

Appendix 1 – Alignment between TfL and Places for London Scorecards

TfL	Places	Notes
SAFETY & RISK		
Roads, Killed or Seriously Injured (absolutes)*	Killed or Seriously Injured	Instances of Workplace Violence & Aggression are currently very low and therefore no meaningful target could be set. Reporting will be enhanced to understand any patterns
Customer, Killed or Seriously Injured (absolutes)*	Improvement in Tenant Compliance Risk Profile	
Colleague, Killed or Seriously Injured (absolutes)*		
Workplace Violence & Aggression (all incidents)		
COLLEAGUE		
Total Engagement	Total Engagement	Attendance in Places at over 99% is well above the national rate or TfL averages, and is not included in the scorecard as a meaningful target could not be set. Due to the lower number of senior staff, the only characteristic data that is available is Gender. Places will therefore measure all staff representativeness.
Attendance	Leadership Representativeness - Gender	
Senior Leader Representation	All Staff Representativeness	
<ul style="list-style-type: none"> • Women • BAME • Have a disability • Minority faith/belief • LGB 	<ul style="list-style-type: none"> Women Race (BAME) Disability Minority faith / belief 	
CUSTOMER		
% of Londoners who agree we care about our customers	Homes Completed (Cumulative)	All are Places Specific
Investment programme milestone delivery	Starts on site (Cumulative)	
Customer Journey Time:	% affordable starts on site (Cumulative)	
<ul style="list-style-type: none"> • LU • Bus • Rail (Elizabeth Line, Trams, DLR, London Overground) 	Property Development Milestones	
	Customer Satisfaction	
GREEN		
CO2 emissions from TfL operations & buildings	Sustainability Milestones	The sustainability milestones are in line with Places ESG strategy; this strategy includes future measurement capability.
Sustainable Urban Drainage (SuDs) delivery		
Green Milestone delivery		
FINANCIAL		
Total income vs budget	Total Property Revenue	All are Places Specific and targeted against budget. The financial link to TfL is through the Dividend.
Recurring opex savings	Operating Surplus	
Capex renewals	Asset Disposals	
	Asset Investment	
	Dividend	