

**This paper will be considered in public**

**1 Summary**

- 1.1 This paper provides an update on the key themes to emerge from our annual Viewpoint employee survey in 2022 and how we are responding to these findings.

**2 Recommendation**

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

**3 Background**

- 3.1 Our annual employee survey, Viewpoint, took place between 26 September and 21 October 2022, providing all employees with the opportunity to give us their views on what working at TfL is like.
- 3.2 Our Total Engagement, Inclusion Index and Wellbeing at Work indices included on the TfL Scorecard are also measured from this survey.
- 3.3 Our Total Engagement was 59 per cent, which is down from 61 per cent recorded in 2021 however is still higher than before the pandemic. This score is calculated by averaging the total number of positive responses received to the questions which make up the index.
- 3.4 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.
- 3.5 Our inclusion index was 50 per cent in 2022, down one per cent on 2021, however is up from 47 per cent in 2019. Our wellbeing at work index was 56 per cent, also down one per cent from the previous year. 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.
- 3.6 The response rate to this survey was 57 per cent, with over 15,000 employees completing the survey. This is up from 54 per cent who completed the survey in 2021.

## **4 Current Status and Next Steps**

- 4.1 The results of the survey were shared with all TfL colleagues on 23 November 2022. We have also shared and discussed these with our Company Councils in December 2022.
- 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. We are also engaging with our Staff Network groups to gain a greater understanding of what the results are telling us and how we can improve.
- 4.3 Appendix 1 provides an update on the key themes we have drawn from the survey results so far, along with how we are responding to these themes.

### **List of appendices to this report:**

Appendix 1: Viewpoint 2022 Insights and Analysis

### **List of Background Papers:**

None

Contact Officer: Fiona Brunskill, Interim Chief People Officer  
Email: [Fionabrunskill@tfl.gov.uk](mailto:Fionabrunskill@tfl.gov.uk)