

Board

Date: 7 February 2024

Item: TfL Viewpoint Survey Results 2023

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 2023 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 25 September and 20 October 2023, providing all colleagues with the opportunity to give us their views on what working at TfL is like.

3.2 Our Total Engagement measure on the TfL Scorecard 2023/24 is derived from this survey and is calculated by averaging the total number of positive responses received to the questions which make up this index.

3.3 Employee engagement matters, as engaged colleagues directly correlates to improved safety, reliability and customer service, along with increased productivity and retention of our colleagues.

3.4 Our Total Engagement score has increased to 60 per cent, up one per cent from last year's score of 59 per cent.

3.5 Our Wellbeing at Work Index also increased one per cent from last year, up to 58 per cent.

3.6 The questions which comprise our Inclusion Index have changed since the last survey and are a better measure of how included our colleagues feel. Our new Inclusion Index score is 68 per cent. Had the same questions been used to measure Inclusion as last year the index would have increased by between one and two per cent.

3.7 Just over 58 per cent of our colleagues responded to the survey, up one per cent from last year.

4 Current Status and Next Steps

- 4.1 The results of the survey were shared with all TfL colleagues on 21 November 2023, we have also shared these results with our Trade Union colleagues via Company Councils in December 2023 and January 2024.
- 4.2 Our People Leaders are now reviewing their results and discussing it with their teams. They will then use these results when making decisions and when developing their People Plans for the year ahead.
- 4.3 Changes made in response to these survey results will be communicated to our colleagues to help demonstrate that we listen and that it will lead to action being taken.

List of appendices to this report:

Appendix 1: Viewpoint 2023 insights and analysis

List of Background Papers:

None.

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