
Campaigns & Advocacy Report

Author: Alex Smith, Head of Campaigns & Advocacy

Board paper LTW821

Drafted: 06.03.2026

Better transport services

Value for money

We are nearing completion of our research into value for money on London's transport services. This aims to build on the first phase of research we commissioned reviewing existing evidence, to develop a better understanding of Londoners' perceptions of value for money on public transport and priorities for how to improve it.

Accent and PJM Economics, who we commissioned to conduct the work, will be presenting a summary of the findings at the board meeting, with pre-read planned to be circulated prior to the meeting. This will include an overview of six different "segments" identified through analysis of a comprehensive survey of 3,000 Londoners, looking at how different groups of people are experiencing value for money and their varying priorities for improvement.

Once the research is complete we will be considering next steps, including developing a set of proposals for improving value for money on transport and assessing what the findings may mean for our work more generally.

Rail

Rail reform continues to progress, most notably through the Railways Bill. London TravelWatch submitted [written evidence](#) to the Railways Bill Committee including suggested amendments to the Bill – more details are available in the Chief Executive's report. I also attended a Rail APPG meeting on the Railways Bill, where a number of concerns were discussed by representatives across industry. This included the need to make sure there is a meaningful role for Mayors and devolved bodies, concerns about lack of certainty for industry in the coming years, and the need to future proof the legislation.

Following the delay of the extension of pay-as-you-go (PAYG) to 20 Greater Anglia stations (including Stansted Airport) last December due to technical reasons, the changes have now been implemented. We support making PAYG available, particularly at Stansted Airport which sees a disproportionate number of passengers receiving penalty fares, but we're asking train operators to clearly communicate the changes, including how to get the best fare for their journey.

TfL services

TfL has published its [draft business plan](#), which has now been signed off by the TfL Board. We have done an initial review of the document and what it means for passengers, but would like more detail from TfL about some of the plans outlined, including reimagining the bus network and how the overall network performance may be impacted by the maintenance and renewals budget. As noted in the Chief Executive's report, Michael and Tricia recently met Alex Williams, Chief Customer and Strategy Officer at TfL, to discuss this further.

We also continue our work to encourage TfL to improve bus services and in particular reduce journey times and improve reliability, as part of which Michael wrote to the Chair of the London Assembly Transport Committee outlining our questions and concerns. We will be meeting relevant TfL bus leads shortly to continue the conversation and how they plan to improve journey times.

Trevor also attended the first meeting of the Better Bus Southwark Advisory Group. This has been formed as part of Southwark Council's new Better Bus Partnership with TfL, which will work to improve the bus journey experience on the strategic corridor between London Bridge and the South Circular Road. Alongside improvements to this specific area, we hope there will be learnings from the project that can be implemented elsewhere.

Active travel

Following multiple consultations, the Mayor has now approved plans to pedestrianise Oxford Street. While we generally support the pedestrianisation, it is important the changes are done in a safe and accessible way, designed with meaningful engagement from a range of groups and communicated clearly and transparently to Londoners. We published [our response](#) to the news, and will continue to engage with TfL as the plans progress to advocate for the changes to be delivered in a way that works for all Londoners.

Accessibility and inclusion

Accessibility across transport

We have been continuing our internal research and analysis into the reliability and real time information for accessibility facilities on TfL's network, with a focus on lifts, escalators and toilets. We are concerned that reliability is not at the level that passengers require, and that information is not consistently provided in a timely and accurate manner when things go wrong. We will continue to discuss this issue with TfL, and what improvements are needed.

We are similarly looking at step-free access on the National Rail network. With a lower proportion of London stations having step-free access compared to the national figure, and significant concerns about how the Access for All programme is working, there is significant room for improvement. We'll be pushing industry to make sure this is high on the agenda and is not sidelined as rail reform progresses.

On both of these workstreams we are planning to work with people with lived experience, including disabled people and older people, and organisations who represent them, to better shine a light on the barriers they face to travel.

Capital Call scheme

Following discussion of the Capital Call scheme at the previous Board meeting, we've looked into if and how TfL will be reinvesting the money saved from closing the scheme. The annual cost of the scheme was relatively small given the size of TfL's budget, amounting to £65k a year. The service will be continuing until 31 August 2026, and to help with the transition they'll be contacting all Capital Call members to provide information about the closure of the scheme, and offer support to help them use other services (in particular Dial-A-Ride and Taxicard). They'll also offer access to travel mentors to help members learn how to use public transport, if this is something they are interested in.

In the longer term, they plan to reinvest the £65k of service costs into Assisted Transport Services (ATS) marketing activities to improve awareness of such options and increase take-up from people who are eligible to use them (there is currently no marketing budget for this). This was decided following feedback from organisations including Age UK and Transport for All that they would like TfL to increase outreach and communications for these services, and also supports Policy 14 in the [Mayor's Transport Strategy](#).

Personal security

Our research is looking at the user journey for someone reporting hate crime, violence against women and girls (VAWG) or sexual harassment on transport. This includes using part of January Mayor's Hate Crime and VAWG Taskforce to run a workshop on the current reporting experience and how it could be improved, and follow-up in-depth interviews with key stakeholders to build on this insight. One-to-one and small group interviews are now taking place with people with lived experience to better understand their experiences, including how things are working in practice and their priorities for the ideal process. These findings will also be synthesized and used to inform a short quantitative survey to support the work.

Outside of this research, we were briefed by the British Transport Police on their six-month trial of live facial recognition technology at selected London railways stations, which is now underway. We discussed their aims for the trial, and how they will be managing privacy protections and potential impacts on passengers' experience of the rail network.

Improved LTW insight

Working with the GLA Transport Committee

We continue to engage with the Transport Committee, most recently attending the launch of their [report on accessibility and inclusion in transport planning](#) at City Hall. London TravelWatch provided written evidence to inform this investigation, and were cited multiple times in the final report. We will be reviewing the findings and

considering how it ties into our own accessibility work, including their recommendation to increase step-free access at stations.

Alongside this, we continue our regular engagement with key stakeholders at the London Assembly, including meeting transport leads for each political party and Committee advisors.

Other updates

- We continue to regularly meet TfL, with recent topics including planned closures on the network (including parts of the Northern line, Trams and the Metropolitan line), TfL “brand activations” and potential impacts on accessibility, issues with real-time bus information, and the e-scooter trial and how learnings can inform future dockless rental e-bike regulation.
- We met the Rail Delivery Group, during which we discussed ticketing issues including advertisement of contactless fares on train company websites, refunds for PAYG journeys cut short due to disruption, and National Rail ticket availability at Elizabeth Line stations. We also discussed concerns about the ability of industry to comply with Public Service Vehicles (Accessible Information) Regulations (PSVAIR) for rail replacement coaches and what this may mean for passengers.
- Trevor attended the Travel Demand Management Forum for London. The group shared reflections on travel over the festive period, and plans for major engineering works taking place over the February half term.
- We met Transport for All and discussed the work of our respective organisations, including issues with lifts and step-free access, blue badges across London, the Motability scheme, autonomous vehicles and bus stop bypasses.