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Transport for London
Transport & Strategy

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Dear Tara,

Thank you for taking the time to share the results of your Shout survey with us. I am sorry for the delay in coming back to you.

It's great to hear about your work to engage with young people; this very much resonates with our own objectives to ensure we hear from all Londoners. The safety of all our customers is our highest priority and it was disappointing to see that so many young people felt unsafe on buses, or at stops and stations.

Understanding these concerns is key to how we look at the future development of the transport network across London and locally. Reading through the comments provided by your respondents, there are some interesting thoughts and many we would be happy to explore further.

Within the Mayor's Transport Strategy, the Healthy Streets approach guides our planning and delivery as we aim to promote an active, safe and inclusive travel which leads to a good public transport experience. There were many examples of young people talking about feeling safer on roads or at crossings, and we work closely with all London's boroughs to take forwards improvements to our road networks, particularly through Local Implementation Plan (LIP) funding. Havering have now received their LIP allocation advice for 2023/24 with an allocation of £2,008,000 for programme delivery. From this funding, the borough has been allocated £80,000 for Bus Priority schemes with a further £80,000 carried forward from 2022/23.

Working in partnership with the Rail Delivery Group (RDG), British Transport Police and Metropolitan Police, we announced a new campaign which aims to empower customers to feel more confident in responding to crime and safety events, and challenge sexual harassment on the network. Additionally, we have continued to deliver our Project Guardian sessions in schools with the aim of educating girls and boys about sexual harassment on public transport and encourage them to report incidents to transport staff and the police.

Along with our partners we use feedback from customers to deploy resources to areas of our greatest need and this is why we run campaigns and initiatives such as Project Guardian to empower young people, teachers and parents to report issues so we can target our resources where it's most needed to make the transport network safer.

One of the items I note in the feedback relates to our acceptance of under-18's without the presence of a valid Oyster Zip Card. I understand the frustration felt by some, however the card is a concession which must be accompanied by a valid card to make use of it, just as we do with the Freedom Pass and other discount schemes. The duty of drivers is focused towards supporting anyone who may present as vulnerable or in obvious distress, so under these circumstances young people can access the bus. I wonder whether there would be opportunity to work together with schools in the borough to communicate the rules around accessing our services.

I understand that some of the young people's comments highlighted concerns around bus overcrowding. We regularly monitor our bus services, including customer usage, to help us map out demand. We are also open to hear from customers about specific issues they face in order to improve our services. For example, we have recently met with the Champion school in Havering to discuss the possibility of re-routing an existing bus route to better serve local pupils

I firmly believe there is great opportunity to collaborate on improving the way young people interact with our services. I would like to introduce Rob Varney, Community Partnerships Engagement Specialist, who is responsible for engagement with LB Havering stakeholders.

Rob can be contacted by email at robertvarney@tfl.gov.uk and would be happy to meet with either yourself or schools to discuss ways to promote safe travel for children and young people in Havering.

I look forward to hearing back from you
Yours sincerely

Peter Fletcher

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