

MDA No.: 1748

Title: Capital Call service review consultation response

1. Executive Summary

1.1 At the Annual meeting on 1 May 2013 the Assembly resolved:

That authority be delegated to Chairs of all ordinary committees and sub-committees to respond on the relevant committee or sub-committee's behalf, following consultation with the lead Members of the party Groups on the committee or sub-committee, where it is consulted on issues by organisations and there is insufficient time to consider the consultation at a committee meeting.

1.2 Following consultation with party Group Lead Members, the Chair is asked to agree the Committee's letter to Transport for London (TfL) responding to its consultation on the Capital Call service review, as attached at **Appendix 1**.

2. Decision

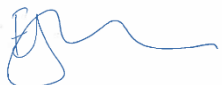
2.1 **That the Transport Committee's letter to TfL responding to its consultation on the Capital Call service review be agreed.**

Assembly Member

I confirm that I do not have any disclosable pecuniary interests in the proposed decision and take the decision in compliance with the Code of Conduct for elected Members of the Authority.

The above request has my approval.

Signature:



Printed Name: Elly Baker AM, Chair of the Transport Committee

Date: 31 July 2025

3. Decision by an Assembly Member under Delegated Authority

Background and proposed next steps:

- 3.1 The exercise of delegated authority agreeing the Committee's letter will be formally noted at the Committee's next appropriate meeting.

Confirmation that appropriate delegated authority exists for this decision:

Signature (Committee Services): *Hannah Barlow*

Printed Name: Hanah Barlow, Principal Committee Manager

Date: 30 July 2025


Financial Implications: NOT REQUIRED

Note: Finance comments and signature are required only where there are financial implications arising or the potential for financial implications.

Signature (Finance): Not Required

Legal Implications:

The Chair of the Transport Committee has the power to make the decision set out in this report.

Signature (Legal): 

Printed Name: Rory McKenna

Date: 31.07.25

Email: rory.mckenna@london.gov.uk

Supporting Detail / List of Consultees:

- Keith Prince AM (Deputy Chairman);
- Caroline Russell AM; and
- Hina Bokhari OBE AM.

4. Public Access to Information

- 4.1 Information in this form (Part 1) is subject to the FoIA, or the EIR and will be made available on the GLA Website, usually within one working day of approval.
- 4.2 If immediate publication risks compromising the implementation of the decision (for example, to complete a procurement process), it can be deferred until a specific date. Deferral periods should be kept to the shortest length strictly necessary.
- 4.3 **Note:** this form (Part 1) will either be published within one working day after it has been approved or on the defer date.

Part 1 - Deferral:

Is the publication of Part 1 of this approval to be deferred? **NO**

If yes, until what date:

Part 2 – Sensitive Information:

Only the facts or advice that would be exempt from disclosure under FoIA or EIR should be included in the separate Part 2 form, together with the legal rationale for non-publication.

Is there a part 2 form? **NO**

Lead Officer / Author

Signature: *Eleanor Haigh*

Printed Name: Eleanor Haigh

Job Title: Senior Policy Adviser

Date: 30 July 2025

Countersigned by Assistant Director:

Signature: 

Printed Name: Rebecca Arnold, Assistant Director – Committee & Member Services

Date: 31 July 2025

LONDON ASSEMBLY

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Elly Baker AM
Chair of the Transport Committee

Andy Lord
TfL Commissioner
(Sent by email)

4 August 2025

Dear Andy,

Capital Call service review

I am writing to provide you with the London Assembly Transport Committee's response to TfL's consultation which proposes to close the Capital Call assisted transport service.¹ Through our recent work on accessibility and inclusion in transport,² we have heard repeated concerns from Disabled People's Organisations and Community Transport providers about TfL's assisted transport services. These concerns centre on the services not fully meeting users' needs, and a lack of meaningful engagement from TfL with those who rely on them.³

The Committee believes that TfL must address these concerns before the closure of Capital Call. Specifically, TfL must ensure that:

1. Every elderly or Disabled person who requires assisted transport receives a service that is easy to use, reliable, and allows them to make the journeys they need to. The service provided must also be consistent across the whole of London, to avoid a 'postcode lottery' depending on which borough someone lives in.

¹ TfL, [Capital Call service review](#), 25 June 2025

² London Assembly Transport Committee, [Accessibility and Inclusion in Transport Planning](#)

³ London Assembly Transport Committee, [Accessibility and Inclusion – written evidence](#), Ealing Community Transport, Harrow Community Transport, Wandsworth Community Transport, Transport for All

2. That every current member of Capital Call is made aware of TfL's proposals to close the service, the alternative services available to them and how to access these. These communications with users should be clear, accessible and offline; without this people risk being left confused or excluded entirely

Replacement services

TfL's consultation refers to Dial-a-Ride and Taxicard as alternative assisted transport services.⁴ The Committee has heard of ongoing issues with both services.

We have heard that many of Dial-a-Ride's users have "given up completely because the type of trips they want just won't fit into the DAR [Dial-a-Ride] schedules, or they can't handle the booking system."⁵ We also heard that issues with Taxicard include passengers not being guaranteed a return journey and that there is poor taxi coverage in remote areas.⁶

Given these issues, the Committee is concerned that the current services provided by Dial-a-Ride and Taxicard will be insufficient to pick up the journeys currently covered by Capital Call. This could result in individuals not being able to make the same journeys they used to make or experiencing difficulties with a different booking system. It will be critical that TfL solves any outstanding issues relating to Dial-a-Ride and Taxicard before absorbing current Capital Call members.

Recommendation 1: TfL should not close the Capital Call service until it has resolved the ongoing issues with its Dial-a-Ride and Taxicard services. This includes solving outstanding issues with booking systems and journey coverage so that all current and new members can make the journeys they need to with ease.

Engagement and communication with customers

The Committee notes that part of TfL's engagement strategy for this consultation includes holding "Community Conversations sessions" online and in person drop-in events at TfL's Palestra offices.⁷ This is welcome, but may not go far enough, given all the evidence we have heard about the importance of engaging in as many ways as possible to ensure the needs and experiences of older and Disabled People are collected when designing accessible services.^{8 9} We are therefore left concerned that many Capital Call members may be digitally excluded and, inherently, will have difficulty independently travelling to TfL's offices in Palestra.

Recommendation 2: TfL must ensure that all current members of Capital Call are made aware of TfL's proposals to close the service, the alternative services available to them

⁴ TfL, [Capital Call service review](#), 25 June 2025

⁵ London Assembly Transport Committee, [Accessibility and Inclusion – written evidence](#), Wandsworth Community Transport, p. 315

⁶ London Assembly Transport Committee, [Accessibility and Inclusion – written evidence](#), Wandsworth Community Transport, p. 315

⁷ TfL, [Capital Call service review](#), 25 June 2025

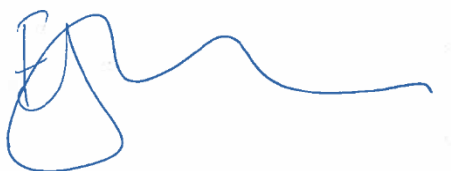
⁸ London Assembly Transport Committee, [Accessibility and Inclusion – written evidence](#), London TravelWatch, pp. 64-65

⁹ London Assembly Transport Committee, [Accessibility and Inclusion in Transport Planning – Panel 1](#), 3 September 2024, pp. 22-23

and how to access these. It should deliver a targeted communications campaign through multiple channels including in person, in writing, via telephone and online.

I would be grateful if you could respond to this letter by 15 September 2025. I also request that a copy of the consultation report is sent to the Committee on the day it is published. Please send your responses to Hannah Barlow, Principal Committee Manager, hannah.barlow@london.gov.uk and Eleanor Haigh, Senior Policy Adviser, eleanor.haigh@london.gov.uk.

Yours,

A handwritten signature in blue ink, appearing to read 'Elly Baker', with a long, flowing horizontal stroke extending to the right.

Elly Baker AM
Chair of the Transport Committee