



Department  
for Transport

Elly Baker AM  
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From the Secretary of State  
**Rt Hon Heidi Alexander MP**

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25 February 2026

Dear Elly,

Thank you for your letter of 13 February about the Railways Bill.

I recognise the vital role London TravelWatch plays as the statutory watchdog for London, and its work in championing the interests of people who travel across all modes of the city's integrated transport network. This is precisely why the Railways Bill will strengthen its rail powers to ensure there is consistent passenger advocacy across Great Britain.

The Passenger Watchdog (Transport Focus) will have a new role in the reformed railways which will be different to the role of London TravelWatch. It will go beyond being solely a passenger watchdog by setting consumer standards for the industry and monitoring operator compliance. This is why Transport Focus is treated differently in the Bill. However, London TravelWatch will continue to have a voice on matters that impact the London transport network.

London TravelWatch and Transport Focus already work together closely and share some of their back-office functions. I expect this close collaboration to continue once the Passenger Watchdog is set up. This will include the Watchdog regularly consulting London TravelWatch when executing its functions, for example, when setting the consumer standards. While not specified in the Bill, I understand Transport Focus and London TravelWatch will update their existing collaboration agreement to reflect changes in roles and this could include expectations around consultation and engagement.

My officials have engaged closely with both Transport Focus and London TravelWatch leading up to the introduction of the Bill.

They will continue this engagement as the Bill continues to progress through the Parliament and will consider London TravelWatch's suggested amendments, including how to ensure their role is captured clearly and appropriately in the Bill.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Heidi Alexander". The signature is written in a cursive, flowing style.

**Rt Hon Heidi Alexander MP**

**SECRETARY OF STATE FOR TRANSPORT**