

Date: 5 March 2024

Item: Equity in Motion

This paper will be considered in public

1 Summary

- 1.1 On 2 February 2024 we published Equity in Motion (EiM). This is our new plan to ensure as many Londoners as possible can access and benefit from public transport and that London's transport network is welcoming and inclusive.
- 1.2 This paper provides an overview of activity to date and next steps.

2 Recommendation

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

3 Background

- 3.1 EiM is one of a coordinated set of action plans designed to ensure ongoing compliance with the provisions of the Equality Act 2010 and to achieve the ambitions of the Mayor's Transport Strategy. EiM aims to address disproportionate impacts and inequality by setting out additional actions and a new approach to addressing inequality and removing barriers to ensure more people can use our network, streets and highways and all forms of public transport.
- 3.2 EiM commits us to more than 80 actions to:
- (a) improve the experience of everyone travelling on our network, prioritising improvements for those who experience the greatest barriers and inequalities;
 - (b) make sure people are fairly connected to public transport;
 - (c) ensure our services are affordable and improve how we communicate about fares and concessions targeting those most in need of support; and
 - (d) make it easier for customers to make healthier, more sustainable travel choices and make sure people aren't unfairly impacted by poor air quality, road danger and climate change.

- 3.3 To ensure we implement the plan successfully, we need to:
- (a) improve how we monitor, measure and evaluate, by improving how we collect and use data and research;
 - (b) collaborate with partners, stakeholders, customers and communities;
 - (c) become leaders in inclusive design; and
 - (d) hardwire equity into our organisational systems, process, governance and culture.
- 3.4 In delivering this plan, we expect London's transport network and streets to be measurably more inclusive by 2030.
- 3.5 The plan was launched through an internal and external communications campaign.
- 3.6 EiM has received over 22 pieces of media coverage so far, including in Time Out and the Evening Standard. All media coverage has been positive. Around 300 local, pan-London and national stakeholders were also contacted about the plan. Initial responses have been positive.

4 Responding to feedback

- 4.1 Following the Board's informal review in May 2023 the plan was substantially updated to incorporate feedback. This included changing the name of the document to Equity in Motion (it was previously Action on Inclusion – Customer)
- 4.2 Further feedback was provided by Board Members, TfL senior leadership and City Hall colleagues. Further engagement has taken place with charity, voluntary and community sector stakeholders. We have also engaged with our Independent Disability Advisory Group.
- 4.3 In response to both internal and external feedback we have – among other things:
- (a) been more focused on actions to address the challenges experienced by customers with protected characteristics, while still recognising the benefits of greater inclusivity and accessibility for all;
 - (b) been more ambitious, with a clearer focus on actions and timescales, ensuring actions are focused on addressing inequality;
 - (c) acknowledged improvements that have been made, but focused on what still needs doing;
 - (d) made the document more concise, easier to read, and consistent with our Workforce 'Action on Inclusion' plan; and
 - (e) removed duplication with other plans.

5 Next steps

Monitoring and delivery

- 5.1 Many elements of EiM are already underway. Where new effort is required, we will define those areas and ensure there is clear resourcing and governance to enable effective delivery.
- 5.2 We will report on progress on the actions in the plan through regular Executive Committee meetings and updates to this Panel (the frequency of which will be discussed with the Panel).

Engage

- 5.3 We want as many colleagues and stakeholders as possible to know about the plan, understand the direction it sets and what it means for them. An internal 'Marketplace' style event is planned for 14 March 2024, to raise awareness among colleagues. In addition, an external stakeholder launch event is planned for 20 May 2024.
- 5.4 To succeed in delivering the plan we know it is important to keep collaborating and we are committed to doing this working through existing stakeholder forums, such as the Inclusive Transport Forum, and the TfL Youth Panel, and setting up new groups and conversations where necessary.

List of appendices to this report:

None

List of Background Papers:

The full document, including alternative formats, can be found here:

<https://tfl.gov.uk/corporate/publications-and-reports/equality-and-inclusion-publications#on-this-page-0>

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