# **Customer Service and Operational Performance Panel**



Date: 10 July 2024

Item: London Transport Museum – School Programmes

## This paper will be considered in public

## 1 Summary

1.1 This paper provides an overview of London Transport Museum (LTM) School Programmes, including the positive impact of this work and ambitions for the future.

## 2 Recommendation

2.1 The Panel is asked to note the paper and the forthcoming activities and to consider opportunities for further raising the profile of this work internally and externally.

# 3 Background

- 3.1 LTM is the world's leading museum of urban transport. We conserve and share our transport and design collections to ignite curiosity and create positive change. With the expertise and ingenuity of our people and partners, LTM is helping to shape the future.
- 3.2 LTM is a wholly owned subsidiary within the TfL Group and a registered charity with the aims to advance the heritage of transport in London and to educate the public about the role of transport in the life and work of London past, present and future. Our charitable activity is summarised by the four Ss: Stories, Skills, Sustainability and Spark.



- 3.3 LTM has been delivering programmes for schools for over 25 years. It is renowned within the cultural and transport sectors as a pioneering educational provider using the inspiring and universal story of transport in London to catalyse positive outcomes for children and young people.
- 3.4 Depth of engagement is as important as breadth of engagement, and robust evaluation and measurement that demonstrates the value and impact of the range of work underpins all activity. Programming is characterised by its real-world relevance and application and is enriched by co-creation with audiences and collaboration with industry, community and public sector partners. A team of over 25 people work on these programmes at LTM, reaching over 130,000 children each year.
- 3.5 LTM delivers a range of programmes for schools across Greater London. Broadly these can be summarised as:
  - (a) Museum Learning Programmes for primary and secondary school students, linked to the National Curriculum, facilitating learning about green skills, science, technology, engineering, and mathematics (STEM) and STEM careers, sustainability, social history and citizenship. These programmes are commissioned and funded by a variety of external bodies including Arts Council England and LTM's coalition of corporate sponsors from transport and engineering sectors as well as a range of charitable trusts and foundations;
  - (b) Travel for Life programmes This work is commissioned and funded by Customer Marketing and Behaviour Change, TfL and focuses on promoting active, safe, sustainable and responsible travel;
  - (c) Project Guardian This is commissioned and funded by TfL, through its Directorate of Compliance, Policing Operations and Security (CPOS), as part of its End Violence Against Women and Girls programme. The sessions focus on sexual harassment on public transport; and

(d) School intervention – TfL, through CPOS, is also funding LTM to undertake tailored interventions for school-related antisocial behaviour which is impacting on the safe, secure and reliable operation of the transport network.



3.6 LTM School Programmes deliver lasting, positive social change by playing an active part in greater collective efforts to tackle some of the big issues in society today: the effort of the cultural and education sectors to open up access to culture and creativity and improve educational outcomes for all young people; the effort of the transport and engineering sectors to develop a workforce fit for an uncertain future; the TfL and Greater London Authority effort to nurture confident young people, safe and responsible on the transport network; the global effort to tackle the climate crisis.

# 4 Highlights of LTM School Programmes

- 4.1 Regular, curriculum-linked, bookable workshops and free, self-guided visits at the Covent Garden site for nurseries and primary schools, reaching 14,000 children and teachers in 2023/24. This work is supported by Arts Council England and LTM's coalition of Enjoyment to Employment corporate sponsors from transport and engineering sectors. Focus themes and topics include: STEM, careers, citizenship, literacy, social history and transport through time, sustainability and green skills including digital skills.
- 4.2 "Inspire" programmes for secondary schools focused on employability and green skills and STEM careers (particularly those in transport and engineering), reaching over 370 students and teachers in 2023/24. This work is funded through the Enjoyment to Employment coalition of corporate sponsors including telent, Mastercard, Sopra Steria, TfL, Thales GTS and others.
- 4.3 Research projects with primary and secondary schools to trial and develop new, high impact learning pedagogies and approaches, currently funded by Kusuma Trust and John Lyons Charity. Current research projects are focusing on developing teacher continuing professional development (CPD) to support teaching green skills in primary schools and the impact of long term embedded

cultural partnerships on learning outcomes for primary school students. In 2023/24, we worked with 11 schools, 21 teachers and engaged 305 primary school students.

- 4.4 Transport workforce volunteers are a unique feature of LTM school programmes. They fall into two categories:
  - (a) Transport Youth Engagement Officers (TYEOs): These are people from across London's transport network, including Metropolitan Police Service Safer Transport teams, British Transport Police, Revenue Protection Inspectors, train drivers, station staff, bus drivers, Transport Support and Enforcement Officers and other TfL employees, who are released from their substantive roles to support LTM with youth engagement in a number of outreach programmes. TYEOs support across a range of programmes including: TfL Travel for Life Citizens, Project Guardian and secondary school intervention work. They provide a vital link between TfL and the communities in which they work. LTM currently manages 75 TYEOs from across the network and in the last academic year they contributed 803 days to programme delivery; and
  - (b) STEM Ambassadors: These are people working in a variety of roles at TfL and other transport and engineering businesses (e.g. Thales GTS, Sopra Steria, telent, ABM and so on) who volunteer their time (as a STEM Learning registered ambassador) to support programme delivery focused on transport and engineering careers and STEM subjects. Their first-hand experience of real-world science and engineering provides insight and career inspiration for children, young people, their teachers and carers. They work across all LTM primary and secondary programmes, and in 2023/24, STEM ambassadors volunteered at 156 sessions, contributing 544 hours of their time.
- 4.5 TfL Travel for Life Accreditation Programme supporting primary and secondary schools across London to promote active and sustainable travel, reduce car usage and improve air quality in their local area. Mayoral commitment of 1,000 Gold Schools by September 2025. 671 Gold schools currently this year with 1,447 schools engaged on the programme representing nearly half of all schools in London. This work is commissioned and funded by Customer Marketing and Behaviour Change, TfL.
- 4.6 TfL Travel for Life Pioneers Challenge delivered in secondary schools across London to encourage modal shift on the school journey from cars to buses and active travel. 166 sessions delivered across 45 schools in 2022/23. This work is commissioned and funded by Customer Marketing and Behaviour Change, TfL.
- 4.7 Project Guardian delivered to Year 9 students to increase awareness and recognition of sexual harassment on public transport, empower students to respond appropriately and safely if they experience or witness this behaviour, increase confidence to report incidents and to travel on public transport. This programme has reached 9,108 students through 149 sessions so far this year. This work is commissioned and funded by CPOS, TfL.
- 4.8 An intervention programme for school-related antisocial behaviour on and around the transport network has been launched this year with additional funding from CPOS, TfL. The aim of the programme is to promote safe, responsible and considerate behaviour on public transport. Sessions are delivered in school by

the LTM School Liaison Officers focusing on issues and behaviours specific to the school and location, with support and advocacy for the experiences of staff and real-life examples of the effects and consequences of behaviours being provided by TYEOs, Transport Support and Enforcement Officers and other staff involved in the issues.

4.9 TfL Travel for Life Citizens Programme delivered to Year 6 students in schools across London to promote the safe and responsible use of public transport, reaching 99,559 students across 1,899 schools in 2022/23. This work is commissioned and funded by Customer Marketing and Behaviour Change, TfL.

# 5 Social Impact

- 5.1 Programmes focused on active, safe and sustainable travel drive modal shift in local communities and equip children and young people to take an active role in shaping London's sustainable future. These programmes support the delivery of key strategic priorities for TfL including Vision Zero, Equity in Motion and the Mayor's Carbon Neutral 2030 target.
  - (a) Evidence of impact: The LTM Acton Schools Partnership is working with Key Stage 2 children at schools local to the LTM Depot in Acton on a four-year skill building and social action research project to promote sustainability and pride in their local area. Evaluation of the first year of the project indicates that before intervention, only 50 per cent of students understood what sustainability is, and after the first two terms of delivery this understanding has increased to 75 per cent and been contextualised within their local area.
  - (b) Evidence of impact: Alongside the TfL Travel for Life Citizens programme, which reached over 100,000 under 11s in 2023/24, there is companion model of TfL Travel for Life Pioneers Challenge for secondary students. This consists of five sessions delivered by the LTM team in school to a group of student ambassadors who gain the SSAT Leadership Award. In 2022/23, participating schools reported an average 13 per cent increase in active travel, and an average six per cent decrease in single car and motorbike use on the school journey after taking part. One student said: "Being an ambassador has helped me develop so many leadership skills. I couldn't have imagined being able to organise and facilitate this fair at the beginning of the year. I am so proud of myself and my team."
- 5.2 Programmes focused on skills and careers give children and young people the skills, confidence and agency they need to thrive in a changing world and support increased diversity within the transport and engineering workforce. These programmes support TfL's ambition to build a diverse, talent pipeline for itself and the transport sector (Everyone's Future Counts).
  - (a) Evidence of impact: LTM has recently delivered a pilot primary school project with built-in teacher CPD focused on supporting children to develop green skills. The pilot was delivered to eight teachers and 147 students (ranging from Year 3 to Year 6) from five schools. All teachers agreed that their students had developed and/or applied the target green skills of collaboration, communication and creativity. They commented extensively on how little opportunity children get to focus on skills development and how much they benefited from it: "For my class it was a totally different experience to have a skills focus. The children were a lot more engaged with what we were doing as they not worried about the final outcome"; "Tinkering

was a great couple of lessons. It enabled something for them and they really enjoyed doing it and the freedom that they don't normally get. They were problem solving and thinking outside the box. It was really nice. Having the opportunity to do something different, and look at skills and how they are applied in different scenarios. It was a chance they don't normally get to have."

- (b) Evidence of impact: Inspire Engineering is a day-long experience for Key Stage 3 students at the LTM Depot in Acton. It comprises a tour, sustainable cities "problem-solving" game and interviews with industry professionals. After participation in 2023/24 programming, 76 per cent of girls and 61 per cent of boys agreed or strongly agreed the programme showed them engineering is suitable for any gender and 42 per cent of students agreed they know what to do next to become an engineer. 58 per cent of students (56 per cent of girls) reported positive perception change in the desirability of engineering as a career. The sustainability game was popular, with 55 per cent of students highlighting it as their favourite part of the day. One student said: "I really enjoyed the city developing activity as it allowed me to work in a team and solve problems. It was also really fun and enjoyable to come to an agreement with the time and accounting for everything."
- 5.3 Programmes focused on key issues and ideas shaping London today nurture agency, dialogue and influence for and with young people, helping to make London a safer, more equitable place where people feel connected to one another and to the city. These programmes support the delivery of TfL's strategic priority to reduce the risk of being a victim of crime on public transport.
  - (a) Evidence of impact: The LTM Green Skills Hackathon, October 2022, was an event bringing secondary students and employers together to have meaningful, useful conversations about sustainable transport and future jobs. 125 students from 11 schools met 39 business representatives from six corporate partners. 100 per cent of teachers and business representatives felt meaningful conversations between employers and young people were achieved. 92 per cent of students felt their understanding of how sustainability is shaping businesses grew.
  - Evidence of impact: Project Guardian seeks to raise awareness about the (b) important issue of sexual harassment in London – emphasising TfL's zero tolerance approach to this behaviour, reassuring young people that this issue is taken seriously and improving confidence to report issues or concerns. In sessions in 2022/23, teachers reported that pre-session understanding about the issue was 2.2 out of 5 for their students. After the session, they rated increased confidence about reporting, belief that reporting is taken seriously, awareness of exit strategies and types of offences at 4.8 out of 5 or higher. We also regularly see real-world impact of the sessions, such as in this testimonial: "The feedback from staff and students was absolutely fantastic. The students found it really engaging and staff thought it was very effective. We are a Catholic school so sometimes topics surrounding anything of a sexual nature can seem to be taboo, but it was the perfect level of information, and it is just what the students needed to hear. Immediately after one of the sessions a student reported an incident that happened to her on the bus, and she probably would not have done this if she had not attended the workshop. Thank you."

#### 6 Ambition

- 6.1 The ambitions for the programme are to:
  - (a) amplify the profile and reputation of LTM as a leading provider of high impact, real world learning opportunities in London, to reach more audiences and deliver more social benefit;
  - (b) ensure that those with the greatest need benefit from these powerful school programmes by developing strategic partnerships and new delivery models which ensure access;
  - (c) increase and diversify funding and sponsorship (including TfL funding) in order to realise our ambition for schools activity. Underpinning this will be enhanced communication, measurement, and reporting (via an updated Theory of Change) that demonstrates the impact and social benefit (not just the reach) of activity to key stakeholders and potential funders; and
  - (d) scale up and strengthen the offer for secondary schools with a focus on sustainability, skills and careers.
- 6.2 All Members of the Board will be invited to attend the upcoming LTM Schools events to see the programmes in action. These include:
  - (a) Inspire (secondary) at LTM Depot in Acton, 11-13 November 2024, 5-12 March 2025, 11-18 June 2025;
  - (b) Early Explorer Mornings for children in school with additional needs, 3 October 2024, 7 November 2024, 6 February 2025, 27 March 2025, 1 May 2025, 5 June 2025;
  - (c) Green Skills Hackathon (secondary) at LTM in Covent Garden, 11 February 2025; and
  - (d) further dates for TfL Travel for Life Top Schools and Eco Seminar events 2025, dates to be confirmed.

### List of appendices to this report:

None

## **List of Background Papers:**

None

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