
Campaigns & Advocacy Report

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Better transport services

Value for money

We are in the process of commissioning an external agency to conduct new research into value for money on London's transport service. This builds on the first phase of research we commissioned reviewing existing evidence, with this and insights from stakeholders and Board informing the approach.

Though the work is still out to tender we have had expressions of interest from potential bidders, who we will work with to shape the research. It is likely to include a survey of Londoners to create different personas around perceptions and priorities of value for money, with a focus on affordability.

Pain points

We met with the TfL Bakerloo line managers responsible for its operations and fleet to discuss ongoing performance issues, building on our internal monitoring of the situation. We discussed the reasons for its performance issues, with disruption over the summer caused predominantly by staff illness and absence rather than the age of the fleet. They assured us that the service is now recovering and detailed their efforts to keep the ageing fleet in service, though ultimately the need for new trains remains. We will continue to monitor the situation and hold TfL to account if it does not improve.

Following this meeting, we published a [blog on the Bakerloo Line](#) to outline to passengers the issues and what they should expect in future, with a note that we will continue to monitor the situation and hold TfL to account if it does not improve. We are also writing to TfL to summarise our understanding of the issue and make clear that the issue remains on our radar.

Alongside our work on the Bakerloo line, we have continued to provide input into efforts to improve the passenger experience at Euston Station. Michael continues to attend stakeholder meetings discussing progress and the impact of changes so far, and what further work needs to be done. He has also [written a blog](#) reflecting on changes to Euston Station in the year since we publicly called for action to be taken to improve the station for passengers.

Buses

We are still making efforts to engage TfL on the efficacy of their plans to improve bus journey times, including gathering more data and pushing for more action if these are unlikely to be sufficient to meet performance targets. We are also arranging a meeting with the London Bus Alliance (LBA) and TfL to discuss further.

We also attended a TfL event bringing together borough officers, TfL teams, and bus operators to explore how to improve bus performance and the customer experience across London. Sonya also attended an event at Vauxhall bus station to understand new technology designed to change customer behaviour and reduce slips, trips and falls on buses

Accessibility and inclusion

Accessibility across transport

As part of our accessibility workstream we have raised concerns about lift reliability and real time information with TfL, and are meeting with them later in November to discuss further. In the meantime we are continuing to look into the issue to build a picture of the situation and what might be done to improve it.

We have continued our engagement with the Rail Delivery Group on their work to improve accessibility, including joining a meeting alongside Transport Focus to discuss progress delivering their plans and an update on the trial of Welcome Points. These aim to provide a clear focal point for passengers looking for information and support at train stations, and were suggested in response to public feedback during the ticket office closure consultations in 2023.

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 respond if appropriate.

Personal security

We are in the process of commissioning the next piece of research in our personal security workstream. With concerns around reporting personal security incidents consistently being raised in our previous research and conversations with stakeholders, we are planning to look in more depth at the issues with reporting and in turn identifying what a fit-for-purpose, passenger-centred reporting pathway looks like for those who travel in and around London. We will take a holistic approach, though with a focus on sexual harassment, Violence Against Women and Girls (VAWG), hate crime and hate incidents, particularly engaging with communities most impacted.

Tricia has also joined the Ending Violence Against Women and Girls (EVAWG) and Hate Crime Public Transport Taskforce. This has been established in response to the Mayor's pledge to together bring transport and policing partners, along with community representatives, to establish a transport taskforce to accelerate progress in tackling these issues on London's transport network. We plan to use this as a way

to inform and shape industry's work to tackle VAWG and hate crime in London, furthering the implementation of our personal security recommendations.

I also met officers for the London Assembly's Police and Crime Committee to discuss [their investigation into hate crime and violence against women and girls on public transport](#). We discussed the scope of the investigation, our work on personal security and opportunities for us to feed into their work. This includes a request for us to provide evidence, which we will be submitting, and we hope to support their investigation as it progresses.

Improved LTW insight

Public views on street space

We have now published [our research into walking and wheeling](#) in the capital (presented in a previous Board meeting). This explores people's perceptions of London's street space and the issues that stop people walking and wheeling more often. We have already cited the findings in our response to the London Assembly's investigation into the walkability of London's streets and will continue to use them to make the case for improvements for pedestrians.

We also continue our engagement with proposals to pedestrianise Oxford Street, for example attending a joint TfL/GLA workshop discussing what they should consider ahead of consultation and development of further highways, transport, and public realm proposals.

More generally we met the Chair of London Living Streets, which was a useful chance for us to hear about their activities and what that might mean for any future London TravelWatch work following our recent street space survey. We are considering next steps for the street space work as part of the business planning process for 2026/27.

Working with the GLA Transport Committee

We continue to engage with the Transport Committee, including submitting a response to their investigation into the walkability of London's streets and regular meetings with transport leads for each party. They are currently investigating road space, driving and congestion, and while some of this is outside of our remit (for example freight), where appropriate we will submit some insight, for example around the impact of congestion on the public transport network.

Outside of the Transport Committee, we have also worked to support the wider London Assembly. Michael recently gave evidence to the Budget and Performance Committee as part of their work to gather external expertise as they evaluate the Mayor's budget priorities for 2026-27. We have also been in discussions with the Police and Crime Committee regarding their investigation into hate crime and violence against women and girls on public transport. This work aligns with our personal security work, and we hope to feed into and support the investigation.

Other updates

- We continue to regularly meet TfL, with recent topics including Christmas engineering work, their social media strategy, cleanliness of buses, plans for a Walking Action Plan 2 and performance on the Central line.
- We attended the Travel Demand Management Forum for London, most recently discussing engineering works over the festive period and lessons learned from the September Tube strikes.
- Sasha and Sonya attended the premier of TfL's new bystander intervention film, which is launched next week as part of Hate Crime Awareness Week.