

Viewpoint 2021 results

TfL Board

Wednesday 2 February

Version:	Date:	By:	Comments:
1.1	25.01.2022	Tom Sutton (ECE)	New document

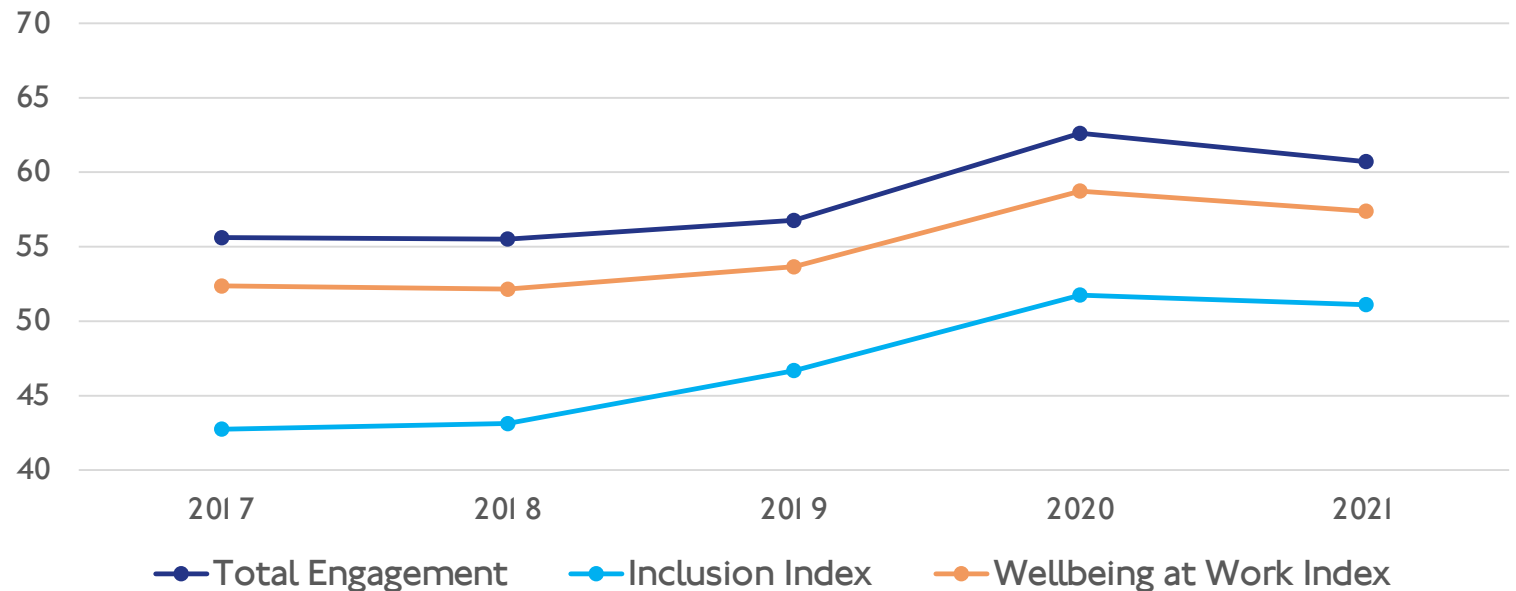


Results summary

This year's results were mixed

- Just under 15,000 colleagues completed this year's survey
- Across TfL, colleagues were slightly less positive than they were in 2020
 - Our operational and financial challenges, and the uncertainty this has created, has had a negative impact.
 - Our people perceive a conflict between reducing costs and delivering a quality service.
- However, they are more positive than they were in 2019 and previous years

Measure	2021	2020	(+/-)	2019	(+/-)
Total Engagement	61	63	-2	57	4
Inclusion Index	51	52	-1	47	4
Wellbeing at Work Index	57	59	-1	54	4



Groups comparison

Across TfL the picture is mostly consistent

Area	Total Engagement		Wellbeing at Work		Inclusion	
	Score	Change	Score	Change	Score	Change
TfL (14,868/26,895)	61	-2	57	-1	51	-1
LU and TfL Engineering (9,157/18,630)	57	-3	53	-2	45	-2
LU (8,092/17,082)	56	-3	53	-2	44	-2
TfL Engineering (1,064/1,546)	62	-2	59	-2	56	1
CCT (1,933/2,620)	71	-2	68	-1	66	0
Surface Transport (1,808/2,788)	63	-1	60	0	54	1
CFO (740/1,057)	58	-5	57	-4	54	-3
MPD (453/670)	72	0	69	1	66	1
General Counsel (341/526)	66	-2	64	0	59	1
HR (275/375)	73	-1	71	0	68	-1
SHE (158/225)	69	0	67	0	66	2

Colleagues **most positive** include:

- Colleagues with the shortest length of service
- Young people
- Senior managers
- Colleagues working office hours
- Colleagues working from home and the office
- NPL colleagues

Colleagues **least positive** include:

- Colleagues with the longest length of service
- Colleagues in operational/frontline roles
- Colleagues with a disability
- LGBT+ colleagues



2020 comparison

Colleagues are more positive about a **clear vision for the future**, **communications from senior managers** and **working conditions** – these are areas that are historically low. They also feel **less worried and tense** compared to last year

Measure	2021	2020	(+/-)	2019	(+/-)
How much of the time has your job made you feel each of the following: Worried*	58	52	7	-	-
I am satisfied with my physical working environment**	63	56	7	55	8
I have confidence that there is a clear vision for the future of this organisation	34	29	5	33	2
Senior managers are open and honest in their communication with me	41	37	4	32	9
There is good collaboration between my team and others***	65	63	2	63	2

Colleagues were less positive about their **commitment to TfL** and **recommending TfL as a great place to work** – these results were the same or slightly higher than 2019. They were also less satisfied with **pay and benefits**, but more positive than 2019

Measure	2021	2020	(+/-)	2019	(+/-)
There are opportunities for me to grow and develop in TfL****	46	56	-10	54	-8
I feel a strong sense of commitment to this organisation	69	77	-8	69	0
Considering the work I do, I feel my pay is fair	50	58	-7	47	3
I would recommend this organisation as a great place to work	70	76	-6	69	1
I am satisfied with my employee benefits	81	86	-5	80	0

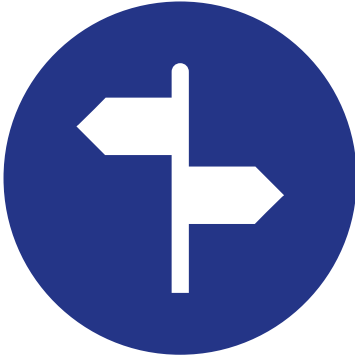
* Numbers are the proportion of responses considered positive (for this question it's 'occasionally' and 'never') ** Changed in 2021 from 'I am satisfied with the accommodation and facilities at my workplace' *** Changed in 2021 from 'I am encouraged to collaborate with others outside my team' **** Changed in 2021 'My manager understands and supports my development and career aspirations'



Next steps



Resolving uncertainty
Overcoming our operational and financial challenges



Achieving our Vision and embedding our Values
Delivering our Colleague Roadmap and making our Vision and Values a reality



People plans and strategies
Delivering our new People Strategy and incorporating feedback into People Plans



Resolving local issues
Managers have discussed the results with their teams and are addressing local issues

