

TRANSPORT FOR LONDON

AUDIT COMMITTEE

SUBJECT: INDEPENDENT REPORTING LINES

DATE: 3 MARCH 2009

1 PURPOSE AND DECISION REQUIRED

- 1.1 To provide the Committee with an update on the reports to the internal and external staff reporting lines in 2008. The Committee is asked to note this report.

2 BACKGROUND

- 2.1 Since 2004 arrangements have been in place to provide staff with access to independent reporting lines. Annually this Committee receives a summary of the number and type of reports received.
- 2.2 Concerns can be raised via the independent reporting lines about any aspect of TfL's activities. This includes the safety of the public and/or staff, fraud or financial negligence, harassment, bullying, or discrimination. Also covered would be any decisions, actions, conduct or communications that are unlawful, or in breach of TfL's policies or in significant breach of its core values.
- 2.3 TfL has committed to protect anyone who raises such matters, provided the disclosures are made without malice and in good faith, regardless of whether the concern raised is upheld.
- 2.4 The internal line is managed by the Corporate Governance Adviser and the external line is managed by Safecall, a totally independent company.
- 2.5 These reporting mechanisms are an additional facility and do not replace normal reporting channels. The preferred option for reporting concerns in the first instance remains a report to line management. Only when this is inappropriate, for example, because the concern is about a manager's activities, or previous reports have been unsatisfactorily dealt with, should the other reporting mechanisms be used.

3 REPORTS IN 2008

- 3.1 In 2008 there were 33 contacts, of which 12 were anonymous. There were five calls via the internal and 28 via the external reporting lines. A summary table is set out below.

Summary of Internal and Safecall Contacts 2008

Category	Reports
Integrity (including Fraud)	9
Health and Safety	2
Human Resources	22
Total	33

Summary of Outcomes of Contacts

3.2 The following summarises the current position of the various matters raised:-

- all enquiries have been or are being addressed;
- insufficient evidence has been found to justify further action in respect of allegations regarding lack of integrity;
- the 22 HR matters were dealt with through managerial action, six are outstanding; and
- the two Health and Safety matters were dealt with through managerial action and none are outstanding.

3.3 At 33 there was a very slight increase in the number of reports in 2008 as compared to 2007 when there were a total of 32 calls.

3.4 Raising awareness of the service is undertaken at regular intervals. This usually consists of one or more of the following methods: a poster and leaflet campaign; a front piece on TfL's internal website; articles in modal newsletters; and a reminder on all payslips. During 2008 there has been a poster campaign, leaflets have been distributed at appropriate events, for example fraud awareness seminars, and an update has been included in the weekly internal bulletin to staff. Details of how to contact both internal and external reporting lines have been included in the TfL Code of Conduct, which has been republished and widely distributed during the year.

3.5 The existence of independent reporting lines is an important safeguard that enables staff to raise concerns within a safe environment. The overall annual cost of the internal and external reporting lines is in the order of £40,000 p.a. The contract will be re-tendered in 2009.

4. EQUALITIES AND INCLUSION

4.1 The existence of the reporting lines provides another means for TfL staff to raise equality and inclusion concerns either for themselves or on behalf of others. There were 12 reports relating to harassment of various types and the subsequent investigations routinely examine the relevant equality and inclusion issues.

5 CRIME AND DISORDER

- 5.1 The existence of the reporting lines similarly provides another means for TfL staff to raise crime and disorder concerns, either for themselves, or on behalf of others. There were three cases of suspected criminal activity reported in the year.

6 RECOMMENDATION

- 6.1 The Committee is asked to NOTE this report.

7 CONTACT

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