

Board

Date: 16 October 2024

Item: Report of the Meeting of the Customer, Sustainability and Operations Panel held on 2 October 2024

This paper will be considered in public

1 Summary

- 1.1 This paper provides a summary of the items considered by the first meeting of the Customer, Sustainability and Operations Panel on 2 October 2024.

2 Recommendation

- 2.1 **The Board is asked to note the report.**

3 Panel Agenda and Summary

- 3.1 The papers for the meeting of the Panel held on 2 October 2024 were published on 24 September 2024 and are available on the [TfL website](#) with a link to the video recording of the meeting on [TfL's YouTube channel](#).
- 3.2 The main matters considered by the Panel were:
- (a) Equity in Motion;
 - (b) Deep-dive on TfL's "Care Score";
 - (c) Customer, Sustainability and Operations Report – Quarter 1, 2024/25; and
 - (d) Risk and Assurance Report Quarter 1 2024/25.
- 3.3 A summary of the items considered is provided below. The more detailed minutes of the meeting will be published ahead of the next meeting of the Panel, currently scheduled for 3 December 2024.

4 Issues Discussed

Equity in Motion

- 4.1 The Panel noted the first progress report on the delivery of the Equity in Motion (EiM) programme. EiM, launched in February 2024, was TfL's first inclusive strategy, including over 80 actions, to create a fairer, more accessible and inclusive transport network. The EiM comprises four pillars:

creating an equitable customer experience; protecting and enhancing connectivity; keeping travel affordable; and reducing health inequalities.

- 4.2 It was reported that 58 per cent of actions scheduled for delivery in 2024 were on track or had already been completed. Actions delivered included new fare concessions for care leavers, direct step-free access to the Bakerloo line at Paddington station, and the roll-out of mini-ramps on the London Underground. Upcoming actions included establishing an inclusive design centre. Monitoring progress against the targets would remain a priority.
- 4.3 Members discussed the progress with delivering step-free access and other adaptations to promote inclusivity (such as progress with applying inclusion design outside of stations and improvements to interchanges). A briefing would be provided to Members on inclusive access.
- 4.4 Work was underway to embed the EiM in TfL's Business Plan to support Budget submissions. The planned activities would be continually monitored, and the Panel kept up to date with any changes to the priorities, including the rationale.

Deep-dive on TfL's "Care Score"

- 4.5 The Panel noted the overview of TfL's current performance against its Care metric, which focussed on experience, value, progress and innovation, and listening and responding to feedback. This was the primary customer metric on the TfL Scorecard.
- 4.6 Performance was measured using a representative online survey of users and non-users of TfL services. There were 1,027 respondents. In addition to this, the team also held focus groups and provided opportunities to participate through non-digital measures. Members discussed the work being undertaken to gain a greater insight into the views of non-TfL customers and those customers using the services for part of their journeys. Work was underway to gain a better understanding of the reasons for this, and on improving the interchange experience to increase use of TfL services for end-to-end journeys.
- 4.7 Performance against the Care score was improving, with the year-to-date "agree" score at 58 per cent, two points above the TfL Scorecard target. The Care score was part of a broader suite of measures to evaluate customer services.
- 4.8 Future updates would provide additional information on benchmarking outcomes and customer satisfaction levels for non-London residents. A disaggregated breakdown of the different demographic groups of customers would also be provided.

Customer, Sustainability and Operations Report – Quarter 1, 2024/25

- 4.9 The Panel considered the update on TfL's customer, sustainability and operations for Quarter 1 of 2024/25 (1 April to 22 June 2024). Following the

changes to the remit of the Board's Committees and Panels, the Panel considered the Quarter 1, 2024/25 Customer Service and Operational Performance Report and a summary of the environmental sustainability highlights from the Quarter 1, 2024/25 Safety, Health and Environment Report. These elements would be combined for future reports.

- 4.10 On sustainability, the Panel noted details of the ongoing work and progress in key areas including the provision of zero-emission buses and building decarbonation. An update was provided on progress with meeting the targets for doubling wildflower verges, from 130,000 square metres in 2023 to 260,000 square metres, which equated to 13 per cent of the total amount of square verges. TfL remained committed to continued engagement with the boroughs on the development of a trees canopy cover plan, and an update on this would be provided to a future meeting. The Panel also discussed TfL's approach to driving innovation in sustainability and to measuring the impact on customer experience and ridership from new stock.
- 4.11 Officers would provide an update to the Panel on the wait times for the calls to the customer contact centre, and the methods used for measuring customer experience.
- 4.12 There had been a continuous rise in passenger journeys across the network. Work was underway to improve below-target passenger journey times where necessary.
- 4.13 Members noted that there were a number of mechanisms for customers to ask questions or make complaints, and asked officers to explore ways to make it easier for customers to also commend good service.

Risk and Assurance Report Quarter 1 2024/25

- 4.14 The Panel noted the overview of the status of, and changes to, Enterprise Risk 06 – Deterioration of operational performance (ER06). The paper summarised the findings from the assurance activity associated with the risk, based on the second line of defence audit work of the Quality, Safety and Security Assurance (QSSA) team and the third line of defence work by the Internal Audit team within Quarter 1 of 2024/25.
- 4.15 The Panel noted details of the six audits against ER06 in Quarter 1. Four QSSA audits were in progress. Two were concluded as 'requires improvement'. This included an audit on London Underground escalator material inspection. Assurances were provided that none of the findings for this audit concerned safety or operational issues. Action plans had been agreed to address recommendations.

List of appendices to this report:

None

List of Background Papers:

Papers submitted to the Customer, Sustainability and Operations Panel on 2 October 2024

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