
Campaigns & Advocacy Report

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Better transport services

Buses

We continue to work to further the recommendations in our 2024 report on improving London's buses. This includes a recent meeting with TfL to discuss their work to improve bus services, with a focus on bus priority measures (including tools like lane rental and extra planning support for boroughs) and customer information. We are now considering our response to TfL's plans to improve bus services.

This is supported by our work with the London Bus Alliance. Following our [open letter to TfL](#) calling for improvements to bus services, the comms team have been running a mini-campaign on social media. This includes [a video looking at how to make buses better](#) and an [explainer article of different types of bus interventions](#). We are still awaiting a formal response from TfL to our open letter.

More generally we continue to host London Bus Alliance meetings. Alongside our work to improve buses, in the most recent meeting we also discussed funding for bus improvements (including LIP funding and Better Bus Partnerships), how to keep the momentum going on our work, and the planned pedestrianisation of Oxford Street.

In parallel to our main bus work, we have also been looking at bus safety. Michael has been leading engagement with TfL to delve into the issue further and has written a letter to the Transport Committee to advise of his thoughts on the matter, followed by attending a TfL bus safety briefing with Assembly Members. I also attended TfL's bus safety summit, bringing together stakeholders from across industry to discuss how to improve safety on buses. We will continue to monitor this issue and push for further improvements from TfL.

Value for money

Following the Board's discussion on our value for money work at the previous meeting, we have been reviewing next steps and pulled together a proposed approach to take the work forward. We are now having internal conversations to finalise these, and we are looking to have discussions with potential consultants and agencies about what we could produce.

Relevant to this work, it has since been announced that TfL's funding agreement with government assumes an annual fare increase of the RPI rate of inflation plus one per cent. While we understand the Mayor has discretion to vary fare increases from this, it further illustrates the financial constraints that will need to be considered when taking this project forward.

Bakerloo line

As part of our work highlighting pain points on the transport network, we have been looking at service on the Bakerloo line. With the oldest fleet in the country, there are concerns about its longer-term reliability, with [TfL previously noting](#) that "if the fleet is not replaced, there would be an increasing risk that an endemic failure could force the withdrawal of the 72TS from operation." We have been reviewing available information and data to build understanding of the issue, alongside discussions with stakeholders. While ultimately TfL will need new trains, in the meantime it is vital there are mitigations and contingency plans in place in the event that the service significantly worsens.

While not the immediate focus of our work, we have also met stakeholders campaigning for TfL to upgrade and extend the Bakerloo line to South East London.

More widely, there are questions about the state of the wider TfL network – in the last few years we've seen significant issues on the Central, Jubilee and Piccadilly Lines, as well as on the Tram and DLR. The Bakerloo line could be seen as a case study highlighting concerns about insufficient levels of maintenance and renewals funding in the network. With TfL recently receiving a long-term funding settlement from Government, we are considering how to take these concerns forward.

Accessibility and inclusion

Digital exclusion

We continue to engage with the transport industry following the release of [Logged out](#), a follow-up piece to our 2023 report looking at digital exclusion and disadvantage on transport in London. We have met operators including TfL, Southeastern, South Western Railway, c2c and Great Western Railway, along with industry stakeholder like the Rail Delivery Group. Discussions have focused on what each organisation is doing well and where they could do more to better tackle digital exclusion on their services.

Meetings have been constructive so far and we will continue to engage with them, for example providing examples of best practice and supporting sharing between operators.

Accessibility across transport

We are in the process of planning our work on accessibility for the 2025/26 business plan. This will likely have a primary focus on facilities (such as lifts, escalators and toilets) on the TfL network, including reliability and information provision, with a

secondary priority where capacity allows of developing our understanding of issues related to staff training.

We are also looking forward to the Transport Committee publishing their output on accessibility and inclusion, a key topic of investigation for them last year. We will be reviewing their findings and may adjust our plans as needed. In the meantime Michael has written a [blog about accessibility in transport](#), setting out topline thoughts on the progress that needs to be made to create a truly accessible transport system in the capital.

Alongside this we have continued our wider industry engagement on accessibility. This includes a quarterly customer strategy session with TfL discussing updates on the Equity in Motion strategy and digital exclusion. I also attended a roundtable held by the Accessible Transport Policy Commission. The National Centre for Accessible Transport (ncat) presented findings from their recent report [Understanding and Identifying Barriers to Transport](#). We also discussed how accessibility should be addressed in the Integrated National Transport Strategy and what is needed to remove barriers to travel.

Improved LTW insight

Public views on street space

We have been progressing our work looking at Londoner's views on street space, working with Yonder to conduct the research. This includes a series of interviews with external stakeholders to build understanding of priorities within the topic and inform a quantitative survey with Londoners. Yonder have completed the field work and will be presenting findings at the board meeting in a separate agenda item.

We will use this work to help build our insight, inform our work on seamless journeys and support the Transport Committee as and when they pursue an investigation into the topic.

Working with the GLA Transport Committee

We also continue to support the Transport Committee as they agree their workplan for 2025/26. Alongside this we are regularly meeting the Transport Leads for each party as part of our continued engagement.

Michael was also recently invited to be a panel member on a recent one-off session the Committee held on fare evasion, providing insight on passenger views and how the issue can be addressed.

Other updates

- We continue to regularly meet TfL, with recent topics including the TfL Go app, disruption across the network and the need to improve communications to passengers during these periods, the congestion charge consultation and their hot weather plan.

- We met the Rail Delivery Group to discuss the priorities of our respective organisations, including rail reform. We also spoke about our work on digital exclusion and how they can support action to tackle this issue across the rail network.
- We were briefed by Network Rail on their proposals to redevelop Liverpool Street Station, which it is currently seeking planning permission for. We will be reviewing the design, which we hope will improve both accessibility and the general passenger experience.
- I attended an All-Party Parliamentary Rail Group session looking at the changes taking place in the rail industry, featuring a Q&A with the Chair and CEO of the DfT Operator. Issues raised include fare reform, what changes passengers will see and the role of open access operators.
- I attended the Travel Demand Management Forum for London. The most recent meeting reviewed planned engineering works during the August bank holiday weekend. We also spoke about planned travel demand management for events taking place that weekend, including Notting Hill Carnival.
- I joined the Parliamentary Advisory Committee for Transport Safety's (PACTS) Rail Safety Working Party meeting. We received updates on work of the members, the Trainline presented their work to help people report personal safety incidents and we discussed the ORR and DfT's review of the Railways and Other Guided Transport System (Safety) Regulations 2006 (ROGS).
- We continue to meet Transport for All as part of our regular engagement with the organisation, recently discussing rail reform and transport concession schemes.
- Trevor spoke with visiting researchers from America who have been meeting various stakeholders to discuss changes to London's physical spaces and research the changing role of the streets. He spoke about the importance of the bus to Londoners and our ongoing campaign work to make buses better.