

Londoners' priorities for street space

Tender briefing

About London TravelWatch

London TravelWatch is the official independent watchdog set up to advocate for people travelling in and around London. We are sponsored and funded by the London Assembly, which is part of the Greater London Authority, and is independent from transport operators. Our sister organisation, Transport Focus, covers the rest of Great Britain.

London TravelWatch promotes integrated transport policies and presses for better journeys for everyone, with higher standards of quality, performance and accessibility. We work directly with users, other transport user groups as well as transport operators, providers, regulators and local authorities. In turn, transport operators consult us on proposed changes to services or closures of lines or stations.

We cover all forms of Transport for London (TfL) services, National Rail in and around London, as well as those who walk, cycle or wheel in the capital. You can find out more about us [on our website](#).

Project overview and context

Streets are integral to travelling around London. 6.7 million trips in 2023 were made by walking or wheeling, 25.8% of all trips in the city. When you consider that many other journeys will require walking, wheeling or micromobility at some stage – for example from a person's home to the bus stop, between the bus and the train station, and from the station to their office - people end up using streets in most of trips.

Additionally, better streets are a core part of the Mayor's Transport Strategy (MTS), with four outcomes listed under the theme of "Healthy Streets and healthy people"¹:

- **Active:** *London's streets will be healthy and more Londoners will travel actively*
- **Safe:** *London's streets will be safe and secure*
- **Efficient:** *London's streets will be used more efficiently and have less traffic on them*
- **Green:** *London's streets will be clean and green*

A range of workstreams are underway to deliver these outcomes, including reducing the speed limit to 20mph on many roads, Local Implementation Plan (LIP) funding for

¹ [Delivering the Mayor's Transport Strategy 2023/24](#), Transport for London, July 2024

boroughs to make improvements such as upgrading pedestrian crossings, and schemes like School Streets.

TfL has also adopted the [Healthy Streets Approach](#) to create safer, more accessible and more pleasant streets. This claims to put “people and their health at the centre of decisions about how we design, manage and use public spaces”. It is based on ten “Healthy Streets Indicators”²

- People choose to walk, cycle and use public transport
- Pedestrians from all walks of life
- Easy to cross
- People feel safe
- Things to see and do
- Places to stop and rest
- People feel relaxed
- Not too noisy
- Clean air
- Shade and shelter

While streets are a core part of travel and supporting delivery of the MTS, they are often overlooked. At present it does not seem that TfL will meet all of the targets set in the MTS to deliver the desired outcomes in the healthy streets workstream. TfL’s Healthy Streets Survey also revealed that people’s expectations for streets across all Healthy Streets Indicators exceeded their experiences, highlighting a gap between people think of the street they are on and what they would expect it to be like.³

The result is that people walking and wheeling can have a poor experience. From safety issues to health concerns to poor quality infrastructure, we’re aware of a multitude of problems that can occur on the street. While anyone can be affected, these issues can be particularly detrimental for Disabled people. Research by Transport for All found that just 20% of Disabled people said they could walk and wheel with ease.⁴ Barriers include poor pavement surfaces, street clutter such as bins and A-boards, a lack of dropped kerbs and inadequate pedestrian crossings.

There is clearly more that needs to be done to improve the street space for the travelling public. However, at a time when TfL and local authority funding is stretched and resources are limited, measures must be focused on the areas that would make the biggest difference to people on the streets.

London TravelWatch is therefore commissioning a small piece of research to better understand what people’s priorities for street space are, and what they think of potential solutions to the issues they face. We will use this to inform our work going

² [Guide to the Healthy Streets Indicators](#), TfL, November 2017

³ Slide 38, [Healthy Streets Explained](#), TfL

⁴ [Are we there yet? Barriers to transport for disabled people in 2023](#), Transport for All, December 2023

forward and to advocate for improvements that meet the public's needs. It will also support our workstream on "seamless journeys", looking at the first and last mile of journeys.

Project objectives

1. Build a better understanding of people's perspectives on and priorities for London's street space.
2. Explore where these views differ significantly, for example by location (inner vs outer London) or demographic (such as Disabled people, families and Older people).
3. TfL and relevant stakeholders engage with our work and where relevant take action to address issues highlighted to as priorities by the public.

Methodology

We are open to proposals from agencies on the best methodology to use to meet the aims of the research. Ideally we would like a combination of qualitative and quantitative research, though we understand research options will be limited due to the relatively small size of the project. The work will also need to be based on a demographically representative sample of Londoners.

Budget

We have a budget of £15,000 for this project (plus VAT).

Timings

We would like this project to be completed by mid/end of Summer 2025.

Submission process

Please provide a short written submission outlining your proposal. Please include a breakdown of costings and a timeline for the work. You may want to include example material from previous projects you have worked on.

Please email Alex.Smith@LondonTravelWatch.org.uk with your submission. The deadline is 10 April.

Evaluation of bids

All bids will be evaluated on technical and commercial factors, taking into consideration how each proposal will successfully meet our brief and budget.

We will also look for experience of conducting similar research and expertise in this subject area.

Shortlisted bidders may be invited to an informal interview to discuss their ideas in more detail. We are also happy to arrange an informal chat with prospective bidders to discuss the project further.