



Department  
for Transport

XX  
The Leader  
XX

From the Parliamentary  
Under Secretary of State  
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20 November 2025

Dear XX,

## **Floating bus stops**

You may have seen that the Bus Services Act 2025, which includes a range of measures designed to improve accessibility to buses for everyone, received Royal Assent on 27 October 2025. The Government wants disabled people to be able to travel easily, confidently, and with dignity and we understand the importance of accessible bus services in supporting people to live their lives the way they want to.

The Government is also committed to enabling more people to walk and cycle, and recognises that good-quality, segregated infrastructure is vital to making cycling safer. We need to ensure this is delivered in a way that keeps the public realm accessible for everyone.

During the Commons Committee stage of the Act's passage, I said that we would ask local authorities to pause the installation of floating bus stop designs which require passengers to board or alight directly from or into a cycle track, and that more information would be provided in due course. This letter sets out the terms of this pause and what other activities the department is undertaking on floating bus stops.

Floating bus stops were introduced to reduce the risk of conflict at bus stops between cyclists and buses, and as a way to maintain segregated cycle facilities through bus stops. A floating bus stop is an area in the immediate vicinity of a bus stop, designed for use by people accessing the bus stop, and incorporating a cycle track.

It has become clear through feedback from stakeholders that some floating bus stop layouts, if poorly designed and delivered, can cause problems for some people, particularly those with visual impairments. This can lead to problems in navigating the layout and feeling safe, and therefore confident, to make journeys independently. This is an issue primarily about equality and accessibility, but also about safety, including the safety of cyclists.

### **Pause on designs which require passengers to board or alight directly from or into a cycle track**

From today, local traffic authorities in England, including London, should put on hold the installation of designs which require passengers to board or alight directly from or into a cycle track - see **Annex A** for an illustrative example.

We expect local authorities to comply with this request. It applies only to proposed schemes at the design stage, not schemes under construction, contractually committed, or at the pre-contract stage with grant funding agreed. We recognise that local authorities with schemes at these stages would incur financial penalties in changing those designs and it would be unrealistic to halt projects already under construction.

We are committed to improving the design of floating bus stops and Active Travel England (ATE) is carrying out further research on solutions to improve accessibility, including their impacts on people with a range of impairments. The pause will be reviewed after one year but will not be lifted before the research has concluded.

### **Local authority audit of existing sites**

While the pause applies to any new sites, it is important that we consider how to improve the accessibility of floating bus stops that are already in place, particularly those that require passengers to board or alight directly from or into a cycle track.

In line with the commitment made during Committee stage, my officials will therefore contact your officers shortly with a link asking them to submit data on the floating bus stops in your area, including location, type of floating bus stop, and collision data (if available). This will help us build a national picture of floating bus stop provision and will also help you start to identify sites that may require remedial work, following publication of the statutory guidance.

Please also provide a return even if you have no floating bus stops on your network. This information is still helpful to us in building an accurate national picture. We will ask you to respond by the middle of December 2025; my officials stand ready to discuss any concerns you might have about data availability or timescales.

I anticipate that you will already hold much of the information requested and I am sure that you will recognise the importance of this audit in assessing any accessibility issues that may exist.

We appreciate that this work will not have been anticipated in local investment plans. Existing funding streams for this financial year can be used to support audit and remediation work, for example the consolidated active travel fund. Remediation activities will also be in scope of the new consolidated local transport settlements for 2026/27 onwards. Additional ATE funding will be available in 2026/27 for authorities in England outside London that cannot fund remediation through their consolidated funding allocation.

### **Other measures**

The Act also requires the Department to publish new statutory guidance on floating bus stop design no later than three months after Royal Assent. The Act requires us to consult on the guidance with the Disabled Persons Transport Advisory Committee and other relevant stakeholders before publication, and work on drafting the guidance and this engagement process is underway. I will write to you again, with further details, when the guidance is published.

Transport for London is carrying out a campaign to raise awareness of the Highway Code, with a particular focus on the rules designed to protect people walking, cycling, and motorcycling. The campaign highlights five key rules, which protect at-risk road users and where there is poor compliance and understanding of the rules, including some of the rules which were updated in 2022. This includes materials designed to remind road users, particularly cyclists, to give way at crossings at bus stops.

ATE and the Department have been involved in this work with the intention of sharing materials with local authorities outside London in due course.

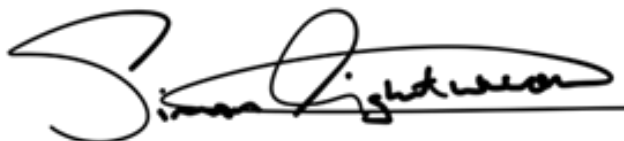
Local authorities with schemes that are already underway can request design assurance from ATE for government-funded projects at:

<https://www.gov.uk/guidance/request-design-assurance-for-an-active-travel->

[scheme](#). Should you require any further advice on design issues please contact [atecontact@dft.gov.uk](mailto:atecontact@dft.gov.uk).

I am copying this letter to the leaders of all local traffic authorities in England. I am sure that you will want to join me in helping ensure bus services, including floating bus stops, are accessible to everyone.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Simon Lightwood', written over a horizontal line.

**SIMON LIGHTWOOD MP**

**MINISTER FOR ROADS & BUSES**

## ANNEX A: Design within scope

- The pause will apply to proposed installations, at the design stage.
- Any scheme which is contractually or financially committed, under construction, or already in place, is not in scope.
- The pause will apply to sites with a designated cycle track between the kerb and the shelter where passengers board or alight the bus directly from or into the cycle track.
- The pause does not include sites where there is no designated cycle track.
- Note that this example is not definitive and local authorities should consider these criteria carefully in relation to their own designs. The design below is for illustrative purposes only.

