

**Date:** 21 February 2024

**Item:** Response to Youth Panel “Tomorrow’s TfL” Report

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## **This paper will be considered in public**

### **1 Summary**

- 1.1 The TfL Youth Panel recently completed a year-long exploration into the connections between environmental sustainability and equity, diversity and inclusion. They produced nine recommendations, which were published on our website as part of a full policy report, [Tomorrow's TfL: The Youth Panel's vision for the future](#), authored by the TfL Youth Panel and launched on 24 October 2023, which is included at Appendix 1.
- 1.2 This paper provides TfL’s response to the recommendations, including how we will continue to work with them to help make progress in future, building on our existing efforts and progress to date.
- 1.3 In response to a recommendation in the report, a representative from the Youth Panel now has a standing invite to attend and participate in meetings of the Panel.

### **2 Recommendation**

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

### **3 Background**

- 3.1 The TfL Youth Panel includes around 30 volunteers, aged 16 to 25, who regularly travel in London. They are TfL’s dedicated youth advisory panel and play an important role in helping create a transport network that works for them and other young people across our city. They help hold TfL to account and offer critical insights to inform our policies and projects.
- 3.2 Established in 2009, the TfL Youth Panel’s members have helped shape policies such as the Mayor’s Transport Strategy, Ultra Low Emission Zone , and TfL’s communications and consultation strategies, among many other initiatives. They also submit consultation responses, representing young Londoners, and take part in some of our campaigns.
- 3.3 Applications to join the TfL Youth Panel open on an annual basis, and are open to all 16-25 year olds who regularly travel in London. Candidates are invited to complete an online application, and those shortlisted will be invited to attend an interview.
- 3.4 Last year, the TfL Youth Panel explored the connections between environmental sustainability and equity, diversity and inclusion, with interviews, workshops, desktop research and [public hearings](#) all forming part of this.

- 3.5 To conclude this work, the TfL Youth Panel developed a set of nine policy recommendations for how TfL should improve the sustainability of our network and operations. These were published as part of a full policy report, *Tomorrow's TfL: The Youth Panel's vision for the future*, authored by the TfL Youth Panel and launched on 24 October 2023 at an event held at the London Transport Museum.
- 3.6 TfL, along with consultants, supported the TfL Youth Panel throughout their exploration. The consultants (Arcadis, Arup and Deloitte) provided time and resource (such as space and materials for workshops, refreshments and the production of the designed report) free of charge and they also sponsored the London Transport Museum event. Sian Berry (London Assembly Member) also supported the TfL Youth Panel during the public hearings. A number of experts and thought leaders gave their time to provide evidence at the public hearings as credited in the appended report.
- 3.7 TfL and the TfL Youth Panel are very grateful and thank everyone involved for the generosity and support kindly given to the exploration.

## **4 TfL Youth Panel Recommendations**

- 4.1 The TfL Youth Panel's report sets out a range of independent recommendations to TfL, which have been informed by their inquiry into the topic. This is the first time the TfL Youth Panel has undertaken such an extensive piece of work and published an independent report. However, there is precedent from the youth panels of other organisations, such as the 2021 report published by the Youth Panel of the Independent Office for Police Conduct<sup>1</sup> and the 2020 report by the Youth Panel of the Northern Island Commission for Children and Young People<sup>2</sup>.
- 4.2 The TfL Youth Panel views these bold and progressive recommendations for TfL as the start of a broader conversation among all Londoners, particularly their fellow young Londoners, so that everyone, irrespective of age or background, has a role to play in shaping transport in our city.
- 4.3 Their recommendations, which are discussed in turn in the next section of this paper, are grouped under four themes:
- (a) community outreach;
  - (b) inclusive decisions;
  - (c) embracing opportunity; and
  - (d) equitable futures.

## **5 TfL Response**

- 5.1 We are grateful for the excellent and extensive work undertaken by the TfL Youth Panel over the last year and to all those that supported them, either by providing evidence or helping to facilitate the exploration work. Their report highlights important issues and evidence that are central to TfL's Vision of

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<sup>1</sup> <https://www.policeconduct.gov.uk/publications/iopc-youth-panel-report-2021>

<sup>2</sup> <https://www.niccy.org/independent-review-of-education/>

being the strong green heartbeat for London and for progressing environmental and social sustainability.

- 5.2 We are interested in their forward-thinking, bold recommendations and we look forward to working with the TfL Youth Panel to help make progress in future, building on our existing efforts and progress to date. Our initial response to each recommendation is discussed in turn below.

**Recommendation 1 - Approach to community engagement: TfL should improve its approach to developing place-based projects, by strengthening its early and ongoing community consultation and engagement**

- 5.3 We are keen to innovate our approach to community engagement and grateful for the ideas and insight from the TfL Youth Panel. We are currently developing a new framework for community engagement that will focus our efforts on building greater community relationships, particularly with seldom heard communities, as well as developing new engagement approaches that involve communities and stakeholders at an earlier stage in scheme, policy and programme development.
- 5.4 In March 2023, a separate workshop was held with the TfL Youth Panel. Its objective was to listen and learn from young Londoners about how we can improve the way we engage and consult with a younger audience. The output from this previous workshop and the findings of this report will be used to help shape a programme of work in the short, medium, and long term to ensure that we are engaging, to the best of our abilities, with young Londoners. We would like to work further with the TfL Youth Panel to progress this programme of work and to continue to innovate in the future.
- 5.5 Our new [Equity in Motion](#) plan sets out how we will further improve the way we involve communities in decision making at the earliest possible stage and throughout the project lifecycle. We will ensure the TfL Youth Panel is involved in this work.
- 5.6 TfL engages with a range of pan-London and national organisations through a number of stakeholder forums, such as the Inclusive Transport Forum, Business Advisory Group and Healthy Streets Advisory Group. These forums offer regular opportunities for us to hear from and speak with expert organisations as we develop policy. We are reviewing the membership of established forums to proactively address where there are gaps in representation and intersectionality. We are also working with teams internally to identify more opportunities for early and ongoing engagement, and the role it can play in strengthening our decision making at TfL.
- 5.7 Places for London (when TfL Commercial Development) developed a Community Engagement Handbook and we have associated metrics and targets for our Property Development projects within the Sustainable Development Framework (SDF). Through the SDF, Places for London has been trialling co-design workshops with school students local to developments, ensuring seldom heard voices have an active role in the shaping of public realm around its sites. Places for London is increasingly rolling this out across our Asset Management projects too, and will be

establishing relevant, focused metrics which continue to improve the depth and breadth of our community engagement.

**Recommendation 2 - Young Travel Ambassadors: TfL should establish and manage area-based Youth Travel Ambassadors across London**

- 5.8 TfL has two programmes which are similar to the TfL Youth Panel's suggestion and are delivered through TfL's newly re-branded Travel for Life Pioneers programme that is delivered on TfL's behalf by the London Transport Museum. This programme is free and empowers secondary school aged children to be advocates for active, responsible and safe travel.
- 5.9 We currently have approximately 1,500 'Pioneer Ambassadors' across 150 secondary schools in London. The 150 secondary schools engaged in the accreditation programme appoint a working group of students whose job is to deliver activities that promote active, safe and sustainable travel options to peers and parents within the school.
- 5.10 There is also the option for each school to then set tasks and objectives relevant to their school environment and develop a plan to deliver it over six weeks. The tasks usually cover how everyone travels to school, air quality and/or road safety around the school. Approximately 30 schools per year take part in the challenge.
- 5.11 TfL is working to improve the feedback loop with TfL Pioneer Ambassadors and from January 2024 new activities are available to schools via the new [Travel for Life website](#).

**Recommendation 3 - Citizens' Assembly: TfL should create a standing Citizens' Assembly to improve its approach to proposals for sustainability issues that can be addressed by, or are impacting, TfL**

- 5.12 We are supportive of increasing representative participation on helping shape TfL and London's transport system. TfL regularly takes part in a number of Citizens' Assemblies commissioned by boroughs, and we are open to considering the role that a Citizen's Assembly or other engagement forum could play in helping the Mayor and TfL tackle the challenges in achieving our goals, as part of our wider approach to community engagement.

**Recommendation 4 - Young Londoner representation on TfL Board meetings: There should be TfL Youth Panel representation at TfL Board, Committee and Panel meetings**

- 5.13 We have been working with the TfL Youth Panel to agree and implement an approach to their representation at this Panel and the Customer Service and Operational Performance Panel. It is our view that these two Panels would benefit most from increased direct involvement of young Londoners.
- 5.14 We have agreed that each Panel will be attended by a separate TfL Youth Panel member, who will each participate for a period of one year and then pass to another. These members are selected through a process involving an expression of interest and two further TfL Youth Panel members will act as reserves for meetings when the primary representatives cannot attend.

- 5.15 The representatives will receive the meeting papers at the same time as TfL Board Members and will work with all TfL Youth Panel members to review the papers and formulate questions they wish to put to TfL officers.
- 5.16 The TfL Youth Panel members have been provided with support and training from TfL about how the Panels operate and how to effectively utilise them. TfL also commits to undertaking a more comprehensive review every year as part of the agreed annual refresh of TfL Youth Panel member representation at both Panels.

**Recommendation 5 - Diversity of delivery: TfL should ensure and evidence that all investment decisions consider equity, diversity and inclusion, and environmental sustainability**

- 5.17 TfL agrees with this shared ambition to improve TfL capability and maturity in this area. We already undertake Equality Impact Assessments as part of our Integrated Impact Assessment process for significant policy, programme, and project development. We are also subject to the Public Sector Equality Duty which applies to everything we do.
- 5.18 We continually work to improve our evidence and insight to inform impact assessment and business planning and embed sustainability at the heart of everything we do. For example, the TfL corporate strategy has five priorities of customer, colleague, safety and security, finance and green, which strongly align with the 'three pillars of sustainability' (society, environment and economy).
- 5.19 The Mayor's suite of strategies have sustainable development principles at their centre and form the essential integrated approach required. For example, the Mayor's Transport Strategy's central themes are health, environment and the economy which align with the Mayor's Health Inequalities, London Environment and Economic Development strategies.
- 5.20 This integrated approach has been cascaded into TfL's own plan for progressing mayoral policy and can be seen in the TfL Strategy, Corporate Environment Plan, Action on Inclusion and the recently published Equity in Motion, for example.
- 5.21 However, we acknowledge that there is opportunity to do more, and we will continue to work with the TfL Youth Panel and others to improve our approach.

**Recommendation 6 - Opening land and buildings to communities: TfL should support communities to make more use of its underutilised land and buildings**

- 5.22 As one of the world's largest integrated transport authority, with a huge asset base and operations woven throughout London, this creates significant opportunity to improve Londoners lives, protect the environment and deliver social benefit through the way we deliver our projects, asset management and operations.
- 5.23 Our approach to transport and land use is founded on sustainable development, and while a transport scheme, for example, might have a primary objective of improving transport provision, the creation of places for

people and protection and improvement of the environment is core to our design philosophy.

- 5.24 A good example of TfL opening land and buildings to community use is community gardening. TfL works with a variety of partners on community gardens. Some include local community groups – like our gardens at Ruislip and Northwood Hills. Other community gardens involve groups like Energy Gardens and the Bee Friendly Trust, both of which have gardens on London Underground and Overground stations.
- 5.25 TfL's goal is to try to add gardens on different parts of the network each year for people to enjoy. There are 20 community gardens on the Tube network, with more on the Overground network. These are in addition to the gardens maintained by our staff, which are also entered into our annual 'In Bloom' gardening competition.
- 5.26 Places for London, which is delivering new homes, commercial space as well as maintaining our existing commercial estate, has a dedicated metric in its SDF to support the provision of opportunities for short-term uses of vacant or underutilised spaces across our property development projects. We are considering a more coordinated approach to optimising the use of our existing commercial property portfolio as well, responding to local needs, for both community and meanwhile uses. We already have some current examples of community and meanwhile uses within our existing estate, including Camden Collective, Hackney Depot, and E5 Baby & Children Bank.
- 5.27 TfL welcomes ideas from communities and stakeholders on how we can best utilise our estate for community benefit and will support and explore ideas where we have capacity to do so. As acknowledged in the TfL Youth Panel report, there may be safety and security issues, as well as operational issues, depending on proposals, that would need to be taken into account.

**Recommendation 7 - Communications: TfL should enhance and diversify its approach to communications across platforms to improve the targeting of different audiences and the inclusion of sustainability issues**

- 5.28 We continuously monitor and evolve our approach to communications and expect to invest more next financial year on social media. Our advertising tracking shows that 16–24-year-old Londoners score either equal to or slightly higher than the general population on key metrics such as recognising TfL advertising, agreement that the advertising they have seen makes them feel TfL cares about its customers, to use public transport more and to cycle or walk more.
- 5.29 Regarding sustainability messaging, this same campaign tracking also shows that more and more Londoners agree that TfL is doing a good job of making London greener and more sustainable. In October 2023 just over half of those recognising TfL's advertising agree; just over a third strongly agree that TfL is working to make life in London better for the future.
- 5.30 Over the coming months and years we are committed to increasing these figures and plan to continue investing in TfL's new 'Purpose' marketing campaign, which aligns with our purpose to move London forward safely, sustainably and inclusively. It communicates our plan to make sustainable

transport in London better for everyone by highlighting the improvements we have already made to the network and our cycling infrastructure, the improvements we are making today, and our plans for the future.

- 5.31 Research commissioned by TfL shows that sustainability is not a factor that influences mode choice (at the point of decision making), but it does feature retrospectively as one of the benefits of having chosen to use public transport and active travel. Therefore, TfL's story is not about a business going green, but a green business getting better for its customers.
- 5.32 We demonstrate that we care about our customers by communicating at a pan-London and local level, how we are making the network safer, healthier and more inclusive for our customers. We do this via multiple channels, including a dedicated hub on the TfL website with more detail and links to further information.

**Recommendation 8 - Barriers to inclusive sustainable travel: TfL should publish a review on how it will do more to reduce the barriers to sustainable travel, with a focus on ethnic minority groups, people with physical and mental health conditions, and those from deprived backgrounds**

- 5.33 On 2 February 2024 we published Equity in Motion, our new customer plan to help create a fairer, more accessible, and inclusive transport network for everyone. The plan takes an evidence-based approach, focusing on those who experience the most acute barriers and inequalities. It commits to more than 80 new and ambitious actions to further build on TfL's and the Mayor's ongoing efforts to create a fairer London, enabling more people to travel safely, inclusively and sustainably.
- 5.34 The wide-ranging commitments in the plan cover key areas for improvements around keeping customers safe, accessible travel, understanding customers, affordable travel, inclusive information and connecting Londoners. Several actions will be delivered this year, while others will be implemented by 2030, subject to Government funding.

**Recommendation 9 - Climate Change Impacts: TfL should identify and target interventions to reduce inequalities between different communities in relation to impacts of flooding and extreme heat risk across London's transport network and TfL estate**

- 5.35 Our Climate Change Adaptation Plan sets out the actions we will take to adapt to climate change. Due to the disproportional impacts across social-economic groups, adapting to climate change will have equality benefits. Our forthcoming Green Infrastructure and Biodiversity Plan will specifically address the importance of using data to help target improvements in green infrastructure and green infrastructure access to reduce inequalities.
- 5.36 Equity in Motion acknowledges the importance of creating an environmentally sustainable and inclusive transport network to support London meeting its environmental targets around creating a low-carbon, nature-rich city that is resilient and well adapted to climate change.
- 5.37 This includes ensuring equity is a guiding principle in our existing plans so we can ensure we are maximizing the positive impact of our investment. The plan

makes commitments around ensuring climate change adaptation measures across our network and estate do not create additional barriers or inequalities. It also sets an action to identify the impact of extreme weather events on different transport users and neighbouring communities and develop interventions to support those most severely affected.

## **6 Next Steps**

- 6.1 We will continue to work with the TfL Youth Panel through our regular meetings and engagement to help make progress in future, building on our existing efforts and progress to date. We will update SSHRP at future meetings on further developments.
- 6.2 The approach taken by the TfL Youth Panel to this work is an inspiration. We would be pleased to seek to support them again if they wish to undertake a similar in-depth exploration into key issues affecting TfL or wider society and the environment.

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

Appendix 1 - [Tomorrow's TfL: The Youth Panel's vision for the future](#)

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

None

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