Why it's hard for people who don't use technology to travel in London

Easy read booklet

January 2023

Who we are

LONDON TRAVELWATCH

We are **London TravelWatch**. We share ideas and plans about how to make travel in London better for everyone.

We think travel should be easy and safe for everyone to use and not cost a lot of money.

We work with local organisations and people who help organise or change **public transport** in London.

Public transport are the ways everyone can travel, like by bus or train. We also look at how walking or cycling can be better.

What this booklet is about

We know it isn't easy or possible for everyone to travel in London.

You often need to know how to use **technology** to pay for travel or to read information.

Technology means mobile phones, laptops, apps, or websites.

We know there are lots of adults in London who don't have a bank account or use the internet.

This means they can't always pay for travel, read information on websites, or sometimes travel at all.

We want to find out who can't use technology or who chooses not to, and if this affects how they travel.

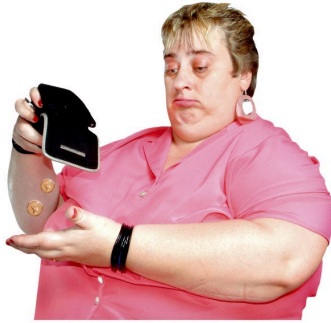We paid an organisation called **Yonder Consulting** to help us find out who these people are.

They talked to over 1000 people and asked them questions on the phone, online and face-to-face.

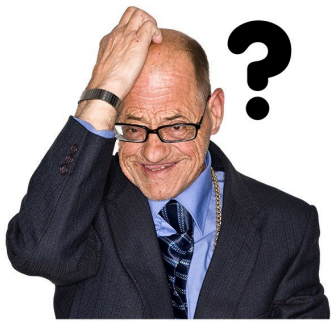This booklet tells you what we found out and what we think needs to happen next.

What we found out

We found that most **digitally excluded** people are older, white, disabled and don't earn a lot of money.

Digitally excluded means you can't use technology or you choose not to.

You might be digitally excluded because you don't know how to use technology or it might cost too much money.

You can be **digitally disadvantaged** which means you use some technology but not often.

If you are digitally excluded or disadvantaged you might feel left out or find it hard to do things by yourself.
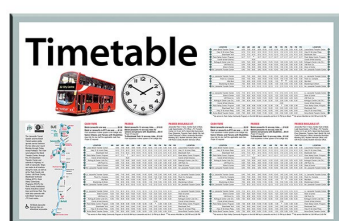
You might feel bad about yourself or how you think about your life.

Most people need the help of people who work in ticket offices and train stations to travel.

You might need more help to buy tickets and find out information.

You might not be able to find information about travel timetables or when trains or buses are late.

You will travel around London less than people who use technology.

You are more likely to walk, cycle or use the underground to travel. The underground is also called the tube.

If you can't travel this can make your life really hard, especially if you are **excluded** in other ways.

Excluded means you can't take part in what most people do everyday, like work, learn, talk to others and help make decisions.

What people said

Some people said they could not to buy a ticket to travel because they didn't have a phone or internet.

A few people said they have paid more for travel because they could not buy tickets on their phone or computer.

Some people said it's easier to travel around London now they have to use technology.

Most people said it's harder to travel around London now they need to use technology.

What needs to happen next

We still need to do a lot more work to help the millions of people who are digitally excluded to travel.

People who help organise or change public transport need to

- see this as an important problem they should help to fix.

- help people who are digitally excluded so they can read information and buy tickets as easily as everyone else.

- make sure it is easy for everyone to use public transport.

- make sure people who are digitally excluded don't have to pay more to travel.

- make sure people who don't use technology can still travel.

- pay for more **research** to be done about digital exclusion so they know more about who is excluded and how this affects them.

Research is when people collect information to help them think about problems and find ways to fix them.

Train companies need to

- make sure people who work for them stand in places where people can see them and ask for help.

- have a service that helps people who are digitally excluded.

- talk to people who know a lot about digital exclusion or are digitally excluded to make sure any changes they make are good.

- think about how digitally excluded people will be affected if ticket offices are open less and there aren't as many staff to help.

Thank you for reading this booklet

Thank you to A2i for the words

www.a2i.co.uk (reference 36022)

The full version of this document is called

Left behind Londoners

Digital Exclusion and Disadvantage in

London's Transport