ensure services are more effective at meeting passenger needs. Some of these pilots included community transport and the evaluation report (Department for Transport, 2019) found that these enabled closer engagement of community transport providers with local authorities and more formal structures to be put in place.

Current challenges for community transport provision

A lot has been written about the challenges facing community transport operators (Ageing Better Middlesbrough, undated; CTA various; Mulley and Nelson, 2012; Nesta, 2017; Rural England, 2018; Scottish Parliament, 2013; Swansea Council, 2013; Wales Centre for Public Policy, 2018) especially around managing costs and raising income in order to achieve financial sustainability, maintaining sufficient staff and volunteers to provide the service, and ensuring provision meets local demand and matches needs.

In addition, a recent report (CTA, 2020) outlines the additional challenges from the pandemic, leading to a decrease in services and impacting funding.

Future opportunities and threats for community transport provision

Looking to the future, uncertainty about licensing (specifically, the future of Section 19 permits) and continued pressure on funding, have been identified as two key threats (CTA, various; House of Commons, 2015). In addition, an ageing population and changes to public transport provision are both expected to increase the demand for community transport which may not be possible to meet given current resources (Mulley and Nelson, 2012).

Technology is perceived by some to provide an opportunity to improve efficiency, better meet users' needs and increase the visibility of community transport (CTA and IME, 2017; Gifford, 2017; Davison et. al., 2014). However, it is also regarded as expensive to implement, especially for small community transport operators, which are the majority of providers.

The Department for Transport has set up an Innovation Grants programme in order to support technological innovation in transport provision including DRT (Department for Transport, 2021).

Nesta has also run some innovation projects in this space and one learning from this experience is reportedly that in uncertain operating environments there is low interest amongst community transport providers in focusing resources on new, innovative solutions (Nesta, 2017).

Appendix B – Full list of sources identified by the REA

1. Ageing Better Middlesbrough (draft report, undated) *What if anything can Ageing Better Middlesbrough usefully do regarding transport for older and isolated people?*
<https://www.tnlcommunityfund.org.uk/media/insights/documents/ABM-Transport-Report.pdf?mtime=20190718133611&focal=none>
2. Audit Scotland (August 2011) *Transport for health and social care*
<https://www.wcpp.org.uk/wp-content/uploads/2018/06/An-evidence-review-of-interventions-to-improve-transport-in-rural-areas.pdf>
3. Better Transport (December 2018) *The future of rural bus services in the UK*
<https://bettertransport.org.uk/sites/default/files/research-files/The-Future-of-Rural-Bus-Services.pdf>
4. Community First (undated) *The Social and Economic Value of Community Transport in Wiltshire* (unpublished, provided by Social Finance)
5. Community Transport Association (May 2020) *Community Transport During Coronavirus*
<https://ctauk.org/wp-content/uploads/2020/05/Report-CT-During-Coronavirus.pdf>
6. Community Transport Association (April 2018) “*Help Us Protect Community Transport*”, a blog on the CTA website <https://ctauk.org/help-us-protect-community-transport/>
7. Community Transport Association and Institution of Mechanical Engineers and CTA (2017) *The Future of Demand Responsive Transport* <https://ctauk.org/wp-content/uploads/2018/05/The-Future-of-Demand-Responsive-Transport-1.pdf>
8. Community Transport Association (2015) *State of the sector Scotland* https://ctauk.org/wp-content/uploads/2018/05/State-of-the-Sector-Scotland_2015.pdf
9. Community Transport Association (2014) *State of the sector Wales* <https://ctauk.org/wp-content/uploads/2018/05/State-of-the-Sector-Wales-English-version.pdf>
10. Community Transport Association (2014) *State of the sector England* <https://ctauk.org/wp-content/uploads/2018/05/State-of-the-Sector-England.pdf>
11. Gifford, G (January 2017) “Where Uber leads, community transport should follow” blog on CoMoUK website <https://como.org.uk/ltt-comment-where-uber-leads-community-transport-should-follow/>
12. Davison, L et. al. (2014) "A survey of Demand Responsive Transport in Great Britain" in *Transport Policy*, 31, pp.47-54
<https://reader.elsevier.com/reader/sd/pii/S0967070X13001704?token=B9DDB835C12666863887E6CCC98027CE9C1C419D904816134FFD7E5ED25540EB13298E2378326C6942E5C02D8DB0B419&originRegion=eu-west-1&originCreation=20210616105316>

13. Davison, L et. al. (2012) "Identifying potential market niches for Demand Responsive Transport" in *Research in Transportation Business & Management*, 3, pp.50-61
<https://reader.elsevier.com/reader/sd/pii/S2210539512000089?token=015B2DBE571DFF195997FB20A7B4BDADCDACEB7CD34368CBC1580C4FD71A5827C704CDA2B999BD4ED562F64BEEA7350B&originRegion=eu-west-1&originCreation=20210616110954>
14. Department for Transport (2021) *Transport-Technology Research Innovation Grants 2019 Project Outcomes*
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/972248/T-TRIG-2019-Project-Outcomes-accessible.pdf
15. Department for Transport (November 2020) *Future of Transport User Study*
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/937918/Future-of-Transport-User-Study-accessible.pdf
16. Department for Transport (2019) *Total Transport: feasibility report and pilot review*
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/923785/total-transport-feasibility-report.pdf
17. Department for Transport (2017) *Disabled people's travel behaviour and attitudes to travel*
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/647703/disabled-peoples-travel-behaviour-and-attitudes-to-travel.pdf
18. DHC and TAS (August 2011) *Value of Community Transport: Economic Analysis*
<https://hitrans.org.uk/Documents#&&PageIndex=125&SortExpression=Date&SortDirection=Descending>
19. ECT Charity (January 2016) *Why Community Transport Matters*
https://ectcharity.co.uk/files/uploads/ECT_Why_community_transport_matters_Final_version.pdf
20. Gauge NI (2016) *The benefits of Rural Community Transport* <https://socialvalueuk.org/wp-content/uploads/2016/06/RCTP-SROI-Report.pdf>
21. Graham H et. Al. (2018) "The experiences of everyday travel for older people in rural areas: A systematic review of UK qualitative studies" in *Journal of Transport and Health*, 11, pp.141-52
<https://reader.elsevier.com/reader/sd/pii/S2214140518303827?token=D99A220B144565AE9ED7C046700FBB212DD3CB6CE69EF5F6438C908D5E709A9D8194CC7FD7496175771F36CA53C271C&originRegion=eu-west-1&originCreation=20210611121206>
22. Greater Manchester Older People's Network (March 2018) "Are we getting there? Age-friendly transport across Greater Manchester" in *Greater Manchester Older People's Network Conference Report*
<https://manchestercommunitycentral.org/sites/manchestercommunitycentral.co.uk/files/Transport%20Report%20GMOPN.pdf>

23. Hagen, R (2019) "Getting out of the house: the use of community transport as a third place for rural-dwelling older adults" in *Ageing and Society*, 40 (11), pp2519-39 <https://e-space.mmu.ac.uk/623761/7/hagan%2019%20final%20e.pdf>
24. HCT Group (2016) *Impact report 2016: changing times, lasting impact* <http://hctgroup.org/uploaded/hct-group-impact-report-2016.pdf>
25. House of Commons Library (December 2015) *Research Briefing - Community Transport* <https://evaluationsupportscotland.org.uk/resources/sit-community-transport-case-study/>
26. ILC-UK (November 2011) *Successfully giving up driving for older people* <https://ilcuk.org.uk/wp-content/uploads/2019/07/Successfully-giving-up-driving-for-older-people.pdf>
27. Lincolnshire County Council (2013) *The role of community transport in addressing social exclusion among older people in rural Lincolnshire* <https://www.rsnonline.org.uk/images/seminars/transport-stevenage/Mike%20Ward%20Elizabeth%20Hanger%20Lincolnshire%20with%20web%20link.pdf>
28. Motability/NatCen (2020) *Disability and transport needs, gaps and innovation* https://www.motability.org.uk/media/0modpov4/rapid_evidence_assessment_rea_disability_and_transport_needs_gaps_and_innovation_natcen.pdf
29. Mulley, C and Nelson D (2012) "Recent developments in community transport provision: Comparative experience from Britain and Australia" in *Procedia - Social and Behavioral Sciences*, 48, pp: 1815-25 <https://reader.elsevier.com/reader/sd/pii/S1877042812028996?token=00965D44A8CE81920B6D68DB9D72F894FE52FCE3E7B36ECC4E1CAF9D3AF46F9223CF39AED101234F085C4559CC86DF6&originRegion=eu-west-1&originCreation=20210614152404>
30. Nesta (August 2019) "Transport Hub: Matching supply of community transport to vulnerable individuals", a blog on the *Nesta website* <https://www.nesta.org.uk/blog/transport-hub-matching-supply-community-transport-vulnerable-individuals/>
31. Nesta (November 2017) "Lessons from ShareLab: Liftshare & HappyCT", a blog on the *Nesta website* <https://www.nesta.org.uk/blog/lessons-sharelab-liftshare/>
32. Power to Change (June 2017) *What works: Successful community transport (research report and case studies)* <https://www.powertochange.org.uk/wp-content/uploads/2017/06/Research-Report-7-Transport-DIGITAL-2.pdf>
<https://www.powertochange.org.uk/wp-content/uploads/2017/06/The-Friendly-Transport-Service-Case-Study-1.pdf>
<https://www.powertochange.org.uk/wp-content/uploads/2017/06/Tavistock-Country-Bus-Case-Study-1.pdf>

<https://www.powertochange.org.uk/wp-content/uploads/2017/06/Cuckmere-Community-Bus-Case-Study-1.pdf>

<https://www.powertochange.org.uk/wp-content/uploads/2017/06/Barnet-Community-Transport-Case-Study-1.pdf>

33. Rural England (2019) *State of Rural Services 2018* <https://ruralengland.org/state-of-rural-services-report-2018/>
34. Scott, T and Tulloch, K (2021), "Is community mobility contingent upon driving? Attitudes toward and intentions to use alternative modes of transport according to a mixed-aged sample" in *Journal of Transport and Health*, 20, 100974
<https://reader.elsevier.com/reader/sd/pii/S221414052030178X?token=AE8631D6ACE187A202D885AB4BF9485680AB8E68DE6E235B94D97BF9AED50E790CACD40550C246F17C0DAA39710E7ACB&originRegion=eu-west-1&originCreation=20210609161604>
35. Scottish Parliament Infrastructure and Capital Investment Committee (2013) *Report on Community Transport*
https://archive2021.parliament.scot/S4_InfrastructureandCapitalInvestmentCommittee/Reports/trr-13-07w.pdf
36. Surrey County Council (draft, unpublished) *The social value of Community Transport to the health and care sectors in Surrey, East and West Sussex*
37. Swansea Council (August 2013) *Getting a "Fare" Deal: How can we ensure that public transport improves social cohesion?* <https://swansea.gov.uk/article/13403/Getting-a-fare-deal-How-can-we-ensure-that-public-transport-improves-social-inclusion-August-2013>
38. Transport Scotland (2015) *Research into the Social and Economic Benefits of Community Transport in Scotland* <https://www.transport.gov.scot/media/32402/j368247.pdf>
39. Velaga, N et. al. (2012) "Transport poverty meets the digital divide: accessibility and connectivity in rural communities" in *Journal of Transport Geography*, 21, pp.101-12
<https://www.sciencedirect.com/sdfe/reader/pii/S0966692312000026/pdf>
40. Wales Centre for Public Policy (March 2018) *What works in tackling rural poverty: An evidence review of interventions to improve transport in rural areas*
<https://www.wcpp.org.uk/wp-content/uploads/2018/06/An-evidence-review-of-interventions-to-improve-transport-in-rural-areas.pdf>