

This paper will be considered in public

1 Summary

1.1 This paper provides an update on the key findings from our annual Viewpoint employee survey in 2021 and next steps.

2 Recommendation

2.1 **The Board is asked to note the paper.**

3 Background

3.1 Our annual Viewpoint survey took place between 27 September and 24 October 2021, providing all employees with the opportunity to give us their views on what working at TfL is like. Total Engagement, Inclusion Index and Wellbeing at Work Index included on the TfL Scorecard are measured from this survey.

3.2 Our Total Engagement score for 2021 was 61 per cent, which is down from 63 per cent recorded in 2020, however this is still four per cent higher than in 2019. This score is calculated by averaging the total number of positive responses received to the questions which make up the index.

3.3 Employee engagement matters, as an engaged workforce directly correlates with improved performance in safety, reliability and customer service for our customers, along with increased productivity and retention of our employees.

3.4 Our inclusion index was 51 per cent in 2021, down one per cent on 2020, however up from 47 per cent in 2019. Our wellbeing at work index was 57 per cent, down from 59 per cent. These measures differ slightly from our Total Engagement index, as they focus on questions within the survey which help to identify the culture of the organisation and the wellbeing of our employees.

3.5 The response rate to this survey was 54 per cent, with nearly 15,000 employees completing the survey. This is down from 64 per cent who completed the survey in 2020.

4 Current Status and Next Steps

4.1 The results of survey were shared with all TfL colleagues on the 25 November 2021. We have also shared and discussed these with our Company Councils in December 2021.

- 4.2 We are now in the process of holding listening sessions, where our colleagues have an opportunity to provide feedback on their local area survey results and suggest ways to improve these results on a macro and micro level.
- 4.3 The outputs of these listening sessions will directly feed into local area People Plans as well as developing the TfL People Strategy which is scheduled for publication in spring 2022. This will be tabled at the next meeting of the Safety, Sustainability and Human Resources Panel.

List of appendices to this report:

Appendix 1: Viewpoint 2021 Results

List of Background Papers:

None

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