

Board Actions List (to be reported to the meeting on 13 December 2023)

Actions from the meeting held on 18 October 2023

Minute No.	Item/Description	Action By	Target Date	Status/Note
66/10/23 (1)	<p>Commissioner's Report: Impact of High Speed 2 (HS2) Changes</p> <p>Members requested a briefing on the impact of the HS2 changes on TfL's operations and transport planning.</p>	Alex Williams	December 2023	Completed. A paper on HS2 is being considered by the Programmes and Investment Committee on 6 December 2023.
66/10/23 (2)	<p>Commissioner's Report: Ultra Low Emission Zone (ULEZ) Charge Temporary Exemptions</p> <p>Officers would consider what more could be done to promote the temporary exemptions from the ULEZ charge that were designed to further help disabled people.</p>	Alex Williams	December 2023	Completed. Extensive communication of the temporary exemptions has been promoted through leaflet campaigns (including Care Worker leaflets, NHS patient leaflets and Easy Read leaflets), in DVLA letters, in magazines targeted at disabled people (for example Able Magazine, Enable Magazine), at the Disability Expo in the ExCel centre in July 2023 and through letters and emails to Blue Badge holders registered with TfL. The grace periods have also been referenced on our website and in making the case content featured in over 50 local

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				<p>newspaper sites. Details were also provided in the publication of the London-wide ULEZ First Month Report published on 31 October 2023. We have also asked our stakeholders and delivery partners to promote the exemptions.</p>
66/10/23 (3)	<p>Commissioner’s Report: Impact on Safer Streets and Sustainable Journeys’ Targets Members requested an update on the impact on the Mayor’s Transport Strategy targets for safer streets and sustainable journeys, following recent negative Government announcements opposing 20 mile per hour speed limits and Low Traffic Neighbourhoods.</p>	Glynn Barton / Lilli Matson	Ongoing	<p>The Department for Transport’s (DfT) reviews are continuing. We remain engaged with the DfT as its work progresses and completes. As this work continues and we gain clarity on the Government’s final recommendations, a further update will be provided.</p>

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66/10/23 (4)	<p>Commissioner's Report: Driver Feedback on Bus Design Officers would consider how to encourage direct feedback from drivers on bus design to shape further evolution of the Bus Safety Standard.</p>	Glynn Barton	December 2023	<p>Completed. Bus driver feedback on current and future changes to bus design and safety technology is extremely important to ensure that changes work as intended, are effective and that drivers are engaged with the change process.</p> <p>We have actively sought feedback from drivers through surveys, in-service trials, track testing and working groups throughout the development of our multi-award winning Bus Safety Standard and the Bus Safety Programme more broadly and will continue to do so.</p>

Actions arising from previous meetings.

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50/07/23 (1)	<p>Commissioner's Report: Safety Management System Members asked that the Safety, Sustainability and Human Resources (SSHR) Panel undertake a review of the safety mechanisms, practices and systems in place that ensured the highest possible safety standards for TfL and its contractors, suppliers and partners. A paper would be submitted to a meeting of the Panel showing TfL's safety management system, how and where responsibilities sat with contractors and concessionaires, the level of oversight where TfL was not directly responsible and the further work to be taken forward in this area.</p>	Lilli Matson	November 2023	Completed. The SSHR Panel considered a paper on TfL's Safety Risk Management on 15 November 2023.
50/07/23 (2)	<p>Commissioner's Report: Sandilands Update A further briefing would be provided to Board Members once the Sandilands sentencing hearing had concluded. The SSHR Panel would follow-up on the outcomes of the decision.</p>	Andrea Clarke / Lilli Matson	October/ November 2023	Completed. The SSHR Panel received a verbal update on 13 September 2023 and considered Safety Risk Management on TfL Services on 15 November 2023. The Board received an update on 18 October 2023.
50/07/23 (3)	<p>Commissioner's Report: Trauma Support for Staff Lilli Matson confirmed that TfL's Employee Support Programme provided direct and ongoing support and access to counsellors trained in dealing with trauma for staff who experienced traumatic events on the network. TfL also had a network of staff who offered support to colleagues. TfL was looking at how it could enhance this and bring in external advice to provide further support, which would be submitted to a future meeting of the SSHR Panel for consideration.</p>	Lilli Matson	February 2024	An update will be provided early in 2024, via the SSHR Panel, once the trauma pathway is fully established.

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50/07/23 (4)	<p>Commissioner's Report: Busyness Indicator Expansion Members noted the usefulness of the busyness indicator, available on London Overground trains, for accessibility and people who were uncomfortable or could not use a busy carriage. It was a common feature on many modern trains with the latest technology but would be a challenge to retrofit to the London Underground. Stuart Harvey confirmed that it was not featured on the new Piccadilly line trains, but he would discuss with Siemens if it was technically feasible to trial it, and use on the Elizabeth line trains, and would report back to the Board.</p>	Stuart Harvey	Ongoing	Piccadilly line trains have capability to measure weight (loading) on each bogie, however because each car does not have the same number of bogies, it is a complex issue. Stuart Harvey is working with Siemens to ascertain further information (technical) on this subject matter.
50/07/23 (5)	<p>Commissioner's Report: Artificial Intelligence A future paper on TfL's approach to utilising artificial intelligence for service delivery was scheduled for the Customer Service and Operational Performance (CSOP) Panel meeting in December 2023, which all Board Members would be invited to attend.</p>	Alex Williams / Shashi Verma	December 2023	Completed. A briefing was provided to Members on 5 December 2023.
52/07/23 (1)	<p>Safety, Health and Environment Annual Report 2022/23: Road User Safety Work was underway, including engagement with the Government and other stakeholders, to address road-culture issues so that all road users were aware of their own responsibilities and considered the safety of all other users. In June 2023, London Councils had agreed to take on a coordination role to ensure consistency across London on supporting micro-mobility, while ensuring hire bikes and scooters did not cause obstructions to pedestrians, and an update would be provided to the SSHR Panel.</p>	Alex Williams	February 2024	Update to be included as part of the quarterly Safety, Health and Environment Report to the SSHR Panel.

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52/07/23 (3)	<p>Safety, Health and Environment Annual Report 2022/23: Capturing Waste Heat</p> <p>Members discussed the complicated work on capturing waste heat from TfL's services, including London Underground ventilation shafts, to provide a constant and reliable source of energy that could be used for nearby buildings. Market and stakeholder engagement were planned, with a proposition to be launched to the market later in the year. TfL would also have further discussions with the Government on how this work could be scaled up. A paper would be submitted to a future meeting of the Finance Committee.</p>	Lilli Matson	March 2024	We are planning to take a strategy for sites beyond our first trial site at Sessions House. We are also planning to issue a Prior Information Notice to the market to raise awareness that TfL is keen to identify opportunities from developers when using our assets to heat their buildings.
52/07/23 (4)	<p>Safety, Health and Environment Annual Report 2022/23: Benchmarking Environmental Targets</p> <p>It was recommended that TfL benchmark its environmental targets for construction and engineering decarbonisation, biodiversity and recycling against the wider industry and consider how it could narrow or close that gap.</p>	Lilli Matson	TBC	An update on the implementation of the Corporate Environment Plan (CEP) by the Capital Office was considered by the SSHR Panel on 15 November 2023. An update covering benchmarking will be considered the next time the Capital Office provides an update on progress against the CEP.
53/07/23	<p>Finance Report, Quarter 1, 2023/24: Superloop Monitoring</p> <p>The Superloop investment would increase connectivity for outer London and had a monitoring framework that would enable the service to be developed and refined. The CSOP Panel would look at this in more detail.</p>	Alex Williams / Glynn Barton	March 2024	On the CSOP Panel forward plan.

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36/06/23 (1)	Commissioner's Report: Road Safety Further opportunities for closer and more coordinated work with London Councils and boroughs would be explored to make better use of available road maintenance funds. Actions to address road safety with all partners was also being informed by the Road Danger Inequalities report. An annual update on road safety was provided to the SSHR Panel.	Alex Williams / Lilli Matson	December 2023	Completed. Meetings have been held with the boroughs to talk through their inequality reports along with workshops. This will all feed into Local Implementation Plans in 2024. This work remains ongoing as part of business-as-usual arrangements.
36/06/23 (2)	Commissioner's Report: Workplace Violence and Aggression Members requested that the SSHR Panel receive a deep dive paper on workplace violence and aggression.	Lilli Matson / Glynn Barton	November 2023	Completed. The SSHR Panel discussed this issue on 15 November 2023.
36/06/23 (4)	Commissioner's Report: Artificial Intelligence Members requested a future paper on TfL's approach to utilising artificial intelligence for service delivery.	Alex Williams / Shashi Verma	December 2023	Completed. A briefing was provided to Members on 5 December 2023.
36/06/23 (5)	Commissioner's Report: Public Transport Credits Scheme Evidence from the earlier scrappage schemes showed that around one-third of recipients did not purchase a new vehicle. Members would be updated on the uptake of the improved public transport credits scheme in due course.	Alex Williams	Ongoing	An update will be provided to Members when available.
36/06/23 (8)	Commissioner's Report: Future E-bikes Contracting TfL was meeting with London Councils to discuss the future contracting of e-bikes and consistent ways of managing the service across the city, which would be reported back to the CSOP Panel in due course.	Alex Williams	March 2024	On the CSOP Panel forward plan. An update will be provided to the Panel when there is further clarity around ongoing discussions with stakeholders.

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39/06/23 (2)	Annual Update on 2022/23 Delivery of the Mayor's Transport Strategy: Sexual Harassment Campaign Feedback on the campaign would be provided to the CSOP Panel.	Glynn Barton	March 2024	The information will be provided to the CSOP Panel as part of the wider update on Violence against Women and Girls.
39/06/23 (4)	Annual Update on 2022/23 Delivery of the Mayor's Transport Strategy: Targets Dashboard Members requested that future reports include a dashboard, to easily identify where targets were on the right trajectory and where more work or different interventions were required.	Alex Williams	June 2024	This will be addressed in the 2023/24 annual update.
39/06/23 (5)	Annual Update on 2022/23 Delivery of the Mayor's Transport Strategy: Borough Delivery Reports The engagement and collaboration with London Councils and the individual London boroughs was discussed. TfL published a London borough data pack and produced borough delivery reports that encouraged learning from successful action and identified areas for improvement. The delivery reports would be circulated to Members when published.	Alex Williams	December 2023	Previous 2019 borough delivery report circulated on 12 June 2023. Work is underway on the next report, which is due to be published by the end of the year.
18/03/23 (3)	Commissioner's Report: Green Infrastructure and Biodiversity Plan TfL already had a nature capital account for the estate which delivered over £300m of value to London through its natural benefits every year. The plan for green infrastructure and biodiversity would come forward later in 2023/24 and would be shared with the Board.	Lilli Matson	February 2024	A briefing for the SSHR Panel is being arranged for early 2024, to which all Members will be invited.

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18/03/23 (4)	<p>Commissioner's Report: Climate Adaptation and Business Planning</p> <p>The Climate Adaptation Plan outlined the substantial challenges and risks faced and work such as increasing sustainable drainage was underway, which needed to be mainstreamed into projects where possible. The business planning process would include consideration of the expenditure required.</p>	Lilli Matson	2023/24	This is an ongoing effort to improve our qualification of scale of investment required and the extent that this would impact risks and opportunities. Adaptation is a key element for business planning and will be a specific overlay in the current long-term plan scenario work. Once this work is complete, and we understand the gap and how to address it, we will summarise this in a written update to the Board.
22/03/23 (1)	<p>TfL Prudential Indicators 2023/24 to 2025/26: Debt Service Recovery and Interest Coverage Ratios</p> <p>Members asked if future papers could include an indication of what the debt service recovery issue was at the authorised limit and the Interest Coverage Ratio limits, to provide a better view of whether the limits were prudent. Only the statutory ratios were included but various other ratios were calculated as part of the paper and would be incorporated going forward, including in the Finance Committee papers.</p>	Patrick Doig	March 2024	Information will be incorporated into the next cycle of setting Prudential Indicators.
05/02/23 (4)	<p>Commissioner's Report: Vision Zero Deep-Dive</p> <p>A deep dive discussion, including the broader system changes required to meet the Vision Zero targets, would take place at a future meeting of the SSHR Panel.</p>	Lilli Matson	September 2024	On the SSHR Panel forward plan.

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05/02/23 (8)	<p>Commissioner's Report: Cockfosters Station Housing Scheme</p> <p>TfL was waiting for a decision from the Secretary of State but it would be raised again with Tom Copley, Deputy Mayor for Housing at the Greater London Authority, to work to try to break the impasse. John Hall added that his understanding of the position was that the Government was waiting for another application from TfL.</p>	Alex Williams	Ongoing	<p>On 17 May 2023, the Secretary of State for the Department for Levelling Up, Housing and Communities decided not to call in the planning application for TfL's development by Cockfosters Tube station and is instead content with the decision made by the local planning authority to approve the scheme.</p> <p>TfL is now preparing to submit a new section 163 application to the DfT which will need to be approved before construction can start.</p>
67/11/21 (3)	<p>Commissioner's Report: Safety for women and girls</p> <p>The impact of the comprehensive programme to improve safety for women and girls travelling on the network would be assessed and the outcomes would be considered at a future meeting of the SSHR Panel.</p>	Lilli Matson / Matt Brown	March 2024	The information will be provided to the CSOP Panel as part of the wider update on Violence against Women and Girls.

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74/10/21	<p>Report of the Customer Service and Operational Performance Panel: Briefing on Action on Inclusion programme.</p> <p>The Director of Diversity & Inclusion would develop a comprehensive inclusion programme and the Board would receive a briefing when the work was completed.</p>	Fiona Brunskill/ Alex Williams	March 2024	<p>The Board discussed Action on Inclusion following its meeting on 29 March 2023, which covered two areas: 'Customer' and 'Colleague'.</p> <p>A further update was provided to the SSHR Panel on 15 November 2023 in relation to the Colleague aspect.</p> <p>Work remains ongoing on the 'Customer' document "Equality in Motion" and a paper is on the CSOP Panel forward plan for March 2024.</p>