



Confidential
Reporting
for Safety

Insights from confidential reports across TfL

February 2023

Key points

Elizabeth Line

Transition to operations prompted concerns on training, staffing and procedures.
Good news! Staff spoke up so management could tackle issues early.
No new reports since July 2022

Bus companies

Sustained reduction in confidential reporting since the pandemic.
Improved internal reporting or a reporting gap?

Safety Culture

Whilst $\frac{3}{4}$ reporters say safety reporting is encouraged, most of those reporting to CIRAS do so because they don't feel internal channels are effective.

TfL-CIRAS partnership

Effective collaboration with CIRAS across TfL – raising awareness of the importance of reporting with all staff, and responding to reports.
Exploration of opportunities for further closing the reporting gap, for example on hard-to-raise culture issues within teams.
Reporting App for staff to be launched soon.



Confidential
Reporting
for Safety

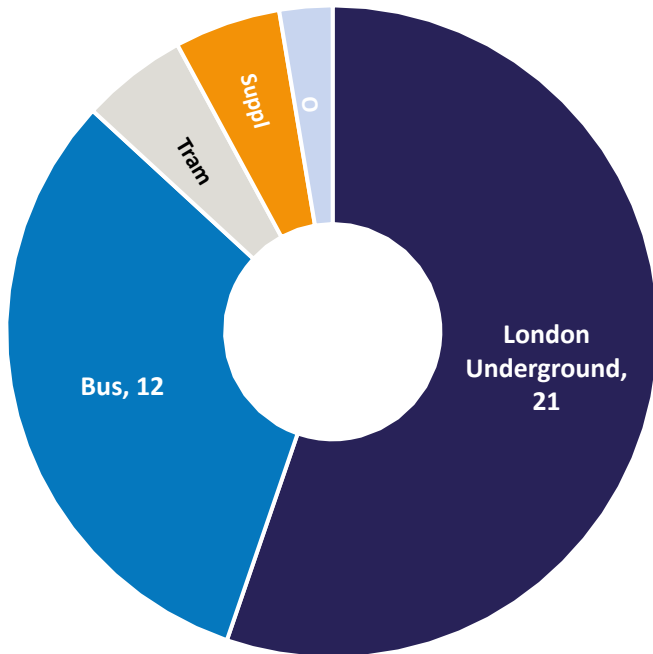
Report hotline 0800 4 101 101

Text 07507 285 887

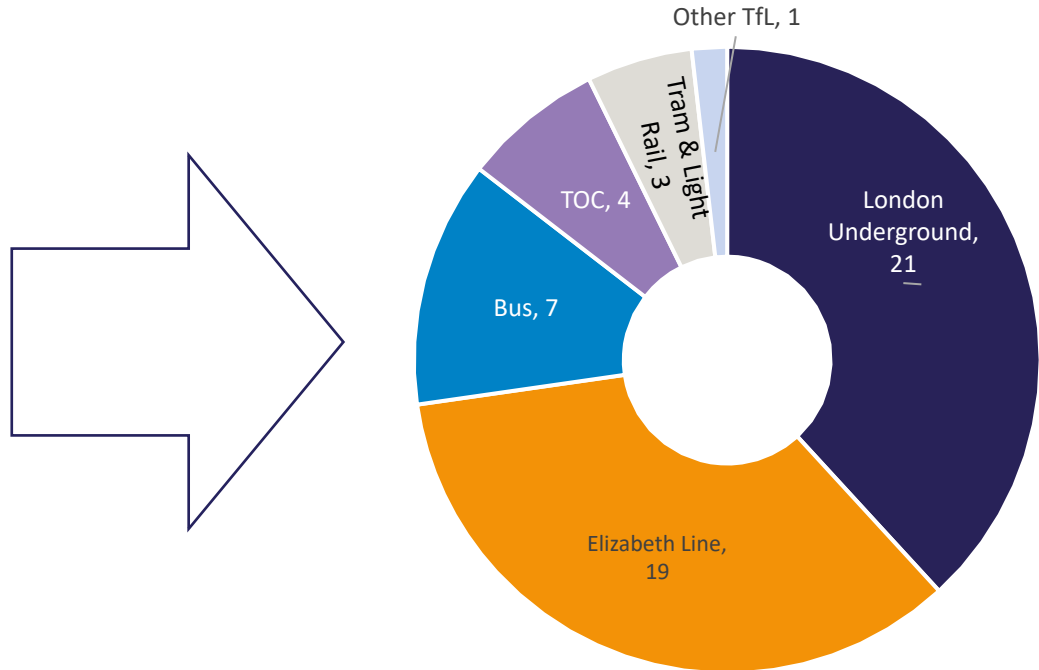
Freepost CIRAS www.ciras.org.uk

CIRAS report numbers: April 2020 – P10 22/23

TfL reports
April 2020 – end P7 21/22
14% reports went to TfL organisations

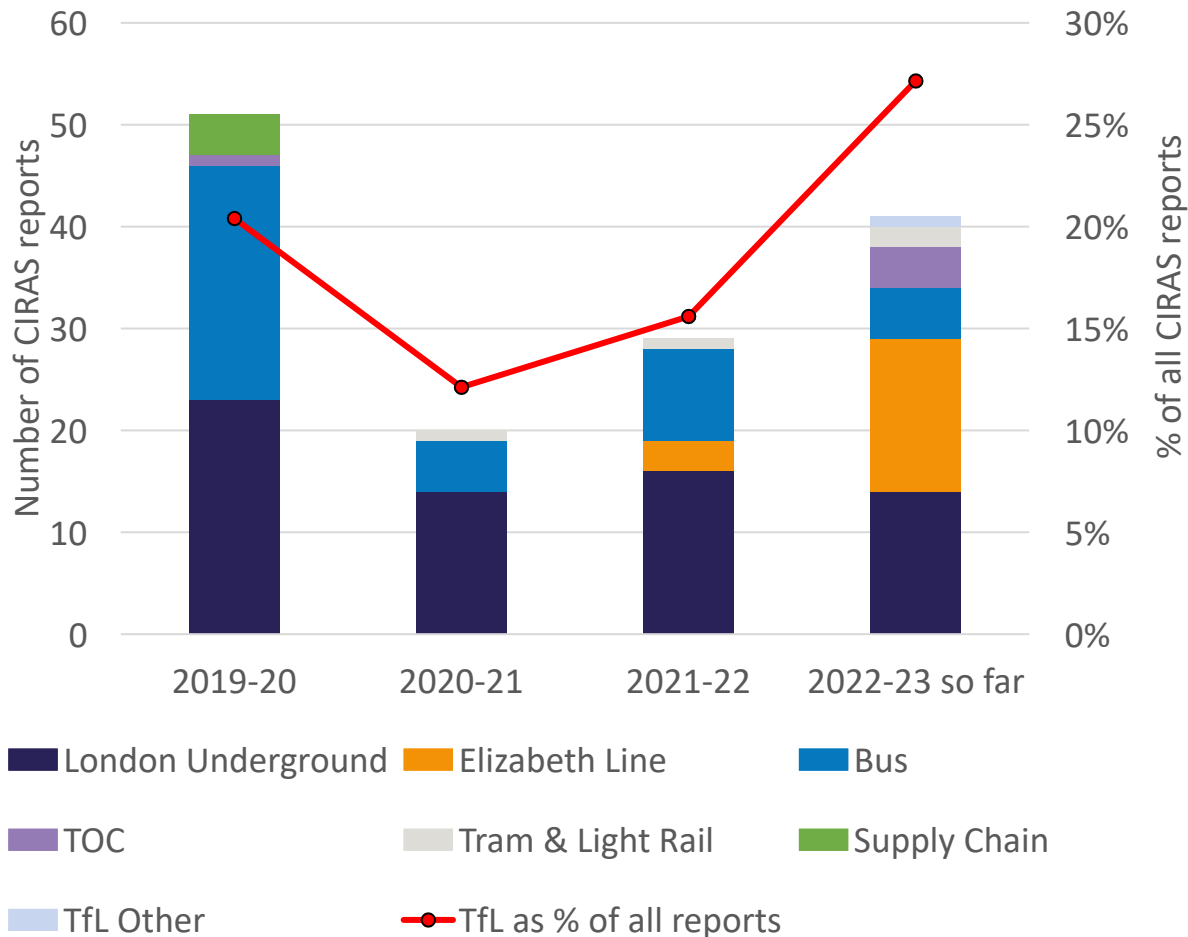


TfL reports
P8 21/22 – P10 22/23
23 % reports went to TfL organisations



Elizabeth line includes delivery project, infrastructure management and operations. Positive that staff are speaking up during the period of significant change

Trends over time



Reports for London bus companies still running well below pre-Covid levels

Elizabeth Line includes infrastructure and train operations



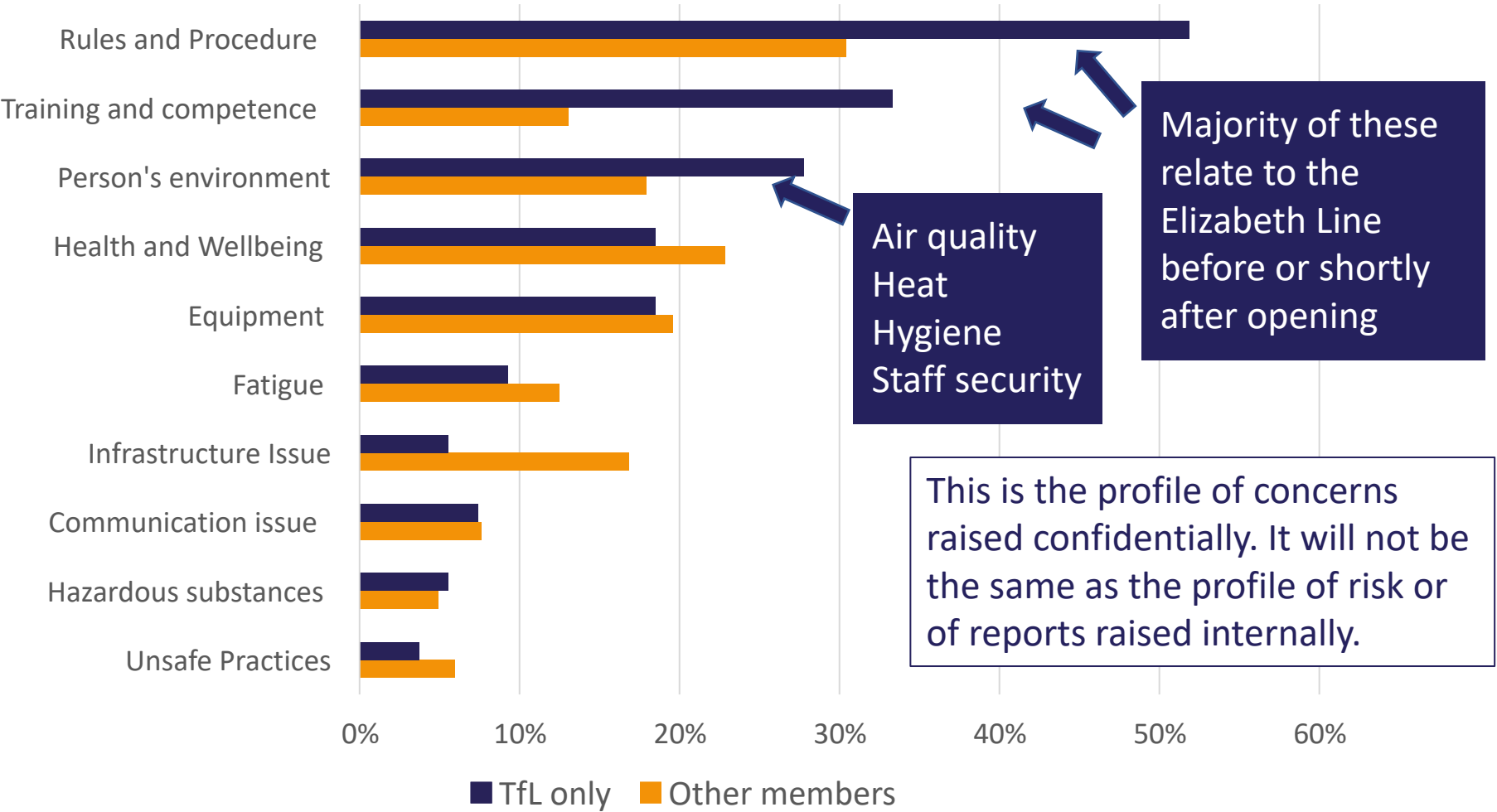
Confidential Reporting for Safety

Report hotline 0800 4 101 101

Text 07507 285 887

Freepost CIRAS www.ciras.org.uk

Reporting themes profile (P8 21/22 – P10 22/23)



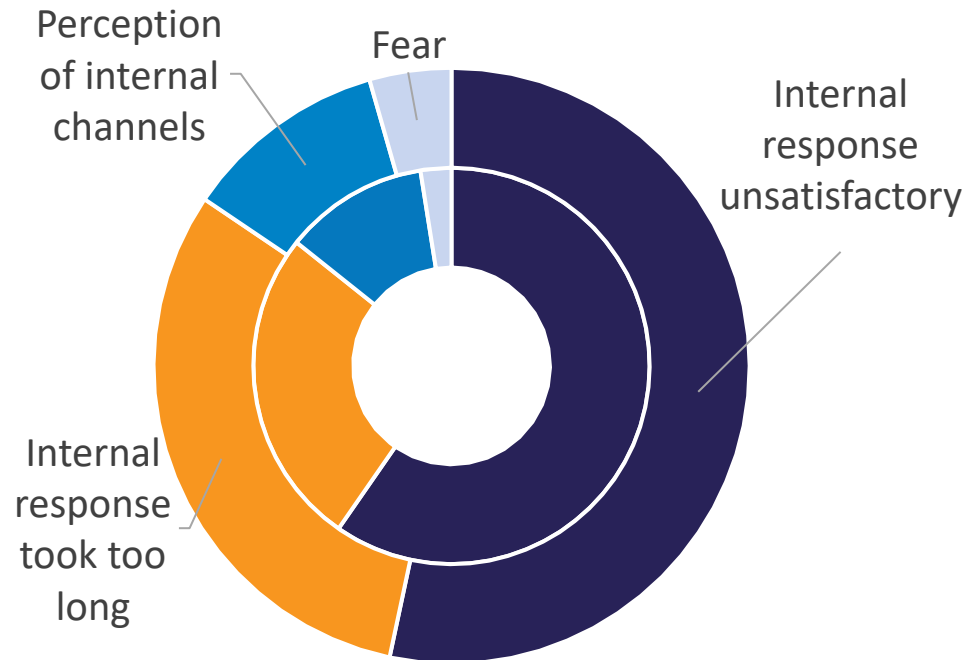
Confidential Reporting for Safety

Report hotline 0800 4 101 101

Text 07507 285 887

Freepost CIRAS www.ciras.org.uk

Why do staff say they bring concerns to CIRAS*?



OUTER RING: TfL reporters
INNER RING: Non-TfL reporters**

Most reporters come to CIRAS because they perceive internal channels to be ineffective

Sector comparison

The profile across TfL of why for people raise concerns confidentially with CIRAS mirrors the national picture.

Concern raised internally first?

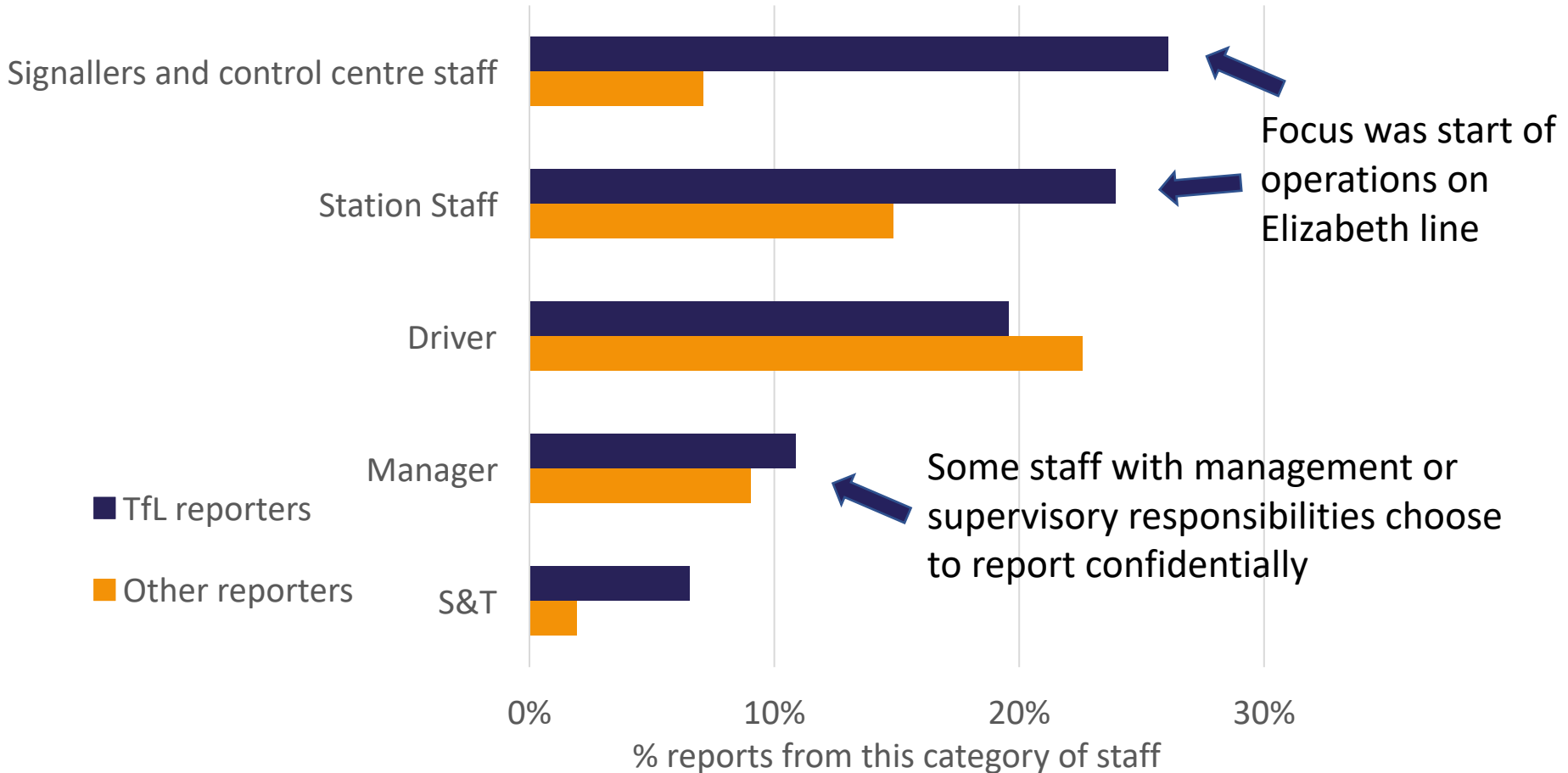
Since P8 21/22 70% (38 reporters)

This has returned to 19/20 levels having dropped to 57% during the period April 2020 – November 2021

*Excludes anonymous concerns

**Excludes reporters who come because their concern is not for their own employer. This is about 25% nationally but not seen in TfL in this period.

Which groups of staff are reporting to CIRAS?



P8 21/22 – P10 22/23



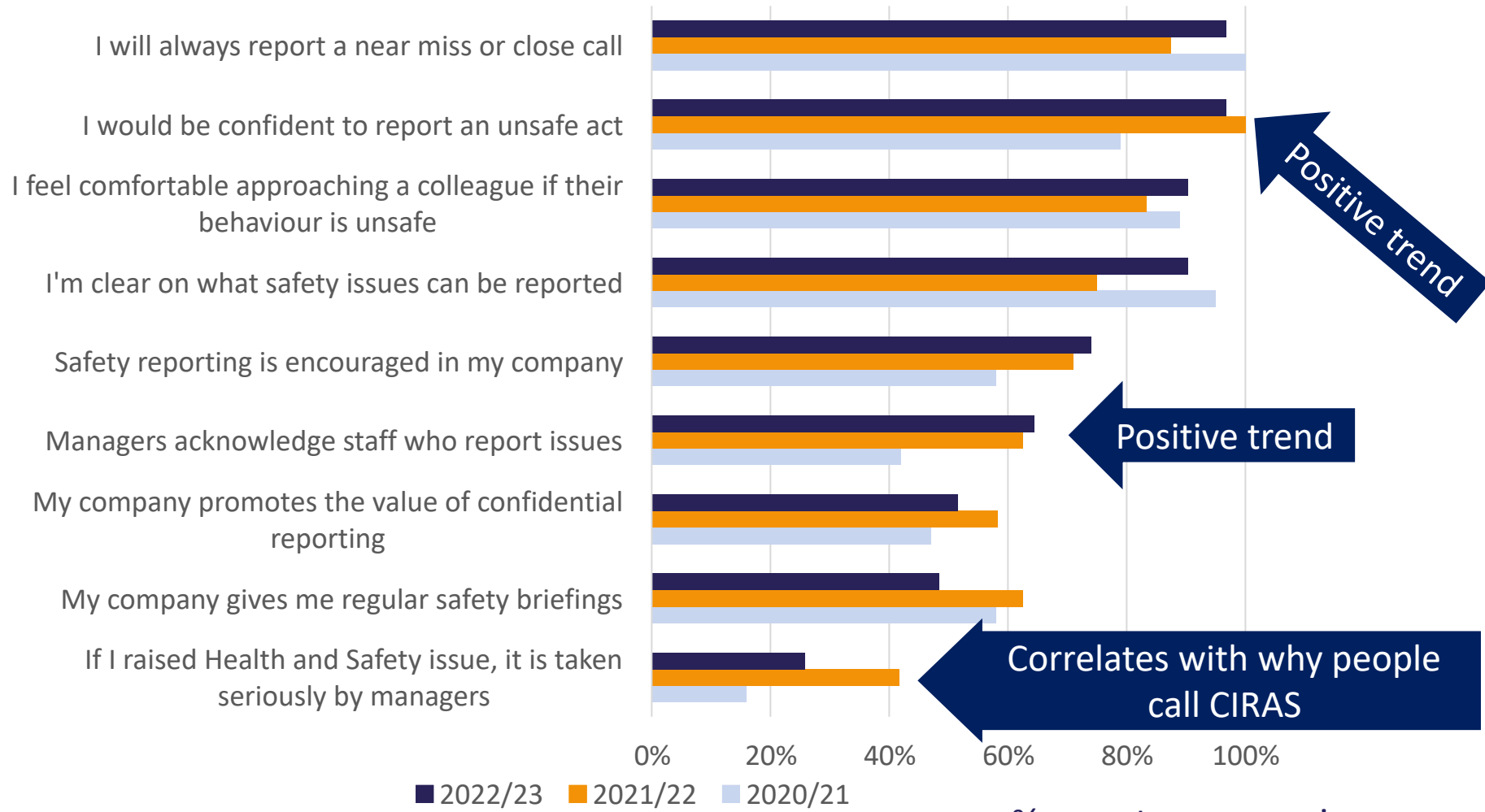
Confidential Reporting for Safety

Report hotline 0800 4 101 101

Text 07507 285 887

Freepost CIRAS www.ciras.org.uk

CIRAS reporters – changing views of TfL safety culture



Confidential Reporting for Safety

Report hotline 0800 4 101 101

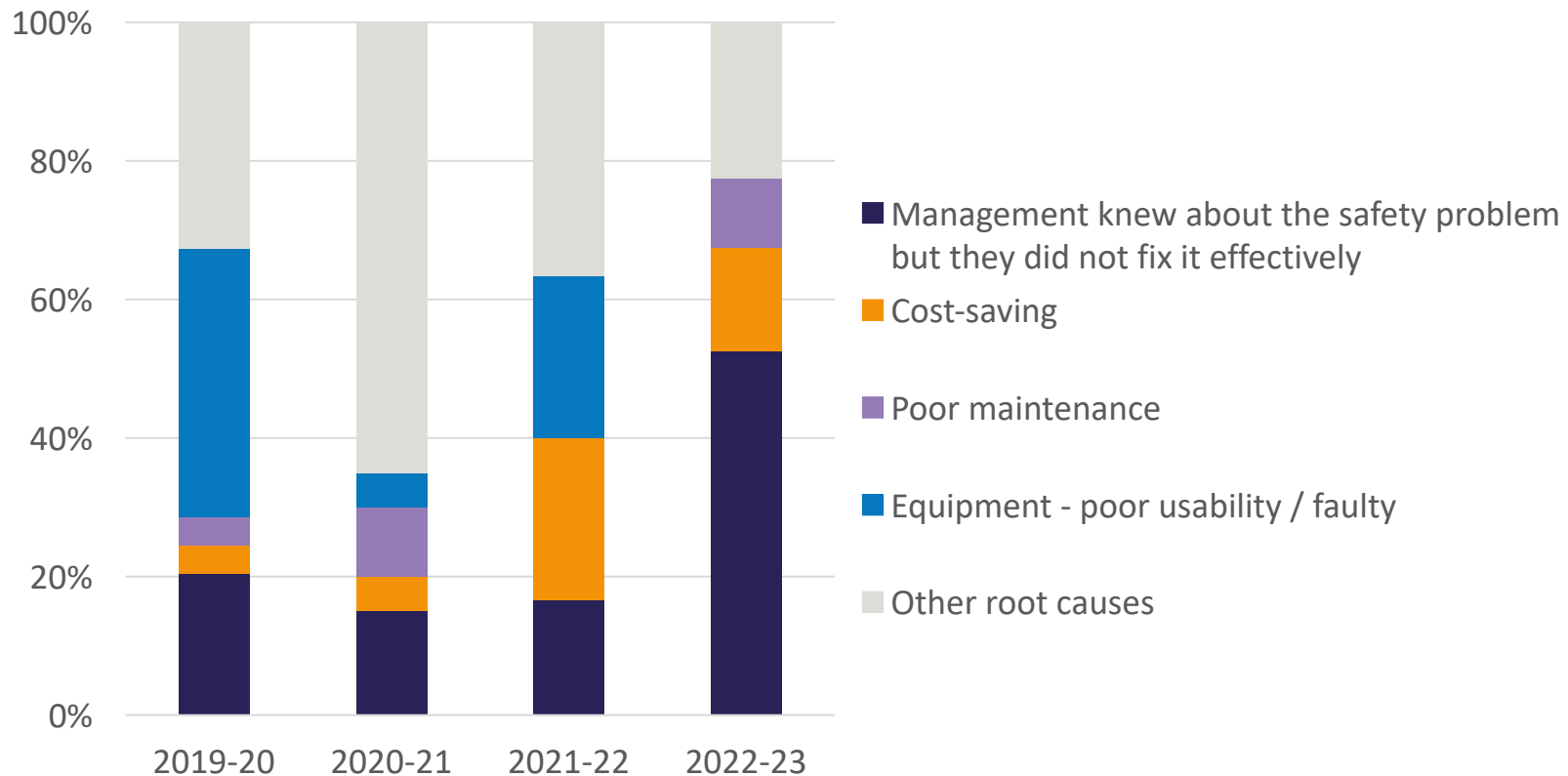
Text 07507 285 887

Freepost CIRAS www.ciras.org.uk

% reporters answering yes

Perceived root cause* – reporter's view

Top perceived root causes have changed over time



*Reporter's view of root cause – TfL's investigation may conclude differently



Confidential
Reporting
for Safety

Report hotline 0800 4 101 101

Text 07507 285 887

Freepost CIRAS www.ciras.org.uk

Contact us

Reporting

Report hotline 0800 4 101 101

Text 07507 285 887

Freepost CIRAS

General enquiries

0203 142 5369

enquiries@ciras.org.uk

Follow us

Twitter [@CIRAS_UK](https://twitter.com/CIRAS_UK)

LinkedIn [CIRAS](https://www.linkedin.com/company/ciras)

www.ciras.org.uk