

Date: 21 March 2017

Item: Action on Equality Annual Progress Report and Action Plan

This paper will be considered in public

1 Summary

1.1 This paper provides an overview of progress made against the year one action plan published in Action on Equality (AoE) 2016 - 2020, which was adopted by TfL in March 2016, and sets out the proposed approach for publishing the first Annual Progress Report and Year 2 (2017/18) Action Plan.

2 Recommendation

2.1 The Panel is asked to note the paper.

3 Background

3.1 AoE sets out TfL's equality objectives for 2016 - 2020 and is based on our vision that 'every person matters in keeping London moving, working and growing'. It publically sets out our commitment to promoting equality and inclusion for our customers, staff and stakeholders in line with our compliance with the Equality Act 2010 and was developed following extensive research and engagement with interest groups and colleagues.

3.2 Eleven overarching issues were identified through research and engagement, with an equality objective and outcomes defined for each. The eleven issues and their equality objectives are highlighted in Appendix 1.

3.3 The year one action plan outlined 69 actions we would take to March 2017 in order to achieve these objectives. We committed to publishing progress against the objectives annually.

3.4 As we approach the end of the year, progress against the 2016/17 actions has been broadly successful, with 90 per cent of actions complete (in line with the score card milestone). The remaining actions are identified either as ongoing, where they represent reoccurring annual or longer-term programmes, or incomplete, where the action has not fully been delivered against.

3.5 Highlights from year one include:

(a) Development of 'Hello London' bus driver training, with 8,000 bus drivers having participated in the programme;

(b) Development and successful trial of 'Please offer me a seat' campaign, and announcement for full launch of scheme in spring 2017;

- (c) Completion of audio and visual train service information at Shepherd's Bush Market and Ladbroke Grove;
- (d) Development of a new prioritisation tool to inform decision making on accessible infrastructure;
- (e) Application of London Underground Design Idiom to promote accessible design at Holland Park, Liverpool Street ticket hall, and Charing Cross Northern line ticket hall;
- (f) 6,769 year 6 students from 117 schools have received education on being safe and responsible public transport users;
- (g) Working with partners to deliver the Project Guardian action plan, delivered a day of action on 25 November, the UN's International Day to End Violence Against Women and Girls, in which around 100 Officers took part in an exercise that involved face-to-face engagement at key transport hubs and on buses to raise the awareness of reporting sexual offences on London's transport network, and plain clothes and high visibility police patrols on the Tube in hotspot areas;
- (h) Development of a safeguarding e-learning module and incorporation of safeguarding into training for all Enforcement and On-Streets operational staff;
- (i) 19 schools and colleges signed up to participate in Innovate TfL in association with Cleshar (the TfL Schools Challenge), including five girls schools, significantly improving on only five schools entering in the previous year of which none were girls schools;
- (j) Review and refresh of Staff Network Groups to help promote diversity across the organisation and feed into policy development;
- (k) Commissioner appointed to chair the Science, Technology, Engineering and Maths (STEM) board;
- (l) In-depth review of Reasonable Adjustments process and development of the Workplace Adjustments process which will continue into Year 2;
- (m) Gender Pay Gap report published in November 2016 which focused on the aggregate pay gaps between men and women in TfL;
- (n) In-house recruitment team actively targeting women resulting in 36 per cent of senior female hires;
- (o) 2016 Graduate and apprentice intake demonstrate an improvement of female representation at 40 per cent and 15 per cent respectively;
- (p) Development and ongoing delivery of pilot Black, Asian and Minority Ethnic (BAME) Mentoring Circles programme;
- (q) Successful completion of the pilot TfL and House of Commons BAME Development programme and start of second programme;

- (r) Implementation of a Parental Community, including provision of a confidential support service for pregnant employees provided by trained midwives as part of our partnership with Tommy's;
 - (s) Development and delivery of equality training, including understanding how unconscious bias works, for those involved in Transformation recruitment and assessment; and
 - (t) Development of diverse and independent recruitment panels for Transformation workstreams.
- 3.6 In addition to the year one progress report, there is a requirement to publish our year two action plan in March 2017. Further engagement with TfL's Independent Disability Advisory Group, the Equality and Inclusion Leadership Team and business teams has helped to develop these plans, and the final action plan is currently being drafted.
- 3.7 The overview for each of the objectives will provide some brief contextual analysis, a description of activities undertaken and where possible the outcomes these have achieved, and how activity will be taken forward in 2017/18.

4 2017/18 Action Plan

- 4.1 Since the publication of AoE in 2016, there has been a change of Mayor. The Mayor has made his ambition on this agenda very clear and it is matched internally by the ambition of the Commissioner and Executive Committee who have already committed to a range of activities to champion diversity and inclusion at TfL.
- 4.2 The activity, which pertains both to our workforce and our customers, for example, increased funding for the step free programme, will be captured in the year 2 action plan covering 2017/18 where we will be re-examining our recruitment process to ensure we have more diverse shortlists and a new Key Performance Indicator on diversity in the workplace.
- 4.3 This will also feed into the development of the new GLA Equality Framework. A draft Equality Vision is due to be published in March 2017 and following a 12 week consultation, the Framework will be finalised in June. It has been recognised that TfL is leading the way for other parts of the GLA family in our approach to tackling inequality and promoting diversity in London.

5 Publication schedule

- 5.1 We are due to publish the report and year 2 action plan at the end of March 2017, once approved by the Executive Committee.
- 5.2 The report will have been reviewed and approved by the Equality and Inclusion Leadership Team and a copy will be made available to this Panel.

6 Financial Implications

6.1 None

List of appendices to this report:

Appendix 1: AoE overarching issues and equality objectives:

List of Background Papers:

None

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Appendix 1 – Action on Equality overarching issues and equality objectives:

Overarching Theme	Equality Objectives
Customer experience	Ensure our services will be accessible to more people, with consistent customer service that meets the needs of all customers
Customer information	Ensure that more customers will have access to the information they need to make the most of travel
Accessible network	Improve the accessibility of London's transport infrastructure to enable more people to make the most of life in the Capital
Travelling safely and securely	Ensure that travel in London is safer and fewer young people, women and people from BAME communities are deterred from travelling because of safety concerns
Value for money and affordability	Ensure we offer value for money for all Londoners with a fare structure which is clear and well communicated
Health	Ensure that our transport system promotes and improves the health of all Londoners
Workforce diversity	Achieve a workforce which is reflective and representative of the diversity of London
Supporting current and future employees	Ensure all future and current employees are supported to make the most of their skills and talents
Engaging with employees and promoting and inclusive culture	Create a more inclusive culture where all staff feel engaged
Our business partners	Encourage more of our partner organisations to have diversity as a core value
Communication and engagement	Engage with more of London's diverse communities to effectively inform, develop and deliver our strategies, services and programmes