

Caroline Russell AM response to TfL consultation on Oxford Street – proposals for transport and highway changes

Key information

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This is my response as a London Assembly Member to the consultation run by Transport for London (TfL) on its proposals for transport and highway changes on Oxford Street.

Londoners are welcome to use my response as a basis to help shape their own responses to the consultation, which closes on 16 January 2026.

The consultation is hosted by TfL at: <https://haveyoursay.tfl.gov.uk/oxford-street-transport-highways>, where you can complete their survey. Alternatively, you can email your views via haveyoursay@tfl.gov.uk or write to: FREEPOST TFL HAVE YOUR SAY (Oxford Street), no postage stamp required.

My responses to the two feedback sections are:

Pedestrianisation of Oxford Street to create ‘Oxford Street West’

1. How our proposals would change your experiences of using Oxford Street West?

It’s helpful to start to see the main traffic changes proposed and how a pedestrianised Oxford Street might work in practice. However, at this early stage in the design process, it’s hard to say how this will affect the experience of using Oxford Street West. Much will depend on the details, such as dropped kerbs, tactile paving, and places to sit and rest, particularly given the longer distances people will need to walk to access taxis, cycle parking,

toilets and bus stops.

I look forward to seeing specific designs and mitigations to support accessibility for older and disabled people, families with younger children or people carrying heavy shopping in future plans that emerge through the Equalities Impact Assessment (EqIA) process.

- **Any impacts our proposals might have; for example on the accessibility of Oxford Street West, or on roads surrounding Oxford Street West, or on the ability of businesses here to make or take deliveries?**

In their response to the initial consultation on the Oxford Street Transformation, Wheels for Wellbeing said: *“Additional measures needed include: Publicly accessible toilets (including Disabled and Changing Places toilets), provision of assistance including trained people, on-street mobility vehicles, and connectivity to cycling/above-walking-speed mobility parking, public transport, taxis/private hire vehicles and Disabled parking and drop-off options for private vehicles.”* [1] I expect to see more detailed information, designs and plans on all these aspects in future stages of consultation.

Pedestrian movement may become less ‘linear’ with street designs focusing on creating areas of interest and stopping points. This is great for making Oxford Street into an attractive destination, but for neuro-divergent people this can be unhelpful, so suitable mitigations need to be considered in co-production with Deaf and Disabled People’s Organisation (DDPOs).

I note the concerns from the London Taxi Drivers Association (LTDA) about the proposed changes to taxi ranks and routes on vulnerable groups, stating: *“Restricting taxi access or creating convoluted routes will isolate these groups [older people, disabled passengers and those without alternative transport], reducing access to healthcare, cultural activities, and social interaction.”*

I recognise that the Equality Act 2010 emphasises the importance of due regard for accessibility, hence taxis have some access to bus lanes. I look forward to seeing the next set of proposals and whether the right-hand turn from Orchard Street into Wigmore Street for Black Cabs can be accommodated as the LTDA has requested.

- **Any suggestions you might have on improvements or changes we could make to our proposals?**

Pedestrianisation of Oxford Street will increase pressure on kerbside space in surrounding streets. An effective kerbside strategy for the wider area will therefore be needed to manage access for deliveries, refuse collection, electrical vehicle (EV) charging, docked and dockless hire bike parking, cycle parking, resident car parking, private hire vehicle (PHV) pick and up and drop off, taxi ranks and bus stops.

I would like to see provision of welfare and mobility hubs for non-office-based workers, e.g. delivery riders, van drivers, bus, taxi and PHV drivers, to ensure they have the rest and welfare facilities necessary to sustain their wellbeing and address fatigue that can lead to crashes and collisions. [2]

I expect future iterations of the plans to show legible east-west connectivity for people cycling through the West End. London Cycling Campaign (LCC) has said: *“if we’re not going to get a cycle track down the middle of Oxford Street (which is what many European cities would do), then we need several parallel cycle routes that are safe, good quality and nearby. Thousands of Londoners daily already cycle east-west here, many more will if it’s safe.”* [3]

Overall, I recognise that for people living in the area, these changes are momentous and as plans develop and more detailed designs emerge, the needs and voices of local residents must be heard at every step along the way.

TfL should ensure co-production and co-design are built in from the outset, with representatives of DDPOs, and that the taxi trade, along with groups representing older people and the interests of people walking and cycling, are closely consulted.

Further, the Oxford Street Development Corporation (OSDC) needs to focus on building good and resilient relationships with residents, the two local boroughs, and the groups mentioned above.

2. We've proposed a series of changes to bus services which use the section of Oxford Street between Orchard Street and Great Portland Street. We'd like to know how the proposed changes to bus routes 7, 94, 98, 139 and 390, N7, 94, N98, N113, N137, 139, N207 and 390 would affect passengers. If you have any thoughts please explain these in the space below. If your comments relate to a specific bus route (or several bus routes) please let us know what routes these are in your comments.

Bus stop changes shouldn't result in an overall loss of service, and residents' views need to be listened to. If you live near a Tube station you trust that it will still be there tomorrow. Bus routes should give the same sense of continuity, but when they suddenly change or are even removed, this significantly disrupts people's regular routines and can make everyday life harder for people living or working along the route.

TfL must listen to feedback and communicate any changes clearly. Once changes are implemented, people need legible maps and timetables at bus stops, on buses and online, so everyone, especially disabled and older people, young people travelling to schools or colleges and people who may be digitally excluded can work out how to get to their destination.

[1] Oxford Street Transformation Consultation: Wheels for Wellbeing Response, Apr 2025
<https://wheelsforwellbeing.org.uk/oxford-street-transformation-consultation-wfw-response/>

[2] Changing the narrative: Ending the Acceptance of Road Death in London, Caroline Russell AM, July 2025
https://www.london.gov.uk/sites/default/files/2025-07/Changing%20the%20narrative_Caroline%20Russell.pdf

[3] Westminster Council and Mayor must deliver parallel routes, London Cycling Campaign,
<https://action.lcc.org.uk/oxfordst>

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