

Customer Service and Operational Performance Panel



Date: 4 October 2023

Item: Deep-dive on TfL's "Care Score"

This paper will be considered in public

1 Summary

- 1.1 At the meeting on 6 December 2022, a deep-dive was provided to the Panel following a previous request for more detailed information on the drivers of Care, why there are differences in perceptions of Care, and how it is used alongside other customer insight to guide our work.
- 1.2 The presentation, attached as Appendix 1, builds on this update and provides the latest insight into Care.

2 Recommendation

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

List of appendices to this report:

Appendix 1: Deep-dive on TfL's "Care Score"

List of Background Papers:

Customer Service and Operational Performance Panel paper, Deep-dive on TfL's "Care score", dated 6 December 2022.

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