

# Building Transport Equity: Our 2025-30 Strategy





**“Accessibility and equity go hand in hand. We want to build transport equity”**





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# Foreword



People have to travel, whether that's for work, education, health, leisure or simply taking care of daily life. But inaccessible transport and built environments mean that disabled people can't make the journeys

they choose. Millions are impacted, with consequences for every area of their lives. Accessibility and equity go hand in hand. We want to build transport equity.

The Motability Scheme remains our biggest priority, and the main way we support disabled people to travel around the UK. We are incredibly proud that today, 860,000 eligible disabled people currently lease a Scheme vehicle. For five decades, the Scheme has provided six million vehicles to disabled people to access independence, and in 2022/23 the collective social impact to wider society was worth eleven point two billion pounds (£11.2bn).

We are launching this strategy at a time of economic, technological and political change. The rising cost of cars, motoring, insurance and other supply chain factors are all putting pressure on the Motability Scheme. Protecting the Scheme is critical, and we will be working closely with Motability Operations to make sure it is sustainable now and for generations to come.

Over our next strategy period, we are committed to allocating around 70 per cent of our charitable expenditure towards helping people with the most complex needs access the Motability Scheme. In addition, we will continue to fund our Driving Lessons grant programme to support Scheme customers with a provisional driving license to learn to drive, or to help customers learn to use adapted driving controls.

But we know there are many more ways that people need to travel. Transport is complex, with many different technologies, providers and decision makers. And there are many



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root causes for the barriers disabled people face. Lack of representation and co-creation with disabled people is one of them. New transport services and technologies are emerging all the time, and there is a chance to create a more inclusive future by involving disabled people from the start. Collaboration and knowledge sharing across every sector involved in transport is also essential.

Our 2025-2030 strategic plan sets out how we will act directly and work with others to drive change. Through grant-giving, we will support organisations and individuals to provide accessible transport options right now. Through insights, research and innovation, we will find solutions to current and emerging issues, so that disabled people aren't left behind as transport evolves. Through partnerships, we will share learning and find new ways to fund sustainable innovations. Through policy influencing, we will raise our voice with decision makers and show what must change. These initiatives will help all disabled people, including

Scheme customers.

There is more we must all do to build transport equity. Driving all our actions will be the voices and experiences of disabled people.



**Nigel Fletcher**  
**Chief Executive Officer**

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**“There is a chance  
to create a more  
inclusive future by  
involving disabled  
people from the start”**

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# Our Funding



The Motability Scheme is currently used by 860,000 customers and is the main way we provide access to transport for disabled people. Anyone who receives a qualifying higher rate mobility allowance from the Government can join the Scheme.

The Motability Foundation is an independent charity. We oversee a separate company, Motability Operations, to deliver the Scheme. Together, we ensure the Scheme offers the best choice, value and customer service. The Motability Foundation then provides grants to Scheme customers who most need financial support, to help fund the vehicle and adaptations they need.

Motability Operations price Scheme leases to make a small profit to sustain the long-term future of the Scheme. Any surplus is invested back into disabled people's mobility support for Scheme customers or by making a donation to the Motability Foundation.

However, donations are not guaranteed. In 2019, having been fortunate to receive sizeable donations from Motability Operations, which arose out of exceptional circumstances, we created the Motability Endowment Trust to help us generate income and returns that contribute to our long-term funding. In years where we don't receive a donation, the Endowment provides some resilience in our income.

Our 2025-2030 strategy is launching at a time when transport is changing, costs are rising and public finances are under pressure,

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**“Our approach to financial planning allows us to respond to external factors”**



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government welfare benefits are under review, costs of cars are rising, motoring and insurance along with other supply chain factors mean that a donation from Motability Operations is much less likely in the near term.

We have looked carefully at how external changes are affecting disabled people, our work and our organisation. Our approach to financial planning allows us to respond to external factors, but we also need to make difficult prioritisation decisions to make sure that our grant-giving, charitable work, and organisation are sustainable.





**“We aim to  
spend up to £650  
million across our  
charitable work  
and organisation”**



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# Our Grant-Giving

Around 70 per cent of our charitable expenditure funds grants to help people access the Motability Scheme, and we believe this continues to be the right balance for our new strategy. We prioritise Wheelchair Accessible Vehicles (WAVs) and, in 2024, we provided forty seven million pounds (£47m) in grants to WAV customers. Together with Motability Operations, our combined support for WAVs was in excess of one hundred million pounds (£100m).

As part of our new strategy, we will be refining our approach to our grant-making to other organisations. Our new funding rounds will take a more responsive and dynamic approach to driving change within the sector, with new grants available on a rolling basis.

The funding will support organisations that are addressing barriers to accessible transport, either by delivering services for disabled people or by influencing decision-makers who shape transport, such as transport operators. This allows us to be more agile and forward-thinking, and to identify and invest in opportunities where we can make the greatest impact.

Overall, we aim to spend up to six hundred and fifty million pounds (£650m) across our charitable work and organisation over our five-year strategy period. This includes up to fifty million pounds (£50m) in grant-funding for other organisations.

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# Our Strategic Context

## Motability Scheme

The Motability Scheme is our top priority. We're proud that, at the time of writing, 860,000 eligible disabled people lease a vehicle through the Motability Scheme. Research from Oxford Economics showed that in 2022/23, 21 per cent of Motability Scheme customers surveyed had improved job opportunities and 27 per cent had improved access to education and training due to their Scheme Vehicle. The collective social impact, including benefits to people's wellbeing, was worth eleven point two billion pounds (£11.2bn).

Safeguarding the sustainability of the Motability Scheme is critical. We are committed to working together with Motability Operations, overseeing their delivery of the Scheme and working with Government to protect its value for disabled people.

Beyond the Scheme, disabled people should have improved access to all forms

of transport, from shared and public transport to vehicles, wheelchairs and active travel. New transport infrastructure, innovations and tools also need to be accessible.

## Developing Our Strategy

Transport is complex, with many different organisations and decision makers involved locally and nationally.

In developing our strategy, we consulted with disabled people, our partners, other organisations working in accessible transport, MPs and our own employees to understand the barriers people face when accessing and using transport. We identified eight main barriers across five transport themes –

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**“The Motability Scheme is our top priority”**

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personal mobility, private transport, shared transport, public transport and journey-making support. We have used these as the basis of our theory of change and to focus our strategy. We will carry out activity across six areas to help us achieve change in each transport theme.

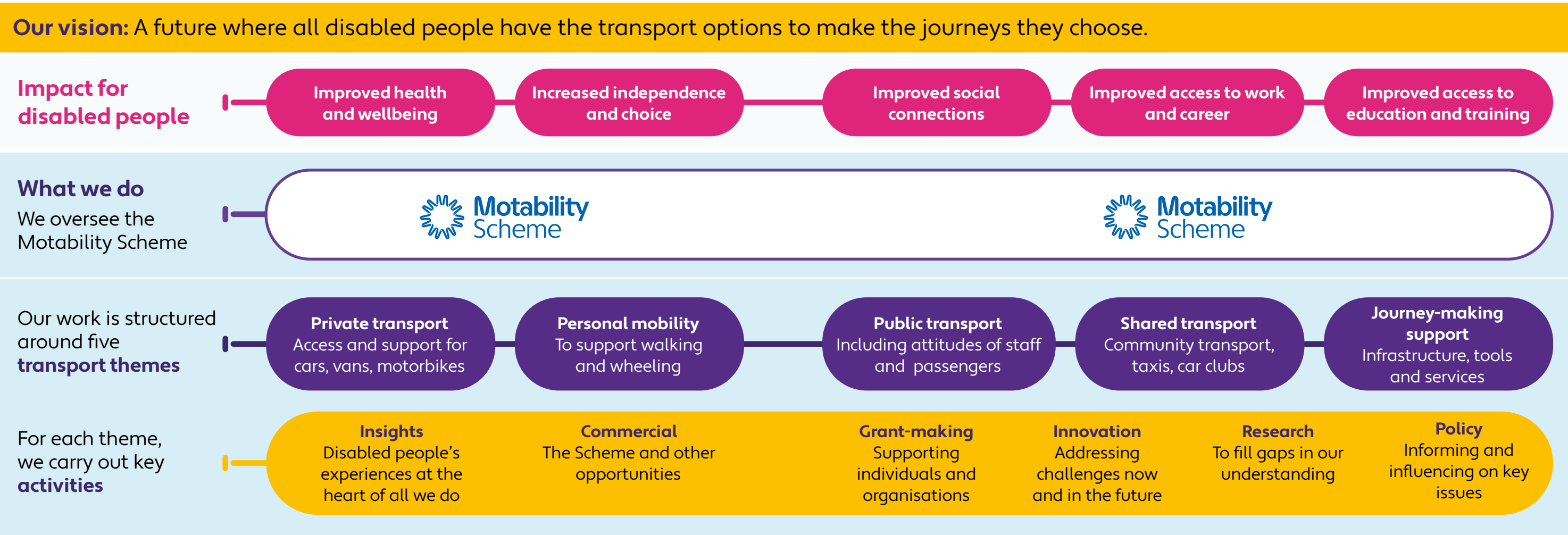
Key to these activities is collaboration across every sector, from national and local government to disabled people's organisations (DPOs), transport providers, academics and community organisations. And running through it all will be the voices and experiences of disabled people.



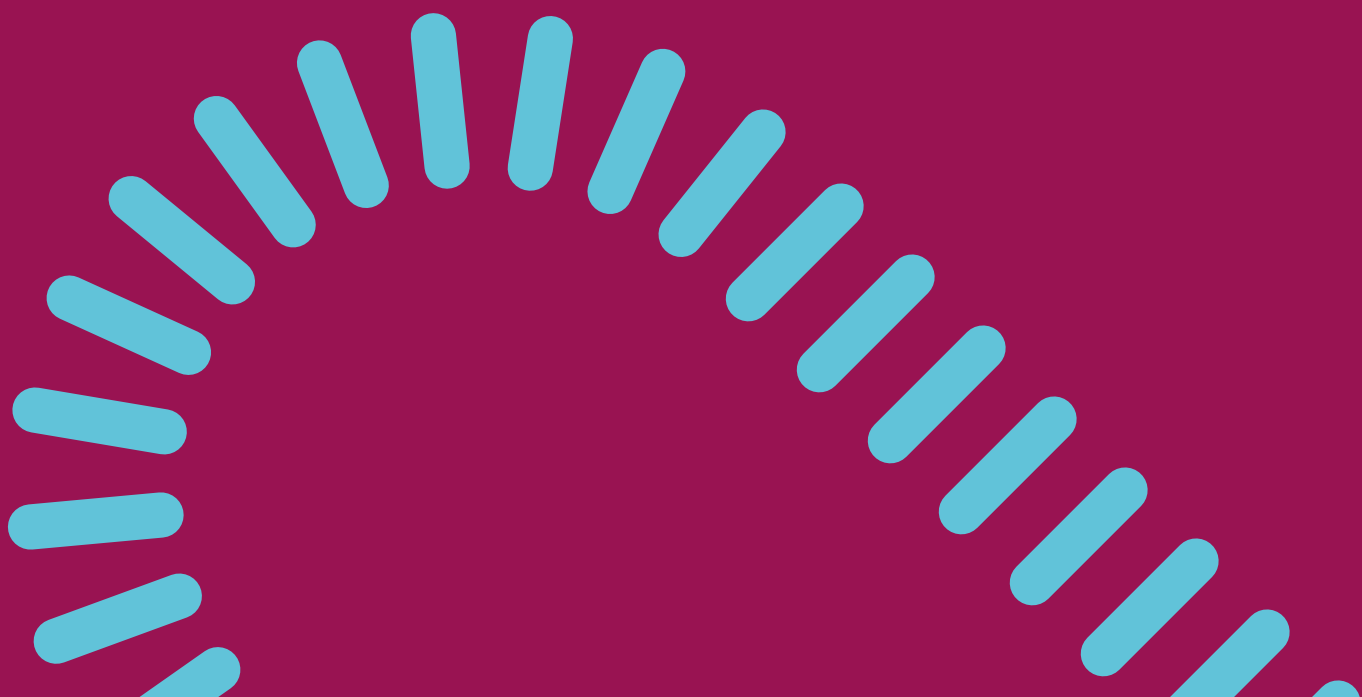


# Building Transport Equity

## Our 2025-30 Strategy



# Transport Themes





### **Private Transport**

Cars, vans and motorbikes, driving lessons, accessibility features and vehicle design.



### **Personal Mobility**

Wheelchairs, scooters, cycles, walking aids and other equipment and accessories to help people walk and wheel.



### **Public Transport**

Buses, trains, trams, ferries and planes, as well as support and attitudes of staff.



### **Shared Transport**

Community transport, taxis and car clubs and support to use these.



### **Journey-Making Support**

Infrastructure, tools and services that help people plan and make journeys, including EV charging, accessible streetscapes, travel confidence skills and journey planning apps.



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# Private Transport

Private transport is owned or leased, such as a car or Wheelchair Accessible Vehicle (WAV). The Motability Scheme is available to disabled people receiving certain government benefits. We also support Scheme customers with the cost of learning to drive through our Driving Lesson Grant Programme. Beyond the Scheme, disabled people can be put off learning to drive and maintaining a car because driving instructors and mechanics are dismissive of their disability needs or requirements.

Blue badge parking bays may not be available, and some people told us that their disability meant they couldn't drive, or that the costs of owning and running a car were unaffordable.



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# Personal Mobility

Personal mobility refers to how someone moves around, inside or outdoors. Disabled people may use wheelchairs, scooters, cycles, walking aids and other equipment to walk and wheel. People told us the barriers they

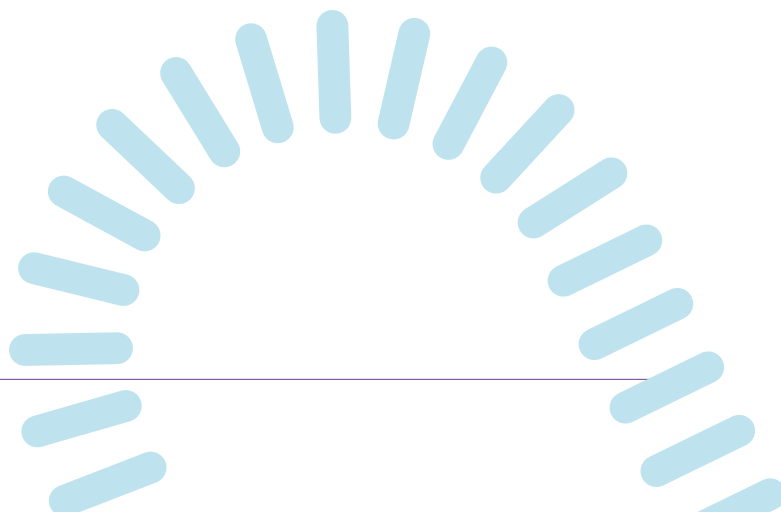
experience include the cost, design and availability of equipment. They can't always afford what they need, they may face long waits for the right vehicle or aid, and vehicles are not designed accessibly.





# Public Transport

Public transport is a shared transport system that has set routes and schedules, such as buses, trains, ferries and aeroplanes. Insufficient real-time updates make it harder for disabled people to plan journeys and to travel spontaneously. Disabled people told us that public transport staff can lack the skills and confidence to support them, and attitudes of other passengers can make travel difficult and unpleasant. Cost is also a barrier, particularly when people need to pay for a travel companion too.





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# Shared Transport

Shared transport can be hired or used by multiple people and includes taxis, car clubs, e-bike hire and community transport services. While community transport can be designed with disabled people in mind, other forms

of transport, such as shared e-bike and scooter schemes, aren't always accessible. Modifications are often needed to meet different accessibility needs, and there is no staff assistance to resolve issues.



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# Journey-Making Support

Journey-making support is the infrastructure, tools and services that help people plan and make journeys. This includes electric vehicle charging, accessible streetscapes, travel confidence skills and journey planning apps. It is well established that public charge points for EVs are not accessible. People have

told us that journey planning tools such as maps and timetables don't always provide information about accessibility. We also heard that poorly designed pavements and street clutter impact their ability to use the built environment.















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# Our Activities

## Insights

We will put the voices and experience of disabled people at the heart of everything we do.

## Commercial

We will continue to oversee the Motability Scheme so that it offers the best possible choice, value and customer service. We will explore other commercial opportunities as solutions to other transport problems.

## Grant-making

We will take a more dynamic approach to grant-making to other organisations, providing funding rounds on a rolling basis and investing in opportunities where we can make the greatest impact.

## Research

We will continue to build the evidence base about the challenges disabled people face accessing and using transport, and use it to inform practical solutions.

## Innovation

We will use innovation to create a more accessible transport system for disabled people, ensuring that existing and new technologies, services and infrastructure are inclusive.

## Policy

We will fuel change by giving voice to the challenges people face and by influencing and informing decision makers.

**“We will put the voices and experience of disabled people at the heart of everything we do”**

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# Our Impact

We will improve our monitoring and measurement so that we can track our progress and make informed decisions about how we use our resources to have the greatest impact.

Improving access to transport can benefit many areas of disabled people's lives. We will measure our impact against five key outcomes for disabled people:

- Improved health and wellbeing
- Increased independence and choice in travel decisions
- Improved social connections and relationships
- Improved access to work and careers
- Improved access to education and training

**Health and wellbeing**

**Independence and choice**

**Social connections and relationships**

**Work and careers**

**Education and training**





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# Summary

- 1 We will learn from others** and put the voices and experiences of disabled people at the heart of everything we do.
  - 2 We will work to ensure our financial sustainability**, so that we are here for disabled people today and for generations to come.
  - 3 We aim to spend up to six hundred and fifty million pounds (£650m)** across our charitable work and organisation over our five-year strategy period. This includes fifty million pounds (£50m) in grant-funding for other organisations.
  - 4 The Motability Scheme remains our top priority.** We will continue to oversee the Motability Scheme to ensure it offers the best value, choice and customer service. We will provide grants helping people with the most complex needs to access the Scheme.
  - 5 We will prioritise what we fund and make difficult decisions where we need to.**
  - 6 We will introduce a more flexible and dynamic approach** to funding other charities and organisations.
  - 7 We will use innovation** to create a more accessible transport system for disabled people.
  - 8 We will commission research** to better understand disabled people's needs, creating actionable recommendations to shape current and future transport. We will learn from others and share what we learn to inform future work.
  - 9 We will measure and share our impact.**
  - 10 Transport is complex.** We will collaborate with other organisations, working with the public, private and charity sectors to build transport equity together.
  - 11 We will become an employer of choice for disabled people**, making sure that we are accessible and inclusive in our practices, culture and workplace.
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# Let's start a conversation and build #TransportEquity together

This is the beginning of the journey, and we'd love communities, disabled people's organisations, charities, Government and others to build transport equity with us.

If you'd like to be involved or discuss our plans, please contact

**TransportEquity@  
motabilityfoundation.org.uk**



## Get in touch

Visit our website: [motabilityfoundation.org.uk](https://motabilityfoundation.org.uk)

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