

# Impact Report 2020/21



How we make a difference



**94%**

of those who received a grant for a vehicle told us they would not have been able to get a vehicle that met their disability needs without our help.

# Impact Report 2020/21

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Eight out of 10 grant recipients told us they experienced a significant or even life-changing difference in their ability to go out when they wanted to as a result of our help.



Seven out of 10 told us that their social connections, relationships and community life had improved.



Eight out of 10 felt that their overall wellbeing had improved as a result.

# Introduction



Being able to leave our home, to go out when we want, to access different places and spaces, and to see the people who matter most to us are vital and essential parts of life. Through the recent periods of lockdown we have all experienced how it feels to be denied those things; yet many disabled people tell us that struggling with inclusion and social connection in an inaccessible world remains the norm.

Motability has worked for 44 years to address the disadvantages that disabled people have faced when it comes to accessing transport. We intend to do even more in the future, such as working with other stakeholders to support and empower disabled people – including those with less visible disabilities – to gain the same access to public and private transport as everyone else.

We have always known that we make a huge difference to people's mobility and quality of life from the many thank you cards, letters and calls we receive from beneficiaries. With the new evidence that underpins this report, we can prove this.

This report shows that the Motability Scheme changes people's lives more fundamentally than just from the experience of 'having a car' – and that change is bigger still for those on lower incomes to whom we are able to make grants.

Please do get in touch if you would like to know more about the difference we make and how we make it. We would be delighted to hear from you.

**Barry Le Grys MBE**  
**Chief Executive**



## THANK YOU

'Our Motability vehicle has been a real benefit to us as a family. We have been able to travel to many fantastic cycling routes close to home and sometimes further away. In reality, these times out cycling are the only real opportunities we have to relax and enjoy time out as a family without worry. The vehicle was essential to our survival as a family unit through the lockdown period.'

***Jadon's dad, Mark***



# Summary

Motability's vision is that no disabled person shall be disadvantaged due to poor access to transportation. We are responding to the transport needs of disabled people through delivering our programmes and working towards achieving our outcomes.

We make a positive impact on the lives of disabled people and contribute to improving their quality of life. We generate significant benefit for disabled people and our grant recipients consistently experience a greater benefit from improved personal mobility than other disabled people with car access.

OUR PROGRAMMES	OUR OUTCOMES	OUR IMPACT
Motability Scheme	 <b>ACCESS</b> Increased ability to access people and places using own transport	Improved quality of life
Charitable grants to individuals and organisations	 <b>CHOICE AND CONTROL</b> Improved independence and control to make own decisions	
Research and Innovation	 <b>CONNECT</b> Increased social connections and relationships	
Affinity Products	 <b>EDUCATION</b> Increased ability to access education and training	
Improved Mobility	 <b>WORK</b> Increased ability to work and pursue a career	
	 <b>WELLBEING</b> Improved sense of health and wellbeing	

## OUR IMPACT

# 94%

of those who received a grant for a vehicle told us that they would not have been able to get a vehicle that met their disability needs without our help.

# 88%

of grant recipients said that their ability to access places and people had improved since getting a grant or joining the Scheme.

# 72%

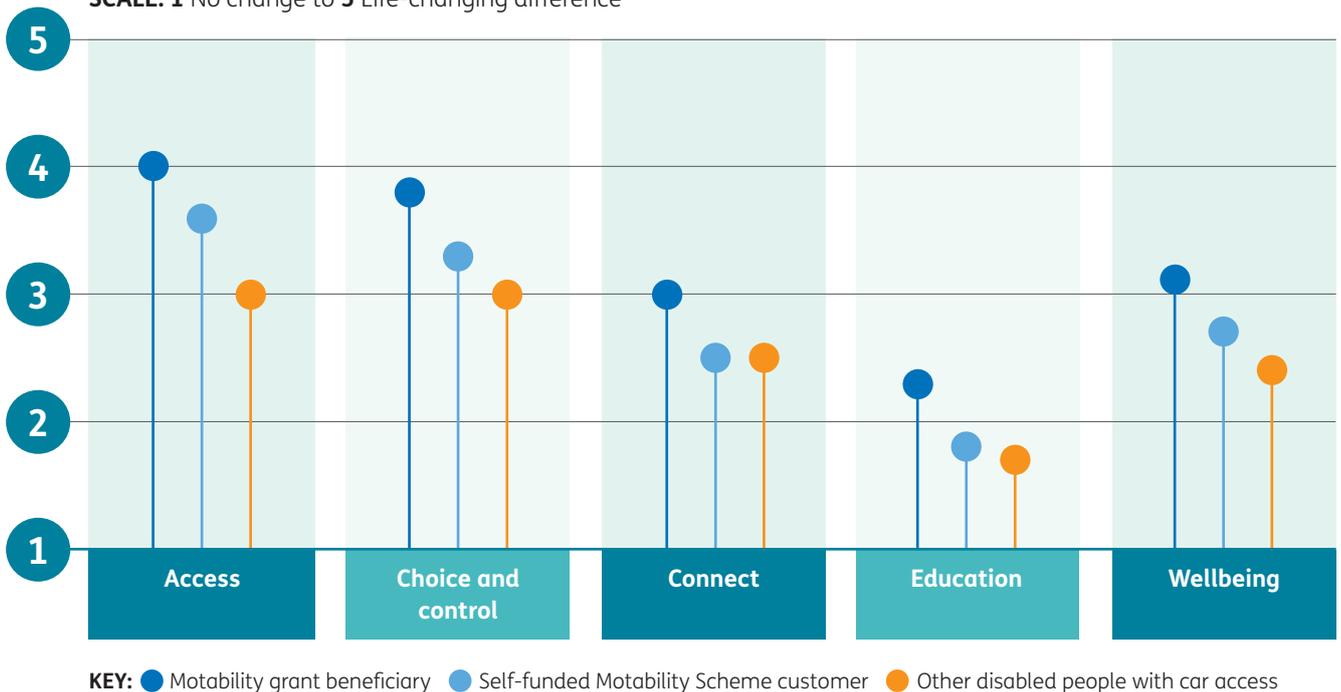
of grant recipients described a significant or life-changing improvement to their ability to do what they want when they want.

# 80%

of grant recipients reported a significant or life-changing improvement to their overall wellbeing since receiving support.

## MOTABILITY'S OVERALL IMPACT ON THE LIVES OF OUR BENEFICIARIES

SCALE: 1 No change to 5 Life-changing difference



Source: RIDC research for Motability, 2021

# What is the need we are tackling?

A wide range of people identify as disabled, and they all have different transport experiences, needs and challenges. But we know from our research that overall, disabled people travel far less than non-disabled people; even before the COVID-19 pandemic, nearly one in three disabled people said that they simply didn't make some journeys due to problems with transport. Disabled people are also twice as likely to have no access to a car.

Yet public transport often feels off limits, especially at peak times or when changes are needed, and journeys can be difficult to plan.

As a result, many disabled people say that they find it difficult to travel spontaneously and independently. People find that transport problems and a lack of independent mobility impact their mental and physical wellbeing. They find that their confidence, employment opportunities and social connections are affected. Difficulties with transport and mobility have a significant impact on quality of life for many disabled people and their families.

**People with mobility problems make an average of 11 trips per week; for non-disabled people, the average is 20.**



Source: National Travel Survey [NTS 0709]

## CASE STUDY ANNA, GRANT BENEFICIARY

Anna lives in a rural area. Her sight is partially impaired, but she is grateful that she still has some peripheral vision which helps her when going out. She dislikes taking taxis: they eat up too much of her money and because she can't see the meter or the driver, she worries about people taking advantage of her. However, she has no real choice because her area is so poorly served by public transport.

"I choose not to travel a lot of the time because I don't have the faith that the systems will work for me. I live on my own and don't have family nearby, so if I'm suddenly stuck somewhere, I've got nobody to come and rescue me. So it's easier, in a way, just to stay at home."

**Anna is considering relocating to improve her quality of life.**

# 30%

of disabled people don't have access to a car in their household vs 15 per cent of non-disabled people.

Secondary analysis of the National Travel Survey 2018  
(NatCen for Motability, 2020)



# How are we responding to the transport needs of disabled people?

## Our programmes and beneficiaries

**Motability responds to the transport needs of disabled people through a number of interventions. These are:**

- *The Motability Scheme*
- *Grant-making to individuals*
- *Special grants to other organisations*
- *Research and innovation*
- *Affinity products*

## The Motability Scheme

The charity's largest single intervention for disabled people is the Motability Scheme, through which disabled people eligible for certain mobility allowances can lease a new car with insurance, road tax, servicing, tyres and breakdown cover all included. A wide range of adaptations and Wheelchair Accessible Vehicles are also available. A similar scheme exists for those wishing to lease a scooter or powered wheelchair. The Scheme is delivered by Motability Operations, overseen by and under contract to Motability.

## Grants to individuals

Motability provides Scheme-related grants which help eligible people on lower incomes to afford a vehicle on the Scheme by providing grants for advanced payments and / or the adaptations they need. We run three programmes:

- **Our Car and Vehicle Adaptations Grant Programme** supports Scheme customers with the additional cost of a vehicle or adaptations, such as swivel seats or electronic driving controls, to meet their disability needs
- **Our Wheelchair Accessible Vehicles Grant Programme** supports those wheelchair users who need to access and remain in their wheelchair when travelling
- **Our Complex Driving Solutions Grant Programme** supports those who need a bespoke driving solution or adaptations to enable them to access a vehicle whilst remaining in their wheelchair and either drive from the wheelchair or transfer into a specialist driver seat

We also provide Access to Mobility Grants to support the mobility needs of a wider group of disabled people. We currently run the following programmes:

- **Our Driving Lessons Programme** offers support with the cost of learning to drive
- **Our Transitional Support and Additional Transitional Support Programmes** offer support to those who have lost eligibility for the Scheme as part of the reassessment process and transition from the Disability Living Allowance (DLA) to the Personal Independence Payment (PIP)
- **Our Stopped Allowance Support Programme** offers temporary support to people who have lost eligibility for the Scheme on reassessment, for example when renewing a DLA or PIP award
- **Our Access to Work Grant Programme** supports disabled people to meet the personal costs of transportation equipment required to gain employment

## Motability Special Grants Programme

Motability has also begun to provide grants to support other charities and organisations with objectives similar to our own. Recently, we have provided grant funding:

- to support the charity Designability to expand and develop its Wizzybug Loan Scheme, through which very young children can access a customised powered wheelchair
- to pilot the provision of fully-funded leased vehicles to families with a severely disabled child under the age of three, working with the charity Family Fund
- to pilot the provision of driving assessments and vehicle adaptations to disabled people in receipt of a means-tested benefit, working with the charity Driving Mobility
- to support the innovation work described below

## Research and Innovation

Motability commissions and publishes research on disability and transport, with a focus on improving understanding of the transport challenges that disabled people are facing now and may face in the future, and how transport could be made more inclusive. We use this research to inform innovation work in a small number of priority areas. At present we have two priority areas:

First, we want to amplify the voices of disabled people where important decisions relating to transport policy and practice are made. We are working with the charity Designability and with the Government's Office for Zero Emission Vehicles to ensure that charging for electric vehicles is accessible for disabled people as the 2030 ban on the sale of petrol and diesel cars approaches. We are also working with the National Transport Design Centre at Coventry University to pilot the provision of scholarships to students with lived experience of disability.

Second, we want to improve door-to-door and community transport for disabled people who do not have access to a car but who also find public transport inaccessible. We are developing new pilot interventions in this area.

## Affinity products

Motability has a trading subsidiary, Motability Enterprises Limited (MEL), that works with partners to introduce products and services tailored to the needs of disabled people. This includes, for example, home insurance and travel insurance for people with pre-existing medical conditions. MEL currently works with RSA Home Insurance and AllClear Travel Insurance, and with holiday companies Haven and Enable. Each year, MEL passes any of its trading profits to Motability. These funds are used by Motability to support disabled people with their personal mobility.

# Our Reach

## **We are supporting more and more disabled people and organisations**

Among the 14 million people with disabilities in the UK, almost half report problems with mobility and 1.8 million qualify for an enhanced or higher rate mobility allowance with their disability benefits, which enables them to access the Scheme.

More than 640,000 disabled people currently lease a Motability vehicle, powered wheelchair or scooter, and over the last decade the reach of the Scheme has increased by 25 per cent.

The Motability Scheme remains our largest intervention, but we are also expanding our range of programmes and overall reach beyond it.

Since 2019 we have developed a new Special Grants Programme and, to date, have made grants to other charitable organisations worth £4.4 million.

The Motability Scheme is open to all recipients of enhanced and higher rate mobility allowances, but we know that disabled people are more likely to experience low income. In our research, 35% of respondents reported

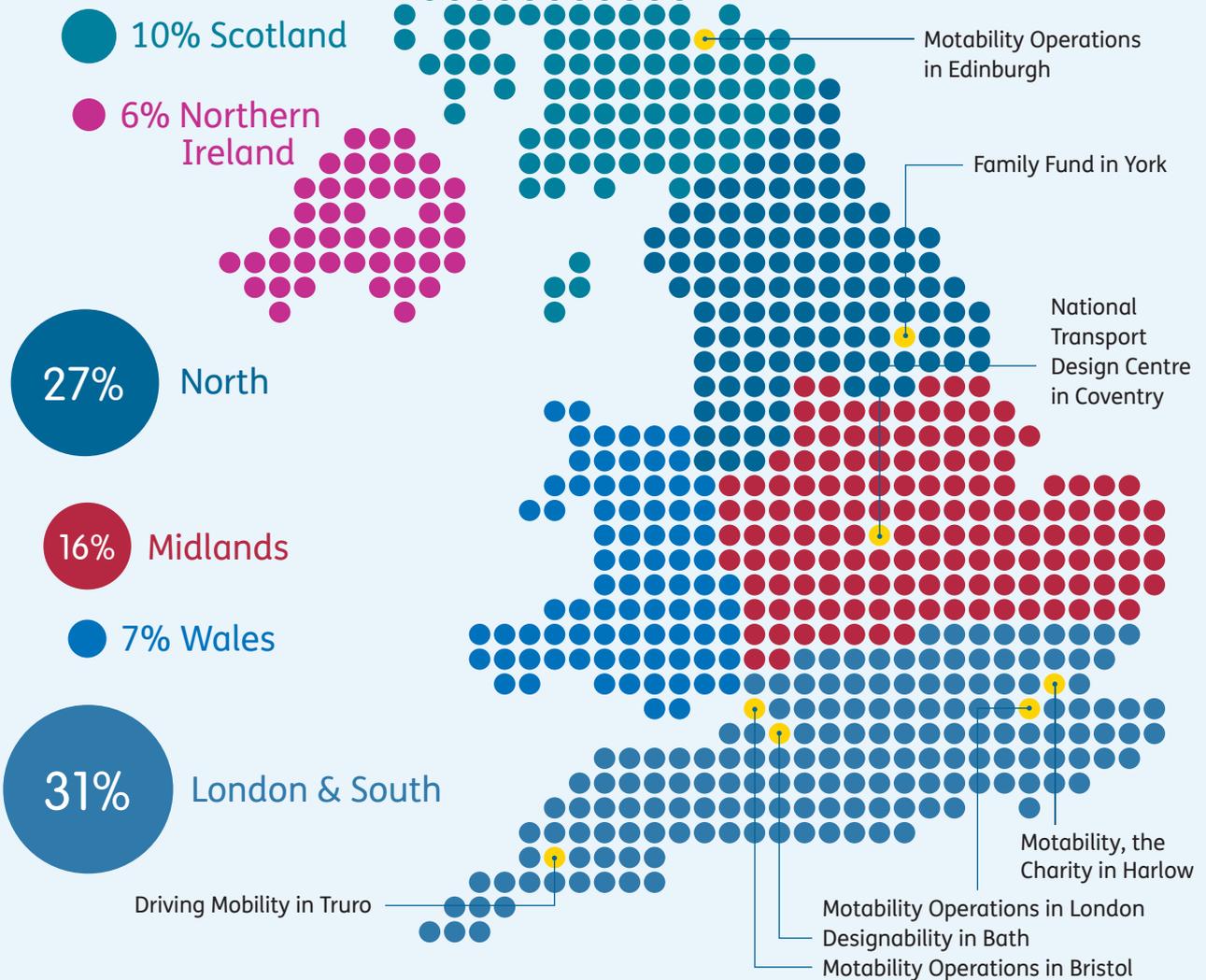
‘Thanks to Motability’s advice, guidance and grants, I’ve been able to return to driving my Motability vehicle for the first time in 20 years. It is one of the most significant improvements to my life since sustaining my disability, and my self-esteem and overall happiness have grown massively’

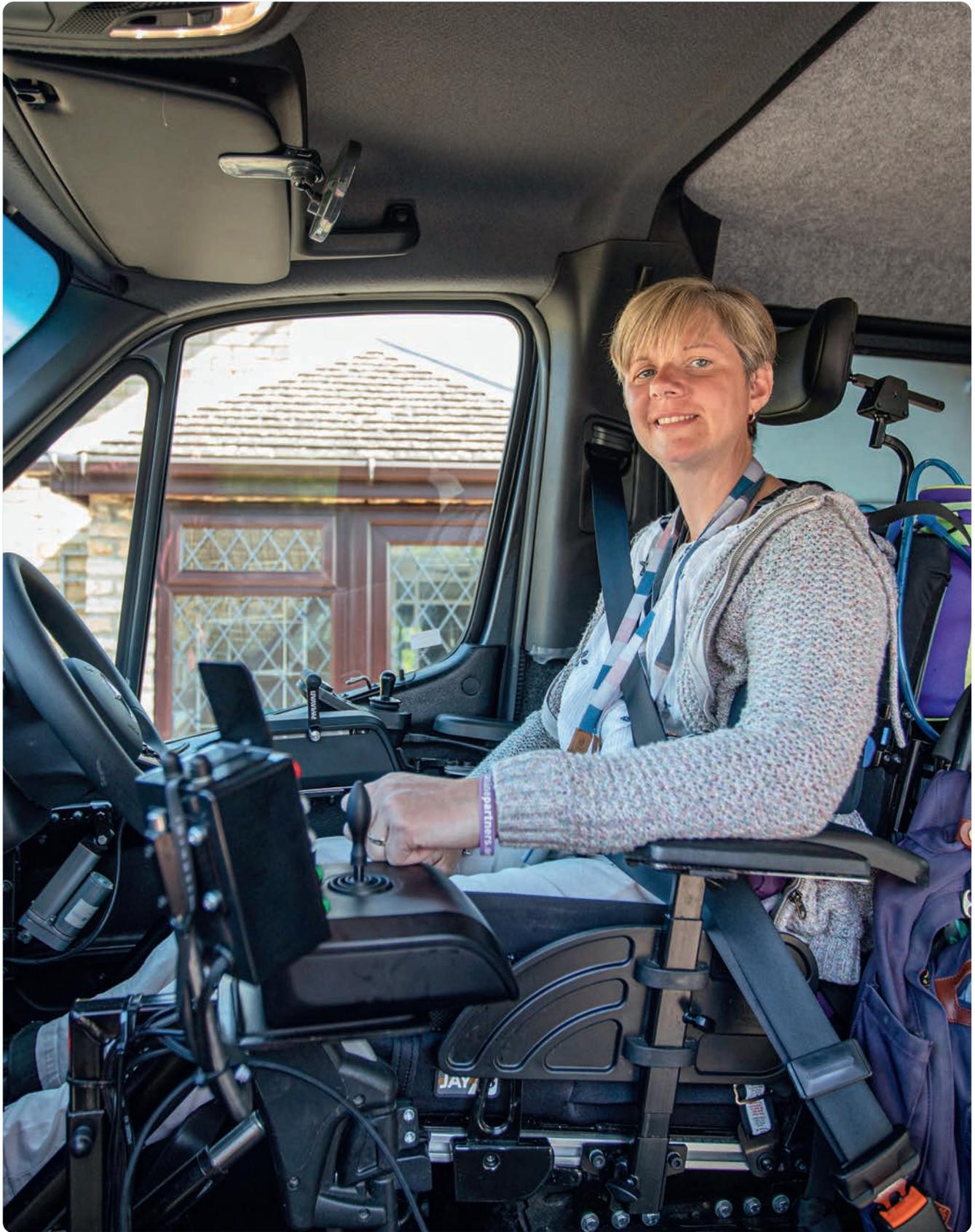
***Claudia, grant beneficiary***



# We have broad geographical coverage

We support disabled people and work with a range of partners across the UK and Northern Ireland. More than half of our beneficiaries are from the North of England, London and the South of England, in line with the distribution of PIP and DLA receipt by region.





# 94%

of those who received a grant for a vehicle told us that they would not have been able to get a vehicle that met their disability needs without our help.



having annual household income of less than £10,000 and 42% reported annual income of between £10,000 and £18,000.

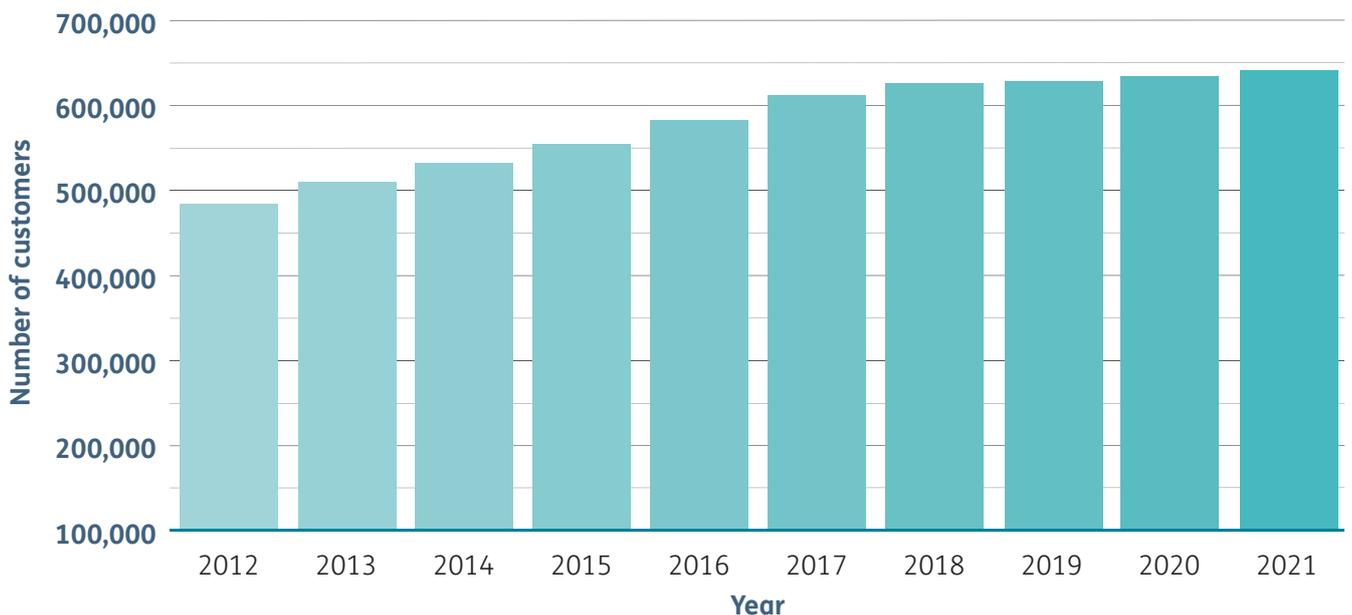
Because people on lower incomes are likely to face more significant barriers to their mobility, most of our grants

are targeted at meeting the mobility needs of those on lower incomes, and our Scheme-related grants enable people to access the vehicle or adaptations that they need.

Over the last three years we have tripled the volume of charitable grants

that we make to help individuals on lower incomes with the financial costs of transportation needs. Since 2018/19 we have made £160 million of grants to individuals, of which £115 million was through our Scheme-related grant programmes, and we have given grants to almost 60,000 people.

## Growth in number of Motability Scheme customers over the last decade



Source: Motability Operations

# Our Impact

## What difference are we aiming to make?

Last year, we set out to determine exactly how Motability makes a difference to disabled people, and to measure that difference. We started by conducting large-scale research with disabled people to help us define our outcomes. We carried out four focus group discussions with Motability grant beneficiaries. Using this data we designed a survey for which we are thankful to 4,504 disabled people for taking the time to respond to. We also conducted interviews with our staff and other stakeholders. We conducted three workshops for 43 Motability staff, most of whom talk with beneficiaries every day, and we also engaged with

a number of disability charities to better understand what difference they thought mobility could make to people's lives, based on their deep understanding of their own beneficiary groups.

We used this data to define our pilot organisational level outcomes and related measurement indicators, which describe how mobility has positively contributed to the respondents' lives. These reflect what being mobile and independently mobile means to disabled people in their own words. The outcomes and related indicators that we work towards as a charity, agreed with our Board, are shown in Table 1.

**'We enable people to have a family life and to care for their children, get to work or access their local area. We help with physical aspects of managing life but also have a big impact on the mental wellbeing of our beneficiaries'**

**Motability staff member**



**TABLE 1: HOW MOTABILITY IMPROVES QUALITY OF LIFE:**  
ORGANISATIONAL LEVEL OUTCOMES, INDICATORS AND IMPACT

AREA OF CHANGE	OUTCOMES	OUTCOME INDICATORS
<p><b>ACCESS</b></p> 	<p>Increased ability to access people and places using own transport</p> <p><i>See p22 for full details</i></p>	<p>I can go out when I want. I am safer travelling in my own vehicle. I can access different places and spaces. I can do my day-to-day activities. I can leave the house.</p>
<p><b>CHOICE AND CONTROL</b></p> 	<p>Increased independence and control to make own decisions</p> <p><i>See p26 for full details</i></p>	<p>I can plan my day. I can be spontaneous about my travel plans. I do not have to rely on others. I can do what I want, when I want. I can make my own travel plans.</p>
<p><b>CONNECT</b></p> 	<p>Increased social connections and relationships</p> <p><i>See p30 for full details</i></p>	<p>I'm able to see friends and family. I'm able to play a part/help out in my community. I'm able to meet new friends and form relationships. I'm able to pursue hobbies and interests. My social life has improved. I can connect with people. I have a varied and full life.</p>
<p><b>EDUCATION</b></p> 	<p>Increased ability to access education and training</p> <p><i>See p34 for full details</i></p>	<p>I can access education. I have more opportunities to take part in training. More educational opportunities have opened up to me. I have more choice over where I want to study. I have more opportunity to increase my earning (through better educational opportunities).</p>
<p><b>WORK</b></p> 	<p>Increased ability to work and pursue a career</p> <p><i>See p38 for full details</i></p>	<p>I can travel to work more easily. More job opportunities have opened up to me. I have more disposable income.</p>
<p><b>WELLBEING</b></p> 	<p>Improved sense of health and wellbeing</p> <p><i>See p40 for full details</i></p>	<p>I feel my overall wellbeing has improved. I feel better in myself, and my mental health has improved. I feel I am seen as an equal. My self-esteem/self-worth has improved. I feel safe and secure when I go out. I feel more confident. I feel I can cope better with new situations. I am in a better mood because I can go out.</p>

Source: RiDC research for Motability (2020)

‘We help people to learn to drive so they gain independence, we provide help when a vehicle or adaptations are needed by people who could not otherwise afford them, and we provide an opportunity for our beneficiaries to gain mobility when it may not otherwise be possible’

**Motability staff member**

Earlier this year we tested our outcome measures. We again listened to disabled people to find out what difference we are making to the lives of grant recipients and self-funded Motability Scheme customers, and to understand the experiences of those who have access to a car outside of the Motability Scheme.

We conducted an online survey with 4,507 respondents and followed up with five focus group discussions.

Our sample consisted of 75 per cent Motability grant beneficiaries, 20 per cent self-funded Scheme customers who had not received a charitable grant, and 5 per cent who were not on the Scheme and had not received a grant (refer to Table 2 below).

In our research we measured the change people have experienced in their lives as a result of using their own vehicle. We specifically asked people what change they had experienced

as a result of getting a grant, joining the Scheme or getting their own car privately, rather than what had changed overall in their lives in the time since that point. This means that we can attribute impacts to changes in their transport options rather than other changes in their lives, such as an improvement or deterioration in their health or family circumstances.

**TABLE 2: RESPONDENTS TO OUR SURVEY**

Respondent group		Overall population	Survey sample achieved	Required sample size*
Motability grant beneficiaries	Car and Vehicle Adaptations grant recipients	15,516	1,855	375
	Wheelchair Accessible Vehicle (WAV) grant recipients	7,364	965	365
	Driving Lessons (DL) grant recipients	2,478	302	333
	Complex Driving Solutions (CDS) grant recipients	1,210	165	292
	Additional Transitional Support (ATS) grant recipients	624	75	238
Self-funded Scheme customers who had not received a charitable grant	Motability Scheme customers	3,231	887	384
Disabled people not on the Scheme and who had not received a grant	Other disabled people with car access	1,492	258	306
<b>Total</b>		<b>31,915</b>	<b>4,507</b>	

Source: RiDC research for Motability (2021)

\*Based on a confidence interval (margin of error) of 5 and a confidence level of 95%

# What difference our work is making

**The following pages report our impact  
against each of our six outcomes and  
the related indicators in more detail**



# Access: ability to access places and people

We asked disabled people what difference having their own transport makes to their **ability to access places and people**. We found that having access to a vehicle makes a difference. The overall improvement in being able to access places and people due to having a vehicle is evident for both Motability grant beneficiaries and self-funded Motability Scheme customers.

As shown in **Figure 1**, 88 per cent of grant beneficiaries and 86 per cent of self-funded Scheme customers reported that their ability to access places and people had improved since getting a grant or joining the Scheme. Fewer disabled people with access to a car who were not Motability customers reported an improvement in accessing places and people as a result of having a vehicle.

Specifically, we asked respondents what difference having their own vehicle made to their ability to leave the house, to go out when they want, to go to different places, to do day-to-day activities, to feel safe and secure when travelling, and to attend hospital appointments. This allowed us to understand which aspects of being able to access places and people make the greatest difference to the respondents' lives.

**Figure 1: Extent of improvement in respondents' ability to access places and people**

**Motability grant beneficiaries**

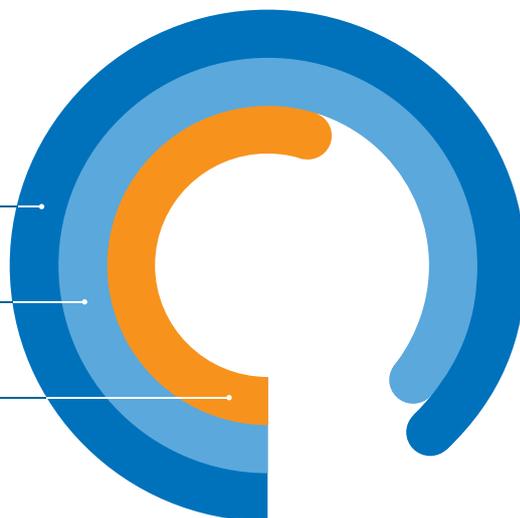
Improved **88%**

**Self-funded Motability Scheme customers**

Improved **86%**

**Other disabled people with car access**

Improved **55%**



'The fact that we have the car means that we are not as restricted anymore. It has really opened the door for us to be able to explore and get out to those places which have accessible playgrounds and things like that'

*William, grant beneficiary*

# 83%

of Motability grant beneficiaries reported a significant or life-changing improvement in their ability to go out when they want since getting help from Motability.

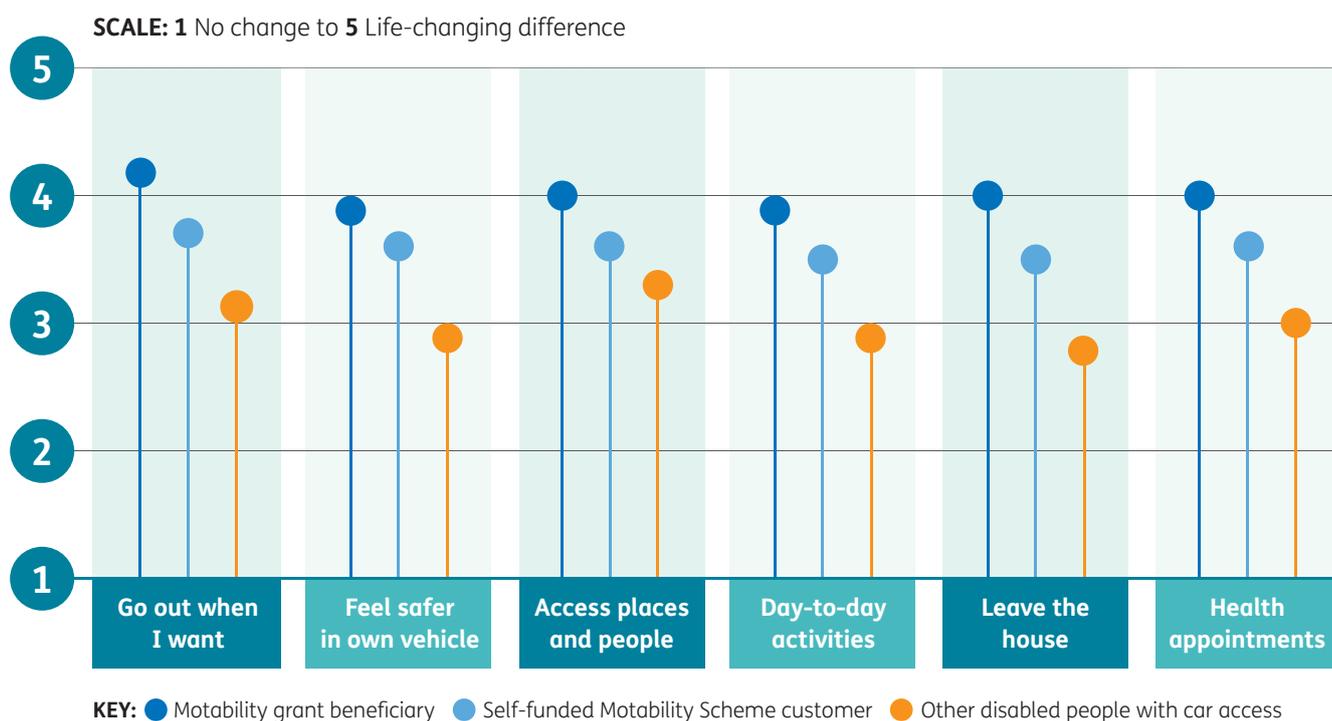
**Figure 2** shows the average improvement that people experienced in their ability to access places and people as a result of having their own transport. It compares results across the three survey groups described above.

### Key findings

**74 per cent** of self-funded Motability Scheme customers reported a significant or life-changing improvement in their ability to go out when they want since joining the Scheme.

**63 per cent** of self-funded Motability Scheme customers reported a significant or life-changing improvement in their ability to go to different places.

**Figure 2: Impact of having a vehicle on ability to access places and people**



Source: RIDC research for Motability, 2021

**82%**  
of beneficiaries experienced a significant or life-changing improvement in their ability to access different places since receiving a grant from Motability.

**'I can make arrangements without worrying about whether – or how – I can get where I need to be'**

*Nicola, grant beneficiary*

**Variations by grant programme**

We surveyed people who had received grants from several different grant programmes. We found slight differences in responses from beneficiaries across the grant programmes, as shown in **Figure 3**.

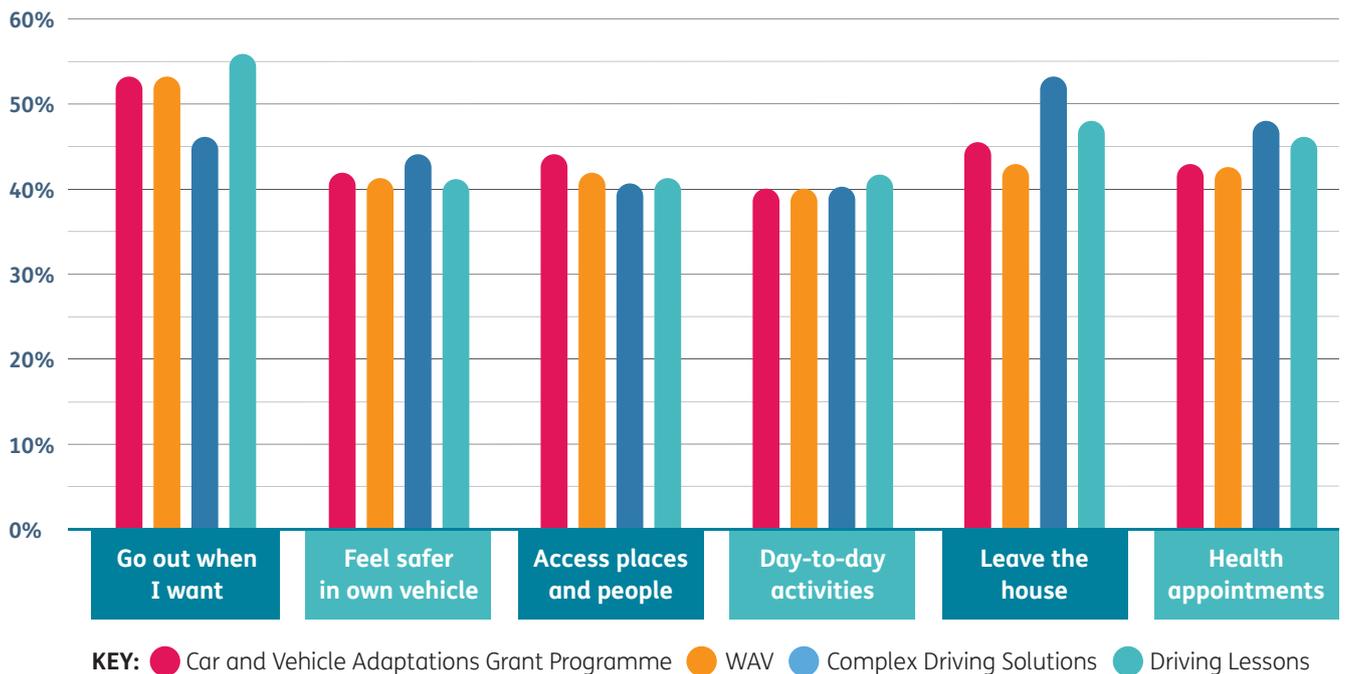
This suggests that different grant programmes are addressing slightly different beneficiary needs.

A slightly higher percentage of people who received grants for Driving Lessons experienced life-changing improvements in their ability to go out when they

want (56 per cent) and being able to do day-to-day activities (42 per cent) as a result of Motability's support.

A higher percentage of people who received grants for Complex Driving Solutions experienced life-changing improvements in feeling safe (44 per

**Figure 3: Variations by grant programme in change in ability to access places and people**



**53%**

of Car and Vehicle Adaptations and WAV grant recipients said our help had made a life-changing difference to their ability to go out when they want.



cent), leaving the house (53 per cent) and being able to attend health-related appointments (48 per cent) .

### **What our beneficiaries say**

“The Motability grant helped me finish off my driving lessons and actually pass. I think it is really important to get the message out there that support is available. I’ve come across so many people who don’t know they can get help with driving lessons and that there are grants available to help get them on the road. Once I tell them, it seems to change their entire mood.”

**Denise, grant beneficiary**

### **CASE STUDY ALICE, GRANT BENEFICIARY**

Alice and her son both have a hidden disability which may not be obvious to others. In Alice’s case, her fibromyalgia can cause her to experience pain and extreme tiredness. Her 12-year-old son, Tony, has autism, which makes it harder for him to communicate and cope with changes in his surroundings.

Having a car makes it easier for Alice to support Tony, and it means both have a safe space to retreat to when they go on trips.

“We may need to go to the supermarket but sometimes Tony might not feel great about it. We know that if there is an issue – if he is feeling overwhelmed – we can walk back to the car and he can sit down and take a break. He feels better... he feels a bit safer,” says Alice.

Alice also feels she is able to visit family and friends more freely as she no longer has to worry about public transport.



# Choice and Control: independence over travel plans

Exercising choice matters because it gives us a feeling of control over our lives. We asked our respondents what difference having their own transport had **on their ability to be independent and have control over their lives.**

We found that Motability makes a difference in our respondents' ability to have choice and control. The overall improvement in their ability to be independent and have control over their travel decisions is evident for both

Motability grant beneficiaries and self-funded Motability Scheme customers.

As shown in **Figure 4**, 89 per cent of Motability grant beneficiaries and 85 per cent of self-funded Motability Scheme customers reported that the independence and control they have over their travel decisions had improved since getting a grant or joining the Motability Scheme. Almost two-thirds of disabled people with access to a car who are not Motability

Scheme customers (62 per cent), also reported an improvement in independence and control over their travel decisions.

“Independence is vital and having it has made us feel like we have that bit of control back in our lives.”  
**John, grant beneficiary**

“Motability has given me full independence – it has been life changing. I now have a quality

**Figure 4: Extent of improvement in respondents' ability to exercise choice and control**

- Motability grant beneficiaries** Improved **89%**
- Self-funded Motability Scheme customers** Improved **85%**
- Other disabled people with car access** Improved **62%**



'It's fantastic to have peace of mind and independence, thanks for giving me my life back'

*Dave, self-funded Scheme customer*



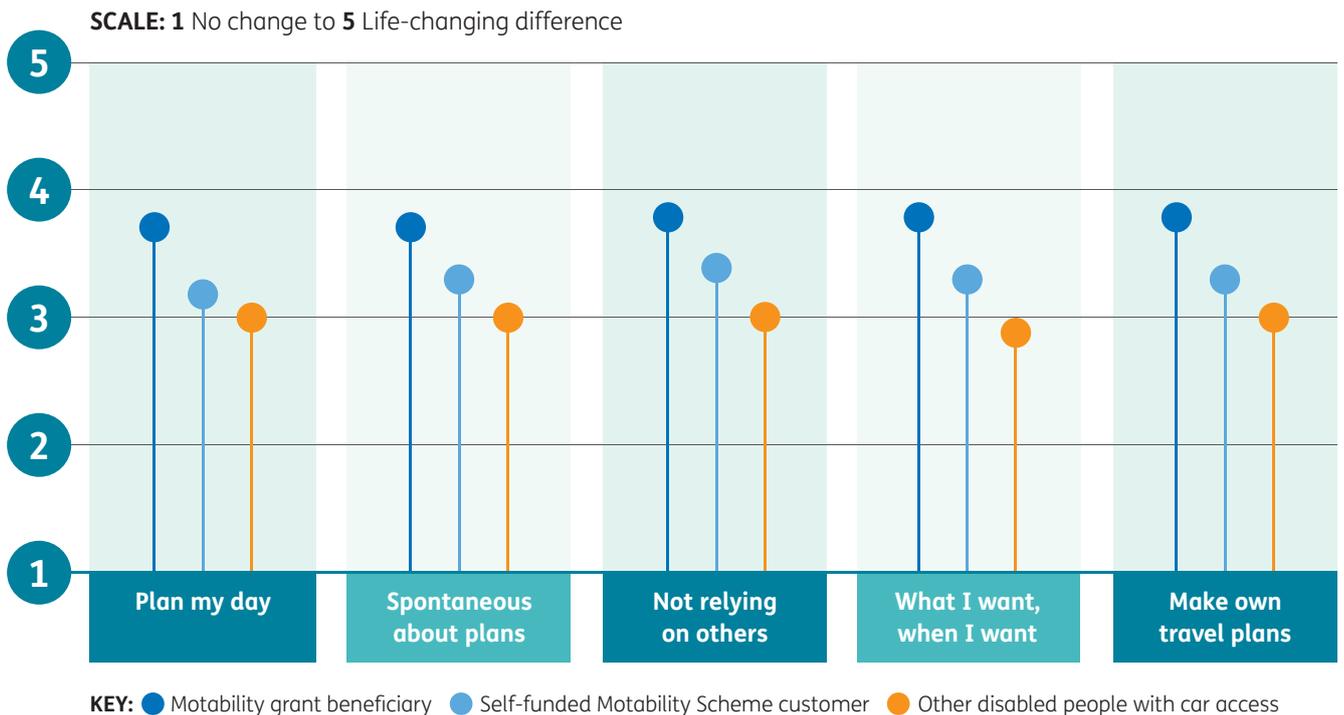
of life not just an existence, and that makes me feel human, part of society.”  
**Jane, grant beneficiary**

We specifically asked about the difference that getting a grant or joining the Scheme had made to

people’s ability to make their own travel plans, to plan their day, to not rely on others to get around, to be spontaneous about their plans, and to do what they want when they want.

**Figure 5** shows the average improvement that people experienced in their sense of choice and control as a result of having their own transport. It compares results across the three survey groups described above.

**Figure 5: Impact of having a vehicle on choice and control**



Source: RIDC research for Motability, 2021

# 76%

of Motability grant beneficiaries reported experiencing a significant or life-changing improvement due to not having to rely on others to go out since getting help from Motability.

# 75%

of Motability grant beneficiaries reported a significant or life-changing improvement in their ability to make their own travel plans.

### Key findings

**68 per cent** of self-funded Motability Scheme customers described a significant or life-changing improvement due to not having to rely on others.

**62 per cent** of self-funded Motability Scheme customers reported a significant or life-changing improvement in their ability to make their own travel plans.

**60 per cent** of self-funded Motability Scheme customers described being able to do what they want, when they want as making a significant or life-changing improvement.

### What our beneficiaries say

“Before I had a Motability car I had to rely on others or alternative transport to get to hospital or doctors appointments. I had to rely on others to take me shopping or get shopping for me. Now I am able to take myself

to appointments and shopping.”

**Keith, grant beneficiary**

“Not having to rely on anyone else makes me feel like an adult again, whereas before I felt decisions were taken out of my hands. If I wanted to borrow the car, I would have to explain where I was going, when and why. I have my own freedom of choice now, which makes a huge difference to my mental health.”

**Mia, grant beneficiary**

## CASE STUDY

### DENICE, MOTABILITY CHARITABLE GRANTS BENEFICIARY

**Denise has better access to healthcare and better health overall because she was able to get her driving licence and car with help from Motability.**

Denise has sickle cell disease and hypermobility, but she has often missed health appointments in the past because she was dependent on public transport.

“I almost always catch something on a bus because my immune system is

quite low. I got the bus home from hospital once and by the time I'd got back to my flat, I had to ring an ambulance to go back in because it caused another sickle cell crisis. I had to spend another two weeks in hospital from being out for an hour.”

Denise was able to get a driver's licence with help from Motability. Now that she has a car, it is easier to get to and from her appointments and it has made an impact on the care she is able to receive.

“I was having trouble turning up to appointments because of the pain, but I cancel far fewer appointments now,” she says. “I can do more in the house for my daughter as well.”

Having the car for little journeys also reduces her pain levels, which has a positive impact on her overall energy.

“I didn't realise how much the travelling was making me tired and sick, or how much it made me panic about all the things that might happen.”

**72%**

of Motability grant beneficiaries described a significant or life-changing improvement to their ability to do what they want, when they want.

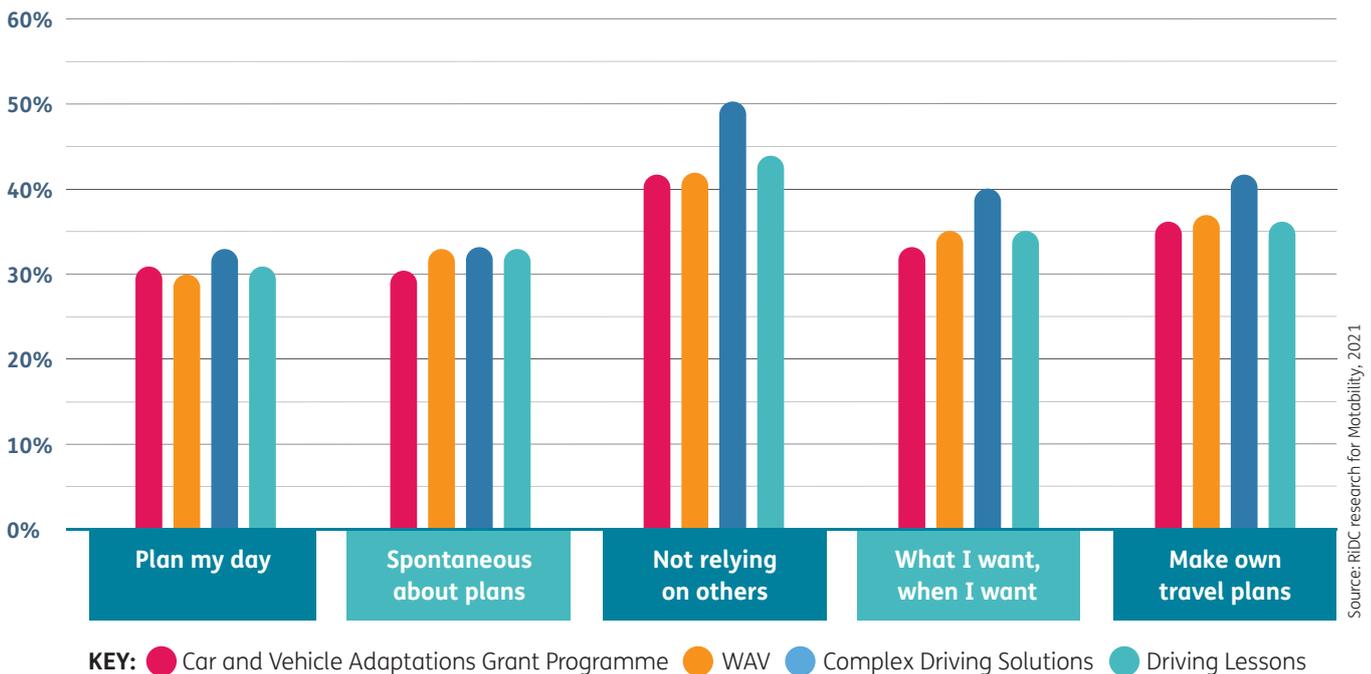
‘If it weren’t for Motability, I would have to rely on family to ferry us around, which just isn’t an option most of the time. We would be stuck at home 99 per cent of the time’

*Emma on behalf of child Isabella, grant beneficiary*

### Variations by grant programme

We saw slight differences in responses from beneficiaries across our grants programmes, as shown in **Figure 6**. We found that a slightly higher percentage of Complex Driving Solutions grant recipients experienced life-changing improvements in their choice and control as a result of having their own vehicle, specifically when it came to relying on others.

**Figure 6: Variations by grant programme in improvement in choice and control**





# Connect: ability to connect and form relationships

Social relationships are important for many people, whether with family and friends or as part of the local community. We asked respondents what difference having Motability's support and private transport had **on their ability to connect with others and form relationships.**

We found that Motability improves people's ability to form connections for both Motability grant beneficiaries and self-funded Motability Scheme

customers. As shown in **Figure 7**, 73 per cent of Motability grant beneficiaries and 66 per cent of self-funded Motability Scheme customers reported that their social connections, relationships and community life had improved since getting a grant or joining the Scheme. More than half of our third group – other disabled people who have access to a car – also reported an improvement in their social connections and relationships.

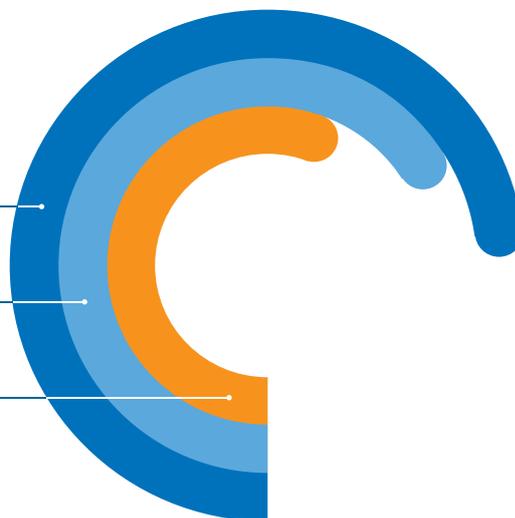
## What our beneficiaries say

“The WAV vehicle has brought amazing benefits. It has given me independence and more confidence to meet others because I can travel with ease in the specially adapted vehicle. My sibling is also a wheelchair user and there is room for us both to travel together to a coffee shop or community group, or to meet friends and family. It has reduced my social isolation enormously.”

**Charlotte, self-funded Scheme customer**

**Figure 7: Extent of improvement in respondents' ability to connect and form relationships**

- Motability grant beneficiaries** — Improved **73%**
- Self-funded Motability Scheme customers** — Improved **66%**
- Other disabled people with car access** — Improved **56%**



‘The car has enabled me to make friends and visit them, as well as get to the shops as there aren’t any in the village. The car is totally life enabling for me!’

*Caroline, grant beneficiary*

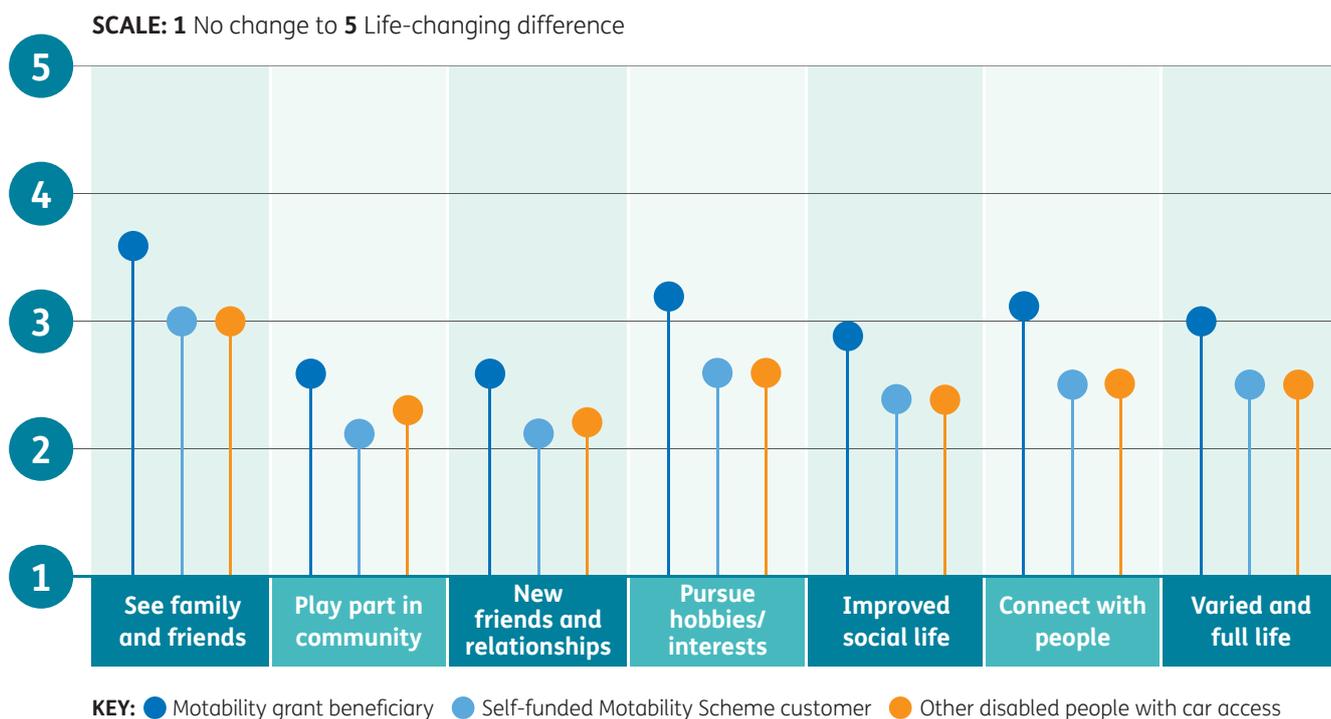
“We can meet up with friends and go for meals, walk the dogs or go to friends’ houses. I can join in with things I couldn’t before; I can go to art classes, quilting workshops and other arts and crafts classes. It has made such a difference to my life as it really helps with my pain.”

*Sue, grant beneficiary*

Specifically, we asked respondents what difference getting a grant or joining the Scheme had made to their ability to see friends and family, to play a part in their community, to meet new friends and form relationships, to pursue hobbies and interests, to improve their social life, to connect with people, and to have a varied and full life.

**Figure 8** shows the average improvement that people experienced in their ability to form connections as a result of having their own transport. It compares results across the three survey groups described above.

**Figure 8: Impact of having a vehicle on social connections and relationships**



Source: RIDC research for Motability, 2021

**69%**

of Motability grant beneficiaries reported experiencing a significant or life-changing improvement in their ability to see family and friends.

**Key findings**

**52 per cent** of self-funded Motability Scheme customers reported that since receiving their vehicle they experienced a significant or life-changing improvement in their ability to see family and friends.

**39 per cent** of self-funded Motability Scheme customers reported that since receiving their vehicle they experienced

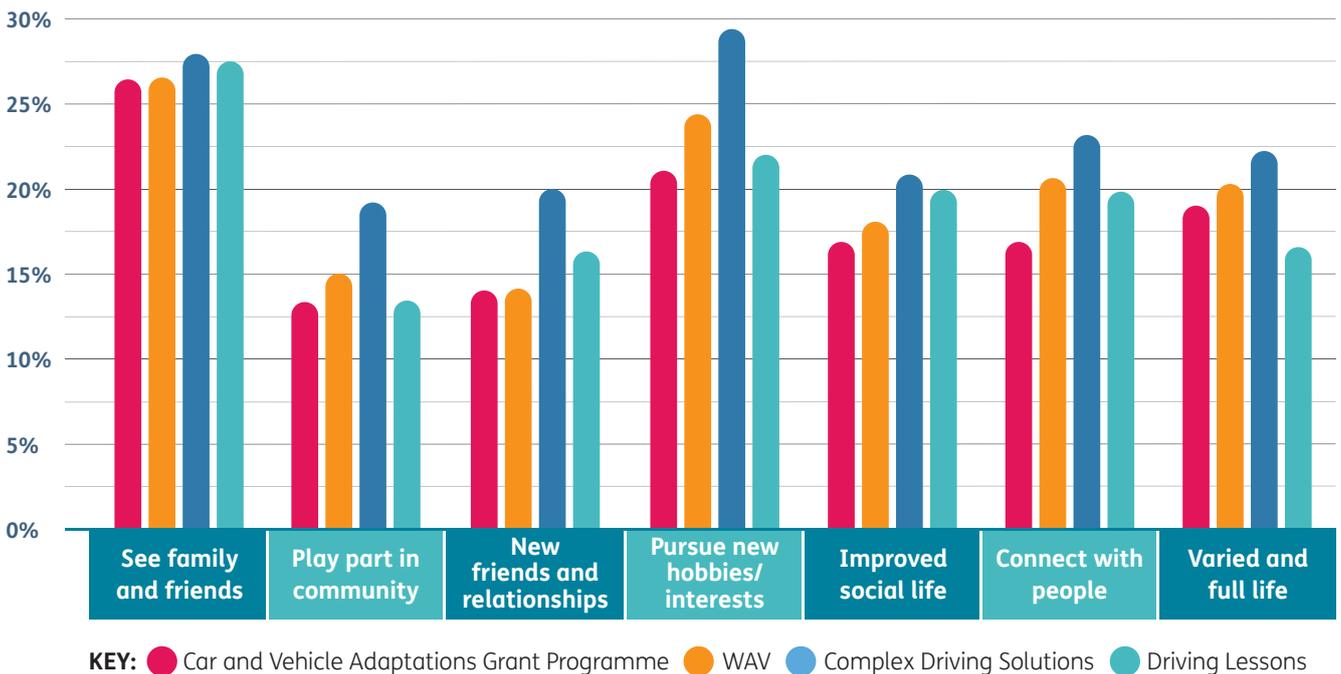
a significant or life-changing improvement in their ability to pursue hobbies and interests.

**30 per cent** of self-funded Motability Scheme customers reported that since receiving their vehicle they experienced a significant or life-changing improvement in their ability to have a varied and full life.

**Variations by grant programme**

We saw slight differences in responses from beneficiaries across the grant programmes under this outcome, as shown in **Figure 9**. We found that a slightly higher percentage of Complex Driving Solutions beneficiaries experienced life-changing improvements across all measures related to forming social connections and relationships.

**Figure 9: Variations by grant programme in ability to form connections and relationships**



**49%**

of Motability grant beneficiaries reported experiencing a significant or life-changing improvement in their ability to have a varied and full life since receiving a vehicle.

**55%**

of Motability grant beneficiaries reported experiencing a significant or life-changing improvement in their ability to pursue hobbies and interests.





# Education: Increased ability to access education and training

Access to education and training is important for all of us to make the most of our lives, but disabled people are three times more likely to have no qualifications than non-disabled people. We asked those respondents whose circumstances would permit them to access education or training what difference having their own transport had made **to their ability to access education or training**. We included everyone, not just those who wanted to access education or training.

As shown in **Figure 10**, within this group 37 per cent of Motability grant beneficiaries and 25 per cent of self-funded Motability Scheme customers reported that their ability to access education and training opportunities had improved since getting a grant or joining the Scheme.

“Having up-to-date vehicles, space and vehicle technology has given me more confidence to explore ways of improving my education, training and skills.”

**Patrick, self-funded Scheme customer**

We specifically asked our respondents about the difference that getting a grant or joining the Scheme had made to their ability to access education, to take part in training, to pursue educational opportunities,

**Figure 10: Extent of improvement in respondents' ability to access education and training**

**Motability grant beneficiaries**  
Improved **37%**

**Self-funded Motability Scheme customers**  
Improved **25%**

**Other disabled people with car access**  
Improved **23%**



‘I have been able to access adult education classes which were otherwise difficult to get to. Having the car has enabled me to use previous skills to participate in voluntary work’

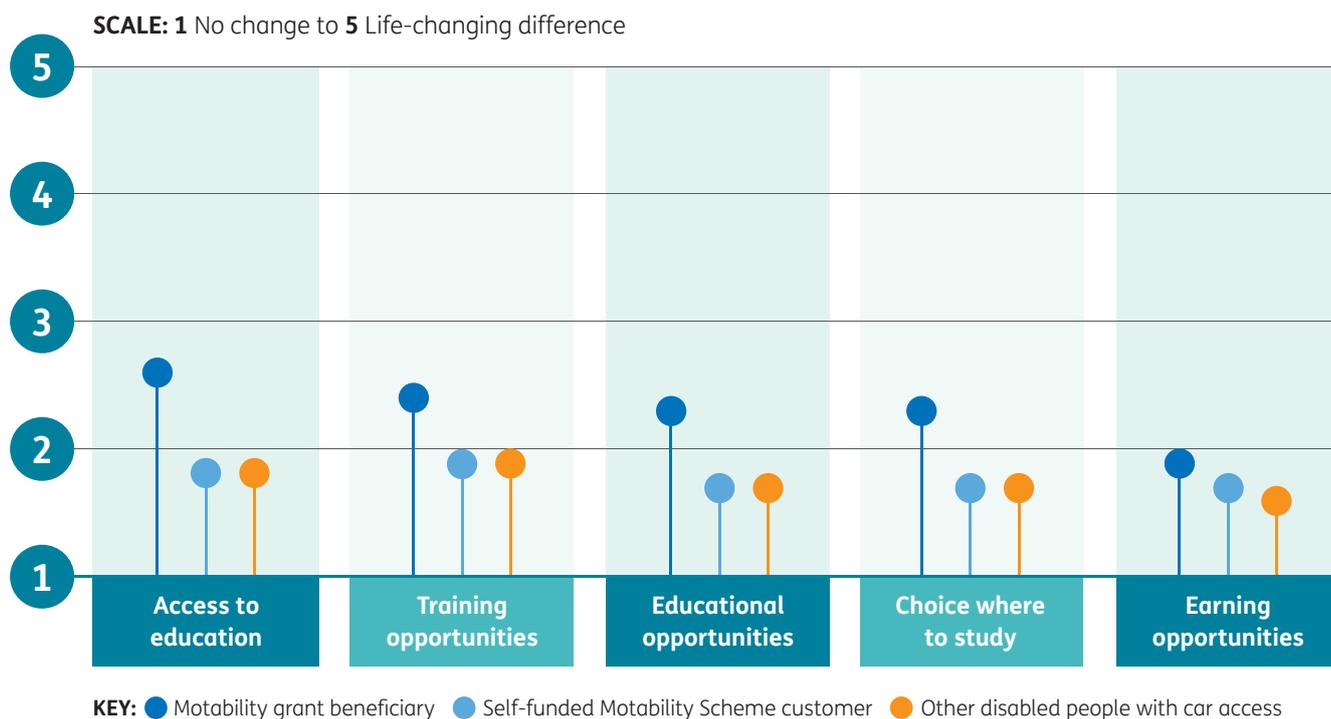
*Ronan, grant beneficiary*

to exercise choice over where to study, and to opportunities to increase their earnings (through better educational opportunities).

**Figure 11** shows the average improvement that people experienced in their ability to access education and training as a result of having their own transport. It compares results across the three survey groups described

above. Note that for this outcome the data is illustrative, because the differences shown are not statistically significant across all of the indicators at a 95 per cent confidence level.

**Figure 11:**  
Impact of having a vehicle on ability to access education and training opportunities





### Variations by grant programme

We saw slight differences in responses from beneficiaries across the charitable grants programmes under this outcome, as shown in **Figure 12**.

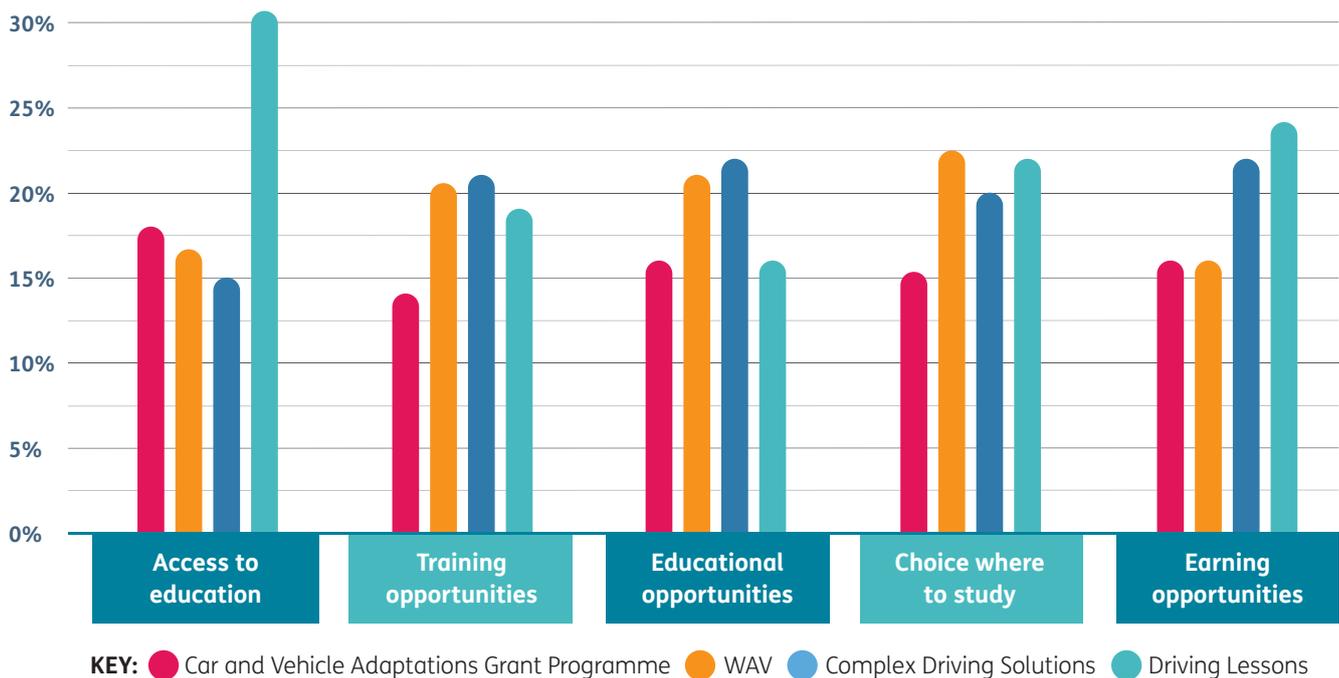
We found that a higher percentage of respondents who received grants for driving lessons experienced life-changing differences in their ability to access education (31 per cent), more choice on where to study (22 per cent) and more opportunity to increase potential earnings (24 per cent).

We also found that a slightly higher percentage of Complex Driving Solution beneficiaries experienced life-changing differences in their ability to explore more training (21 per cent) and educational opportunities (22 per cent) as a result of having their own vehicle.

We explored this further by looking at our impact on specific groups of people. We found that we made more impact for current students; 56 per cent of the students who received a grant or joined the Scheme reported improved ability to access education

or training. We also found that we made more impact for those doing voluntary work; 50 per cent of voluntary workers who received a grant or joined the Scheme said that doing so had improved their ability to access education or training. We also found that more younger people and more women reported significant differences under this outcome.

**Figure 12:**  
Variations by grant programme in ability to access education and training opportunities





# Work: Increased ability to pursue new employment opportunities

An ability to work promises increased income, better living standards and financial independence; it also gives purpose and can have positive health impacts. Many disabled people want to work, yet only around half of those of working age are employed, compared to eight in 10 non-disabled people.

Only 12 per cent of our respondents said that they were employed or able to actively seek work (full-time,

part-time or voluntary), reflecting the particular barriers to work experienced by those qualifying for an enhanced or higher rate mobility allowance. 75 per cent of respondents indicated that they were unable to work because of their disability, sickness, or because they were caring for other people. We can therefore only report our impact against this outcome in a more limited way.

We asked those employed or actively seeking work what difference having their own transport had on **their ability to pursue new employment opportunities**. We asked them what difference being able to travel easily to work, to have more employment opportunities and more disposable income made to their lives.

**59%**

of those who had received a grant or joined the Scheme found that their ability to work or pursue new employment opportunities had improved.

**Two thirds**

of Motability respondents (grants beneficiaries and self-funded Scheme customers) reported that getting a vehicle made a significant or a life-changing difference to their ability to easily get to work.

**The longer a person has had a Motability vehicle, the more likely they are to experience a life-changing difference to their work prospects.**



## CASE STUDY STUART, GRANT BENEFICIARY

“I couldn’t bear the thought of life without my Motability car. Motability is such a wonderful thing. I really sing its praises. It has made many positive contributions to my mental health.

I am now able to volunteer 30 to 40 hours a week. I feel I am paying back to society. Before I had my Motability car, I couldn’t do anything like this, I was stuck in the house.”



# Wellbeing: the overall sense of wellbeing from using your own transport

Feelings of wellbeing are fundamental to our quality of life, but disabled people report lower average wellbeing levels than non-disabled people. We asked our respondents what difference having their own transport made to **their sense of health and wellbeing**. We found that having a vehicle makes a positive difference to people's wellbeing.

As shown in **Figure 13**, 79 per cent of Motability grant beneficiaries and 75 per cent of self-funded Motability Scheme customers reported that their wellbeing had improved since getting a grant or joining the Scheme. More than half of other disabled people with access to a car (61 per cent) reported an improvement in their wellbeing, but the difference experienced by those who had received a grant

from Motability or joined the Scheme was more pronounced.

“My mental health has significantly improved. It was extremely depressing having no or little independence. Relying heavily on aid to travel, even for short journeys, makes you feel like a burden.”

**Charlotte, self-funded Scheme customer**

**Figure 13: Extent of improvement in respondents' sense of health and wellbeing**

**Motability grant beneficiaries**  
Improved **79%**

**Self-funded Motability Scheme customers**  
Improved **75%**

**Other disabled people with car access**  
Improved **61%**



# 'I feel much safer travelling by car and much less anxious, especially in unfamiliar surroundings'

Rhodri, grant beneficiary

"Being able to do a simple journey, travelling comfortably and safely, gives a sense of liberty. It lifts your mood, makes you feel more excited about getting outside and trying to interact in social settings. People treat you less like an invalid. It makes me enjoy life more and feel less trapped."

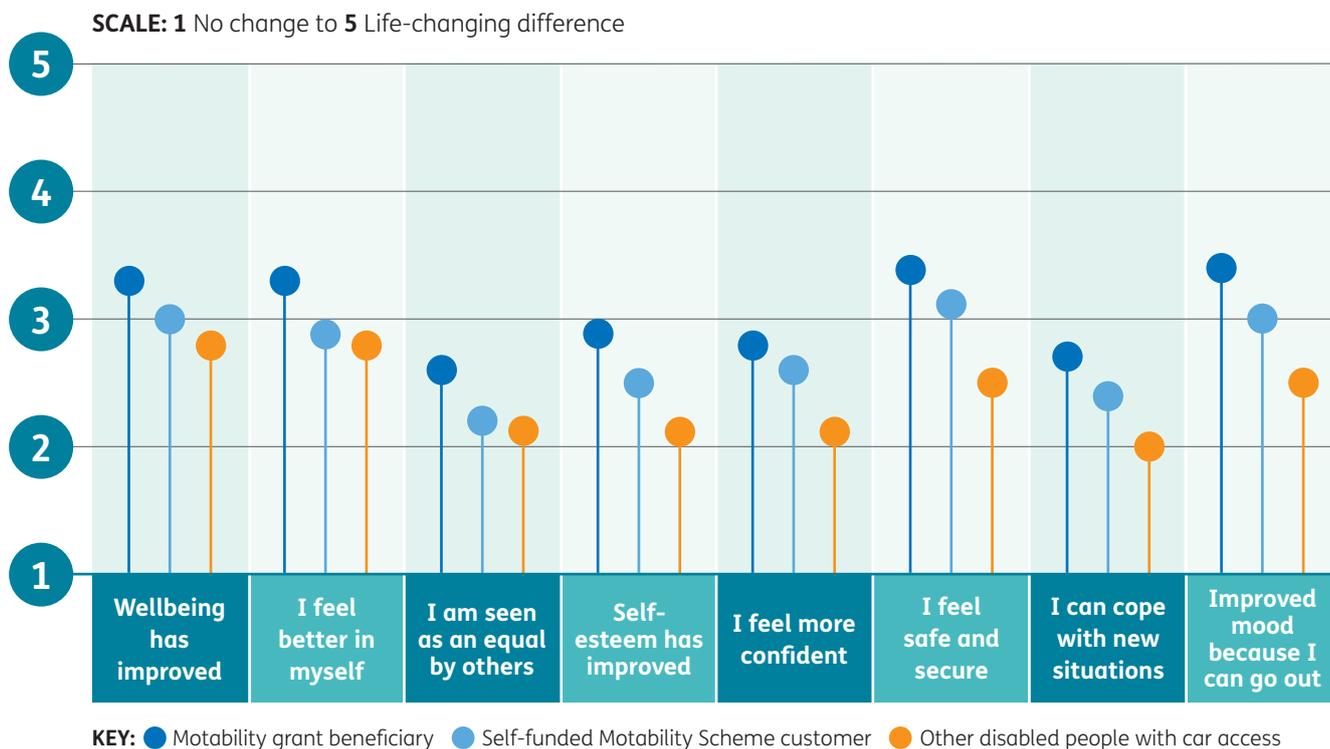
**Jane, self-funded Scheme customer**

We specifically asked about the difference that getting a grant or joining the Scheme made to Motability grant beneficiaries' and self-funded Motability Scheme customers' overall wellbeing, how they felt in themselves, whether they felt they were seen as

an equal, about their self-esteem, safety when going out, their confidence, their ability to cope with new situations, and their mood. We did this to identify the aspects of wellbeing in which respondents reported the greatest differences in their lives.

**Figure 14** shows the average improvement that people experienced in their wellbeing as a result of having their own transport. It compares results across the three survey groups described above.

**Figure 14: Impact of having a vehicle on sense of health and wellbeing**



Source: RIDC research for Motability, 2021

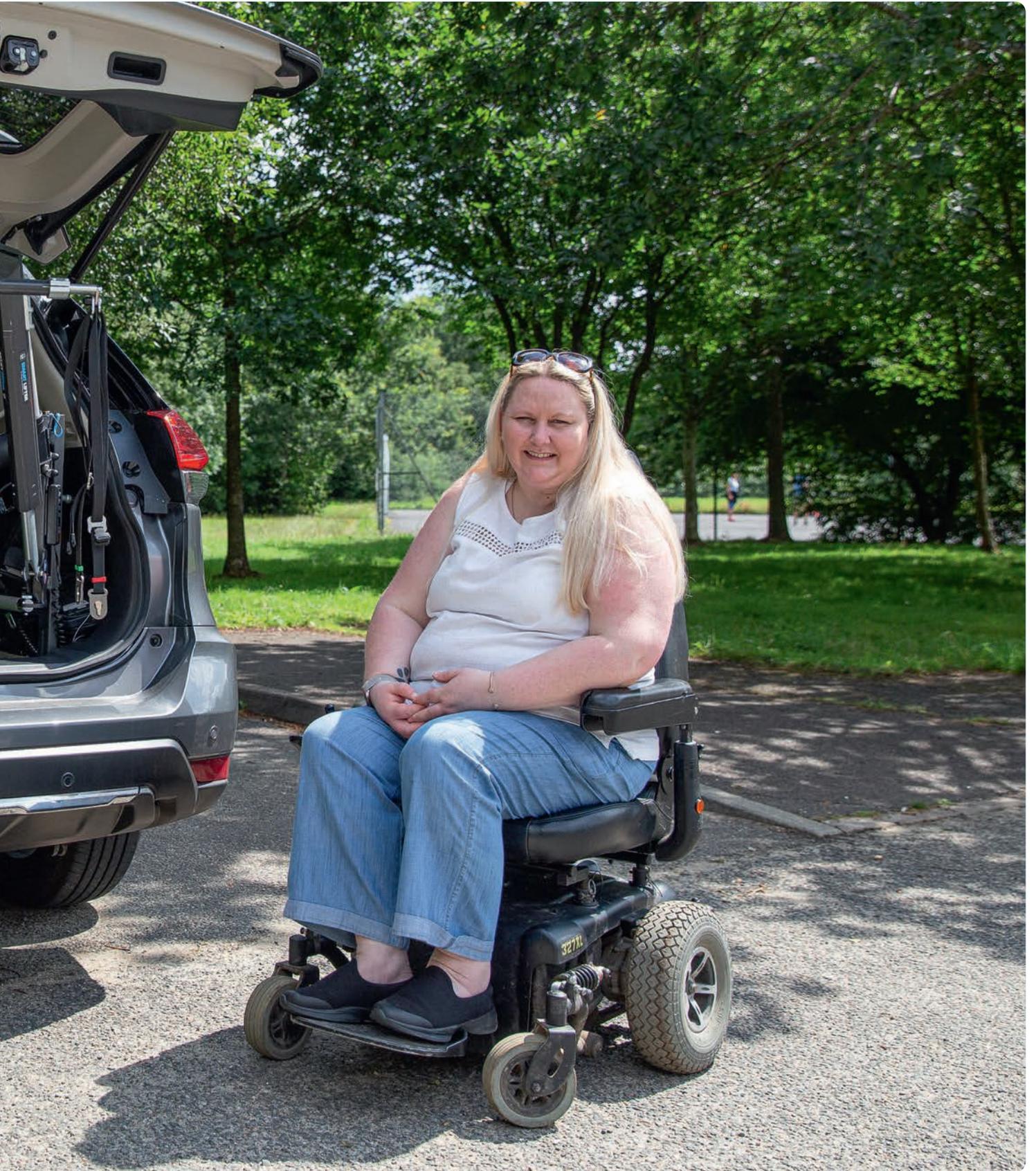
## CASE STUDY

### LAURA, MOTABILITY SCHEME CUSTOMER

Whilst she is unable to be employed because of her physical health, Laura had to rely on her son to get around. Since she has had a Motability car, Laura has had lots more independence.

“Before Motability, my teenage son would have to push me everywhere in my manual wheelchair. Once I got my Motability car I was able to go out independently, and with the adaptations of hand controls and being able to get my electric wheelchair into the car myself, I can go and visit my family and friends whenever I feel well enough. My son was finally able to be a teenage boy and see his friends instead of always being with me. I am very proud of him.”





## WELLBEING

**60%**

of Motability grant recipients reported a significant or life-changing improvement to their overall wellbeing since receiving their vehicle.

**61%**

of Motability grant recipients reported a significant or life-changing improvement in feeling safe and secure when they go out since receiving their vehicle.

**80%**

of grant beneficiaries strongly agreed or agreed that they felt better in themselves as result of getting the vehicle.

### Key findings

**48 per cent** of self-funded Motability Scheme customers reported experiencing a significant or life-changing improvement to their overall wellbeing.

**53 per cent** of self-funded Motability Scheme customers

reported a significant or life-changing improvement in feeling safe and secure since receiving a vehicle.

### Variations by grant programme

We saw variations in responses from beneficiaries across our grant

programmes, as shown in **Figure 15**. We found that a slightly higher percentage of Complex Driving Solutions beneficiaries experienced life-changing differences across most measures related to wellbeing. All grant recipients reported a bigger change in their self-worth, mood, wellbeing, and feeling of security

**Figure 15: Variation by grant programme in improvement in wellbeing**



Source: RiDC research for Motability, 2021



than in their confidence, coping abilities and perception of being seen as an equal by others.

### **What our beneficiaries say**

“I can drive to where I actually want to be and walk around, or to somewhere I can have fun with my daughter. Without my car it’s too painful; I’m exhausted and usually too sick to be able to stay or enjoy anything. It means I can actually try to live.”

**Katie, self-funded Scheme customer**

“When I am driving it is the only time I feel equal to others, and I am able to forget about my disability. I feel safe in my vehicle and can arrive somewhere early and check out an area for how

my mobility will be affected before I need to test it out physically.”

**Amelia, grant beneficiary**

“Prior to leasing a Wheelchair Accessible Vehicle through the Motability Scheme I was unable to go anywhere apart from medical appointments as I had no way of getting anywhere other than via taxi. Since I’ve become a Motability customer I have been able to take my dogs to the park, visit a friend who lives an hour’s drive away, and go on short shopping trips. This has helped my mental health, improved my self-esteem and helped me become more independent.”

**Megan, grant beneficiary**

“I have remained enthusiastic about continually testing my ability to give back and make a difference as well as learning new skills and self-development. My illnesses and disability have meant that I have not been successful in every endeavour, but I believe the benefit for me, my mental and physical self, and my family is in the journey, the trying. Without my car I would not have had any of these experiences. My car has allowed me to travel and has given me a safety net, a place to rest, flexibility and independence.”

**Clare, grant beneficiary**

# Our Future Plans

In this first Impact Report, we have shown how Motability changes the lives of disabled people.

We are proud of the difference we make and we also recognise our responsibility to do more.

We will continue to develop and refine our grant programmes to improve the support we provide. By understanding beneficiary needs and feedback we can identify ways to further improve the experience of our beneficiaries when applying for support through one of our grant programmes.

We will continue to work with Motability Operations to ensure that the Motability Scheme meets the needs of disabled people and improves their lives, especially through the transition to electric vehicles.

In the future, we are also determined to have a positive impact on more disabled people in a wider range of ways. Motability was founded as a highly innovative cross-sector partnership. But transport and mobility are changing, and the opportunity to ensure that change is inclusive for disabled people must not be missed.

Last year, we established an evidence-based innovation function within the charity to help us identify and develop new routes to impact. We put listening to disabled people and making a positive impact on their lives at the centre of our work. This work is at an early stage but we hope to be able to report more about the difference it is making in the future.

We also established our impact and evaluation function to help us understand and learn more about the difference our work is making. We will evaluate our programmes to help us make more informed decisions in the future.

Our work on outcomes has rightly started with our beneficiaries and the difference we make for them. We hope to further this work and broaden our outcomes framework to include the differences we are making, or could make, to society as a whole.

# Thank you

A big thank you to all of the disabled people who participated in our research and told us about their experiences, especially to our case studies. Our thanks also to RiDC and Motability Operations for their help with this report.



# Impact Report 2020/21



Motability, the Charity, Warwick House, Harlow, Essex, CM19 5PX

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