



Evaluation of the Motability Foundation's Travelling with Confidence Programme

Final Evaluation Report

Acknowledgements

Thank you to the Motability Foundation for commissioning us to do this evaluation and for their ongoing input into it. We are grateful to all the projects funded by the Travelling with Confidence Programme that made time to share their experiences with us and to promote the evaluation work with the people their projects support.

Many thanks also go to those who used their expertise to help shape the work we did and the recommendations we have made. The Advisory Group members represented their own, and others', lived experience and the independent experts were reflective and informative; we appreciate all their insights.

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Executive Summary

Disabled people face significant barriers to using public transport, including inaccessible routes, lack of information and discriminatory attitudes, which can lead to them avoiding travel altogether. Government Strategies, including the Inclusive Transport Strategy (Department for Transport, 2018), have established a vision for equal transport access by 2030, enabling disabled people to travel confidently, easily and without extra cost. A specific set of skills, experiences and mindset are needed to overcome transport inequalities faced by disabled people, and schemes aimed at increasing confidence in planning and making journeys can be an important contributor.

The Motability Foundation's Travelling with Confidence Grants Programme provides grants for initiatives working to improve disabled people's confidence and independence when making journeys. As of late 2025, the Programme has funded 18 projects across the UK, including travel training and buddy schemes, development of tools for journey planning and strategic influencing.

This independent evaluation used an Outcome Harvesting approach to demonstrate progress towards the Programme's Vision and Outcomes, developed through a participatory Theory of Change process. Five high-level outcomes were identified and evidence collected using monitoring data, surveys, focus groups, interviews, costed case studies and workshops with staff from organisations who had received funding, as well as project participants. Qualitative data was collected from staff representing thirteen organisations and from project participants from four organisations, with additional feedback contributed via surveys and monitoring reports.

The evaluation found that projects funded through the Travelling with Confidence Programme have had a transformative impact on some individuals, leading to increased independence and confidence when making journeys. This has led to more disabled people travelling with confidence and brought about a wealth of associated benefits for health, wellbeing and social connections. However, most of the changes observed within the evaluation period focus on an individual level. Systemic barriers to travel remain pervasive and complex, with systemic change taking longer to take effect and evidence. External factors such as available transport

systems played a large part in the success of projects. Currently, disabled people bear the effort of navigating transport systems not designed with them in mind, and so it is important to shift efforts upstream, to challenge the cultural norms, systems and infrastructure that continue to exclude disabled people.

Key success factors for projects included: bespoke, person-centred support; taking a goal-oriented approach which reflects the outcomes that the person wants to achieve and coproducing travel training and support with disabled people. Successful projects were working to build partnerships across the sector and combined direct support with strategic influencing work.

A Value for Money analysis suggests that the Travelling with Confidence Programme is broadly demonstrating positive value for money across the dimensions of Economy, Efficiency, Effectiveness and Equity. At a portfolio level, variation in cost appears to reflect intentional differences in delivery model, scale and target group – for example, projects targeting people farthest removed from travelling with confidence - rather than inefficiency. Findings point to meaningful change for disabled people, including increased confidence, independence, wellbeing and reduced anxiety in everyday travel.

Evaluation findings highlight four main priorities for change, for continued work to achieve the Travelling with Confidence Vision for Change. These include removing infrastructure and system barriers, increasing awareness and understanding of inclusive travel for disabled people and changing negative attitudes and behaviour of the general public and transport staff. Specific recommendations are offered for Motability Foundation's organisation and strategic development, including sustainability beyond funding periods, improving coproduction practices, strengthening partnerships and alliances, embedding measures of success and establishing learning cultures and practices between projects. Such changes would ensure this important work continues and creates the right conditions for transformational change.



Background

Disabled people experience multiple challenges and barriers in planning and making journeys ([Transport for All, 2023](#)). These include navigating inaccessible routes, networks and systems; a lack of accessible information and infrastructure; and negative impacts of intolerant attitudes from other travellers and transport staff, including discriminatory practices which stigmatise disabled people when planning and making journeys ([NCAT, 2024](#)).

As a result, many disabled people avoid public transport. Motability Foundation's own analysis of the National Travel Survey ([Nat Cen Social Research, 2018](#)) found that, on average, disabled people with mobility impairments make 38% fewer journeys than non-disabled people. Research by Scope ([2019](#)) found that 30% of disabled people say that difficulties with public transport have reduced their independence and 80% experience stress and anxiety when they travel.

A lack of confidence is a commonly cited barrier to disabled people using public transport. A very specific set of skills, experiences and mindset are needed to overcome transport inequalities experienced by disabled people, including contingency planning, building personal resilience and having to learn different skills and systems and how to manage different resources. These inequalities are critical to address so that disabled people can do the things that matter to them, including accessing education, employment and social opportunities.

Successive UK governments have committed to strategies and policies designed to ensure that transport and travel is accessible and inclusive for everyone; and that no-one should be excluded or miss out on the benefits of travelling due to their age, disability or other protected characteristic. The UK Government's Inclusive Transport Strategy ([Department for Transport, 2018](#)) established a vision for inclusive and accessible transport which would see equal access for disabled people using the transport system by 2030, enabling disabled people to travel confidently, easily and without extra cost.

Schemes and initiatives designed specifically to increase people's confidence in planning and making journeys (e.g., travel buddy schemes, training in planning and making journeys, addressing specific barriers

experienced by people with diverse support needs) have been a key part of this agenda, with mixed successes, reach and impacts.

One of the key challenges faced by various attempts to build an inclusive and accessible transport system is the lack of a coherent, collaborative approach. Therefore there is a need for joined-up systems and better coordination between different transport providers; Local Authorities, disabled people's organisations and community organisations. A less siloed and more holistic approach may enable a shift away from focusing on individual modes of transport, towards an end-to-end journey approach that benefits all transport users.

Travelling with Confidence Programme at the Motability Foundation

The Motability Foundation's Travelling with Confidence Programme was developed against this backdrop of systemic, structural and cultural barriers to travel. Motability Foundation's horizon-scanning research ([Britainthinks, 2022](#)) found that interventions to target travel confidence could be particularly impactful as disabled communities and the transport sector were recovering from the impacts of the COVID-19 pandemic.

The Travelling with Confidence Grants Programme was launched in 2023 to provide grants ranging from £100,000 to over £1 million for charities and organisations, working to improve disabled people's confidence and independence when making journeys. Funding supports a range of interventions, from direct travel training and confidence-building activities to strategic influencing and the development of tools for journey planning.

The Travelling with Confidence Grants Programme focuses on funding four key Routes to Impact, developed through research and engagement with disabled people and sector stakeholders:

1. Better Tools:

Improving access to journey planning and navigation techniques

2. Travel Training:

Expanding structured, person-centred training to increase confidence and independence

3. Policy and Practice:

Supporting inclusive design and delivery of transport systems

4. Improved Attitudes:

Promoting awareness and behaviour change among staff and the public

To date, the Travelling with Confidence Grants Programme has funded 18 organisations across the UK (see a summary in Table 1). The Programme contributes towards Motability Foundation's six strategic outcome areas for beneficiaries: access, independence and control, social connections, health and wellbeing, employment and education.

In September 2025, NDTi was commissioned to undertake a retrospective, summative evaluation spanning the period 2023 until December 2025 of the Travelling with Confidence Programme, alongside a separate evaluation of Motability Foundation's Active Travel Grants Programme.

This report shares the learnings, findings and recommendations of the Travelling with Confidence programme evaluation.



Table 1.Travelling with Confidence grants mapped against Programme Routes to Impact

Grantee	Route to impact				DPO?	New initiative?
	Policy and Practice 	Improved attitudes 	Travel Training 	Better Tools 		
Back Up Trust			*	*		No
Autism Bedfordshire			*			No
Community Rail Network			*			No
Devon Communities Together	*	*	*	*		Yes
Enable		*	*	*		Yes
Euan's Guide			*	*		No
Grace Eyre Foundation		*	*			No
Leeds Older People's Forum	*	*	*			No
My Life My Choice			*			No
Orchardville Society		*	*	*		Yes
Transport for All	*	*			Yes	No
Spinal Injuries Association	*	*		*		Yes
Your Voice Counts	*		*			Yes
Advonet			*			No
Autism Able			*			No
Inclusion Gloucestershire			*			No
Integrated Neurological Services			*	*		Yes
Royal Society for Blind Children			*			?

Methodology

NDTi's approach to this evaluation was informed by an Outcome Harvesting methodology, developed by Ricardo Wilson-Grau and colleagues (2012) to collect evidence on what has happened and works backwards to identify if, and to what extent, the intervention contributed to that change. This approach is beneficial when the programmes to be evaluated are already underway, whilst accounting for contextual effects such as local socio-economic variance and differing transportation systems. Outcome Harvesting is also effective for considering complexity in setting, partners and key audiences of impact (individual, community, and system) across the Travelling with Confidence Programme.

NDTi take a values-based approach to evaluation, reflected in our emphasis on inclusion, accessibility and coproduction. We convened an Advisory Panel, including people with a range of impairments such as mobility, visual impairment, learning disability and chronic pain, to guide the evaluation. The Advisory Panel contributed to the evaluation by reviewing the Vision & Outcomes Framework, advising on the format and content of the surveys (including Easy Read¹), advising on focus group and interview recruitment and validating initial findings and conclusions from a lived experience perspective.

Evaluation Stages

Evaluation activities followed six stages, in line with the Outcome Harvesting approach.



1. Evaluation Design (September 2025): NDTi held a participatory **Theory of Change workshop** with key stakeholders from Motability and Travelling with Confidence-funded organisations (11 people including representatives from 6 grantee organisations) to develop a 'Vision for Change' for Travelling with Confidence.

¹ Easy Read is an accessible information format. The words are made easier to read, the sentences are kept short, the text is big, and pictures are used next to the words.



This Vision and Outcomes Framework (see Appendix 1) finalised the evaluation questions (see Figure 1), informed the design of the surveys and interview topic guides, and the proposed methodology underwent NDTi's internal **ethical review process** (based on the [Social Research Association's guidelines, 2021](#)). Motability Foundation staff and the Advisory Group provided feedback on the draft Framework, survey and topic guides, and the results from this stage were summarised in an **Inception Report**.



2. Document Review and Secondary Data Analysis (September – November 2025): NDTi reviewed data already held by Motability Foundation, including 6-monthly and annual **monitoring reports** and **written case studies** from grantee organisations. Documents were coded and mapped against the outcomes identified in the Vision & Outcomes Framework in Excel and MAXQDA.



3. Engage Informants (October – December 2025): NDTi captured perspectives from project staff and people who had received support from the projects,² via surveys, interviews and focus groups. A summary of the information collected directly and through the secondary data analysis is provided in Table 1. We contacted all the funded projects to invite them to take part in fieldwork directly and to ask them to share information about ways people who use their projects could contribute. Information collected included:

- An **online survey** of 63 questions collected data about project usage, feedback, demographics and light-touch value for money data from project participants. A 10-item Easy Read survey was also available, along with phone assistance to complete either option. In total, 35 responses to the full survey were received and 71 Easy Read responses relating to Travelling with Confidence.

² This report will refer to people who received support from projects as 'project participants' (also referred to as 'beneficiaries' by the Motability Foundation). In addition, we refer to 'project staff' which includes volunteers and paid staff members working for grantee organisations.

Tailored topic guides were used to conduct **interviews** and **focus groups** with project participants and project staff. 13 of the 18 grantees contributed data through interviews and focus groups. In total, we spoke to 28 members of staff, representing 13 grantees, and 15 project participants, representing four organisations.

- Information for **costed case studies** was collected through interviews and surveys (designed to collect the necessary information from the individual and the organisation).
- An NDTi evaluator **visited** one of the projects funded by Travelling with Confidence, to observe activities and gather feedback directly from staff, volunteers and project users.
- NDTi facilitated a **reflection workshop** for Motability Foundation staff and grantees, to reflect upon the timeline for Travelling with Confidence funding, key successes and learning for the future. This was attended by seven people working in a range of roles for Motability Foundation.

4. Substantiate and Deepen Insight (December 2025 – January 2026): this stage involved **validating the emerging findings** from Stages 2 and 3 with 5 **independent experts** related to Travelling with Confidence, such as academics, policymakers, disabled people, and transport companies with diverse knowledge, expertise and experience spanning lived experience, behavioural psychology, specialist design and systems thinking.

5. Analyse and Interpret (December 2025 – January 2026): this stage involved analysing each source of data in detail, before bringing together the findings to understand the extent of change according to each outcome and answer the four overarching evaluation questions (Figure 1).

Interviews and focus groups were recorded (with permission) and transcribed using Microsoft's transcription feature. Detailed notes were kept during the Vision for Change, reflection and validation



workshops. Survey data were analysed using Excel and qualitative data were coded using MAX-QDA. The NDTi evaluation team held regular meetings to sense-check analysis and emerging themes.

Emerging findings were presented to 10 staff members from the Motability Foundation at a **validation workshop** in early December, to inform the final conclusions and recommendations. The Advisory Panel also reviewed the findings.



6. Reporting and Next Steps (January 2026): the evaluation findings are presented in **this report**, along with an accompanying **spotlight report** providing a deep dive of one project. Findings relating to the Active Travel Funding Programme evaluation are available in separate report and there is a **costed case study report** relating to both programmes. The findings and recommendations are expected to feed into Motability's broader strategic process, influencing future grant-giving programmes.

Figure 1. Evaluation questions

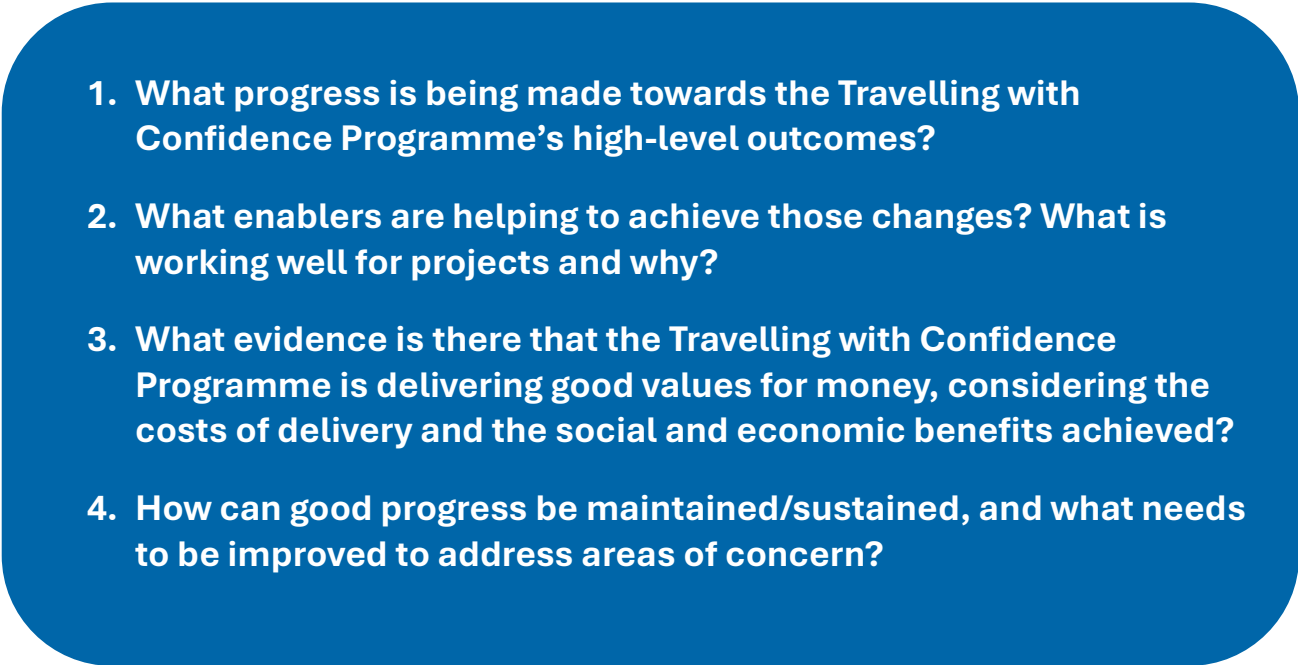
- 
1. What progress is being made towards the Travelling with Confidence Programme's high-level outcomes?
 2. What enablers are helping to achieve those changes? What is working well for projects and why?
 3. What evidence is there that the Travelling with Confidence Programme is delivering good values for money, considering the costs of delivery and the social and economic benefits achieved?
 4. How can good progress be maintained/sustained, and what needs to be improved to address areas of concern?

Table 2. List of grantees³ who contributed data for the evaluation

Organisation	Contributed monitoring data	Feedback from project staff and volunteers	Feedback from project participants (survey and interviews)
Advonet			
Autism Able			
Autism Bedfordshire	*		
Back Up Trust	*	*	*
Community Rail Network		*	*
Devon Communities Together	*	*	
Enable	*		*
Euan's Guide	*	*	*
Grace Eyre Foundation			*
Inclusion Gloucestershire		*	
Integrated Neurological Services		*	
Leeds Older People's Forum	*	*	
My Life My Choice	*	*	*
Orchardville Society	*	*	*
Royal Society for Blind Children		*	
Transport for All	*	*	*
Spinal Injuries Association	*	*	*
Your Voice Counts		*	*

³ Five organisations were in their first six months of funding at the time of the evaluation and as the projects were still in their early stages, monitoring data was not available.

Limitations

Engagement with project participants was coordinated through grantees who passed on the survey and requests to participate in interviews and focus groups from the evaluation team. In the end, the 15 project participants who attended interviews and focus groups were drawn from only four grantee organisations, meaning that perspectives from these four organisations may be over-represented.

The Travelling with Confidence project participant survey received a very low response rate from project participants, of only 35 partial responses. Therefore, while the results from the survey have been used as part of a wider triangulation of data sources, the survey itself is not quoted as evidence in the report given the low response rate. The Easy Read Survey has been used as a quantitative data source in the report due to the higher response rate (n=71). A mixed methods approach was used for this evaluation so that reliance on any one method was avoided whilst enabling a rounded picture of change and progress to emerge.

The low response rate to the survey may have been due to participant fatigue, due to the length of the survey, although the items were deemed necessary to obtain detailed feedback and contribute to the value for money analysis. Grantee organisations have also noted difficulties in getting responses to feedback surveys, suggesting that this may not be a suitable method for gathering feedback from this cohort. Factoring in time to fully co-design the approach as well as specific methods would help to mitigate against low response rates and increase ownership of these, including surveys. As a general rule, shorter focused online surveys generate a greater response rate.

Some grantee monitoring data was limited by small sample sizes, or in some cases the sample size was unknown which made the strength of the evidence unclear. Not all grantees had yet been able to report on outcomes at the time of the evaluation (6 out of 18 included outcome data) so this also limited the overall usefulness of the monitoring data when reporting against outcomes. Furthermore, aggregated monitoring data in the Global Tracker (G2O indicators) has some limitations with double counting and a lack of clarity in which stakeholder group is captured within each indicator (e.g. people attending awareness raising sessions). As such, numbers used in the

Value for Money analysis are different to Global Tracker numbers quoted in the report as they are based on cleansed data.



Findings by Outcome

Once the co-designed Vision & Outcomes Framework was agreed (see Appendix 1), we began document review, secondary data analysis and fieldwork. Five high-level outcome areas (see Figure 2) form part of the evaluation framework for the Programme and progress towards each of the agreed outcome areas has been informed by analysis of interview, focus group, survey, case study and monitoring data.

Figure 2. Travelling with Confidence outcome areas

- 1. Greater levels of awareness and understanding about what inclusive and accessible travel involves and requires.**
- 2. More disabled people are travelling with confidence, which is contributing to improved health, wellbeing and social connections.**
- 3. Accessible and inclusive travel is the norm, with systems and supports in place to help disabled people travel independently.**
- 4. Disabled people are actively involved in coproducing travel information and services.**
- 5. Changes in policies, practices and systems are enabling disabled people to travel independently and with confidence.**

The remainder of this section shares evidence of progress towards each outcome area, exploring factors contributing towards this programme and key challenges and barriers faced.

Outcome 1: Greater levels of awareness and understanding about what inclusive and accessible travel involves and requires.



*Note⁴

There is substantial evidence that projects funded through Travelling with Confidence are supporting disabled people to feel more confident in planning and making journeys. Nearly all the grantees provided some form of travel training, from general group training to tailored 1:1 support. A lack of confidence was reported as the most common factor holding people back from travelling, especially for those with recent or sudden onset disabilities coming to terms with their new reality. As one grantee said, the first barrier for some is “*even imagining that a journey is possible*” and, especially for those who have experienced a life-changing injury, travel and the logistics around it, can be “*the most terrifying thing*”. There were many stories shared of how the travel training had increased awareness of what accessible travel looks like for individuals, resulting in increased confidence. In total, 905 disabled people across the programme reported an increase in their awareness about the

⁴ This data was drawn from Motability Foundation’s Global Tracker G20 indicators which is based on grantee monitoring data. Note that the number of beneficiaries are not unique counts and those who attended awareness raising sessions are a mix of disabled people and wider industry stakeholders. Data used in the Value for Money analysis was cleansed and therefore are different to the numbers used here.

availability and accessibility of information during journeys and 930 reported an improvement in their confidence while travelling – both above target. Findings from the Easy Read survey⁵ show that 96.3% of respondents (n=71) said they felt ‘a bit’ or ‘a lot’ more confident when travelling as a result of the support they had received. Within individual projects, one of the grantee organisations found that 93% (n=1,280) of participants reported an improvement in confidence while travelling, while 100% (n=526) of participants surveyed by another organisation reported increased confidence.

“I cannot believe the difference in M... [I] never imagined he could use public transport” (Project participant, Monitoring report)

“P was feeling isolated, fed up with the same four walls, and nervous about walking alone. ...Despite having a scooter, he was reluctant to use it, preferring to remain active. With weekly visits, he gradually built his confidence, walking with a Travel Buddy to [the weekly lunch club] and back. Over time, his steadiness improved, and he felt capable of walking to the club independently” (Grantee, Monitoring report)

“I learned so much and different things. Taught me how to get on the bus and the train. My confidence has got better... I love it” (Project participant, Interview)

For some, an important element of confidence building was learning to advocate for their needs on journeys, as well practically learning how to plan and make journeys. This looked like having the confidence to both ask for help from transport staff, but also to push back on misplaced offers of help from well-meaning members of the public. As one interviewee said, learning to develop “*vocal independence*” is a “*massive skill*” for overall independence and safety, for example stopping people from automatically pushing a wheelchair without being asked or directed. As a result, there is evidence that individuals feel safer – our Easy Read survey found that 74.6% of respondents felt ‘quite’ or ‘very safe’ on public transport. This is backed up by grantee

⁵ The Easy Read survey was sent to project participants of both the Travelling with Confidence and Active Travel programmes. Therefore, not all responses relate to Travelling with Confidence.

monitoring reports, for example a grantee organisation found that 87% (n=17) of their workshop attendees knew more about personal safety while using public transport and 79% (n=16) had greater knowledge of coping strategies. However, this likely reflects the training they received as this is notably higher than disabled population norms – for example early findings from the Euan's Guide Access survey found that only 25% of disabled people feel safe on public transport.

“It's encouraging people to know it's OK to ask for help as well... A level of confidence about speaking up and advocating for yourself” (Grantee, Survey)

“If you fell out your chair, people would just try and grab you and pick you up in it. And it's like, no, you could actually injure me quite a lot, but it's by saying stop... do this”
(Project staff, Interview)

The setting of the training has also had positive impacts for people resulting in some unintended outcomes. Several people commented how the group training provided wider benefits beyond the skills learned, in terms of having fun and socialising, and the supportive network that is naturally fostered through learning alongside peers, as one participant reflected *“learning in such a diverse group makes me feel less isolated”*. For others, a tailored 1:1 support setting was critical, especially when delivered by someone with lived experience. This peer-led approach, where project participants were carefully matched with someone who had gone through a similar experience, or with a similar disability, was highlighted by every interviewee who benefited from mentorship as being critical to its success. Seeing someone who had been in the same position, but years into their recovery, was quoted by many interviewees as being crucial to building psychological resilience as they approached their own rehabilitation, especially around travel and being able to imagine what is possible.

“They made sure to match me with somebody similar enough to my situation...which I found really, really useful. So they found me someone who's female, who lived on her own and didn't have any children or family and was a professional.” (Project participant, Interview)

A tailored, person-centred approach was identified as a key enabler, going at the pace of the individual and identifying and working towards their own specific goals. Where relevant, this included involving the families and carers of the individual in their support planning, helping to alleviate safety concerns and build their own confidence, especially those families who in the past may have repeatedly been told that independent travel and activity will not be possible for their child. This approach naturally means that support looks different for different people, for example one person needed specific travel training to build her confidence in using escalators, so she would be able to take the underground in London to visit her family.

“They include the family – they know the family are very involved, they get that. They gave us our place as well. Lines of communication and tone are so important and they got that right... I’ve been through it all with [her] – education, social services etc., and [Name of organisation] - their approach has been phenomenal.” (Family member, Monitoring report)

A peer-led approach has clear positive impacts on the travel trainers and volunteers as well as the project participants. Many of the travel trainers had ‘graduated’ through the project, having first received the skills or travel training themselves and now providing the same support to others, either as volunteers or employees. Trainers spoke about their own increased confidence and pride in seeing the people they support grow in confidence and independence, as one interviewee reflected, *“it builds our confidence as well as theirs”*.

There is also evidence that the support provided through the Travelling with Confidence projects is increasing people’s travel choice and thereby reducing costs. Several people told us how they had previously regularly used taxis and were now able to use the bus. Several families and carers commented on the savings in petrol costs now the person uses public transport. One organisation found that over half of disabled people who completed a travel training course reported saving money due to using taxis less.

“Before taking the bus, I used to take a taxi on Sundays into [city name] for church. It was costing a lot of money. About £24

[each way] ... Now I take the bus and have a bus pass so it is much cheaper.” (Project participant, Interview)

A key enabler was where projects had been able to deliver Travelling with Confidence projects through partnerships. For example, one grantee developed a travel training accreditation programme which they offered to local schools. Others developed partnerships with local transport providers, such as one organisation who developed a ‘Try the Train’ initiative with a national train company which sought to build, or rebuild, confidence around rail travel. One self-advocacy organisation delivered a series of workshops in partnership with a national rail company to build the confidence of disabled people in train travel and another ran an event with transport providers specifically aimed at parents and carers to address their concerns around travel safety.

Beyond outcomes for individuals, there is less evidence that projects are leading to more positive behaviours and attitudes from transport staff or other passengers. Wider structural barriers that cause inconsistencies in individual travel experiences continue to pose the biggest challenge to people who have accessed Travelling with Confidence projects. Many of the reasons for knock-backs in confidence are out of grantees’ hands and reflect problems with the wider transport system. Interviewees spoke at length about the differing experiences they have had, including passenger assistance not working as it should, unhelpful bus drivers and inconsistency in transport staff attitudes. There were also many positive experiences reported with members of the public going out of their way to help, successful use of hidden disability lanyards and passenger assistance working well across hubs, as one interviewee said, *“when it works well, it works really well”*. As a result, building resilience and being able to cope with unexpected changes on journeys was an important part of participants’ newly found confidence.

“Following their training [names] planned and undertook a trip together from [place A] to [place B]... they encountered a number of obstacles – diverted buses due to roadworks and a traffic accident – resulting in longer walking distances and missing their passenger assistance. Having been on the training they had the confidence to deal with the unexpected changes, adapt to the circumstances and ask for help and directions when needed” (Grantee, Monitoring report)

Outcome 2: More disabled people are travelling with confidence, which is contributing to improved health,

There is substantial evidence that the Travelling with Confidence programme is benefiting people in a range of ways, leading to improvements in people's health, wellbeing and social connections. This is evidenced in the many stories and comments collected through interviews, focus groups and the monitoring data, of the impacts of people being able to travel with greater ease and confidence. Below we present our findings in relation to the six areas which the Motability Foundation has identified as being the key outcomes in terms of delivering meaningful change for disabled people. Findings for this outcome are structured around Motability Foundation's six strategic outcome areas for beneficiaries: access, independence and control, education, employment, social connections and health and wellbeing.

Access, independence and control

The Travelling with Confidence programme has undoubtedly increased the access of many disabled people and given them greater independence and control. This evaluation heard from many people being able to use their new travel skills and confidence to access opportunities independently. As a result of this new-found independence, there is evidence that the programme is opening up new opportunities that prior to the support, individuals would not have been able to access. Out of the respondents to the Easy Read survey, 89.1% (n=71) reported that the support they had received helped them to do new things. Within individual project monitoring, a grantee organisation found 100% of people reporting they are using new skills to access more services leading to improved quality of life and opportunities. As one grantee reported, *"it's opening up access to other opportunities that people may not have had before"*. Learning new skills, developing a sense of independence and becoming more embedded

in community activities were significant ways in which disabled people benefitted from the Programme.

“It was the first time I had been on the bus by myself in years, but I thought I'm gonna do that challenge and I did. I was very proud of myself, and I now go often on my own to [café] and go to the same place for coffee... and sometimes I have lunch”
(Project participant, Monitoring report)

This increased independence also bring notable benefits for families and the individual’s wider support networks. The independence gained through travel provided a boost in confidence for both the individual and their family/carer, as one young person said: *“My mum and dad were so proud, they can’t believe I did it on my own and I can’t believe it either.”* Families noted that not only were they less worried for the safety of their loved one, but that their new independence meant they no longer had to accompany the individual on journeys and freed up their time. The evaluation team heard several examples of family members who were now able to work again – making a huge difference to their life.

“Her mum and dad said that they have much more time to get on with their own work and lives since she started travelling independently. They have also been able to save a lot of money as they no longer have to pay for taxis.” (Grantee, Monitoring report)

“For me, [the ferrying around] was a bind for nearly a year... I had to be there every morning and afternoon, it was really difficult for me... So this has freed up all of us. It’s a massive change for me” (Family member, Interview)

Education

In particular, the programme has facilitated access to a broader range of educational opportunities. The evaluation team gathered many stories of young people now being able to independently travel to college or other education provider. For some young people, the travel training has meant they can attend the right educational setting for them rather than their travel ability dictating where they go. Recent changes to local authority thresholds

on taxi costs has also increased the imperative for young people to be able to use public transport confidently and safely.

“Since the travel training course, Jane has since travelled on a train to the location of her college in preparation for starting the college course in September. She mentioned that the travel training session had given her confidence to try a train on her own... She seemed incredibly happy, and it was a fantastic achievement for her” (Grantee, Monitoring report)

Employment

Similarly, the programme has allowed some people to access paid employment and training opportunities. As noted above, many of the travel buddy trainers had formerly been project participants and were now in paid employment. Several other individuals have been able to travel to work independently each day, or to attend work placements or apprenticeships.

“To go to work every day she needs to be able to travel and being that only one in four visually impaired people are in paid employment, it is...hugely vital that we equip them to get there every single day and keep their job because...there's not a lot of employers out there always willing to give visually impaired people a chance....She is now independently travelling to work everyday” (Grantee, Interview)

Social connections

One of the most common benefits was the impact on social connections. A grantee organisation found that 71% of surveyed participants reported they are using their new travel skills to access social opportunities. People have been supported to access a range of regular social activities, for example family and baby groups, football training, church, day services and community hubs as well as one-off activities, including gigs, and in the case of one individual, being able to attend and speak at a conference. This is enabling people to stay better connected with their friends, families and communities.

“There was the guy that had never left [home city] and, because of the help that we'd given him, had come to London for the first

time. Not only had he come to London, but he did public speaking for the first time in front of 1,000 people” (Grantee, Interview)

In some cases, framing the travel training around end goals, rather than the training in itself, was key – highlighting the importance of language. This was emphasised by grantees working with older people or people who had suffered a stroke or illness leading to a change in previous abilities. For example, framing the training as ‘going to the cinema’, rather than ‘taking the bus’ was more successful with people for whom taking the bus had previously not been a challenge.

“There is an element of trying not to really focus in too much on the word ‘travel training’. Because it can be very off-putting, especially for older adults who were quite independent”
(Grantee, Focus group)

Health and wellbeing

Increased confidence in travelling – and the access to education, employment and social activities this has afforded - has led to significant improvements in physical and mental health and wellbeing for some people. In total, 2,735 disabled people from across the programme reported an improvement in their physical wellbeing as a result of taking part in a Travelling with Confidence project, and 757 reported an improvement in their mental wellbeing. Conquering fears around independent travel and building confidence has clear impacts on people’s sense of self: one grantee described a participant as now feeling *“a part of the world, like he is a grown-up, and not kept at a distance from it”*. Another person spoke about how they can now get on with life as they are no longer constantly *“worried about the outside world”*.

This can be especially transformative for people with spinal injuries or other conditions who had previously lived full, independent lives. The knock-on effects of increased travel ability and confidence have clearly had life-changing impacts for some individuals, for example a lady being able to rebuild a relationship with her adult daughter, and a man gaining custody of his son. In many cases, travel was central part of a person’s reintegration into society and community following a life-changing accident or health condition.

“He is trying new things and making friends. Things have improved so much for him, and he is even back at school for the first time in ages. It is amazing to see him enjoying life and to see his confidence coming back” (Grantee, Monitoring report)

“This newfound independence has not only improved their practical skills but also boosted their self-esteem, allowing them to engage with their daily routine in a more empowered way” (Grantee, Monitoring report)

**“So, she started getting the mental health side of her life back together again, which allowed her to start leaving the house and making those journeys and having made the one journey to the community group, she realised that travel was possible and she then started thinking about other journeys she could make. She made a trip to London and the thing that really touched me was that she rebuilt that relationship with her adult daughter that she'd lost. And she felt able to become a parent again.”
(Grantee, Interview)**



Outcome 3: Accessible and inclusive travel is the norm, with systems and supports in place to help disabled people travel independently.

Evidence around progress towards this outcome is more limited. This is mainly because the Travelling with Confidence programme portfolio included only a limited number of projects working directly on systems change, with most providing support at the individual level, as highlighted in Table 1. Findings highlighted the wider contextual challenges with accessible travel infrastructure and systems which limit inclusive, accessible travel. As above, project participants reported diverse experiences of travel with both positive stories and off-putting and stressful experiences including inaccessible train carriages, lifts out of order, unhelpful staff, closed ticket offices and verbal abuse. Examples of systems and supports working well for people include joined-up working across transport hubs and companies (for example, in the case of someone missing their train) and where county/country-wide initiatives worked well across transport hubs (for example, the use of travel wallets or hidden disability lanyards).

“Despite being non-verbal, they have successfully navigated their route using a travel wallet, which helps them manage the journey step by step...The travel wallet is an orange, plastic credit card wallet which [the organisation] provides. Designed to hold tickets, information and communications cards...[Name] can use it to show the bus driver which stop they need and information they might need to communicate, for example to other passengers” (Grantee, Monitoring report)

“If it’s not open [ticket desk], I cannot get a ticket. I cannot use the machine – it’s too small and there are too many things on it” (Project participant, Interview)

“The government pledged to introduce talking buses across the country. A Youth Forum member wrote to their MP to ask when this will be introduced, as they are starting their first job soon, and at the moment are reliant on the driver telling them where to get off. They accept this is not an easy fix and will take time” (Grantee, Interview)

One of the challenges for infrastructure design is meeting the varying needs of disabled people and there are often trade-offs to consider. For example, while tactile pavements provide vital information to visually impaired people about their environment, including hazard warning and directional guidance, their uneven surface can be difficult for wheelchair users to navigate safely. Similarly, our conversations with external experts highlighted how every additional wheelchair space on buses decreases the number of available downstairs seats which are important for people with a variety of disabilities.

The lack of consistency in travel experiences was a common theme. For some people, especially those with learning disabilities, this meant that the projects gave them confidence in making specific journeys they had undergone training for. It did not necessarily mean they had the confidence to approach new journeys independently. However, for others, the projects gave them the tools, skills and confidence to embrace independent travel going forward; this was more common among those who learned specific skills, such as wheelchair skills.

Findings did suggest that there has been progress in improving the availability of accessible travel information. The Travelling with Confidence programme has funded several travel information services, often for specific cohorts, such as people with spinal cord injuries. Available monitoring data suggest these have seen positive uptake. One project's monitoring survey found that 100% of service users (n=526) reported an increased awareness of the availability and accessibility of information during journeys. Early findings from the 2025 Euan's Guide Access Survey found that, of Euan's Guide users, 66% (n=746) reported that the platform has given them greater choice of accessible places to go and things to do and 58% reported having more confidence to visit new places or try new things. Our Easy Read survey found that 63.6% of respondents (n=82) said that overall travel information is 'very easy' or 'quite easy' to understand, suggesting there is room for improvement. Generally, these resources support people in the journey planning stage; accessible live information during a journey was reported in interviews and focus groups to be less accessible and inconsistent.



Outcome 4: Disabled people are actively involved in coproducing travel information and services.

Again, there is limited evidence that the projects have made substantial progress in ensuring disabled people are coproducing travel information and services. As above, this is mainly driven by the fact that only a limited number of projects in the portfolio were seeking to address these issues (see Table 1). As such, there remains a real need for support in this area, as disabled people are not yet shaping travel opportunities, support and services at a meaningful scale.

There were a few examples of grantees working directly with transport providers to improve travel alongside disabled people. For example, one organisation's partnership with the local bus company meant they were offered a tour of a new station, and service users were able to provide feedback on the facilities.

“We had a lovely big new station open last year in [name of city] and they arranged guided tours to have a look at all the accessibility features that they have and for our people to give their feedback on it as well, just on what they thought about all the features.” (Grantee, Interview)

Developments to the Euan's Guide website has also laid the groundwork for improvements in the accessibility and availability of peer-contributed travel information, with a growing number of disabled access information reviews.

Separately to this system-level coproduction, it is worth noting that several grantees demonstrate coproduction within their own project offers in applications and monitoring forms. However, it is unclear where the incentives and support lie from the Motability Foundation to grantees to encourage coproduction throughout delivery of a project. One grantee emphasised that the Foundation should address this by funding DPOs more strategically. It has previously been noted by Disability Rights UK (2025) that funding around disability rights is unfairly distributed, with only approximately 2% of it reaching organisations led by disabled people. Further exploration of what multi-faceted, genuine coproduction looks like is provided in section Conclusions and Recommendations.

Outcome 5: Changes in policies, practices and systems are enabling disabled people to travel independently and with confidence.

As expected, given the timeframes for this evaluation, there is limited evidence available at this point that Travelling with Confidence projects have been able to make change at a policy level to encourage greater inclusive and accessible travel. As with outcomes 3 and 4, this is partly because only a limited number of projects in the portfolio were actively working at the policy level (see Table 1). As well as the timeframes being necessarily longer to see change under this outcome, the lack of evidence could also be reflected in the fact that the ‘policy and practice’ route to impact has the least grantees under the programme.

This is not to say that work has not happened around this area and there are several examples of campaign and early-stage influencing activity carried out by grantees. For example, one project has established the National Accessible Transport Policy Forum, bringing together transport- and disability-specific groups and charities to coordinate activity for systemic change on transport for disabled people, which has successfully appealed for greater regulation in the Autonomous Vehicles Act. Motability Foundation funding has allowed this grantee to increase their communications and influencing capacity and, as a result, their coverage has grown from 20-30 to 170 pieces of media a year. In addition, another funded organisation was invited to the launch of the Integrated National Transport Strategy, to represent older people and disabled people and are now a member of a local Accessibility & Inclusion Group, sharing the views of older adults and people with disabilities around using and designing of the New Mass Transit System for the City. Another organisation is also running an awareness campaign to influence policies related to train and air travel and they convened discussion on the need and scope for a national spinal cord injury strategy, which led to a parliamentary inquiry. These activities need long-term investment before real change will be seen and it should be noted that there is little evidence that they have yet influenced policy decisions, regulations, funding allocations or statutory practices.

Several grantees reinforced the need to take a multi-pronged approach in their work to effect real change: combining direct support to individuals

and service provision with social media campaigning, policy work and advocacy to address the systemic challenges, which affect the everyday travel experiences of disabled people. The need to leverage influence at the political level was emphasised as an important component of the Travelling with Confidence programme.

“[We give] people practical advice on travel and the barriers and how to overcome them. And when all of that doesn't work, we then campaign by mobilising the public media to exert pressure on politicians who then exert, in turn, pressure on government.” (Grantee, Interview)

“We do have an advice service, and we support about 350 people a year who raise complaints about public transport to take judicial review... But we also now are coming at it from the other side - let's make that system more accessible so the person isn't failed and can travel easily.” (Grantee, Interview)

Grantees emphasised they would like to see Motability Foundation do more in the policy and advocacy space, while acknowledging that their association with Motability Operations creates potential sensitivities. One grantee suggested that greater visibility in this space could be an opportunity to reset public perceptions and that the Foundation's extensive work and funding in the disabilities arena is currently *"almost entirely invisible"* to the public and that *"a kind of public affairs and campaigning role would be a real opportunity for them"*. Several others emphasised they would like to see the Motability Foundation showcasing successes from the Travelling with Confidence projects, using them to inform their influencing work into statutory and government departments.

“I really, really hope that they will continue to do work on...changing perceptions... Because I think that's where the power of change will come. It's a two-pronged attack - supporting our community so we can speak up but also helping us influence those strange corridors of power.” (Grantee, Interview)

Value for Money

Introduction

This section presents NDTi's Value for Money (VfM) analysis of Motability Foundation's Travelling with Confidence programme. It brings together quantitative monitoring data and qualitative evidence to provide a proportionate, portfolio-level assessment of how resources have been used, what has been delivered, and what difference this has made for disabled people.



The VfM analysis forms an integral part of the wider evaluation and should be read alongside findings elsewhere in this report on programme delivery, reach, outcomes, and beneficiary experience. The costed case studies (Appendix 8) are included as a complementary source of learning, providing in-depth insight into individual experiences and mechanisms of change. They are not incorporated into the VfM analysis, as they are designed to explore different evaluative questions and operate at a different level of.

This analysis responds directly to the VfM questions set out in the original Request for Proposals (RfP) and is structured around the four recognised dimensions of value for money: Economy, Efficiency, Effectiveness, and Equity.

Scope and Approach

The VfM analysis has been designed as a light-touch, Board-level assessment, in line with Motability Foundation's guidance and subsequent clarification. It is intended to support strategic oversight, learning, and comparison across projects, rather than to function as a formal economic or fiscal appraisal.

The analysis draws on:

- programme monitoring data (G2O tracker and Power BI)
- grant cost information provided by Motability Foundation, and

- qualitative and quantitative evidence generated through NDTi surveys, interviews, focus groups, and costed case studies.

The datasets provided by Motability Foundation and subsequent clarification did not include grant administration costs, standardised definitions of beneficiaries, attribution or counterfactual data, or consistently aligned cost-to-date figures linked to outputs or outcomes.

Quantitative data provides insight into scale, reach, and patterns across the portfolio, while qualitative evidence explains how and why value has been created, and for whom. A common analysis end date of 5 November 2025 was applied to ensure consistency across all programme and grant data sources. All other data was collected up to, and including, the 28 November 2025. WELLBY scores are derived from NDTi surveys closing on this date, based on respondents' self-reported wellbeing over the previous 12 months and at the time of survey completion.

Only projects with sufficient and comparable cost and activity data are included in the quantitative VfM analysis. Table 3 below summarises which Travelling with Confidence grantees are included in this analysis. Euan's Guide does not have individual beneficiaries, so has been excluded from cost-per-beneficiary analysis. Further methodological detail is provided in Appendix 2.

Table 3. Travelling with Confidence Grantees

Grantee	Included	Partially included	Excluded
Advonet			✓
Autism Able – no data			✓
Autism Bedfordshire	✓		
Back Up Trust	✓		
Devon Communities together			✓
Community Rail Network			✓
Enable	✓		
Euan's Guide		✓	
Grace Eyre Foundation	✓		
Inclusion Gloucestershire			✓
Integrated Neurological services			✓

Grantee	Included	Partially included	Excluded
Leeds Older People's Forum	✓		
My Life My Choice	✓		
Orchardville Society	✓		
Royal Society for Blind Children			✓
Spinal Injuries Association	✓		
Transport for All			✓
Your Voice Counts	✓		

Limitations and How to Read This Analysis

This VfM assessment does not estimate attribution, counterfactuals, deadweight, or displacement, and does not attempt to quantify net economic impact or return on investment. References to contribution are indicative and supported by qualitative evidence (elsewhere in this report and within the Costed Case Studies report, Appendix 8) rather than causal modelling.

All VfM metrics use simple annualisation (total grant value divided by total grant duration) to support comparability across projects. Although cost-to-date information was reviewed, it could not be consistently aligned with outputs, outcomes, or time in operation across projects and is therefore not used as the primary VfM denominator. As such, the figures do not represent actual annual spend, nor do they adjust for project maturity or exposure time. Maturity effects are addressed narratively, drawing on qualitative evidence and the costed case studies.

Beneficiary figures are drawn from monitoring data and may include repeat or overlapping engagement (for example, individuals accessing multiple activities or forms of support). As a result, beneficiary counts should not be interpreted as robust counts of unique individuals. Unit cost variation should therefore be interpreted in context where higher costs often reflect intentional design choices to reach people with complex needs, rather than inefficiency.

While the programme logic includes 'Routes to Impact' relating to shaping best practice, the datasets available for Travelling with Confidence do not

provide evidence that allows this route to be assessed quantitatively within the VfM analysis. Rather than inferring activity, this analysis focuses on routes where evidence is available and flags this as a learning point for future data collection.

A full discussion of limitations is provided in Appendix 2Appendix 0.

Value for money analysis

The analysis below examines value for money across the Travelling with Confidence portfolio using the four dimensions of Economy, Efficiency, Effectiveness, and Equity. The focus is on portfolio-level patterns and learning rather than assessment of individual projects in isolation or individual participants.

Quantitative metrics are used to identify variation and trends, while qualitative evidence from surveys, interviews, and focus groups, is used to explain how and why these patterns occur in practice. The findings should be read in the context of the scope and limitations set out above and detailed further in Appendix 2.

Taken together, the VfM findings should be read as a synthesis of the delivery patterns, outcomes, and lived experience evidence presented earlier in this report, providing a complementary lens on how investment has translated into change rather than a standalone assessment.

Beneficiary – individuals recorded by Motability Foundation as having received support through a grantee project, as reported in the G2O Tracker and PowerBI datasets; figures may include repeat engagement.

Outputs – outputs are interpreted primarily as measures of beneficiary engagement, most commonly reflected through the number of beneficiaries supported, in line with how data is recorded across the available datasets (G2O and PowerBI).

Outcomes - beneficiary-reported changes captured within Motability Foundation's G2O Tracker and PowerBI datasets, including individual beneficiaries reporting increased confidence, improved mental wellbeing, and improved physical wellbeing.

Economy: Use of Resources

Economy considers whether programme resources have been used at an appropriate cost relative to the scale and nature of delivery. This is assessed using high-level cost metrics, including annualised grant value and cost per beneficiary, interpreted in relation to delivery model and target group.

Across the Travelling with Confidence portfolio, annualised grant values range from approximately £36,000 to £623,000 per year (Table 4), reflecting intentional variation in award size and programme role. Actual cost per beneficiary ranges from around £130 to £4,700, with variation closely aligned to delivery approach and beneficiary profile.

Projects delivering large-scale training or awareness-raising activity demonstrate lower unit costs, reflecting delivery at scale and group-based formats. In contrast, projects focused on confidence-building, buddying, or highly tailored support for people with learning disabilities, autism, or physical impairments show higher costs per beneficiary. Evidence from the costed case studies indicates that these higher costs are driven by the complexity of need and the intensity of support required, rather than inefficiency.

Table 4. Portfolio-level Economy Metrics

Delivery Model	Typical scale of delivery	Indicative cost per beneficiary	Interpretation
Large-scale training and awareness models	High volume, group-based participation	£130 - £900	Lower unit costs reflect delivery at scale and group-based activity designed to maximise reach.
Mixed training and buddying models	Medium volume, blended support	£900 - £2,500	Moderate unit costs reflect a balance between scale and individualised confidence-building support.
Intensive confidence-building or specialist models	Lower volume, highly tailored support	£2,500 - £4,700	Higher unit costs reflect complexity of need and sustained one-to-one support,

Delivery Model	Typical scale of delivery	Indicative cost per beneficiary	Interpretation
			rather than inefficiency.

Note: Ranges are indicative and based on portfolio-level patterns rather than individual project comparison. Appendix 0

Overall, the evidence suggests that resources have been used economically across the Travelling with Confidence portfolio, with variation in unit costs reflecting purposeful design choices and a strong emphasis on equitable reach and depth of support.

Efficiency: Conversion of Inputs into Outputs

Efficiency examines how effectively financial inputs have been converted into outputs. Efficiency within Travelling with Confidence varies systematically across the portfolio in line with delivery intent.

Projects designed to maximise reach through training and awareness-raising activity deliver a higher volume of outputs (engage higher numbers), while projects focused on confidence-building, buddying, or highly tailored support deliver fewer outputs (engage lower numbers) by design. This reflects the time, trust-building, and sustained engagement required to support disabled people facing greater barriers to independent travel (Table 4 above).

Qualitative evidence presented throughout this report indicates that these differences reflect intentional trade-offs between scale and intensity, rather than differences in performance. Costed case studies (Appendix 8) further illustrate how efficiency is achieved through alignment between delivery approach and intended outcomes, particularly where intensive support is required to enable participation that would not otherwise occur.

Interpretation of efficiency metrics also takes account of project maturity and exposure time. As shown in Table 4Appendix 0, projects differ in the length of time they have been operating at the point of analysis, which affects the volume of outputs delivered to date. Cost-to-date figures are presented in this table to support interpretation of project maturity but are not used to recalculate VfM ratios for the reasons set out previously.

Variation in efficiency across the portfolio is further explained by a small number of structural drivers, including delivery format (group-based versus one-to-one), intensity of support, use of buddying schemes, and beneficiary complexity. These factors, summarised in Appendix 3 help to explain why lower output volumes in some projects are an expected and appropriate feature of delivery, rather than an indication of inefficiency.

Table 7. Indicative Efficiency Metrics Across Delivery Models

Delivery Model	Typical outputs delivered	Indicative efficiency profile	Interpretation
Large-scale, training-led models	High volume of training sessions and awareness activity	Higher volume of outputs delivered per year; lower cost per output	Efficient conversion of resources into outputs at scale through group-based delivery.
Mixed training and buddying models	Moderate volume of training alongside buddying support	Moderate volume of outputs; moderate cost per output	Balanced efficiency reflecting a mix of scale and individualised confidence-building support.
Intensive confidence-building or specialist models	Lower volume of one-to-one support and tailored interventions	Lower volume of outputs delivered per year; higher cost per output	Reflects time-intensive engagement and complexity of need, not inefficiency.

Note: Indicative efficiency profiles are based on portfolio-level patterns rather than individual project comparison. Supporting qualitative evidence and worked examples are provided in the Costed Case Studies Report (Appendix 8).

Effectiveness: Outcomes Relative to Investment

Effectiveness considers the extent to which meaningful change has been achieved for disabled people relative to the scale of investment. Across the Travelling with Confidence portfolio, reported outcomes indicate improvements in confidence, mental wellbeing, physical wellbeing, and independent participation in travel.

Qualitative evidence captured by NDTi and presented throughout this report consistently highlights positive change in areas that are central to the programme’s aims, including increased confidence to travel independently, reduced anxiety, improved social connection, and greater participation in everyday activities. This data indicates that many participants experienced significant to life-changing change, particularly in relation to their ability to meet new people, maintain relationships, access employment or volunteering, and travel without reliance on others. However, participants were cautious not to attribute these changes solely to the programme.

Indicative wellbeing analysis ([HM Treasury, 2021](#), uplifted to 2025/2026) provides further contextual insight. Among respondents with comparable data, average self-reported wellbeing increased from 5.5 to 6.8 between the autumn 2024 and autumn 2025, representing an increase of 1.2 points. Using an illustrative value of £16,752 per one-point WELLBY increase, this equates to an indicative wellbeing value of **£20,102.40, per person per year**. These findings are indicative and should be interpreted alongside qualitative evidence, rather than as a formal valuation or return on investment.

Taken together, the evidence suggests that Travelling with Confidence has been effective in translating investment into meaningful outcomes for disabled people, particularly in areas of confidence, independence, and social participation. Many of the most valued outcomes, such as reduced anxiety, increased autonomy, and improved quality of life, are not fully captured by quantitative indicators alone and are best understood through the combined use of outcome data and lived experience.

Table 8. Summary of Outcome and Wellbeing Indicators

Outcome area	Portfolio level pattern	Indicative evidence	Notes on interpretation
Confidence	Consistent improvement reported	Survey responses; interviews; focus groups	Particularly strong in training and buddy-supported models
Mental wellbeing	Moderate to strong improvement	Survey responses; qualitative accounts, WELLBY analysis	Indicative only; non-representative sample

Outcome area	Portfolio level pattern	Indicative evidence	Notes on interpretation
Physical wellbeing	Improvement where confidence leads to increased activity	Survey and case study evidence	Often mediated through reduced anxiety and increased independence
Independent travel and participation	Increased use of public transport and independent travel	Survey data, monitoring data and interviews	Strongest where sustained support enabled behaviour change
Overall wellbeing (WELLBY)	+0.85 average increase per year.	£14,359 indicative value per person per year	Illustrative; not a formal economic valuation

Note: Detailed outcome counts, cost-per-outcome ranges, and WELLBY assumptions are provided in Appendix 2.

Equity: Reaching Underserved Groups

Equity examines who benefits from the programme and whether resources have reached disabled people facing the greatest barriers to independent travel and participation, as described in the outcome and reach sections earlier in this report. Across the Travelling with Confidence portfolio, provision is largely delivered on a pan-disability basis, with several projects offering targeted support for people with learning disabilities, autism, physical impairments, or mental health needs.

The programme places a strong emphasis on confidence-building, behavioural change, and personalised support, recognising that these are critical barriers to travel independence for many disabled people. Qualitative evidence indicates that participants facing higher levels of anxiety, cognitive barriers, or social isolation often require more sustained and intensive engagement, including buddying, repetition, and tailored materials. In this context, higher unit costs reflect appropriate targeting of resources towards those with greater need, rather than inefficiency.

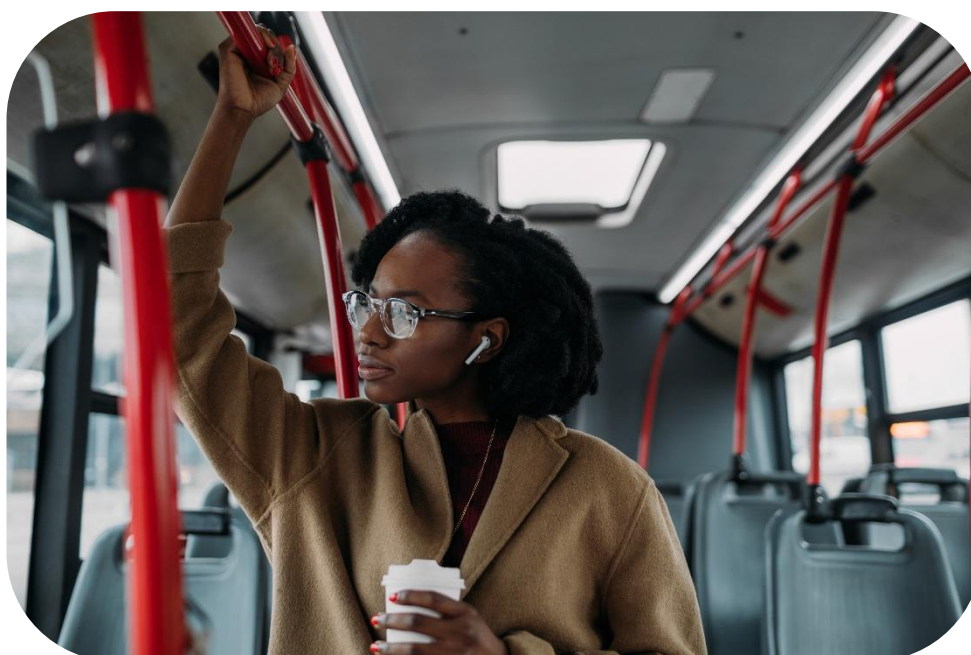
Delivery is predominantly urban, with some projects operating across mixed urban and rural geographies or at national scale. This raises questions about equity of access for disabled people in rural areas, which may require different delivery approaches and resourcing in future programme design. Where delivery extends beyond urban centres, qualitative evidence highlights additional resource requirements associated with travel time, coordination, and accessibility of transport infrastructure. Costed case studies illustrate how flexibility and additional staff time are often required to ensure equitable access for participants outside major urban areas (Appendix 8).

Table 9. Equity Profile of Travelling with Confidence Delivery

Dimension	Portfolio pattern	VfM interpretation
Disability group	Predominantly pan-disability provision, with targeted support for learning disability, autism, physical disability, and mental health	Inclusive reach complemented by tailored, higher-intensity support where needed

Dimension	Portfolio pattern	VfM interpretation
Geography	Largely urban delivery, with some mixed urban/rural and national provision	Delivery beyond urban centres associated with higher coordination and delivery costs
Delivery intensity	Mix of high-volume training/awareness and intensive buddy-supported models	Higher unit costs reflect equity-driven design choices rather than inefficiency
Access barriers addressed	Confidence, anxiety, skills, independence, social isolation	Equity embedded within VfM rather than traded off against efficiency or scale

Note: Further detail on disability group focus, geographic coverage, and delivery context is provided in Appendix 2, alongside qualitative evidence from the Costed Case Studies Report.



Summary and Conclusions

Taken together, the evidence suggests that Motability Foundation's Travelling with Confidence programme demonstrates strong and balanced value for money across the four dimensions of Economy, Efficiency, Effectiveness, and Equity (see Table 10, below, and Appendix 0).

At a portfolio level, resources have been used economically, with variation in cost reflecting intentional differences in delivery model, scale, and target group, rather than inefficiency. Annualised grant values and unit costs align closely with programme role. With larger-scale training and awareness-based approaches generally associated with lower unit costs. While more intensive confidence-building and buddy-supported approaches appropriately incurring higher costs to meet the needs of people facing greater barriers to independent travel (Appendix 0).

The programme demonstrates efficient use of resources, understood as alignment between inputs and intended outputs rather than maximisation of volume alone. Differences in output levels across projects reflect deliberate trade-offs between scale and intensity, influenced by delivery format, beneficiary complexity, and project maturity (Appendix 0). Costed case studies (Appendix 8) provide complementary insight into how efficiency is achieved through tailoring delivery to support behaviour change and sustained confidence, rather than through speed or standardisation.

Evidence of effectiveness is strongest in the qualitative data, which consistently highlights meaningful change for disabled people, including increased confidence, reduced anxiety, improved wellbeing, and greater independence in everyday travel. Indicative outcome and wellbeing data support these findings. Among survey respondents with comparable data, average self-reported wellbeing increased by 1.2 points, equivalent to an illustrative value of £20,102.45 per person per year, using standard WELLBY assumptions (HM Treasury, 2021). Appendix 0 These figures are indicative and non-representative and are intended to provide contextual insight alongside lived experience rather than a formal economic valuation.

Equity is embedded within the programme's approach to value for money, rather than treated as a secondary consideration. The portfolio combines pan-disability provision with targeted support for people with learning disabilities, autism, physical impairments, and mental health needs. Where

higher unit costs are observed, these are closely linked to equity-driven design choices, such as the provision of buddying, extended engagement, and tailored support for people facing the greatest barriers to independent travel Appendix 0

Overall, within the agreed scope and limitations of the evaluation, Travelling with Confidence demonstrates a coherent and purposeful use of resources, translating investment into meaningful outcomes for disabled people while maintaining a balance between reach, depth, and fairness. The findings provide a robust and transparent basis for learning and future decision-making and support the continued role of confidence-building and behaviour change interventions in enabling independence, participation, and wellbeing.

Table 10. Programme-level Value for Money Summary

VfM Dimension	Key Indicators (portfolio level)	Interpretation
Economy	Annualised grant range: £36k–£623k Cost per beneficiary ranges from approximately £130–£4,700 across the portfolio.	Cost variation reflects intentional differences in delivery model, scale, and target group, rather than inefficiency. Higher unit costs are associated with intensive confidence-building and buddy-supported models.
Efficiency	Training and awareness-led models deliver higher volumes of outputs. Confidence-building and buddy-supported models deliver fewer outputs by design. Efficiency varies with delivery format, beneficiary complexity, and project maturity.	Differences reflect deliberate trade-offs between scale and intensity, with efficiency defined as alignment between resources and intended outcomes rather than output volume alone (see Appendix 3).
Effectiveness	Qualitative evidence shows consistent improvements in confidence, independence, wellbeing, and participation. Indicative WELLBY increase of 0.85	Outcomes are meaningful and valued by participants, though not fully captured by quantitative indicators alone. WELLBY figures are indicative and support interpretation alongside lived experience (Appendix 4).

VfM Dimension	Key Indicators (portfolio level)	Interpretation
Equity	Predominantly pan-disability provision, with targeted support for people with learning disabilities, autism, physical impairments, and mental health needs. Delivery largely urban, with some mixed and national provision.	Equity is embedded within VfM, with higher costs reflecting intentional targeting of people facing greater barriers, rather than being traded off against efficiency or scale (Appendix 5).

Process Evaluation Findings

The remit of the evaluation included an exploration of the process of bidding for, and delivering, a project funded by the Travelling with Confidence programme. In this section, we share evidence from the grantees' perspectives of their experiences of the application process, working with Motability Foundation, monitoring and oversight of the projects and how they are planning to continue their work.

Application Process

The application process for Travelling with Confidence changed over the course of the programme, which means grantees we spoke with had different experiences depending on when they applied for the grant. These changes were based on feedback from grantees,

Grantees reported generally positive experiences of the process of applying for funding from the Motability Foundation, with most finding the two-stage process to be “*straightforward*” and “*not overly onerous*”. The Grant Managers were found to be supportive and communicative throughout the process. For grantees seeking funding for areas of work that Motability Foundation have less prior experience with, there was a perception that a lot of detail was required, with significant follow-up and clarifications, though the reasoning behind this was understood.

“Having feedback after the first stage was valuable. The allocated grant manager was knowledgeable and supportive.”

“[Our CEO]’s always said, if you said to her what's your perfect funder? Motability Foundation is fantastic.”

Others reported some challenges with the application process.

Some grantees felt that the parameters of the funding were unclear, for example whether funds were restricted or not, and others had long lead-in times, with initial disappointment at being rejected for funding after a lot of upfront work by the grantee and partners. Another challenge some grantees experienced in the application stage was having to estimate, without prior experience, how many people the project would reach if the funding would

be to develop a new service or activity. The application form was also found to be “quite restrictive” by some in terms of length and wordcount.

“I think the grant bid process for [us] was quite frustrating. It went on for a number of years... I know one of the frustrations that the CEO had was that she couldn't talk directly to the panel. The panel kept coming back with these sort of reasons for rejection... So she felt it wasn't as coherent as it might have been.”

Working with Motability Foundation

Most grantees were complimentary about the process of working with Motability Foundation throughout the grant period. The Grant Managers were generally found to be “knowledgeable”, “supportive” and “approachable”. Trust was built as grantees felt that their Grant Managers were understanding and open when things went wrong or needed to change course. It was also recognised that learning goes two ways, as one grantee mentioned supporting Motability Foundation to learn more about their work with people with a low incidence disability. In addition, grantees that had received a site visit were highly appreciative of this, suggesting that site visits should be prioritised going forwards.

“She's great. She's brilliant. She has been to some of our events. So we've met her in person ... I think there's a sense that she really does understand [us] and what we do and what the project was and that's all been brilliant.”

“What I've personally enjoyed about Motability's process is the fact that we are reflecting and learning along the way... it's a very open relationship and it feels like we can tell them when things are getting tricky.”

“They have come and visited us personally in the office, that's fantastic they'll come and get to know the team.”

However, some grantees highlighted areas where the relationship management could be improved. A small number of grantees shared that responses from Motability Foundation could be slow at times and while

there was understanding that this was likely due to team workload, it could contribute to significant delays in project delivery.

“A little bit of feedback would be that the response times are sometimes quite slow ... so sometimes we're waiting potentially a few weeks for a response or maybe having to chase sometimes for responses.... decisions take a long time to be made sometimes.”

“Motability need to sign off on anything that includes their name. Every single thing has to come to them first which adds a layer of delay, so we can't be quite as dynamic... we want to advertise we are funded by them but limits how we can promote and share what's happening”.

One grantee had a negative overall grant management experience. They were disappointed that they had only had two meetings with Motability Foundation in a year-and-a-half, and that they had been asked to produce a 6-month monitoring report at short notice. As a result, they felt like they had been *“forgotten or missed”*. In addition, their delivery targets could not be adjusted after the project had a *“very difficult start”* which was reported to be very demoralising for the team and delivery partners. They were also disappointed not to have received a site visit, which caused them to feel that they had *“fallen off the edge of the world, I don't think anyone knows we exist”*.

“Just to be told our numbers would roll over – that was crushing for some of our delivery partners. Trying to motivate people when looking at figures that just look impossible to reach was very uncomfortable for us and them.”

Grantees expressed a strong desire for the opportunity to meet, network and share learning with other grantees, both within their field of work and in their local area. This could take the form of meetings or events. This would have a number of benefits, such as sharing learning, developing partnerships, cross-promotion and building information directories.

“Are there other funded programmes in [city] that we could work with? Could our learning support any newly funded projects? We'd like to hear from colleagues at the Motability

Foundation, or organisations funded to do similar work to ours (by the Motability Foundation or other funders), in order to benefit from shared ideas and expertise to help us achieve the targets set for Travel with Confidence.” (Monitoring Report)

“The team would be interested in hearing about other projects that the Foundation is funding, this would help us to see if there are any crossovers that we could support each other with and signpost to each other where appropriate.” (Monitoring report)

We did hear from one participant who received support from one project in relation to their spinal injury, who was then signposted to a specific training course provided by another TwC project and subsequently reported very positive outcomes.

Monitoring and Evaluation

Monitoring and evaluation requirements for grantees evolved over the course of the Travelling with Confidence programme. Initially, reporting forms were annual. Later a more light-touch six-monthly form was added which only captures indicator data.

Perspectives on the monitoring and evaluation of the Travelling with Confidence programme were varied and sometimes critical. The general sense among grantees was that the monitoring and evaluation forms prioritised quantitative data over qualitative stories meaning *“it was difficult to explain the good work we’d done within the format”*. Some steps had been taken to improve this (*“the format has improved loads in Year 2”*) but some felt that the forms are still quite *“formulaic”*. Grantees would like the forms to better reflect different sources of evidence, including narratives and personal stories, though it was acknowledged that it is challenging for funders to capture impact uniformly across such a diverse range of projects.

“In terms of the numbers issue, verbally we’ve received support for [more qualitative than quantitative] but when we submitted our 6-month report, it was so data driven and number centric and no space for narrative stories.”

Additional funding for evaluation support and capacity building was awarded to several grantees, which was generally highly appreciated by grantees. One grantee reported difficulty in reporting on complex change processes involved in their work, which can take time and is harder to evidence. This extra funding for external evaluation consultancy was seen as very helpful, though they would have liked this in place from the start.

“Motability offered the additional funding and we applied. They recognised how much reporting and that orgs didn’t have that capacity internally... We had looked at our theory of change, but this impact work has really taken it to the next level.”

“Really helpful in terms of our learning and development in terms of how you evaluate impact, which is an unexpected bonus which came from Motability trying to evaluate the project... for us, it's not just about how Motability Foundation is supporting our users, it's about how they're also supporting [us] to develop and improve and therefore help our users.”

Sustainability of Funding

For many grantees, the Travelling with Confidence funding was their largest grant or contributed to a sizeable proportion of their organisational income. Receiving the grant was therefore transformative for many organisations, providing “*stability and growth*” for the work they do. Core funding enabled organisations to invest in their staff, grow their membership base, respond with agility to current events, as well as improve the quality of resources and services on offer. This was felt to not just be impactful for work directly linked to the Travelling with Confidence projects, but also to raise standards across the organisation.

“This is big funding for [us] and is supporting a lot of the core website, so in that respect it is fundamentally changing [us] as it is sustaining the organisation... it’s the whole organisation which is working on this project because it is the core of what we do and underpins everything.”

“This work allowed us to bring in a leadership team, and do more fundraising, consultancy, get more funding, hiring staff in, allowed us to have supervision of staff, so fewer people are becoming unwell with stress and mental health issues.”

Motability Foundation’s multi-year funding was felt to be a “key enabler” to achieving these benefits. As one grantee said, funding “*duration is super important for security*” with multi-year funding providing breathing space from the pace of donors with annual funding cycles.

Unsurprisingly grantees were keen to explore options for continued funding from Motability Foundation at the end of the grant. There was concern about “*falling off a cliff edge*” when the funding comes to an end, placing staff at risk of redundancy. Many are exploring other avenues for funding, and “*squirrelling*” away reserves in case the funding is not continued. One grantee called on Motability Foundation to provide more of an exit process for grantees whose funding is unlikely to be continued, to support them to develop strategies for their financial sustainability. Another project said that they had applied for a new Motability programme, before finding out that they didn’t fit the definition of shared transport. This left them “*muddling through*” and “*running on reserves*”. Others felt they were trying to “*squeeze*” themselves into funding calls that have changed scope since the initial Travelling with Confidence programme.



Conclusions and recommendations

This section shares our conclusions and recommendations, drawn from and shaped by our analysis of and reflections on outcome and process findings as they relate to the four evaluation questions:

Figure 3. Evaluation questions

- 1. What progress is being made towards the Travelling with Confidence Programme's high-level outcomes?**
- 2. What enablers are helping to achieve those changes? What is working well for projects and why?**
- 3. What evidence is there that the Travelling with Confidence Programme is delivering good value for money, considering the costs of delivery and the social and economic benefits achieved?**
- 4. How can good progress be maintained/sustained, and what needs to be improved to address areas of concern?**

We first share our conclusions relating to the above questions and then turn to recommendations for what can be done, particularly to sustain what works and improve areas of concern.

1. What progress is being made towards the Travelling with Confidence Programme's high-level outcomes?

This evaluation has found that Travelling with Confidence projects have had a patently transformational impact on many people, with the effects concentrated more at the individual level than a wider systemic or cultural level. Data and stories from projects' monitoring reports, and interviews with project participants and grantees, vividly demonstrated how transport is the gateway to participation in so much of life, and central to feelings of independence and confidence. There is rich evidence, generated through interviews, focus groups, monitoring data and case studies, that funded

projects are making significant progress toward the first two outcomes: promoting greater levels of awareness and understanding about inclusive and accessible travel, which is leading to more disabled people travelling with confidence, contributing to improved health, wellbeing and social connections.

It is recognised that the kinds of change involved in overcoming the systemic barriers to inclusive and accessible travel are complex, multi-faceted and likely to take effect over a long period of time. As a result, the evaluation found less progress towards Outcomes 3, 4, and 5. Unsurprisingly, external factors play a large part in the level of success of the travel training projects. Clearly then, the overarching framework of the Travelling with Confidence Programme (combining person-centred, individual support with strategic policy and campaigning work to address system, attitudinal and infrastructure issues) is correct. Currently the onus is on disabled people themselves to find ways to make journeys in a system not designed for them. While individuals need support with this, it is also vital to move the dialogue upstream to change the systems, ingrained cultural norms and infrastructure which continue to exclude disabled people.

2. What enablers are helping to achieve change? What is working well for projects, and why?

The following success factors are drawn from evidence and experience from funded projects that illustrate what good looks like and therefore what needs to be maintained, sustained and built on.

- Travel training best practice includes support that is **bespoke, flexible, person centred, goal-oriented and linked to wider support** such as mentorship or broader rehabilitation activities so that the training is not one-off or in isolation. For successful projects, this included involving families and carers where relevant, to specifically address their safety concerns and build their own confidence.
- Successful projects emphasise the social, emotional and wellbeing benefits of travelling with confidence and where to go to access practical and/or emotional support. Similarly, taking a **goal-oriented**

approach to travel training is important for some people, especially those for whom travel was straightforward in the past, and successful projects therefore presented travel as a means to an end, rather than the goal in itself.

- Projects are working well where travel training and associated, ongoing support is **co-designed and co-delivered with people who bring relevant lived experience**. Successful projects often combined elements of peer support and mentorship. This focus on coproduction was both internal (in project design and delivery) and external, in supporting greater coproduction among partners.
- A key success factor in some projects was where relationships and **partnerships** had been built with local, regional and national travel companies and travel facilities. This enabled projects to be delivered more effectively.
- For some projects, a key enabler was perceived to be where project activities included a **strategic combination of direct support and policy influencing work** – both informing each other, with the policy influencing work seeking to address the wider structural barriers that impacted the success of the direct support.

3. What evidence is there that the programmes are delivering good value for money, considering the costs of delivery and the social and economic benefits achieved?

Appendix 0Appendix 0Appendix 0Appendix 0Available evidence suggests that the Travelling with Confidence programme is broadly demonstrating positive value for money across Economy, Efficiency, Effectiveness and Equity. Cost variation reflects intentional differences in delivery model, scale and target group, with higher unit costs associated with more intensive confidence-building and buddy-supported approaches designed to reach people facing greater barriers. Efficiency findings indicate appropriate trade-offs between scale and intensity, while qualitative and indicative outcome data point to meaningful improvements in confidence, wellbeing and independent travel. Taken together, and within the limits of the available

data, the findings provide a reasonable basis for understanding how investment is contributing to social benefit.

4. How can good progress be maintained/sustained and what needs to be improved to address areas of concern?

Our analysis has highlighted four main areas, or priorities for change, where further action, knowledge or evidence is needed to achieve the Vision for Change identified for Travelling with Confidence (see Appendix 0).

The four priorities are:

- 1. Removing infrastructure and system challenges and barriers** that make travel inaccessible and cause difficulties when planning and making journeys.
- 2. Increasing awareness and understanding of inclusive and accessible travel** including opportunities for disabled people to gain experience, skills and confidence when planning and making journeys and funding/resources to enable organisations to improve travel experiences.
- 3. Changing negative attitudes and behaviour** of a) transport staff and b) members of the public, which damage people's confidence, health and wellbeing whilst travelling and can prevent them from travelling in the future, exacerbating already challenging situations such as unplanned changes and travel disruptions.
- 4. Agree and progress organisational and strategic developments** that will help to create the right conditions for transformational change in both Active Travel and accessible and inclusive travel. Evaluation findings highlight the need for greater attention to sustainability, coproduction, partnerships and alliances, holistic measures of success, and embedding a learning culture with associated practices at all levels of project and programme delivery.

Recommendations

In formulating these recommendations, we have paid particular attention to the following evaluation questions:

- How can progress be maintained/sustained?
- What needs to be improved to address areas of concern (including the removal of persistent challenges and barriers)?

Recommendations are organised under three headings, drawn from the four priorities for change outlined above (we have combined raising awareness and understanding about inclusive and accessible travel with changing negative attitudes and behaviours). Draft recommendations are framed as possible actions, considerations or explorations both for Motability Foundation and, importantly, with other organisations and alliances working to improve, or with responsibility for improving, the travel experiences of, and opportunities, for disabled people.

1. Removing infrastructure and system challenges and barriers that make travel inaccessible and cause difficulties when planning and making journeys, including:

- Recognise that **travel training and support is an ongoing need** that may always be required, taking different forms and using diverse approaches. Similarly, recognise that value for money is achieved through balancing reach, depth and equity – through a mixed portfolio of delivery models - rather than minimising unit costs alone, and that higher-cost models are often essential for reaching people facing greater barriers. Therefore, continue to interpret VfM findings comparatively and contextually, rather than as fixed benchmarks, given variation in delivery model, beneficiary group and project maturity.
- Explore with grantees how they will continue to offer **training and support beyond the lifetime of their project** e.g., business models for sustaining their offer via other sources. Provide support to grantees to think creatively about specifically supporting groups most often

excluded from transport. Work with the Department for Transport, Disabled People's Organisations, regional and national accessible travel consortia (e.g., NCAT) and grantees to think creatively about how to ensure ongoing provision and support is available in the longer term.

- Within the above, ensure those providing travel training are coproducing their offer, meaning **co-designing and co-delivering training sessions** including with both disabled people *and* transport providers. This could be through showcasing best practice in co-design and co-delivery of training and peer support and through making future funding in this area dependent on a clear, central coproduction component. It is imperative that clear standards and processes are in place for reimbursing disabled people for their time, skills and expertise.
- Maintain the breadth of the Travelling with Confidence Programme by continuing to fund and support organisations seeking to address **wider systemic and cultural barriers to accessible, inclusive travel**. The funding for, and focus of, this type of work may look different to funding for individual support, i.e., necessarily more long-term, and may take more of a whole-of-society approach that encourages collaboration beyond traditional mobility partners, for example in the health and business sectors.
- Clarify and promote what **“inclusive and accessible travel”** means and requires for this to become a reality for disabled people regardless of where they live, their circumstances and/or need for assistance in planning and making journeys. This involves exploration and the development of clear standards with key partners and alliances (see also Recommendation 3. below), including the need for accessibility to be treated as a mandatory requirement alongside other legal requirements associated with health and safety considerations.
- Continue to promote and widen access to **up-to-date and live, accessible travel information** via consumer websites, apps and tools whilst also ensuring the same information is available in analogue formats e.g., phonelines, noticeboards, stations and transport hubs. (Transport providers, travel companies etc.)

- Highlight the need to **promote and improve travel assistance systems**, so that they are always responsive and able to cope with unplanned changes to journeys and consider the feasibility of further, funded work in this area. (Transport providers, travel companies)

2. Raising awareness and understanding of inclusive and accessible travel, as a way of changing negative attitudes and behaviours of a) transport staff and b) members of the public. This includes:

- Distilling and sharing the messages and lessons about **what works and what is achieved (social, emotional, health and wellbeing outcomes) as a result of travelling with confidence**, including the influence and role of transport staff. Audiences for these short, sharp messages include current and future grantees, Disabled People's Organisations, media organisations/outlets, transport providers, Government Departments and others working to improve disabled people's experiences of planning and making journeys.
- Support the wider long-term push to **mainstream and normalise accessible, inclusive travel** and identify this as a strategic priority for Motability Foundation. For example, through specific funding calls, partnerships and advocacy work to address negative public perceptions and attitudes and change cultural norms and narratives around disabled people and travel inclusivity. Specifically, this could include working with media organisations/outlets, Government Departments and transport organisations at national, regional and local levels, to prepare and disseminate targeted communications for transport providers and the public, so they know what is possible, is happening and how they can support disabled people to access public transport. This could include specific messages and examples of how this learning can be built into their training programmes for transport staff working in different roles and regions/networks.

3. Agree and progress organisational and strategic developments to create the conditions for transformational change in both active travel and accessible and inclusive travel

- Embedding **learning opportunities, cultures and practices within the programme**, enabling Travelling with Confidence grantees to share and learn from each other on a regular basis. For example, through learning networks and communities of practice bringing grantees together on a virtual and potentially in-person basis; providing personalised support for grantees, especially those from very small and/or grassroots organisations; and building the capacity of all grantees on topics such as understanding evidence and data, budgeting, sustaining and scaling their work, and partnership and alliance building.
- Convene/create an **alliance with other funders** working on inclusive and accessible transport to identify who is funding what, collaborate on some calls, be able to signpost to other funding sources, and encourage other funders to contribute to policy and practice change in the future (e.g., health and wellbeing boards, social prescribing etc). Additionally, engage with funder groups seeking to improve funding allocation and grant management practices based on trust and relational ways of working (e.g., [IVAR, 2021](#); [Trust-based Philanthropy Project, 2021](#)). Consider learning from the growing evidence base around the benefits of long-term, unrestricted and flexible funding.
- Explore ways in which Motability Foundation can take up a clearer, more powerful **influencing role, advocating for policy and practice change beyond specific funding opportunities**, which could operate at national, regional and local levels. This may be through the partnerships and alliances outlined below but may also be on specific topics or issues central to Motability Foundation's mission.
- **Develop an approach to, and champion, co-production** involving disabled people, disabled people's organisations, transport providers, etc. For example, by identifying coproduction as a key mechanism for successful programme delivery and strengthening coproduction as a

core requirement for future programme and project grants. It is recognised that multiple definitions and interpretations of the term ‘coproduction’ exist. Coproduction is often used to describe any form of engagement with people with lived experience, ranging from one-off consultation to full involvement in a project from start to finish ([CFE Research, 2022](#)). However, genuine coproduction moves beyond consultation towards an approach and a set of practices and experiences where professionals and people with lived experience work together as equals.

One of the first steps will be to explore and develop a shared understanding of what genuine coproduction looks and feels like at all levels of Motability Foundation’s work – internally and externally. The National Lottery Community Fund ([Woodall et al, 2019](#)) helpfully define a whole system approach to coproduction as:

Creating, delivering, improving and evaluating services jointly with people who will use them and stakeholders like local authorities, charities, frontline staff, funders, or academics.

Assuming commitment at a senior level and dedication of necessary resources, Motability Foundation and grantees can lead the way on making sure coproduction happens more often, showing what good coproduction looks like in travel and transport experiences (including compensation as standard). Coproduction could be a core requirement for future grants and could be modelled within Motability Foundation itself. Consider targeted calls for proposals for example, multi-year funding calls for Disabled People’s Organisations around coproduction.

- **Expand Motability Foundation’s partnership working and alliances.** For example, reviewing and updating the organisation’s stakeholder mapping and knowledge of current and potential partners and alliances. This would include national/regional partners and consortia (some of whom are also grantees) such as NCAT, Transport for All, Department for Transport, Disabled People’s Organisations and local and regional players who have influence over

disabled people's experiences of planning and making journeys, such as Local Authorities, regional mayors, regional and local transport providers and networks. This will require dedicated time at a strategic level.

- Develop a **holistic approach to evidencing what works, for whom and how this is achieved** with less reliance on “numbers” or volume-based output measures and more of a focus on learning about what works for whom. This recommendation has different elements within it, including:
 - the adoption of easy-to-use tools at a project/grantee level that help Motability collect meaningful holistic information. Co-design of surveys and ensuring they are easy and quick to complete will increase the response rate and therefore reliability.
 - taking an intersectional lens to monitoring data in order to track who is being reached, engaged and is benefitting from different opportunities and support to travel with confidence.
 - consider annual site visits for each grantee which could be used to enhance data collection and for verification purposes. developing innovative ways of capturing and tracking impact on long term policy and attitudinal change so that complex change programmes are funded, implemented and evaluated.
 - taking a longer-term approach to these complex issues which would facilitate a greater level of coproduction and experimentation in reaching solutions which are both sustainable and scalable.
- Strengthen the **consistency and usability of monitoring for VfM analysis**. To support more robust and actionable value-for-money assessment in future, Motability Foundation could consider making a small number of targeted, light-touch improvements to monitoring practice. This includes clearer and shared definitions of beneficiaries and outcomes, more consistent reporting of outputs across projects, and improved alignment between costs incurred, outputs achieved and time in delivery. In addition, embedding simple attribution questions as standard within outcome monitoring, and capturing

outcomes closer to the point of delivery (for example within sessions rather than retrospectively), would strengthen confidence in how reported changes relate to funded activity. These enhancements reflect good practice observed during NDTi's data collection and would improve VfM analysis while keeping reporting proportionate for grantees and beneficiaries.

- **Clarify and embed a shared organisation understanding of 'value'**
Clarifying how Motability Foundation defines and prioritises different dimensions of value (such as reach, depth of impact, equity, confidence-building, and longer-term participation) would support more consistent interpretation and use of VfM evidence across teams. A shared understanding of what "good value" looks like would strengthen commissioning, portfolio management and learning.
- **Invest in internal data interpretation and VfM capability**, building on existing strengths within Motability Foundation, to support more consistent review, sense-making and use of monitoring and evaluation data. This could include shared guidance, internal training, or structured reflection points where VfM evidence is reviewed alongside programme and delivery knowledge.

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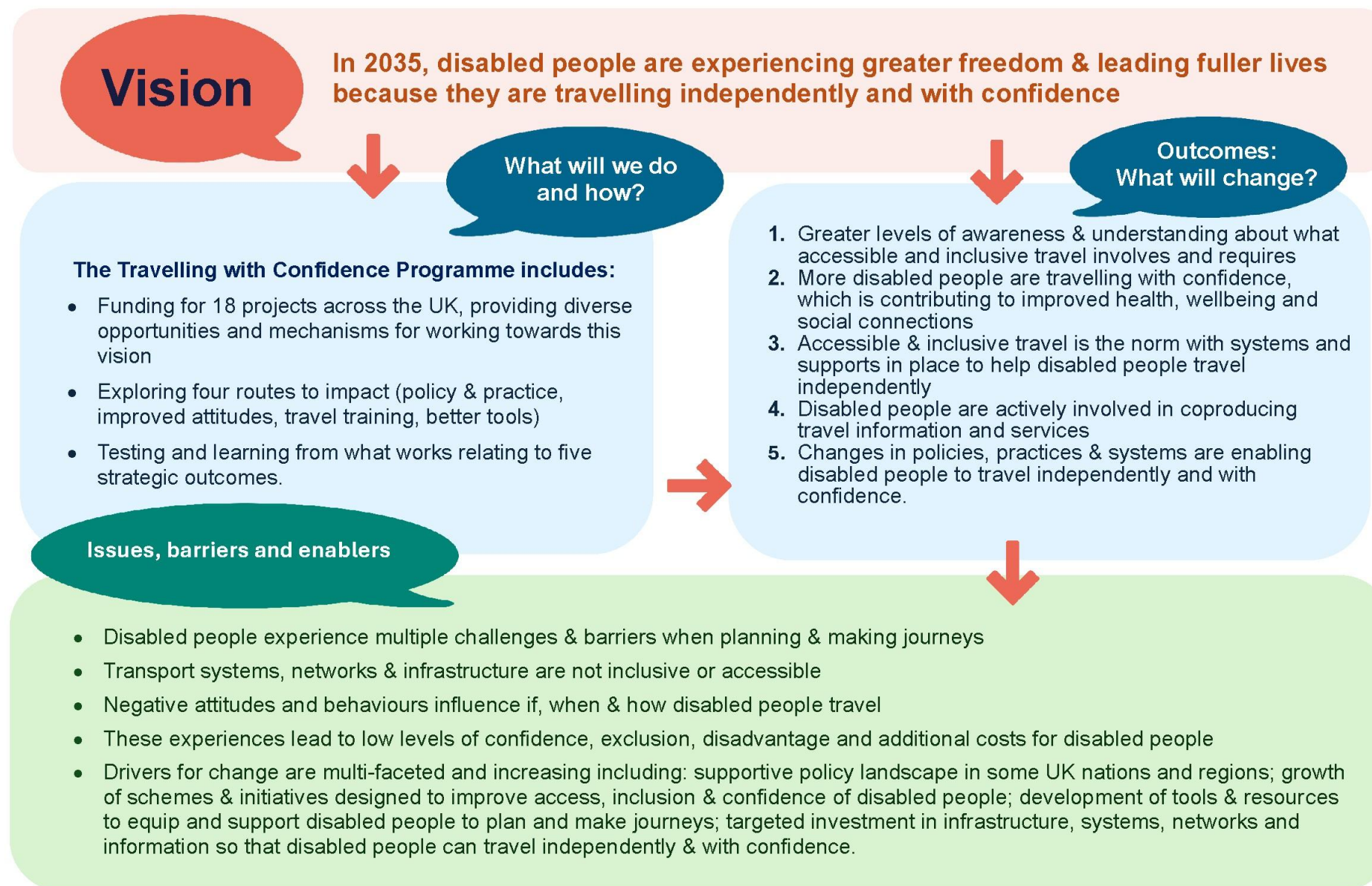
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Appendix 1: Vision and Outcomes Framework



Appendix 2: Value for Money Analysis – Scope, Methods, and Limitations

A1. Purpose and Intended Use

This appendix sets out the scope, data sources, methods, and limitations underpinning the Value for Money (VfM) analysis presented in this report. It is intended to support transparency and to help readers interpret the findings appropriately.

The VfM analysis has been designed as a light-touch, strategic assessment, aligned with the scope set out in the Request for Proposals (RfP) and subsequent clarification from Motability Foundation. It is intended to support Board-level oversight, learning, and decision-making, rather than to provide a formal economic appraisal or assessment of return on investment.

A2. Data Sources

The analysis draws on multiple sources of quantitative and qualitative evidence, used in a complementary way:

- Programme monitoring data provided by Motability Foundation, including the G2O tracker and Power BI datasets
- Grant cost information, including total grant value and grant duration
- Reported beneficiary, activity, and outcome data
- Primary data collected by NDTi, including surveys, interviews, focus groups, and costed case studies with delivery partners and beneficiaries

A common analysis end date of 5 November 2025 was applied across Motability Foundation datasets to ensure consistency.

A3. Coverage and Inclusion

Only projects with sufficient and comparable cost and activity data are included in the quantitative VfM analysis. Where data is incomplete or not directly comparable, projects have been excluded from specific calculations rather than from the analysis as a whole.

As a result:

- Not all metrics are available for all projects
- Portfolio-level patterns are prioritised over project-level comparison
- Full grantee-level tables are provided in subsequent appendices

Readers wishing to explore grantee-level data, delivery model patterns, and outcome metrics in more detail are directed to Appendices, which provide supporting tables and worked examples.

A4. Cost Metrics and Annualisation

To support comparison across projects of different sizes and start dates, the VfM analysis uses simple annualised cost metrics, defined as:

Total grant value divided by total grant duration (in years)

Annualisation provides a normalised indicator of investment scale and does not represent actual annual spend. It does not adjust for project maturity, ramp-up periods, or variations in delivery intensity over time.

Project maturity and length of operation are therefore considered narratively, drawing on qualitative evidence and costed case studies, rather than being incorporated into the calculations themselves.

A5. Beneficiary, Output, and Outcome Data

Beneficiary figures are drawn from monitoring data and reflect reported reach over the analysis period. In some cases, beneficiaries may participate in more than one activity (for example, training and equipment loan), and figures should not be interpreted as unique lifetime counts unless explicitly stated.

Outcome data is derived from a combination of monitoring returns and survey responses. In some cases, outcome figures represent reported outcomes rather than verified changes or unique individuals. As such:

- Outcome metrics are indicative
- Cost-per-outcome figures should be interpreted with caution
- Comparisons are intended to highlight patterns rather than point estimates

A6. Attribution and Counterfactuals

The data made available by the Foundation for this evaluation does not include measures of attribution, counterfactual, deadweight, or displacement. The VfM analysis therefore does not estimate what would have happened in the absence of the programme, nor does it attempt to quantify additionality.

Within NDTi surveys, beneficiaries were asked to reflect the extent to which changes they experienced were due to the programme and what life would be like without the programme. Response rates to these surveys were low, but where beneficiaries provided responses, they indicated partial contribution (for example, “partly due to the programme”). These responses are used descriptively and are supported by qualitative evidence, but they do not constitute causal attribution.

A7. Wellbeing (WELLBY) Analysis

Where survey data was available, an indicative analysis of changes in self-reported wellbeing between autumn 2025 and autumn 2025 was undertaken using the [WELLBY framework](#). This analysis is based on a non-representative sample and uses illustrative monetary values.

WELLBY figures are presented to provide contextual insight and should not be interpreted as a formal economic valuation or measure of return on investment. They are used to complement qualitative evidence on beneficiary experience rather than to draw standalone conclusions.

A8. Role of Qualitative Evidence

Qualitative evidence plays a central role in interpreting the VfM findings. Interviews, focus groups, surveys, and costed case studies are used to:

- Explain variation in cost and efficiency metrics
- Provide insight into delivery choices and trade-offs
- Illuminate equity considerations and beneficiary experience
- Contextualise outcome and wellbeing data

The depth of qualitative evidence varies across projects, but it is used consistently to support interpretation.

A9. Interpreting the Findings

Taken together, these methods and limitations mean that the VfM findings should be interpreted as indicative rather than definitive. Variation in unit costs or outcome metrics does not imply better or worse performance in isolation. Findings should be read in the context of delivery model, target group, project maturity, and local operating conditions.

The VfM analysis is intended to support informed discussion, learning, and future decision-making, rather than to provide a single measure of success or economic return.

Appendix 3: Efficiency

Factors Influencing Cost Variation Across the Portfolio

This table summarises key factors influencing variation in cost and unit cost across the Travelling with Confidence portfolio. It draws on quantitative cost patterns and qualitative evidence from surveys, interviews, focus groups, and the Costed Case Studies Report.

Cost driver	How this affects value for money	Supporting evidence
Intensity of support	Higher unit costs where delivery involves sustained confidence-building, buddying, or one-to-one engagement to overcome anxiety, learning disability, or complex barriers	Costed case studies; interviews with delivery partners
Delivery format	Group-based training and awareness activity supports scale and lower unit costs; individual or buddy-supported delivery supports depth of impact at higher cost	Programme monitoring data; interviews
Behaviour change focus	Activities focused on confidence, independence, and behaviour change require longer engagement than information provision alone, increasing cost per beneficiary	Qualitative interviews; beneficiary feedback
Beneficiary complexity	Participants with learning disabilities, autism, or physical impairments may require tailored materials, repetition, and longer support periods	Qualitative evidence; costed case studies
Project maturity	Early-stage projects show higher cost-to-date figures due to set-up activity, staff	Monitoring data; Appendix C maturity analysis

Cost driver	How this affects value for money	Supporting evidence
	recruitment, and pipeline development	
Geography	Delivery across mixed or national geographies can increase coordination and staffing costs; urban delivery may support higher volumes	Project interviews; programme data

Note: These factors explain observed variation in unit costs and efficiency metrics across the portfolio. Higher costs in some projects reflect intentional design choices to support people facing greater barriers, rather than inefficiency. Interpretation should be read alongside Appendix C figures and the Costed Case Studies Report.

Appendix 4: Effectiveness – Outcome and Wellbeing Data

Outcome Area	Indicative Pattern	Indicative Cost Range	Notes
Improved confidence	Reported across majority of projects	£70 – £4,700	Scale vs intensity
Improved mental wellbeing	Moderate to strong improvement reported	£80 – £4,800	Indicative only; based on partial survey data
Improved physical wellbeing	Improvement where confidence enables activity	£80 – £4,800	Often mediated through confidence and reduced anxiety
Independent travel and participation	Increased use of public transport and independent travel	£130 – £5,000	Strongest where sustained support enabled behaviour change

Indicative WELLBY summary: Average wellbeing increased from 5.5 to 6.8 (average difference of 1.2) from autumn 2024 to autumn 2025. Illustrative value £20,102.40 per person per annum. Non-representative sample.

Appendix 5: Equity – Disability Group and Geography

Dimension	Portfolio pattern
Disability group	Predominantly pan-disability provision, with targeted support for people with learning disabilities, autism, physical impairments, and mental health needs
Geography	Largely urban delivery, with some mixed urban/rural and national provision; limited rural-only delivery
Mode of support	Training, awareness-raising, information provision, and buddy-supported confidence-building
Intensity	Mix of high-volume group-based delivery and intensive one-to-one or buddy-supported models

Appendix 6: Delivery Model and VfM Patterns

Delivery Model	Economy Pattern	Efficiency Pattern	Effectiveness considerations	Equity Considerations
Training and awareness-led models	Lower unit costs due to group-based delivery and scale	Higher output volumes delivered per year	Supports confidence, travel skills, and increased independence for larger numbers	Broad pan-disability reach; inclusive access at scale
Mixed training and buddy-supported models	Moderate unit costs reflecting blended group and individual support	Balanced output profile combining reach and depth	Enables confidence-building and sustained behaviour change through personalised support	Inclusive reach with targeted support for people facing higher confidence or cognitive barriers
Intensive confidence-building or specialist models	Higher unit costs reflecting sustained one-to-one engagement	Lower output volumes by design	Enables participation and independent travel that would otherwise be unlikely	Reaches people facing the greatest barriers, including learning disability, autism, and physical impairment
Information provision models	Lower to moderate unit costs due to non-intensive delivery	High reach relative to staff time	Supports informed decision-making and independent travel planning	Broad reach, including people unable to access in-person support

Appendix 7. WELLBY scores from NDTi surveys

Survey respondent	WELLBY Aut 2024	WELLBY Aut 2025	WBVc
1	6	7	1
2	6	7	1
3	5	9	4
4	7	10	3
5	5	8	3
6	5	8	3
7	8	8	0
8	1	1	0
9	10	5	-5
10	3	5	2
AVERAGE	5.6	6.8	1.2

Appendix 8. Costed case studies report



Beyond the Journey: The Wellbeing and Economic Value of Inclusive Travel Support

Acknowledgements

We are extremely grateful to everyone who contributed to this piece of work.

First and foremost, we extend our sincere thanks to the disabled people who generously shared their experiences, insights and reflections with us. Their openness, honesty and courage in discussing both the challenges and successes of travelling independently form the heart of this report. Without their willingness to tell their stories, this work would not have been possible.

We also wish to thank the delivery partners, trainers and organisations involved in Motability Foundation's *Active Travel Programme* and *Travelling with Confidence* initiatives. Their commitment to supporting disabled people to build confidence, learn new skills and navigate real-world travel environments has shaped the outcomes explored in this evaluation.

Special thanks are due to the staff at Motability Foundation who supported the evaluation, facilitated access to programme materials and provided valuable context and guidance throughout. Their collaborative approach has been instrumental in enabling this work to reflect the richness and diversity of the programmes.

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Introduction

Disabled people in the UK continue to face pervasive and preventable barriers to independent, safe and confident travel. While progress has been made over the past decade, transport remains one of the most common areas where disabled people report experiencing exclusion, anxiety, and reduced participation in everyday life (DfT, 2022; Scope, 2019). These barriers are not only physical, such as inaccessible bus stops, uneven pavements, or lack of step-free access, but also social and psychological, including negative public attitudes, inconsistent staff assistance, fear of getting stranded, and limited confidence in navigating transport alone (Transport for All, 2021; Leonard Cheshire, 2020).

Research consistently highlights the impact of these barriers on disabled people's lives. Restricted mobility reduces access to employment, education, social connections, healthcare and leisure, contributing to social isolation and reduced wellbeing (Social Exclusion Unit, 2003; Dodds, 2019). For many disabled people, mobility is not simply about transport it is about autonomy, dignity, and equal citizenship.

Motability Foundation's [Active Travel Programme](#) and [Travelling with Confidence](#) initiatives were designed in response to these challenges. Both programmes aim to remove barriers to mobility by providing practical skills, confidence-building support, and access to inclusive and safe travel options. The programmes reflect Motability Foundation's broader ambition to support disabled people to live active, independent lives, whether or not they are vehicle users.

This element of NDTi's evaluation of Motability Foundation's [Active Travel Programme](#) and [Travelling with Confidence](#) initiatives, sits within a dynamic national policy environment. The Government's [Inclusive Transport Strategy \(2021\)](#), the [National Disability Strategy \(2021\)](#), and commitments to an accessible transport system by 2030 have created a policy mandate to reduce transport inequalities. At the same time, cuts to local bus services, rising transport costs, and regional variation in infrastructure mean that disabled people continue to face unequal access to mobility opportunities (Centre for Cities, 2023; Sustrans, 2022). Motability Foundation's investment in non-vehicle mobility support therefore plays a crucial role in filling a recognised national gap.

This report contributes to a growing evidence base on what works in enabling disabled people to travel with confidence. By capturing the experiences and outcomes of participants, and by quantifying the wider economic, social and wellbeing value of increased mobility, this study aims to strengthen Motability Foundation's future investment and inform sector-wide understanding of inclusive travel support.

The work presented in this report

This report presents the findings of the Costed Case Study element of NDTi's evaluation of Motability Foundation's [Active Travel Programme](#) and [Travelling with Confidence](#) initiatives, undertaken in 2025–26. The purpose of this work is to understand the personal, social and economic impact of these programmes for disabled people and to explore how they contribute to national goals around independent mobility, inclusion and improved quality of life.

The evaluation brings together detailed case studies to examine how participation has influenced people's mobility confidence, independence, physical activity, wellbeing and connection to their communities. Alongside these personal stories, the report considers the wider social, fiscal and economic value created. National evidence shows that improved mobility leads to increased access to work, education, health services and social participation⁹ (DfT, 2021; DWP, 2017; PHE, 2020), so the analysis explores how greater confidence and independence in travelling can generate broader benefits for individuals, families, communities and public services.

This work also contributes to a growing body of knowledge on travel confidence support. The programmes evaluated address a clear gap in the mobility landscape by offering personalised and relationship-based assistance that helps disabled people plan journeys, navigate environments that may be complex or inaccessible, manage anxiety and respond to unexpected challenges while travelling. This focus is especially important given that many disabled people avoid public transport because of fear or previous negative experiences, a pattern highlighted in research by the Research Institute for Disabled Consumers which found that one in three disabled people feel anxious about travelling due to previous incidents or uncertainty about support (RiDC 2021).

National transport statistics also show that disabled people make substantially fewer journeys each year than non-disabled people, with the Department for Transport reporting a 38 per cent gap in annual trip rates (DfT 2022). Difficulties with transport access continue to have wider consequences for equality of opportunity, with the Department for Work and Pensions noting ongoing links between limited mobility, reduced access to employment and lower levels of labour market participation among disabled people (DWP 2023). Evidence from organisations such as Sustrans and the What Works Centre for Wellbeing consistently shows that accessible and inclusive active travel options are associated with improved wellbeing, higher levels of physical activity and reduced loneliness, reinforcing the importance of programmes that build confidence and enable independent travel (Sustrans 2022; What Works Centre for Wellbeing 2021).

Taken together, the findings presented here sit within a wider national policy priority and align closely with Motability Foundation's commitment to improving mobility, opportunity and independence for disabled people.

The remainder of this report outlines the evaluation approach, presents case studies illustrating participants' experiences, provides aggregated economic, fiscal and wellbeing analysis, and discusses the implications for future programme development and investment.

Approach

This phase of evaluation adopted a mixed-methods approach combining qualitative insights, economic analysis, and standardised wellbeing valuation methods. The aim was to generate a holistic picture of participant outcomes and the wider value created by Motability Foundation's *Active Travel* and *Travelling with Confidence* programmes.

Data collection took place during Q3 and Q4 of 2025/26 and included:

- in-depth interviews with programme participants (three)
- surveys of programme participants (three) and grant holders (three)
- review of programme documentation
- collection of economic and wellbeing data
- analysis of national research and policy literature

Key activity

This section outlines the key areas of analysis.

- **Case study analysis** – Detailed participant case studies explore the lived experiences of disabled people in the programmes. Each case study draws on interviews with participants, and reflects changes in mobility confidence, independence, and wellbeing.
- **Economic and social value analysis** – Assessing the financial and social impact of the programme, including potential cost savings for public services and benefits for individuals, families, employers and communities.

These activities were closely connected, with case studies providing personal insights while also helping to illustrate the economic story of costs and benefits in four specific areas:

1. **Wellbeing value** - Exploring how participation in the programme has influenced people's confidence, independence and overall quality of life using the WELLBY methodology

2. **Differential costs of support** - Assessing changes in the level and type of support participants require before and after engaging with the programme, including shifts in travel assistance, commissioned support, or reliance on family and unpaid care
3. **Impacts on public services** - Identifying any reductions in the use of health, social care, emergency or local authority transport services that may result from increased travel confidence, independence and community participation.
4. **Employment, tax and reduced benefit uptake** (where relevant) - Examining how improved mobility enables access to work or increased hours, and quantifying the resulting earnings, tax contributions and any reductions in welfare benefits.

This approach mirrors established valuation methods used in [employment](#) (2025) and [social care](#) (2024) undertaken by NDTi, adapted here for travel confidence.

The value of wellbeing

Wellbeing is a key determinant of both individual quality of life and broader economic value and increasingly, wellbeing is quantified to inform policy and investment decisions. The [Wellbeing Adjusted Life Year \(WELLBY\)](#) provides an economic valuation of a one-point change in life satisfaction over a year, estimated at £13,000 per person (2019 prices, HM Treasury, 2021), with sensitivity ranges between £10,000 and £16,000. This metric allows for a holistic evaluation of initiatives, such as *Active Travel* and *Travelling with Confidence*, based on their impact on life satisfaction and economic outcomes.

In this analysis, a WELLBY wellbeing score was sought against the following factors:

- **Mental health** – such as anxiety, depression and life satisfaction.
- **Confidence in travelling** - including reduced fear of unfamiliar journeys, increased ability to problem-solve when things go wrong and feeling safer and more assured when using public or active travel.

- **Access to social and community activities** - such as visiting friends and family, taking part in hobbies or clubs, and feeling more connected to local communities.
- **Access to education and employment** – including being able to reach college, training, volunteering or work opportunities reliably and independently.
- **Physical activity** – such as increased walking, wheeling or cycling, contributing to better physical health, stamina and overall wellbeing.
- **Autonomy and independence** – including being able to make decisions about when and where to travel, manage journeys without relying on others and feel more in control of daily life.
- **Connection with family, peers, and community** - such as strengthened relationships, reduced isolation and greater participation in everyday social interactions.

The economic benefits of improved wellbeing are significant. Evidence clearly links improved mobility to improved mental wellbeing, reduced isolation and increased autonomy (Sustrans, 2022; Transport for All, 2021). Additionally, people with higher wellbeing contribute more to society, leading to stronger, more resilient communities and reduced reliance on public services (Adabanya et al, 2023; Zahnow, 2024).

To capture this evidence in this piece of work, participants self-reported both a retrospective and current wellbeing score (0 – 10), with a one-point change in wellbeing valued at £16,752 (HM Treasury, 2021, prices uprated).

The cost of support

To understand the financial value generated by the programme, the evaluation considers the types and levels of support that participants required both before and after taking part. This includes the extent to which people previously relied on taxis, passenger assistance, social care transport or help from family members, and how this compared to their support needs once they had developed greater confidence in travelling independently. For many disabled people, increased travel confidence can lead to a reduced need for costly door-to-door services, commissioned

transport provided through social care, or support from family members who may otherwise have needed to alter or reduce their paid work in order to accompany them. It may also lessen the likelihood of repeat travel failures that can result in the use of emergency or crisis support.

Where participants were able to provide information about their travel-related costs, these figures were included directly in the analysis. In cases where only partial information was available, national benchmarks for local authority transport, community access support within social care and taxi or specialist transport provision were used to provide a consistent basis for comparison (DfT 2022; NHS Digital 2021; ADASS 2023; LGA 2022). Taken together, this approach makes it possible to calculate a differential cost of support for each case, reflecting the changes in demand for paid, commissioned or informal assistance over time.

The impact on public services

Focusing only on cost and wellbeing can overlook the interconnected impact of improved travel confidence on wider public services. Increased independence can reduce the need for support across several areas, including:

- health services, where greater physical activity and reduced isolation can lessen demand
- mental health services, as increased confidence in travelling can help reduce anxiety and stress
- social care, where reduced reliance on paid staff or commissioned transport can lower support needs
- emergency services, with fewer incidents linked to distress, disorientation or becoming stranded during journeys

These potential reductions in service use form part of the broader public value created by the programme, even though only some of these impacts may appear within the case study sample.

Pay, potential earnings and tax contributions

Building on the financial and social impacts outlined in the previous sections, pay, tax contributions and potential earnings provide an additional way of understanding the broader value created when people gain the confidence and independence to travel more freely. Within the wider literature it is not that for some individuals, improved mobility can make it easier to access work, increase the number of hours they are able to sustain and strengthen reliability and punctuality, which are often significant barriers for disabled people in employment (DWP, 2017; DfT, 2021). Whilst for others, greater confidence in travelling can support participation in education, training or further study. This matters as evidence shows that progressing to higher-level qualifications is linked to improved employment prospects and increased lifetime earnings, with each qualification step associated with measurable gains in expected income (DfE LEO 2022; GMCA 2021). Travel confidence therefore has the potential to influence both immediate financial outcomes and longer-term earning potential.

Where these outcomes are identified, the evaluation considers the associated financial impacts, including

- gross pay
- income tax and National Insurance contributions
- reductions in welfare benefit payments
- potential increases in long-term earnings linked to higher-level qualifications or training

For participants not engaged in work or education, this section is either omitted or recorded as having no financial impact.

Limitations

The analysis presented in this report is based on a small number of individual case studies and selected outcome data, rather than a comprehensive dataset covering all participants in the *Active Travel* and *Travelling with Confidence* programmes. While the stories and insights

captured offer valuable depth, they cannot reflect the full diversity of experiences across the wider cohort.

Much of the evidence in this evaluation relies on self-reported retrospective wellbeing data, which provides an important but subjective snapshot of participants' confidence, independence and quality of life at the time of data collection. Cost information was also available only in part, with some figures provided at an indicative or benchmark level rather than as full accounting data.

In addition, the evaluation reflects a moment in time rather than long-term follow-up. Travel confidence, mobility patterns and wellbeing can fluctuate, and the outcomes observed here may change as participants build experience, face new challenges or continue to develop their skills.

For these reasons, the findings should be viewed as illustrative rather than representative of all programme participants. They offer early signals of impact, but further longitudinal and cohort-level analysis would be required to produce stronger generalisable conclusions.

Remainder of report

The remainder of this report sets out the findings of this phase of the evaluation. It begins by presenting case studies of individual participants, capturing their experiences of the *Active Travel* and *Travelling with Confidence* programmes and the changes these have made to their mobility, confidence and everyday lives. This is followed by an economic analysis of their outcomes, drawing together wellbeing valuation, differential support costs and any employment-related impacts to understand the broader social and fiscal value created. The report then explores aggregated findings across the sample, highlighting common themes and early indications of wider programme impact.

Finally, the report discusses the implications of these findings for future programme development and investment, before setting out a series of recommendations and next steps to strengthen and extend the impact of Motability Foundation's travel confidence initiatives.

Costed case studies

This chapter presents the case studies of three people who participated in Motability Foundation's [Active Travel Programme](#) and [Travelling with Confidence](#) initiatives and who contributed to this phase of the evaluation. These case studies draw on interviews, surveys and economic data collected in Q3/Q4 2025-26 and provide an in-depth picture of each participant's journey towards greater mobility confidence and independence. The data used in this section includes interviews with disabled people and insights from delivery partners involved in providing travel training and confidence-building support.

To integrate all relevant perspectives, the case studies are written in the third person, enabling a rounded and coherent account of each individual's experience. As with any case study approach, these summaries focus on key moments that are most relevant to the aims of this report, including changes in mobility confidence, independence, wellbeing and access to education, employment or community life. They do not attempt to capture the full complexity of each person's story or the broader, and often deeply personal, ways in which increased travel confidence may affect daily life.

Each case study is followed by a brief economic analysis, summarising the costs, benefits and the value generated through the programme. This includes an assessment of wellbeing gains using the Wellbeing-Adjusted Life Year approach. In this evaluation, the calculation follows [HM Treasury guidance](#) which values a one-point increase in life satisfaction at £16,752 (prices uprated). This value has been applied consistently across the case studies to ensure a transparent and standardised approach.

To protect privacy, pseudonyms are used and identifying details such as names, locations or specific travel routes have been changed or removed.

Alex

Alex's journey with Pedal Power began two years ago (2023), after a period of significant life changes linked to a rare neurological condition. During this time, Alex faced challenges that affected mobility and hearing, making everyday activities and social connections harder, and meant he relied heavily on family for transport. Despite these obstacles, Alex remained determined to regain independence and find new ways to stay active.

The turning point came when Alex attended a local neurological rehabilitation event, where he discovered Pedal Power. Alex was initially nervous about attending, but he went along and was assessed by Pedal Power's cycle officers and introduced to a recumbent trike. That first ride was transformative

'I thought, wow, I can actually do something again.'

Pedal Power is more than just riding bikes. It has offered Alex a community to be part of and the space to become more confident and independent. Staff describe the change as

"massive – he tells us we've changed his life. He's really outgoing, fitter, and his mobility has noticeably improved."

Alex has progressed from supported rides to independent cycling and now owns his own trike. Today, he cycles once or twice a week, often joining group rides and community events. He has lost a significant amount of weight and reports significant improvements in both physical fitness and mental health.

'Pedal Power has been the best thing I've ever done. It gave me confidence, independence, and a social life again.'

Before joining Pedal Power, Alex made one independent journey per week, compared to the three he takes now; a change that has freed up 5 hours of his family's time per week. In addition, the number of social activities Alex takes part in per week has increased to four from the none he took part in before. Staff highlight that Alex has *"gone from member to volunteer – now super independent, leading rides and even becoming a Trustee."* Alex's involvement goes far beyond cycling. He also now advocates for NHS referrals to Pedal Power, believing it could save substantial sums:

'It's better than anything they've ever offered me.'

He also promotes active travel through physio forums across South Wales, works with Public Health Wales and Transport for Wales, and speaks to his local Member of Senedd on *Active Travel* in Gwent. He leads a weekly recumbent ride, supports clinics, and helps shape Pedal Power's future as a trustee. As staff put it: *"I see him in new lights – as a Trustee he's my boss."*

Pedal Power has not only changed Alex's life but also highlights the potential for adapted cycling to deliver cost-effective, holistic rehabilitation. For Alex, it has opened doors to independence, community, and hope for the future.

Weighted analysis

Annual benefits include:

Wellbeing Value Calculation (WBVc): £0.00

Reduced family support: £3,900

Reduced health service use: £3,276

Volunteering value: £728

Total annual benefits: £7,904

Annualised costs include:

Training Investment (Cost): £498

Staff Support: £728

Total annual costs: £1,226

TOTAL NET ANNUAL VALUE £6,678



Steve

When Steve first sustained his spinal cord injury, life as a wheelchair user felt uncertain, restricted, and heavily dependent on others. Everyday activities such as travelling into town, using public transport, or meeting family for a meal felt risky and overwhelming. Although Steve wanted to remain active and independent, without the skills or confidence to navigate real-world environments his world quickly became smaller.

Before receiving support from Back Up Trust, he relied on family and friends to accompany him whenever he went out, particularly in unfamiliar places. Uneven pavements, steps, kerbs, and cambered surfaces were major barriers, meaning many journeys were avoided altogether and parts of his local town felt inaccessible. As Steve reflected, “At the beginning, I wouldn’t go out unless someone was with me, just in case.”

Steve’s journey with Back Up Trust marked a decisive turning point. Learning practical, real-world wheelchair skills, such as managing kerbs, steps, cambers, crossings, and uneven terrain, meant that environments which once felt unsafe or impossible became manageable. Steve recalls, “When I first met Charlie, I couldn’t even pick my shoe up off the floor. Now we laugh about how far I’ve come.”

Peer mentoring has been equally transformative. Being able to speak with someone who had lived through a similar injury gave Steve access to practical knowledge that professionals alone could not provide. As he explained, “You can have a nurse tell you how something works, but when someone in a wheelchair says, ‘this is how I actually do it,’ that’s when it hits home.”

As Steve’s skills and confidence grew, so did his independence. He began travelling regularly and independently by train, taxi, ferry, and aeroplane, often without assistance. Journeys that once required careful planning and support became routine. Today, Steve independently runs errands, attends appointments, meets friends, and goes on holiday. Family and friends are no longer needed as carers; they are part of his life socially. As Steve says, “Now I’ll just go. I don’t think about it anymore.”

This growing independence has also enabled Steve to return to meaningful work. Through Back Up Trust, he moved from being a service user to a volunteer, and now paid employment, working three days a week as a wheelchair skills trainer. Steve now uses his lived experience to help others build independence, extending the impact of Back Up Trust well beyond his own life.

This independence and stability has had profound consequences for Steve's family life. As a father, his ability to care for his son depended not just on being present, but on demonstrating that he could manage independently and safely:

“I don’t know if I’d have got full custody of him and stuff like that, because... It’s about whether I can actually meet his care needs and stuff like that because that’s the factor right in it. It’s not, ‘he is the dad’... but, ‘can he do that? Can he cook the dinners?’... They were like, ‘well, there’s no issue here.’ So yeah, that was a really amazing feeling for us.”

This independence and stability have been central to maintaining custody of his child and building a secure family life. Improved confidence and mental wellbeing reduced anxiety and dependence, replacing fear with control. Steve reflects, “I couldn’t imagine being stuck at home. That would have destroyed my mental health.”

Weighted Analysis

Annual benefits include:

Wellbeing Value Calculation (WBVc):	£134,016
Reduced informal family support:	£8,580
Reduced health service use:	£2,280
Volunteering value:	£728
Indicative avoided custody-related costs:	£5,500
Fiscal contribution (tax paid):	£1,100

Total annual benefits:	£152,204
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Annualised costs include:

Back Up Trust service delivery costs:	£342.30
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Total annual costs:	£342.30
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TOTAL NET ANNUAL VALUE:	£151,861.70
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Sarah

When Sarah sustained her spinal cord injury in 2021, she experienced a prolonged period of uncertainty, isolation and loss of confidence. She did not receive rehabilitation within a specialist spinal unit and, following discharge, struggled to access appropriate information, support or peer connection. As a wheelchair user, everyday travel felt overwhelming and unsafe, and Sarah avoided leaving her home independently, relying heavily on family members, particularly her father, for support with travel to appointments and essential activities.

Before receiving support, Sarah's travel anxiety was severe. She avoided public transport entirely, describing herself as “absolutely avoidant” of taxis or unfamiliar journeys, and would only go out if accompanied by a family member. This significantly restricted her social life; she reported having no friends outside her immediate family and described feeling “alien”, lonely and misunderstood. Travel anxiety also affected her health, with frequent missed or rearranged GP and hospital appointments.

Sarah's engagement with the Spinal Injuries Association (SIA), and subsequent connection to Back Up Trust, marked a turning point. With encouragement from her area coordinator and peer support, Sarah participated in a Back Up Trust wheelchair skills trip to Bath. This provided practical, real-world skills, including navigating public spaces, using buses and trains, and building confidence in unfamiliar environments, alongside the confidence to try travelling independently.

Following this support, Sarah began making independent journeys for the first time since her injury. She now regularly uses public transport and has travelled independently to London, something she previously described as “unimaginable”. While travel still requires planning and can remain anxiety-provoking at times, Sarah now approaches journeys with a “yes, I can, I just need to figure it out” mindset rather than avoidance.

This increased independence has reduced Sarah's reliance on family support. Prior to support, family members provided an estimated five hours per week of travel assistance; this has reduced to approximately three hours per week, with Sarah increasingly choosing independent or community transport options. Improved travel confidence has also supported consistent attendance at health appointments, with Sarah

reporting that she no longer misses GP or hospital appointments due to travel anxiety. Alongside these changes, Sarah has a small amount of formal social care support which are vitally important to her:

“...I have for 4 hours a week which is still important for me...to do what I want to try different things go to different places even perhaps triggering ones.”

Sarah’s wellbeing has improved alongside these practical changes. Through monthly peer groups, she has developed a new social network and now meets friends independently outside organised sessions, reducing isolation and increasing participation in community life. As a result of being more socially active, Sarah noted that her personal travel costs have increased due to more frequent use of public transport:

“I am spending more now because I'm paying... If I go on the train.”

Looking ahead, Sarah is now considering volunteering, advocacy work and a return to employment, goals she described as “unthinkable” prior to receiving support. While these outcomes have not yet been realised, they represent potential future economic and social benefit

Weighted Analysis

Annual benefits include:

Wellbeing Value Calculation (WBVc):	£67,008
Reduced informal family support:	£1,560
Reduced missed health appointments:	£1,920
Total annual benefits:	£70,488

Annualised costs include:

SIA staff support	£108.50
Back Up Trust delivery costs:	£199.40
Social Care Support costs	£5,200
Total annual costs	£5,507.90

Analysis: Interim Headlines

This analysis draws together early findings from three costed case studies undertaken as part of NDTi's evaluation of Motability Foundation's Active Travel Programme and Travelling with Confidence initiatives. The purpose of this interim analysis is to highlight headline patterns and early signals of impact, rather than to present definitive conclusions. The findings should therefore be read as illustrative, with a fuller and more robust analysis to follow in February 2026 as additional costed case studies are completed.

Across the three case studies, improved confidence and capability in travelling independently emerged as a consistent and foundational outcome. While the routes to change differed, including adapted cycling, wheelchair skills training and peer-based confidence building, increased mobility confidence acted as a catalyst for wider changes in participants' lives. In each case, travel was not an end in itself, but an enabling factor that supported greater autonomy, social participation and, in some instances, economic contribution.

An indicative headline finding for this small group, is that relatively modest, targeted investments in confidence-building travel support are associated with highly significant changes in people's ability to participate in everyday life. These changes include increased independent journeys, reduced reliance on family support, improved access to healthcare, and re-engagement with work, volunteering or community activity. While the scale and nature of these outcomes varied between individuals, the direction of change was consistently positive.

Analysis also indicates that wellbeing gains are central to understanding the value of inclusive travel support. Two of the three case studies show substantial improvements in self-reported life satisfaction over time, while the third demonstrates stability in wellbeing alongside significant gains in physical activity, confidence and social connection. Taken together, this suggests that travel confidence support can both improve wellbeing and

help sustain it in the context of ongoing health or impairment-related challenges.

Early economic analysis suggests that increased travel confidence may be associated with:

- reduced reliance on informal care and family support
- improved attendance at health appointments and reduced missed contacts
- increased economic participation, including paid employment, volunteering and peer support

These impacts translate into potential fiscal, social and economic value, though the extent to which these benefits are cashable varies. Importantly, some of the most significant outcomes, such as improved family stability, reduced isolation and increased dignity and autonomy, are only partially captured through monetised analysis.

Given the small sample size, these findings should not be interpreted as representative of all programme participants. However, they provide early evidence of the mechanisms through which inclusive travel support can generate value, and they help identify priority areas for deeper analysis.

Discussion: Interim Strategic Implications and Learning

The interim findings reinforce the strategic importance of Motability Foundation's investment in inclusive travel confidence support. The case studies demonstrate that programmes such as *Active Travel* and *Travelling with Confidence* function not as isolated transport interventions, but as enablers of wider life outcomes, influencing wellbeing, independence, social participation and economic contribution.

A key theme emerging across the case studies is the role of confidence as a mediating factor. Practical skills training and peer support appear to work by shifting individuals' perceptions of what is possible, enabling them to re-engage with activities that had previously felt inaccessible or unsafe. This confidence-building element is critical and distinguishes these programmes from more transactional or information-based approaches to mobility support.

The findings also highlight the value of personalised, relationship-based delivery, often involving people with lived experience. Participants consistently emphasised the importance of learning in real-world environments and receiving support that was tailored to their specific needs, fears and goals. This aligns with wider evidence that standardised transport solutions alone are insufficient to address the complex and interacting barriers disabled people face, and that personalised, confidence-building approaches are more effective in enabling independent travel and participation (Department for Transport, 2021; Musselwhite and Haddad, 2018; Shakespeare et al., 2022).

From an economic perspective, the interim analysis suggests that the value generated by inclusive travel support extends well beyond direct cost savings. While reductions in informal care and health service use are important, the most compelling value lies in outcomes such as sustained wellbeing, employment, parenting capacity, social connection and contribution to others. These outcomes are closely aligned with Motability Foundation's strategic objectives and with national policy priorities around inclusion, prevention and reducing demand on public services (HM Treasury, 2022; DoT, 2021; DWP, 2017; PHE, 2020).

At the same time, this phase of the evaluation underlines the need for caution in interpretation. With a small number of case studies, individual circumstances have a significant influence on outcomes and cost profiles. The addition of further case studies may shift the balance of findings, refine the valuation of benefits, or highlight new pathways to impact. For this reason, Motability Foundation should view these findings as early signals rather than settled evidence.

Looking Ahead

The full evaluation report, to be submitted in February 2026, will build on this interim analysis by:

- incorporating 2 – 3 more costed case studies
- strengthening comparative and aggregated analysis
- refining estimates of economic, fiscal and wellbeing value

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