

# Transport and wellbeing

**It's a privilege to introduce this month's *Focus* as the recently appointed Chair of the Institute's Accessibility & Inclusion Forum. I look forward to reflecting on the substantial and valuable insights on transport's relationship with wellbeing in this month's magazine.**



**W**ell being', in its broadest sense, is feeling comfortable, healthy and happy. So, not just having help at times of crisis, but experiencing a pleasant environment at all times. Transport is uniquely placed to play a role in creating the climate to ensure opportunities and modal choices are provided to everyone, irrespective of their background or circumstances.

The journey begins with ensuring a valued workforce, not only through support at difficult times, but clear informal and formal recognition in an ever-challenging landscape. In turn, a motivated and content team will deliver quality customer service in a people-focused business. Never underestimate the value of a simple 'hello' from the bus driver.

Indeed, the very presence of a bus service or railway station reduces the psychological feeling of isolation caused by transport

poverty, even before a journey is made to essential locations such as the workplace, school or health facilities such as hospitals. And when it is, initiatives such as Chatty Bus, and enduring concessionary passes, continue to underline the vital role public transport plays in social interaction. Information about services, and how to use them, needs to be easy to understand and freely available in a range of format, to avoid disenfranchising people who do not have digital access.

Reflecting on the definition of wellbeing, there is much to consider in many aspects of planning, ensuring accessibility and inclusion are fully catered for, as these have a direct impact on physical and mental health. Sometimes it will take brave collaborative decisions involving a range of organisations to meet these needs to provide effective end to end journeys for everyone, amid conflicting voices and priorities.

The role transport plays in the wider community has been amplified by well-judged initiatives across the sector. Network Rail have been world-leading in their partnership with Samaritans, and we have seen several initiatives where transport organisations play in their wider communities, especially in the charitable sector. Recently I saw a Swift Travel coach in Essex advertising a mental health helpline which is a promotional initiative I hope to see more of.

In transport, no one is ever alone. In that vein, we look forward to continuing the evolution of our Forum with the regions and other forums and would love you to join and work with us. We look forward to showcasing and sharing best practice in the field of accessibility and inclusion with the rest of CILT. ☺

**Gerard Butler**

Chair, Accessibility and Inclusion Forum, CILT(UK).

## THIS MONTH'S CONTRIBUTORS

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**DR JENNIFER MINDELL**

Emerita Professor of Public Health, UCL.

Dr Jennifer Mindell is a public health physician with experience in epidemiological research, teaching, general practice, and health promotion. From 2005 until June 2022, she led the UCL team dealing with the Health Survey for England (HSE). She is also involved in work across Europe and Latin America to compare health examination surveys and their findings and how these are and can be used by policy-makers.

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**PROF GLENN LYONS**

Professor of Future Mobility, University of the West of England, Bristol

With an extensive background in transport research and policy, including founding the Centre for Transport & Society, Prof Glenn Lyons is dedicated to addressing the challenges of mobility in an era defined by technological change, societal needs, and the climate emergency.

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**JO PICK**

Chief People Officer, Wincanton.

Jo Pick is an experienced Chief People Officer who blends excellent leadership skills with a commercial and operational background. Extensive experience of all aspects of strategic and tactical People Management, focused predominantly in UK and Ireland listed businesses, with experience of working in large global multinationals.

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**DR SUSAN KENYON**

Principal Lecturer in Politics, Canterbury Christ Church University.

Dr Susan Kenyon is a Principal Lecturer in Politics and an expert in innovative pedagogies with specialisations in travel behaviour science, behaviour change, environment and exclusion. Susan brings diverse professional experience from roles at Canterbury Christ Church University, Transport for London, and several other academic institutions.