London is one of the most ethnically and culturally diverse cities in the world.

Lesbian, gay and bisexual people are part of every community in this city and make a significant cultural, social and economic contribution to London.
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## The TfL Action Plan

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I am pleased to introduce Transport for London’s (TfL’s) first equality scheme for lesbian, gay and bisexual (LGB) people. This scheme has been developed with the help of passengers and people who use our services from LGB groups, who have told us what they think we are doing well, and where we need to improve. This scheme shows how TfL is responding to the issues raised, as well as setting out the activities we have planned, which will have a positive impact on all groups as well as those from LGB groups.

TfL has also commissioned research to improve its understanding of the experiences of LGB people when they use transport, what works well, and how this influences the transport choices people make. This research will also inform the way we plan our services in the future.

TfL is committed to being the best transport authority in the world. As part of this we want to be seen as a leading employer, where people from all backgrounds can achieve their potential. TfL is currently ranked sixth in the Stonewall Equality Index and we aim to keep improving our position by ensuring that our policies and employment opportunities not only attract people to come and work with us, but also allow the diversity of this talent to help us build on our performance as a service provider.

TfL would like to thank all those who have been involved in developing this scheme, your feedback has been most valuable.

The LGB scheme will be updated in February 2009 but before then, TfL will meet with members of the LGB community to assess our performance, in addition to our continued engagement with people from across London as future plans are developed.

Peter Hendy
Commissioner
Transport for London
What is this document and what does it do?

This document is TfL’s Sexual Orientation Equality Scheme. It reports how TfL is implementing employment, goods and services legislation for LGB people, and sets out the organisation’s plans to provide the services that TfL’s LGB passengers need and to ensure that TfL attracts and retains talented LGB people into the workforce.

To develop this document, TfL examined what it was already doing to provide equality of service to all LGB passengers and staff. It also looked at newly commissioned research into staff and passengers’ experiences and its own response to this research. Together, this information has allowed the organisation to produce a comprehensive action plan, which is also included in this document.

The scheme covers:

- Issues that affect London’s LGB public transport users
- Issues that affect TfL’s LGB employees
- Findings from the new research:
  - The barriers that LGB people face when accessing public transport
  - The impact of the barriers LGB people face
  - Issues raised by TfL’s LGB employees

Through developing this equality scheme, TfL has:

- Developed a clear three-year action plan
- Decision-making and policy development which is better informed, based on a clearer understanding of passengers’ needs
- Better services which meet the varied needs of passengers, particularly in the areas of safety and security, and accessibility
• Committed to having a more balanced workforce that represents the diversity of London’s communities, through improved policies, more targeted resources and better use of staff talent
• Worked to improve its customer and employee satisfaction results, by listening to customers and staff, and, as a result, improving facilities across the whole network
• Committed to inform and update on progress by producing an annual report

Who is this document for?

This document is for anyone – passengers or staff, policy-maker or campaigner – who is interested in how TfL intends to make sure that London’s LGB transport users have equal access to TfL’s services and that its LGB staff receive fair and equal treatment at all times.

LGB people will have a clear interest in the document. This of course includes those transgendered people who are LGB. Issues relating to their gender will be addressed in TfL’s forthcoming update to its Gender Equality Scheme. Lesbian, gay, bisexual and transgendered people have been included in TfL’s consultation and research when putting this scheme together.

London’s LGB population

London is one of the most ethnically and culturally diverse cities in the world. LGB people are part of every community in this city and make a significant cultural, social and economic contribution to London.

Although there are no hard data on the numbers of LGB people in London (sexual orientation is the only social identity factor omitted from the National Census), the estimates are that LGB people make up 10 per cent¹ of London’s population. The lack of concrete statistics makes it difficult to get a true picture of London’s LGB communities in many policy areas, such as education, health, and employment. Looking at the UK as a whole, a common estimate is that six

Data source:
1. London Equalities Commission
   The State of Equality in London
per cent of the UK is likely to be LGB. However, this is thought to be an underestimate and generally, people believe that 10 per cent is more accurate.

**Sexuality, the law and TfL**

The Equality (Sexual Orientation) Act 2007, which came into force on 30 April 2007, requires ‘providers of goods, facilities and services’ to ensure that they are not treating their customers unfairly on the grounds of sexual orientation. TfL is covered by this Act and strives to promote equality of opportunity for all people, regardless of their sexual orientation, race, gender, disability, age or faith. This LGB Equality Scheme sets out TfL’s specific goals and actions for achieving that equality.

While the law requires public bodies such as TfL to produce Equality Strategies that address gender, age, race, faith and belief and disability, it does not require them to produce one on sexual orientation. Nonetheless, TfL is aware of the issues that LGB passengers and staff can and do experience every day. TfL is committed to eradicating all forms of inequality within its area of responsibility. This is why it has developed this Sexual Orientation Equality Scheme, which will sit alongside the equality strategies that it is legally obliged to develop.

**TfL and equality**

TfL wants to be a leader in promoting and supplying equality of provision and opportunity for its passengers and staff. In detail, this means that TfL is committed to:

- Promoting equality of opportunity
- Promoting good relations between different groups and communities
- Eliminating unlawful discrimination
- Eliminating harassment
- Providing accessible transport for all

**Data source:**

2. London Equalities Commission
The State of Equality in London – Amendment to Employment Equality(SO) regulations
TfL has agreed with the Mayor of London, the Greater London Authority (GLA) and its other functional bodies (the Metropolitan Police Authority, London Development Agency and the London Fire and Emergency Planning Authority, to focus on challenging the discrimination that the following groups experience:

- Disabled people
- Women
- People from black, Asian and minority ethnic (BAME) groups
- Lesbian, gay, bisexual and transgendered people
- Children and young people
- People of faith and belief

It will also challenge discrimination against other groups that are potentially vulnerable to exclusion from public services, such as:

- Job seekers
- Lone parents
- People on low incomes
- People with caring responsibilities
- Refugees and asylum seekers

As part of TfL’s work towards meeting these goals and as part of working in consultation and partnership with passengers and staff, TfL has already produced the following equality schemes:

- Disability Equality Scheme
- Faith Equality Scheme
- Gender Equality Scheme
- Race Equality Scheme (updated)

Each strategy is the result of detailed consultation with passengers and staff, and contains an action plan. The action plan outlines what TfL will do to make sure that each group
has equal access to its services, and that its members are treated fairly as part of TfL’s staff.

This document is a specific response to LGB concerns and suggestions, and is the product of detailed consultation and new research.

In understanding the role of transport in improving social inclusion in London for everyone, TfL has identified five key barriers that it needs to address:

- Make sure that key services and activities are in accessible locations
- Improve the availability and physical accessibility of TfL
- Reduce the cost of using public transport
- Improve the safety and security of public transport and the public realm
- Increase journey opportunities

TfL sees removing these barriers as having a positive impact for everyone.

For London’s LGB communities it will improve their ability to access employment, education, health and social facilities.
What is TfL?

Every day, TfL provides transport services for over 10 million people across the Capital. It runs London Underground (LU) and manages the bus network, Docklands Light Railway (DLR), the Congestion Charging scheme, and Croydon Tramlink. Since November 2007, TfL has managed the new London Overground rail services.

It is directly responsible for the 580km of red routes that make up London’s busiest main roads, all of London’s traffic signals, and the London Traffic Control centre, which works to minimise disruption across the Capital’s roads.

TfL also manages Victoria Coach Station, London Transport Museum, the eight piers on the river and their licensing services.

Finally, in addition to regulating taxis and the private hire trade, TfL promotes road safety, cycling and walking, operates the Dial-a-Ride service and funds local transport initiatives in each of London’s 33 boroughs.
Developing the Sexual Orientation Equality Scheme

When TfL started to develop its Sexual Orientation Equality Scheme, it recognised that it did not have enough information about the needs of its LGB passengers and staff.

TfL realised that consultation with LGB people was essential to gain a better understanding of the barriers that they face and the services they would like to see from TfL. To fill this information gap, and improve its knowledge and understanding, TfL commissioned and carried out significant research.

Research

The research was wide-ranging and included:

- A borough road show, visiting the London Boroughs’ LGB forums
- A pan-London LGB transport users and stakeholders event - Talking to LGB passengers through a public open forum
 Interviews with key strategic stakeholders
- For example, Stonewall, the GLA family, Metropolitan Police Authority and leading local authorities such as Brighton & Hove City Council

 In-depth interviews with LGB people
- This also looked at the impact of multiple social identity factors, such as being LGB and having a disability and from a BAME background

TfL is committed to continued engagement and ongoing dialogue with LGB people to build on current research and activity.

Existing research told TfL

TfL identified three pieces of research\(^3\) that looked at what LGB people thought of public transport. Of course, LGB people have been included in TfL’s and other organisations’ market research in the past, but this research has not analysed responses by people’s sexual orientation (by contrast, it did analyse responses by age, disability, gender and race).

The existing research showed that LGB people have broadly the same public transport needs, expectations, usage and opinions as the rest of the population. The key needs are safety, reliability, respect, customer service and information.

In particular, it showed that a concern for personal safety is especially important. It is affected by a range of factors:

- Staff roles and attitudes (helpfulness/rudeness)
- Overcrowding
- A lack of lighting or poor visibility at bus stops, stations and car parks
- Uncertain and unreliable services, especially at night
- A lack of accurate, up-to-date service information, especially in isolated locations
- Physical environments that feel unsafe, eg long subways, isolated bus stops, dirt and graffiti

Data source:
- Disorderly or threatening behaviour from other passengers or the public
- A lack of authority figures, such as TfL staff or police officers, especially at interchanges
- Security concerns about travelling from stations and bus stops, particularly at night

These concerns can cause people to avoid certain stops or stations, or stop them travelling altogether at certain times. It can also stop people travelling to places they don’t know very well, for example to visit friends, pubs and clubs in other parts of the city. LGB people who are ‘out’ and socialise on the ‘gay scene’ are more likely to socialise in central London and areas that are seen as ‘gay friendly.’

Men in particular frequently travel late at night and are heavy users of night buses and minicabs. Night buses, however, are often seen as unreliable and not entirely safe.

Walking to and from a bus stop or Tube station can be the most insecure part of a journey. If people live in an area they think is unsafe after dark, they prefer to take a taxi or get a lift.

Although the existing research revealed that LGB people think homophobia has declined in recent years, they continue to suffer abuse on public transport from other customers and from staff. As a result, some feel their sexual orientation can make them especially vulnerable when travelling alone.

All research is available from TfL Customer Research on 020 7126 4774.

**TfL’s response**

The next stage was to take the findings back to TfL for a response, to see how the organisation could meet the challenges that the research and consultation threw up. The result of that process is the action plan (page 77). This shows a clear line of progress, from the staff or passenger feedback right through to what TfL will do and when. It also includes who within TfL is responsible for making it happen.
The challenge for TfL was to get a good understanding of the potential barriers to transport for LGB people. Previously, there was very little research into LGB people’s experiences and views of public transport in London. Now that TfL has conducted the research to develop this scheme, this can change.

TfL will now:

a. Engage LGB groups through consultation, to develop sustainable links and an ongoing dialogue

b. Make sure that all research, conducted externally or internally, is done in a way that allows it to be analysed by sexual orientation, so that TfL can measure how it is delivering to LGB people
Research and consultation

This section provides the detail of TfL’s new research and consultation with LGB passengers and staff. These areas have been identified from existing research.

It is broken down into six sections:

1. Safety and security
2. Information and communication
3. Customer service
4. Facing multiple barriers: passengers and staff
5. Engaging with LGB people
6. Working at TfL

Within each of these, if appropriate, the research is broken down by mode of transport, eg buses, Tubes, DLR etc.

Each section is made up of the following parts:

1. What we asked
2. What you said
3. What suggestions you made
4. What we’re doing about it – now and in the future
The organisation asked about LGB people’s own experiences of travelling on the TfL network, addressing issues of safety and security on different modes, in certain locations and at particular times of day. TfL wanted to know how it can make the network safer for LGB people, whether recent improvements have been noticed and whether they are working.
An overview

Although everyone’s experiences and concerns are different, the feedback shows clear trends, particularly when it comes to safety and security.

Personal factors can influence how safe someone feels. These include a sense of visibility as LGB, personal attitude and self-confidence. Someone who feels they ‘blend in’ is less likely to feel conspicuous, and so is less likely to fear attack or abuse. Personal and indirect experiences of harassment or abuse also have an impact on how safe one feels.

To avoid any possibility of confrontation, LGB people may change their behaviour or demeanour when using public transport. They might avoid eye contact, or perhaps go on the offensive, by looking more aggressive.

Most factors are external, and include the following (discussed in more detail below):

- Actual rudeness, antagonism, abuse or attack from other passengers
- Night and peak-time travelling
- Travelling with a same-sex partner or LGB friends
- Being near to certain groups of people, eg young or drunk people
- Being out of zones 1-2
- Dimly lit or un-staffed walkways, bus stops, stations and unstaffed parts of vehicles (eg the top of the bus, DLR) etc

Although there are calls for TfL to take action, there is also a feeling that public transport is an extension of public space; LGB people modify their behaviour on public transport in the same way as they do in all public areas.

‘I do think you should be able to get on any transport without being intimidated. We do pay like anyone else. You don’t expect to get verbal abuse or whatever. You should be able to walk freely on without getting any abuse.’

Data source:
4. Synovate 4.2
5. Synovate 4.1
Rudeness, abuse and attack

While not all people taking part in this research experienced homophobia on public transport, some people either experienced or witnessed incidents in some form.

The fear of attack frequently leads to self-policing behaviour, for example, choosing whether to go out, being careful about what routes and times to travel.

‘The issue that gay people have to face in particular is the policing of our own behaviour… you have to be careful not to be openly gay in case someone takes exception’

Night and peak-time travelling

As with many other passengers, there is a greater concern about night and peak-time travel. At night, LGB people’s perceptions of safety vary with the type of transport and its location. LGB people also often avoid travelling during crowded peak times because it is difficult to escape, if required.

The end of the school day is also often a time to avoid; young people are regularly perceived to be major perpetrators of homophobic abuse.

‘Although I like local rail, I would not use it after dark because of the approach to stations and waiting on unattended platforms’

Travelling with friends, family or a same-sex partner

Some LGB people frequently feel unsafe when they travel with friends, family or a same-sex partner. The research shows that LGB people are concerned that people will assume that the friends or family travelling with them are also LGB, which puts them at risk. As a result, they are reluctant to use public transport with them.
Travelling with a same-sex partner or friends who can be identified as LGB can increase this:

**Being near certain groups of people**
There is no clear profile for the type of person who perpetrates homophobic abuse on the TfL network. However, the new research showed that some LGB people are concerned about particular groups of people and see them as a safety threat.

Most mentioned are groups of young people on buses or trains. They are felt to be less tolerant of diversity and of LGB people in particular. This prevents some people from travelling at particular times and along particular routes.

The research showed that some BAME communities are also perceived to be disapproving of LGB people, and that they are felt to be abusive at times, specifically black African and black Caribbean people.

In part, LGB people from within these communities are conscious of this to a greater degree, and the issue of being both LGB and BAME is addressed in the Facing multiple barriers chapter (page 51).

**Being out of zones 1-2**
In common with many other people and other vulnerable groups such as older people, LGB people find some parts of London less safe than others. Areas that are socially deprived, those with higher levels of anti-social behaviour and those that are less central are seen to be less tolerant of diversity.

“*When I was living in zone 4/5, using the bus transport system, I would definitely try and pass [as straight] up there. Once I get into zone 1, the whole façade of the straight boy will drop. In central London on the bus and tube, you feel so much more relaxed; there are more gay people around*”

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**Data source:**
9. Synovate 4.4
Dimly lit or un-staffed walkways, bus stops, stations and unstaffed parts of vehicles (eg the top of the bus, DLR) etc

As mentioned above, there are various places in and around TfL property where LGB people do not feel safe. This includes, but is not restricted to, isolated bus stops and deserted platforms, walkways, corridors, subways, bushy areas and near-empty carriages.

‘At least [at street level] you have the option of running away; if you are on a Tube, you are trapped’ 10

‘I would never go somewhere like the Elephant & Castle at night, or even Marble Arch: there is a big subway there, but I would rather go over-ground and take my chances with the traffic.’ 11

The presence of CCTV does not necessarily lighten the concern. The research shows that LGB people are not convinced that the CCTV always works. They are also unsure about how images are used.

Making safety improvements across the network

London’s LGB communities feel TfL is working to improve safety on the network. People know, for example, that there is CCTV on buses and people are aware of the Help points on Tube platforms.

However, although these are good things, LGB people want to see TfL take another step: to communicate the extent and use of these initiatives. For example, people don’t know what really happens when you use a Help point, or what it can be used for.

Levels of safety across transport modes

As mentioned earlier, LGB people often change their behaviour to avoid abuse or attack. One of the most significant and common behaviour changes is changing the form of public transport used at particular times of day or locations. Women and older people (among other groups) often do the same.
For example, LGB people will change a public mode of transport, such as a crowded night bus, in favour of a cab; sometimes they will only use buses when they are travelling with other people. People often avoid particular parts of some forms of transport, such as the back or upstairs of a bus.

‘The top and the back of the bus is a vulnerable place to be if you’re feeling insecure or don’t have a friend’s back-up.’  

The research regularly uncovers incidents of LGB people knowing where their possible escape routes are, and of avoiding situations where escape would be difficult.

Overall, LGB people believe that an increase in levels of staff would help reduce both the fear of and any actual incidents: a lack of visible staff makes people feel less safe, across the network. It means there is no-one to turn to and gives potential attackers an opportunity.

Data source:
12. Synovate 4.6
Buses

Some LGB people think buses are the least safe form of public transport. On the positive side, they are more open, which for some people is less threatening. The driver is relatively close and it can be easy to get off and run away. This is particularly the case when you compare buses with Tubes.

However, the perception is that buses bring a high risk of antisocial behaviour. The research revealed that LGB people feel this can be attributed to several things:

- A lack of respect onboard
  - This is encouraged by people not paying on bendy buses and young people’s free bus travel

- Overcrowding
  - Making it hard to spot possible harassers or to leave the bus quickly if you need to

- A perceived lack of staff authority onboard as well as at stops and stations

- A general feeling that bus drivers will not get involved in any incidents

However, neither a busy nor an empty bus guarantees feeling safe: both drunken gangs on crowded buses and being alone on a bus are cause for concern.

The presence of bus staff – onboard or at stops or stations – does not give much confidence, bus staff are not trusted to take action if something happens, although there is also the understanding that it is not always their role to directly get involved. This is a strong thread running through all of the new research.

Tube

The perceived benefits of the Tube include its controlled nature, with CCTV and ticket barriers, staff and sometimes
police presence, a good choice of where to sit and more tolerant passengers than on the buses.

'I feel slightly more secure on the Tube because if somebody had a go at me, they’ve got to get out of the Tube, they’ve got to get through the barriers, they’ve got to go through all these cameras – whereas on the buses, somebody could have a go at me, press the emergency button and they’re off.'\textsuperscript{13}

On the downside, the Tube can be claustrophobic, it can be hard to avoid eye contact or go unnoticed because of the seating arrangements (with passengers facing one another), there is easy no escape route, and there are too few staff both on the trains and the platforms. People are also unconvinced that aids such as ‘help’ buttons work efficiently.

**Licensed taxis and private hire vehicles**

On the whole, LGB people feel very safe in taxis (black cab and private hire vehicles) – safer than in any other form of public transport. This sense of safety is generally seen to be worth the added expense.

The perceived threat of an attack by a private hire driver is low, as long as the vehicles is licensed. However, in threatening circumstances, a passenger can feel trapped and at the mercy of the driver. To make sure of their own safety, some LGB people regularly use the same private hire company.

The research uncovered some experiences of licensed taxi (black cab) drivers making homophobic comments, and the consequent complaints not being taken seriously.

**Trains**

Throughout this research, LGB people reported the same safety and security concerns for trains as with the Tube. However, there is an extra level of perceived danger associated with train travel, because some stations are particularly isolated.
**DLR**

The DLR’s light and open design means that it creates high levels of visibility, which makes LGB people feel secure. However, this positive aspect is undermined by the lack of staff, the isolated stations and the sense that the DLR is sometimes used by aggressive and threatening people, especially at night.

**Cycling**

Cycling proves to be an attractive alternative to using public transport for LGB people. Overall, it helps avoid confrontation and harassment as well as preserve a sense of privacy and anonymity.

**Suggested solutions**

- Run a campaign, increasing passenger awareness with posters, setting out TfL’s intolerance and actions towards homophobic and other abuse; increasing understanding of hate crime. Work in partnership with other organisations to do this

- Improve the monitoring of CCTV and communicate what happens to CCTV recordings

- Redesign existing stations for safety, for example, improve lighting around bus shelters, Tube exits, train stations and platforms and by outdoor ticket machines, especially at night

- Improve ‘hot spots’ management, introducing ‘enforcement teams’ where there is regularly danger; ensure exits are well lit; that there are no secluded areas around facilities, for example, cut down shrubbery, move the ticket machine

- Provide better service information at stations, for example, arrival times of buses
TfL’s response

What the organisation is already doing and any new proposals

TfL and the Mayor of London are committed to improving safety and security on London’s transport network and tackling issues that matter most to passengers and staff. TfL’s Community Safety Plan sets out the organisation’s approach to delivering, with its partners, significant improvements in the public’s experience of safety and security while travelling and working on London’s transport system.

The Community Safety Plan is updated on an annual basis, and the update plan for 2008/09 will be published in May 2008. The updated plan will include specific actions and activities to address the issues and concerns raised through the consultation for the development of TfL’s Sexual Orientation Equality Scheme.

Fear of crime and antisocial behaviour acts as a barrier to public transport usage in London and is a significant factor in determining people’s choices about how, when and where they travel. The transport system is very safe and the risk of being a victim of crime is very low. Crime continues to fall and figures for the first six months of 2007/08 show that there were only 15 crimes reported for every million passenger journeys on the bus network.

The rate on London Underground (LU) is similar. The risk of being a victim of crime on the transport system is very low. However, fear of crime and antisocial behaviour is high among Londoners and anxiety and fear has a disproportionate impact on some groups of Londoners such as LGB people, BAME people, older people and women. This further exacerbates social exclusion and denies people access to employment, education, services, cultural opportunities and activities.

TfL’s partners include the British Transport Police (BTP) who are responsible for policing London Underground, Docklands...
Light Railway and London Overground, the Metropolitan Police Service (MPS), the City of London Police, local authorities and transport operating companies. Crime and disorder reduction policy and activities are led by Transport Policing and Enforcement Directorate (TPED) within TfL.

Fifty-one percent of Londoners cited ‘concern of antisocial behaviour as a deterrent to use public transport in recent research (Safety and Security when travelling around London Synovate 2007). Women and BAME residents surveyed often cited fear of crime as a reason for not using public transport more often.

To minimise the chance of crime at stations, where possible LU is incorporating advice from the BTP and TfL’s Crime and Disorder Unit during the modernisation and refurbishment.

To ensure an effective police presence, TfL and the Metropolitan Police established the Transport Operational Command Unit (TOCU). Its aim is to tackle and prevent crime on buses, enforce traffic and parking regulations on key bus corridors, keep traffic moving at congestion hotspots and deal with illegal minicab touting.

DLR Access Audits and improvements to routes to DLR stations have begun

Every TfL London Overground station is now staffed for passenger assistance from first to last train.

London Buses has several work programmes currently underway to improve safety and security on buses. For example all buses have now been fitted with CCTV and CCTV will soon be installed at all bus stations.

TfL takes a multi-pronged approach to reducing crime, antisocial behaviour and to improving public perception. For example, TfL’s safety and citizenship programme delivers specific packages to promote safe and responsible travelling by school-aged children in primary and secondary schools. This runs alongside targeted work with some young people
and educating the wider public through media, marketing and information campaign. TfL incorporates measures to design crime and improve the safety of the travelling environment in to all its station refurbishment and upgrade schemes, and in the funding provided to boroughs for improving access routes to and from stations and bus stops.

TfL also invests considerable resources in policing and enforcement. TfL’s investment in policing in 2007/08 is illustrated below:

**TOCU – £69.9m**

Around 1,220 uniformed staff responsible for public safety and efficient movement of buses, enforcement of law with regards to taxis and private hire vehicles and enforcement of parking controls on red routes entirely funded by TfL

**Traffic OCU – £3.2m**

TfL part fund the Traffic OCU: 44 officers (freight unit, bike safe, area traffic management) funded by TfL

**STT – £9.7m**

There are 441 uniformed officers in 21 teams deployed to Outer London boroughs to provide public reassurance and to work with partners to reduce crime and antisocial behaviour

**BTP L Area – £55m**

A total of 670 uniformed officers responsible for policing LU, DLR, etc, entirely funded by TfL

**BTP London North and South – £5m**

TfL funds additional policing on London Overground lines, funding 105 uniformed officers to provide public reassurance and reduce crime and antisocial behaviour

A full report on TfL’s Community Safety Plan can be found at tfl.gov.uk/communitysafety
Here are some of the activities already identified in TfL’s plan:

- In February 2008, TfL launched a major public awareness and media campaign, ‘Together for London’. The aim of the campaign was to raise standards of behaviour on the public transport network and road system. The campaign, which includes a cinema ad and posters on buses and at Tube stations, encourages passengers to think about how they behave towards fellow travellers.

- Transport Community Support Officers have been introduced to reassure passengers across the bus network.

- From January 2008 all 11 to 15-year-olds will need to carry an Oyster photocard and sign up to a behaviour code to take advantage of free travel concession on London’s buses. From June 2008 all 11 to 15-year-olds will have to ‘touch in’ on a bus. If they fail to touch in, or if they breach any other aspect of the behaviour code, they could lose the right to free travel.

- TfL has produced a blueprint of measures and interventions to increase safety at interchanges.

- TfL and the MPS have introduced safer transport teams in to 21 Outer London boroughs. These teams provide a visible, reassuring presence on the transport system, particularly at school travel time and late in the evening and work with partners to tackle low-level disorder and antisocial behaviour.

- CCTV installed on all of London’s 8,000 buses for the prevention and detection of crime and workstations at approximately 90 garages by February 2009. There will be complete replacement of existing bus assets by February 2009 and Countdown signs (new and replacement) in 2012.

- LU and the DLR now have an extra 200 BTP officers dedicated to providing visible, reassuring and engaging policing presence on the Underground and DLR. This brings the total to more than 700. In addition, the London
Overground network now has an additional 100 uniformed officers. London Overground is embarking on a programme of station improvements to bring stations and trains up to TfL’s design standards.

- LU is modernising the network. So far, 90 stations have been modernised or refurbished. Platform waiting rooms are being refurbished or re-opened and some stations are benefitting from new waiting areas. In addition, ticket halls will have better real-time service information.

- As part of the Underground’s station modernisation and refurbishment programme, Help points and comprehensive CCTV coverage will be installed at stations and security monitoring equipment and emergency help facilities will be installed on trains. During the first phases of this work programme, a higher number of outerlying than inner stations have received improvements.

- LU is evaluating the commercial viability of a trial of mobile phone use on the Waterloo & City line, which will allow customers to contact the emergency services directly while on the Tube.

- As part of a programme to reduce antisocial behaviour there are now 300 revenue protection inspectors on the bus network, 200 revenue control inspectors working on the Underground, targeting persistent fare evaders and other forms of antisocial behaviour.

TfL’s Borough Partnerships team have introduced area-based scheme programmes, using funds allocated through Local Implementation Plans. In partnership with the London boroughs, the programme aims to improve people’s accessibility within and beyond their local areas and improve the quality of local communities.

These address a number of issues including crime hotspots around stations and provide funding to improve the physical environment, improve personal security and reduce the fear of
crime, particularly for travel during the hours of darkness. Stations in all areas are looked at, particularly local stations the majority of which are in the outer zones.

Lighting is progressively improved through maintenance work within TfL and is also reviewed and improved where appropriate, on schemes where personal security is an issue. Work is also underway to start removing blind spots, subways and underpasses and replace them with clear, above-ground pathways.

**Reporting incidents**

The research uncovered a lot of strong feeling around reporting homophobic crime, harassment and abuse. LGB people do not have much confidence that reporting will be effective or worthwhile. While this is not by any means unique to TfL, the research suggests that TfL could benefit from learning from the work of other organisations in this area, such as the MPS.
If TfL can increase LGB people’s confidence in reporting incidents of homophobia, reporting rates should increase, according to the research. However, the research also identified several barriers to achieving this:

- People think the reporting processes are complicated
- LGB people are used to hostile treatment and so can be less inclined to report homophobia, or identify incidents as reportable

LGB people’s perception of some TfL staff being unhelpful – bus drivers in particular is a central issue. Not knowing how staff will respond to a request for help makes LGB people less willing to make a complaint. If there is a chance the member of staff might be homophobic, it makes it worse.

One interviewee acknowledges that bus drivers in particular can find themselves in a difficult position: there are issues about driver intervention that concern staff safety as well as passenger safety:

‘At the end of the day they are just drivers, they’re not security officers and [you have to ask yourself] would you come out and risk your life for some passenger you don’t even know? You have to put yourself in that situation and you never know what you would have done.’

While LGB people feel there is little point in reporting verbal abuse, it is much more likely that they will report a physical attack. This is more clearly understood to be a crime and can involve the police.

‘If I was injured I would report that, but if it was just a verbal altercation without physical violence, I would just let it go, at the end of the day [would reporting] serve any purpose?’

LGB people understand well that there is under-reporting, whether that is by LGB people who experience abuse, members of the public who witness it, or TfL staff.

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Data source:
14. Synovate 4.7
15. Synovate 4.7
16. Synovate 4.7
17. Pearn Kandola 11
A fear of not being taken seriously is not the only thing that prevents LGB people reporting homophobia.

Other reasons include:

- Not knowing what a hate crime is
- Fear of being outed
- Not knowing how to report an incident
- Fear of what will happen once a report is made
- Being put off by stories of past reports being badly managed
- Worry that a report will not be well received

LGB people think the public might under-report for two reasons: the lack of a clear reporting process\(^{18}\) and that they might be worried people will think they are gay.

‘I think that people would be scared to defend a gay person who was being abused, they might have the fear that if they jumped in to defend a gay person people might think that they’re gay too and they would be embarrassed by this, or even attacked for it.’

Finally, when it comes to under-reporting by TfL staff, again, LGB people think a lack of a clear TfL policy or process is key.

Another possible reason that was suggested is that staff might feel uncomfortable about the ‘right’ language for LGB issues, for example, not knowing if it is acceptable to use the word ‘gay’ in a formal report.

Data source:

18. Pearn Kandola 11
Suggested solutions

- Develop and communicate a clear reporting policy for staff and customers that includes how to report, what happens, who can report, who to and what will happen which could for example include a mobile ‘phone text-reporting service, allowing immediate and inconspicuous reporting
- Train staff on how to deal with incidents, perhaps working with the police and community safety officers to support staff. This should be practical and skills-based
- Work more closely with the police to support TfL customer service
TfL’s response

What the organisation is already doing and any new proposals

Based on the consultation, TfL will research best practice on hate crime reporting and monitoring, including third party reporting. Third party reporting is the use of an external agency to receive complaints and queries.

TfL will work with GALOP and other organisations over the next year to determine the best way of supporting LGB people in reporting crime. Objectives and progress will be monitored through the TfL Community Safety Plan.
Information and Communication

**TfL asked**
The organisation asked whether TfL’s travel information is sufficient for LGB people, where it is lacking, and how can it be improved. This is not just about content as TfL needs to know about what formats work best, as well as where the information is going to be most useful.

TfL also wanted to know how LGB people feel about LGB representation in adverts on its network and asked for people’s views on this.

**LGB people said**
Most LGB people get their travel information from the TfL website and information at Tube stations and bus stops, but the research came up with useful suggestions for providing information that is uniquely relevant to LGB people.

**Suggested solutions**
- LGB people would welcome a range of information at LGB venues, to help people who are leaving pubs and clubs late at night. This might include service information (night bus and train timetables, taxi and private hire details) and information on safety and hate crime reporting.
- Publicise services specifically in the gay press and on gay websites.
- Information about hate crime – among other messages – should also be fed into the mainstream, and not just into the LGB community media.
  - One reason for this is that many LGB people do not read the LGB press or access LGB websites.
TfL’s response

What the organisation is already doing and any new proposals

TfL is delivering a number of initiatives in this area including:

- The Safer Travel at Night (STaN) scheme – which raises awareness about the dangers of illegal cabs and encourages people to licensed cabs only. This includes the SMS-based Cabwise service. This campaign has included in pub/bar marketing along with advertising on the bus and Tube network and also on TV and radio.

- TfL continues to promote the night bus network via bus stop shelters, spider maps, and line diagrams. The network itself is being improved via more 24-hour routes, improved frequency reflecting increased demand and regular network reviews.

- Journey Planner (tfl.gov.uk/journeyplanner) includes comprehensive night bus information and its marketing plan includes encouraging mentions in and links to late night activity leaflets and websites.

- TfL has established a number of designated late night marshalled taxi ranks in town centres to support safe and easy use of taxis late at night.

- The City of Westminster and the GLA has created fold-out night bus maps that are distributed in bars and on street in the West End.

- The Safer Travel at Night campaign provides information on local taxi and private hire services and highlights the dangers of using illegal cabs. A text messaging service has also been introduced – by texting HOME to 60835, users are sent phone numbers for two, 24-hour, local, licensed private hire operators.

- TfL have set up an online service called Findaride (tfl.gov.uk/findaride) to allow people to search for minicab operators in any area of London.
TfL asked

How the representation of LGB people in advertising campaigns would affect the way that LGB people use or feel about TfL

LGB people said

Advertising

This breaks into two areas:

- The types of relationships and the sexual orientation of people portrayed in TfL and non-TfL adverts
- Advertising aimed at the ‘LGB market’

LGB people very clearly want to see LGB couples and families portrayed in advertising on the network, alongside heterosexual couples and families, to give an accurate reflection of London, rather than having advertising that implies a heterosexual ‘default’.

Comparisons are made with the gradual inclusion of images of BAME people into British advertising and media.

‘We’ve got a kid, so seeing my family represented means everything to me. When we go to places like Thorpe Park and we say we want the Family Pass, they’re like, ‘you’re not a family’.’

‘I can remember a time when I would not see an image of a black person in any PR material for TfL, never. When I first came to London you did not see that. Now, it’s commonplace and nobody ever blinks. I think the same applies to LGB issues. Now, it might seem challenging, difficult, hard to do, but in 20 years’ time, no one will even think about it.’

Data source:
19. Synovate 7.5
20. Synovate 7.5
Comparisons are made with the gradual inclusion of images of BAME people into British advertising and media.

‘When I saw the Stonewall bus campaign I thought, ‘oh good, someone running this outfit is aware of a possible problem’. It’s good to know that there is an awareness on behalf of management’.  

However, there is serious concern at the small amounts of advertising on the network which explicitly target LGB people. This could be interpreted as a negative message about TFL’s attitudes towards LGB people and also reinforces assumptions about what is ‘normal’ and acceptable.

Data source
21. Synovate 6.2 – p48
Although not everyone feels it is up to TfL to tackle such a large cultural issue as representation of LGB people in advertising, some feel TfL is in a strong position to influence the types of images that its advertiser use. There is certainly consensus that TfL can at least play a part by setting standards and declaring its own position on the inclusion of LGB people in adverts. The research uncovered several recommendations about how TfL can address this issue (see below).

**Suggested solutions**

- **TfL to run a positive message campaign**
  
  There is a united call throughout the research for TfL to run a positive message communications campaign. The campaign described by consultees would:
  
  - Explicitly state that TfL takes a zero-tolerance approach towards all antisocial behaviour, including homophobia and address all diversity issues, not singling out LGB issues
  
  - Increase awareness
  
  - Educate people about what constitutes unacceptable behaviour and hate crime and how TfL will deal with it, include positive messages, eg about respect and politeness

  ‘I’d love to see something like ‘transphobic, homophobic, racist crime: we don’t support it. This is the hotline you should call, these are the details you need to take down, speak to your driver, pull the emergency cord in the Tube’. I’d like to have that licence to say, ‘I can do this, I’m not an inconvenience’.”

  22

- **Develop a plan to address how TfL will welcome all LGB people into the network**

  This should be part of the Sexual Orientation Equality Scheme and include actions on advertising, including images of LGB people, couples and families, and look at developing clear messages about hate crime

*Data source*

22. Synovate 6.2 – p48
Communicate with the LGB community about its own attitude to LGB people

LGB people would welcome positive messages about TfL staff knowledge and attitudes towards LGB people, to increase trust between LGB people and TfL, improve hate crime reporting rates and prevent recurrences.23

‘As a member of the public, if you were going through some sort of homophobic harassment on the buses and you weren’t supported by a member of staff, then you could hold them up against this particular published core value and feel a lot better that you were actually in the right. You have a right to assume you would be helped, you weren’t and therefore TfL really should be accountable’.

The research showed that there is almost no awareness of TfL’s approach to LGB issues. Activities such as the LGB staff network, engagement with Stonewall’s Diversity Champions programme and presence at Pride are not very well known.

‘What have they done around LGB issues? I haven’t seen anything and I work within the field’.24

‘It doesn’t say that it’s LGB friendly. It doesn’t promote itself as being LGB aware. It doesn’t provide a service for certain types of LGB people that might need transport late in the evening. I haven’t seen any LGB friendly leaflets or ads. I’m looking for it to support LGB people. Being out there saying, ‘what are your needs? Let’s meet your needs’.25

Wide communicate a clear TfL abuse policy

There is a perception that TfL, like other bodies, takes homophobic or transphobic hate crimes less seriously than other types. To tackle this, LGB people are calling on TfL to communicate a very clear position on abuse and take a stronger stance.

Data source
23. Synovate – p45
24. Synovate 7.2 – p50
‘When you buy a season ticket or something there should be something in the leaflet about ‘we are non-discriminatory’ and what they actually do for people’. 25

‘TfL needs to say that we have the same rights as everyone else to travel, and to get people to think about that. OK: there are people out there who just want to give you a hard time, but there are an awful lot of people who just don’t think. It’s not in their consciousness. TfL need to try to get it into people’s consciousness’. 26

TfL’s response

What the organisation is already doing and any new proposals

TfL will be working with a freelance consultant from the LGB community, to build on current communications and marketing strategies in order to ensure TfL is representative of LGB and other diverse groups in its marketing campaigns.

Data source:
25. Synovate 46, 6.2
26. Synovate 6.2, 47
Customer service

TfL asked

It is important for us to know about LGB people’s experiences of TfL’s customer service. This includes how they feel they are treated by TfL staff, whether they feel they can approach TfL staff with (for example) an incident of homophobia, and, overall, how welcome TfL makes LGB people feel on the network.
LGB people said

Issues that LGB people are more likely to face when dealing with staff on London’s transport system

The research showed that the majority of LGB people had experienced no problems with TfL staff. They feel that TfL staff treat them with respect.

The ability of TfL staff to relate and respond to the needs of LGB people using the transport system

LGB people’s confidence in TfL staff wavers when it comes to reporting a homophobic incident: as mentioned earlier, there is considerable concern about how staff will receive and deal with a complaint.

Representation of the LGB community within TfL

There seems to be relatively little knowledge within the LGB community of what kind of employer TfL is for LGB people. As a large, public sector organisation, people assume it has equal opportunity and related policies, but this knowledge gap is significant, particularly among well-informed LGB stakeholders.

Those who do not know people working at TfL expect that it is a difficult place for LGB people to work. Conversely, those with friends or acquaintances at TfL don’t think there are problems. They feel that there is a good level of representation of LGB people within TfL and are aware that there are some senior TfL staff who are LGB and visibly so.

‘The perception of LGB people has improved due to having two very senior members of staff who are out’. 27

The general perception is that TfL’s culture is ‘traditional’ and that there is an ‘alpha male’ mind set. The lack of ‘visibly LGB’ TfL staff and TfL’s absence from the advertisement pages of the LGB media heighten this view. Nobody was aware of TfL’s involvement in Stonewall’s recruitment guide.

Data source:
27 Synovate 4.2
Suggested solutions

- Reassure LGB people that TfL staff are properly trained in diversity and inclusion
  LGB people want to know that if they need to deal with any member of TfL’s staff on something related to sexual orientation, that staff member can manage the incident and its reporting appropriately and sensitively
  - The training should be part of induction
  - Bus drivers should be included in this training
  - It should include insights into the experiences of LGB people using TfL services
  - It should provide staff with an understanding of the basic terminology used to describe LGB people
  - TfL should publicise staff’s ability to deal with incidents and reports; this would encourage reporting of attacks as well as improve levels of trust

- Make it clear that all customer service areas are safe for LGB people
  - By distributing signs, stickers and posters that have the clear message that all public areas are safe for all

- Advertise in the LGB media and include TfL’s Stonewall diversity champion status on all adverts

- Improve services around Pride
  - This was mentioned by every interviewee in one of the research exercises. More peak-time services, and particularly around major meeting points, such as Marble Arch, are critical. There is also a need for TfL to make sure that Pride is accessible to everyone: some disabled LGB people are excluded because they cannot get onto (or off) the network at the appropriate places.
TfL’s response

What the organisation is already doing and any new proposals

Customer complaints

TfL is working to improve responses to customer queries and complaints through the Customer Services Integration Programme (CSIP). By joining together all the information TfL receives and provides to its customers (whether by telephone, correspondence, web, email or face to face), it will be able to better understand wants and needs and provide passengers with a more comprehensive service while giving them an excellent customer experience.

All TfL’s main contact centres, customer handling agents and key operational functions are in scope.
A phased roll-out will be deployed due to the size and complexity the programme. The key customer service areas include:

- London Underground Customer Contact Centre
- Surface Transport Customer Services (Buses and Streets)
- Travel Information Call Centre
- Lost Property Office
- Oyster Help Desk
- Real Time
- Travel Information Centres
- Central Customer Services (inc TCS.Net users)

The Public Carriage Office (PCO) investigate taxi (black cab) related complaints. Private hire complaints are investigated by the operator but the person involved can contact TfL if they think the complaint was not investigated properly. In addition,
TfL’s complaints and feedback policy is available on its website (tfl.gov.uk).

**Staff training**

So that bus driving standards are improved and drivers have a greater awareness of the needs of all customers, all London bus drivers must attain a BTEC qualification during their first year in service. This includes training in understanding the needs and expectations of different customer groups. From September 2008, a new UK-wide qualification for bus drivers, called Driver CPC (Certificate of Professional Competence) will become mandatory and run alongside the BTEC.

In order for bus drivers to retain their CPC status, they will be required to participate in annual ‘Periodic Training’. This will give TfL and the bus operators greater opportunity to focus training activities on issues of concern to the LGBT community, which are likely to coincide with the concerns of other equality target groups. Key themes of the training will include approachability, respect and route knowledge.

London Rail (LR) is closely monitoring London Overground Rail Operations Ltd (LOROL) in terms of its supplier diversity requirements. LOROL is currently providing senior management and staff training on diversity, which include LGB issues. It is also undertaking an extensive staff monitoring exercise, which includes sexual orientation as a monitoring category.

**Events planning – Pride event**

Part of the planning to serve major events such as New Year’s Eve, Carnival, Pride etc is an assessment of likely demand. Services are tailored to suit, acknowledging constraints that include impact on existing services and demand patterns, including those unconnected with the event, diversions and curtailments caused by the designated event area and/or factors like roadworks and of course funding.
Access to/from the event is part of this and it is worth pointing out that while all service buses except the two heritage routes (which do not operate throughout the day and are paralleled by accessible bus routes) are fully accessible, not all LU stations are fully accessible.

However, information about stations suitably equipped can be obtained from a variety of sources ranging from the TfL website (tfl.gov.uk) to train line diagrams fitted inside the cars.

Some events, like Pride, involve a finish to the event away from the starting point. This places even more importance on the need for the organisation to provide access to information relating to accessible stations (in particular) to enable participants to plan both outward and return journeys.
Facing multiple barriers: passengers and staff

TfL was keen to understand the possible multiple barriers faced by LGB people using the transport network. The following section describes some of the experiences LGB people shared.

**TfL asked**

TfL wanted to know about the experiences of LGB passengers and staff who face multiple barriers to using transport in London. For example, someone who is LGB as well as female, disabled and/or BAME may well have different experiences on the TfL network from a gay white man who faces barriers from a single factor – his sexual orientation.

**LGB people said**

**Defining and reaching all parts of the LGB ‘community’**

Targeting a single ‘LGB community’ is generally felt to be too difficult a job for any organisation, given the very diverse nature of LGB people: ‘it constitutes so many types of people: young, old, out, not out, flamboyant, married, lesbian’ and that no form of communication can reach all these people.

**Young LGB people**

Young LGB people can be particularly vulnerable when using London’s public transport. They might not be familiar with the network, might not have told friends or family where they are going if they’re going to a gay venue, and might dress or behave particularly visibly LGB.
'Young LGB people make a clear statement of dress during the process of developing their identity; this often begins with an overemphasis on stereotype.'

They are also less likely to report harassment or an attack on them if they are not out, or unsure about their sexual orientation.

As reported elsewhere in this report, school bus times make other passengers feel uncomfortable and vulnerable. This is of course also the same for young LGB people.

**BAME LGB people**

The combination of ethnic background and sexual orientation can be confusing to some people, both staff and other passengers, and elicit particular reactions. As can be seen with heterosexual couples, this can be more noticeable when two partners come from different ethnic backgrounds:

‘People can look back and forth at my partner and me trying to see how have these two managed to connect, you know, across the race divide? The other day on the Tube, there was this woman sitting opposite us and she started slightly smiling and when we were getting off she said, ‘I will remember that’... I think she meant not only because we were lesbian but because it was across the races as well.’

Being LGB is still illegal in many parts of the world and BAME LGB people sometimes have to deal with more pronounced homophobia within their own community.

Concern about abuse or disapproval from the BAME community reaches into the public transport system. LGB people from all backgrounds are concerned about how they will be treated by staff from these communities, particularly if they belong to one of those communities.

To avoid incident, people will change their dress or behaviour. These attitudes are seen as both ‘par for the course’ and intimidating.
One research exercise revealed how Asian LGB people often go to LGB venues far from home, so that they can be sure they are not recognised by anyone from their local community. A fear that local taxi drivers might come from their extended family means they might not take a cab home. This means they do not have the option of taking a taxi and are limited to night buses and the Tube.

This might also be the case for people from other racial or religious groups where homosexuality is prohibited or condemned.

Some LGB Muslims have to deal with higher levels of intolerance based on their faith. Travelling as a Muslim in London has been more difficult since the terrorist incidents of the past few years, with both staff and passengers showing higher levels of distrust.

Some LGB Muslims feel that separating out the various parts of their identity is not feasible:

‘For me if I’m discriminated against with one thing then I’ll be discriminated against all three other things, I’m proud of all the things that I am and just because I’m gay doesn’t diminish that I’m Muslim and it doesn’t diminish that I’m South Asian or a man as well.’

Some feel that in certain circumstances it is preferable that people see you as gay rather than as Muslim:

‘Since the London bombings I stand out more as an Asian. Being gay I can disguise that, I can hide that away, depending where I am sometimes I have to let myself be known as being gay if there are officers around to get away from people’s mindsets. I’d rather be gay than be an Asian Muslim in front of them.’

The opposite also applies in predominantly Muslim areas, or at night. It is preferable to be seen as a Muslim than as LGB.
Muslim lesbian or bisexual women can also feel they are more vulnerable to abuse from other Muslims if they appear visibly gay or dress in a way that is felt to be inappropriate.

The research shows that there is a level of distrust between both the LGB and Muslim communities, which can make belonging to both groups particularly difficult.

**Older LGB people**

For clear historical reasons, older LGB people in Britain have spent a greater part of their lives dealing with social and legal approaches to homosexuality. As a result, some are used to hiding their sexuality.

The research showed that older LGB people find that people often assume they do not have a sexuality or they are assumed to be heterosexual. Many do not view their sexuality as having any impact on their ability to travel around London. However, some people do, often when they feel that they are more visibly LGB. To avoid abuse, discrimination and safety concerns, they are more likely to avoid using public transport, and this can be isolating.

As mentioned previously, groups of young people are a concern for many LGB people, including older people, who may feel more vulnerable if faced with a rowdy or aggressive group.

**Disabled LGB people**

Not unlike older LGB people, disabled LGB people can feel more vulnerable and less able to escape any problems they might encounter on the transport network.

They already face many barriers related to their disability. Frequently, this will have the greater impact on their travelling experiences.

Again, as sometimes happens with older people, a disability often appears to ‘mask’ sexuality: disabled LGB people are often perceived to have no sexuality or to be heterosexual.
Nevertheless, as with all groups, issues around sexuality remain, particularly around security and safety. A disability often means needing to ask other passengers or staff for help: this is made more difficult if you are concerned about whether the person whose help you’re seeking is homophobic and possibly dangerous.

This can mean going to some lengths to avoid risks: for example, not asking a Dial-a-Ride or taxi driver to take you to a gay venue, but instead to a nearby street.

‘I don’t like to publicise my sexuality. If I wanted that desperately to go I’d find somewhere close to hand and ask to go there. I would like to go out more socially. I’ve never asked Dial-a-Ride to take me to any social events’. 29

‘You are, as a disabled person, with the ramps and everything, somewhat under the control of the other person as to whether they support you or not’. 30

Data source
29. Synovate 5.3
30. Synovate 5.3
Engaging with LGB people

TfL asked

TfL wanted to know how it could improve its relationships with London’s LGB communities.
**LGB people said**

**TfL’s relationship with LGB people**

While some bisexual people believe that if TfL actively targets LGB people on the grounds of their sexual orientation, it could ‘make a problem out of nothing,’ the majority of LGB people involved in this research were glad to have been consulted. They made a range of suggestions about how TfL can improve its provision for and relationship with LGB people in London.

Many suggestions have been recorded and discussed earlier in this document.

‘You get this feeling lesbians aren’t wanted, disabled people aren’t wanted, older people aren’t wanted and all these things just compound your experience of feeling unsafe in the world. Anything, which can address that, which makes me feel they want me to participate, is huge; it’s phenomenal. That might be that I see a ramp, that I might see a member of staff who’s welcoming, or that I might see a lesbian member of staff who’s welcoming. Anything like that would make my journey, my experience of living, more pleasant’. 31

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**Suggested solutions**

- Create an LGB liaison unit, dedicating resource to tackling discrimination, with a telephone helpline
  - This would follow the MPS’s LGB liaison officer model
- Consult more with LGB groups and organisations
- Deepen TfL’s involvement in London forums where the police and local authorities are already engaging with the community
  - Remember to give something back, bearing in mind their scant resources
- Conduct a survey on discrimination witnessed on public transport
- Increase TfL’s visibility at Pride
  - Although Pride should not dominate TfL’s work; not all LGB people identify with Pride and some feel it enforces stereotypes of LGB people

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Data source:
31 Synovate 7.5
- Use PR to promote TfL’s staff and passenger diversity through the media, including Dial-a-Ride publications and gettingthere magazine to encourage disabled LGB people to take part in community activities with confidence
- Be more visible in the LGB media
- Improve use of the web
  - Work with the wide range of groups and forums already in place
  - The Staff Network Groups (SNGs) could lead on this
  - The MPS’s use of Gaydar is held up as a good example – it encourages reporting of crime
- Work with London’s artistic LGB communities to provide creative initiatives, eg busking, poetry and art

**TfL’s response**

TfL is committed to building on the positive engagement developed with LGB people in the development of TfL’s Sexual Orientation Equality Scheme. In order to further build on this relationship TfL will explore and develop an ongoing engagement strategy with LGB people that will also be used to monitor and continuously develop TfL’s Sexual Orientation Equality Scheme.

During the first six months of the scheme’s action plan, TfL will work with LGB people to set up an effective mechanism for ongoing engagement with LGB people.

TfL will also hold an annual LGB service users event where LGB people can question TfL’s progress on the organisation’s action plan. The first of these events will be held during LGBT history month in 2009.
TfL is a large employer, offering a wide range of careers in all parts of the Capital. It wants to reflect all of London’s diverse communities and aspires to be the first choice as an employer for all groups of people.

In 2004, for the first time, TfL asked people to record their sexual orientation on the TfL equality monitoring form and carried out a survey of existing staff. Twenty-four per cent of the organisation responded and currently around eight per cent of those who told us about their sexual orientation are lesbian, gay or bisexual.

In 2005, TfL established its LGBT Staff Network Group (SNG). This provides a place where employees can share ideas and best practice about improving working life across the organisation, and give each other support.

The network plays an important role in promoting equality within TfL and ensuring there is a constant dialogue between the business and staff. It helps TfL identify, monitor and address issues that LGBT staff face. The LGBT Staff Network Group has identified a number of areas of staff concern, including the following:

- Workplace culture
- Recruitment and career development which includes representation of LGB staff in TfL
- Harassment and bullying
- Communications and the promotion of TfL’s activities for LGB staff and ongoing engagement with LGB employees
- Coming out at work, and further development of supportive working environments

The LGB Staff Network Group played a critical role in the development of this Sexual Orientation Equality Scheme. In partnership with TfL, it held a staff consultation event, to look at the issues facing TfL’s LGB employees. The findings of that research are included in this Scheme and feature in this chapter.
It is important for TfL to know how LGB staff feel they are treated within the organisation. Therefore, TfL asked staff about their experiences of being LGB while working at TfL: the positive and negative. It then asked how the working environment could be improved for LGB staff.

### LGB employees said

**Being LGB at TfL**

Some staff have very positive experiences:

‘I’ve found working for TfL very encouraging’

‘I feel included in a positive way. My sexuality has never been an issue’

‘[TfL is] committed, leading moves for equality, [and is] supportive’

It is clear that some parts of TfL are perceived as unwelcoming for LGB staff and are seen as consciously ‘macho’. This macho culture translates into a range of behaviours including homophobia, harassment and bullying. It is not restricted to the operational parts of the business.

The majority believe that TfL can do a lot more to improve the working culture and make a range of suggestions.
Suggested solutions

- Help TfL management to understand what they can do to prevent prejudice
- Raise awareness of LGB issues within TfL
- Monitor behaviours in the ‘hidden areas’ of the business
- Provide LGB support officers and a 24-hour helpline, staffed by volunteers
- Improve links with LGB networks in other organisations
- Grow the LGBT Staff Network Group’s membership, to increase awareness and remove stigma

TfL’s response

What the organisation is already doing and any new proposals

TfL’s approach to understanding issues for LGB employees and working towards becoming an employer of choice for all groups including LGB people has included a number of specific programmes. TfL’s work with Stonewall, especially the workplace equality index benchmarking project, has not only helped raise awareness of LGB issues in the workplace and has helped guide management in the areas that they need to address and improve, it has also raised public awareness of TfL as an inclusive employer.

In addition the LGBT Staff Network Group continue to raise issues affecting LGB staff and are working with the organisation to develop an action plan to address issues raised.

The LGBT Staff Network Groups action plan for 2008/09 will include ongoing work with TfL’s communications staff in providing more coverage in staff publications and online forums, promoting the group and encouraging LGBT staff to network, raise awareness and increase confidence, making it easier to be ‘out’ in the workplace.

Networking meetings with LGBT staff from other organisations – specifically the GLA functional bodies and various trades unions, are held regularly, allowing the sharing of ideas and best practice. The staff network group is looking to network with more organisations in the future.
TfL asked whether LGB staff felt there was adequate LGB representation in the workforce.

**How the LGB community is represented within TfL**

There were several suggestions about how TfL can improve levels of LGB representation within the organisation (see below). They include promotion and outreach.

- Promote LGB awareness and equalities work both as employer and service provider
- Be more proactive in the recruitment of LGB people
- Attend LGB job fairs
- Be more engaged with the LGB community, to help enhance reputation and credibility
What the organisation is already doing and any new proposals

TfL’s Attraction Strategy

TfL’s Attraction Strategy is the organisation’s way of promoting itself as an employer of choice for LGB people and other target groups, using a variety of approaches.

An important part of the strategy is to do more than just advertise jobs. Here are some examples of the activities in the strategy:

- Use TfL’s PR and editorial information to make sure that more people know about TfL’s commitment to diversity
- Attend recruitment and community events within target communities to promote TfL
- Work with specialist organisations and government programmes that support the needs of under-represented groups
- Improve and grow the job section of the TfL website
- Although not actually employed by TfL there is an ongoing campaign to raise awareness of becoming a taxi or private hire driver as a career. This has included advertising in LGB publications and roadshows at LGB venues and being present at the first London LGB job fair
TfL asked
TfL wanted to know whether LGB staff felt they were being treated equally when it came to career opportunities at TfL. They were asked about good experiences that TfL can learn from as well as areas that need improvement.

LGB employees said
Career progression
Most LGB people at TfL say they have not had their career development affected by other people’s attitudes to their sexual orientation.

‘I don’t think there are any issues around progression’

What could be put in place for LGB staff to progress in TfL
The general feeling is that LGB staff do not need, or want, any specific initiatives that would help them to progress their careers at TfL. However, several ideas are put forward that could provide LGB staff with more support (see below).

‘I do not think that LGB employees are disadvantaged in terms of career development. In fact [they] are sometimes given preferential treatment’

‘Career progression shouldn’t be built around whether or not one is LGBT. Same opportunities for all! Stop treating us as victims’
Suggested solutions

- Develop LGB mentoring programmes
  - Through this, more experienced or senior staff could encourage others to ‘break through the glass ceiling’ and could themselves speak out against inappropriate behaviours
- Introduce networking opportunities during work-hours
- Provide better secondment and recruitment activities

TfL’s response

What the organisation is already doing and any new proposals

TfL’s mentoring programme

TfL’s mentoring scheme is open to all employees within TfL and, while it is not LGB specific, it does encourage applications from LGB employees. It is also possible for either the mentor or mentee to state preference for an LGB mentor/mentee. Now in its second phase, it has attracted 5.3 per cent LGB mentees and 5.4 per cent LGB mentors.

TfL leadership programme

A new programme of development activities for all managers across TfL has been launched. The learning packages deliver essential management skills based on an individual’s particular needs. The framework is split into three levels: Leadership, Essential Skills and Specialist Management Skills.

Other activities

Human Resources Services (HRS) is proposing changes to the way that TfL attracts and recruits candidates, which will include active engagement with local communities, engaging with other organisations at networking events, such as Stonewall’s annual workplace conference to share best practice, and raising awareness of TfL as a diverse employer through the use of editorials/advertorials and advertising online.
TfL asked

TfL wanted to know whether a staff member’s sexual orientation has ever put them off from applying for a job within TfL.

LGB employees said

‘It’s not a problem, but…’

Although the majority of LGB staff say their sexuality has not put them off applying for a job within the organisation, many people add a proviso: they have had second thoughts or are conscious that it could be a consideration under different circumstances.

‘No, but ticking the sexual orientation box on the application form was a concern’

‘No, but I am office based… I think it may be different if I had a front line job where harassment may be a but more ‘acceptable’’

‘No – equality policies are in place. I might think twice about applying for a more senior role because of how the composition of senior management is seen: ie white, straight, male’

I wouldn’t want to work in a certain area…

There are clearly parts of the organisation where LGB people perceive they would be unwelcome.

‘Some areas of operations (eg depots, power control, track access) are very macho and homophobic and I would not apply or want to work in these areas’
Suggested solutions

- Put a case study on Stonewall’s website to allow outside recruits to know about our networks
- Distribute material that promotes TfL as a supportive employer of LGB staff
- Remove sexual orientation monitoring from forms

TfL’s response

What the organisation is already doing and any new proposals

Details about TfL as an employer, including a brief case study of its LGB staff, appears in Stonewall’s ‘Starting Out’ recruitment guide, which is distributed to student unions, university careers services, employment agencies and university lesbian and gay societies across Britain.

TfL had a stall at the first London LGB recruitment fair in March 2007 and will continue to attend LGB recruitment events in the future, taking the opportunity to promote the organisation as a gay-friendly employer.

Monitoring sexual orientation

TfL understands the sensitivities in collecting personal data, however it is important that the organisation is able to collect and analyse sexual orientation data in order to understand potential issues affecting LGB employees.

TfL has ensured the collection of such data is confidential and is used for monitoring and data analysis only.
Harassment and bullying

TfL asked

It is important for TfL to know how LGB staff feel they are treated within the organisation and about any experiences of harassment on the grounds of sexual orientation.

Have you ever been harassed on grounds of your sexuality at TfL?

The research uncovered several examples of people being harassed because of their sexual orientation while working for TfL. These include someone who was told not to be ‘openly gay’, being excluded from team activities, and another being told ‘graphic details of what they thought I wanted them to do to me’. Someone who had not experienced harassment personally said they knew that the trade unions held a large number of complaints. Without doubt, the personal and professional consequences can be serious, sometimes resulting in someone leaving their job to get away from the abuse.

Of course, not everyone experiences harassment. This may be in part down to personal attitude, age and demeanour: for example, one person said they were very confident in their sexuality and had developed ways of dealing with such behaviour.

Reporting harassment and getting support

Some LGB staff at TfL do not have positive experiences of reporting harassment or discrimination The general view is that there is ‘no point’ in raising incidents.

This may be because the individual’s team is too small, that complaining might cause a backlash or that the process is too complex. One person who complained had a serious counter-claim made against them and was also shunned by their colleagues.
Suggested solutions

- Develop further a confidential reporting system to help people report harassment
- Give all staff more general information on harassment

TfL’s response

What the organisation is already doing and any new proposals

Harassment

TfL believes that every employee has the right to a supportive working environment, free from harassment. It recognises that any harassment is a serious problem that, through the resulting threatening or intimidating work environment, can interfere with job performance, undermine job security and cause serious stress leading to health problems.

‘Harassment, bullying and discrimination includes a range of behaviour that, whether intentional or not, is unwanted, creates feelings of unease, humiliation, intimidation or discomfort, causes offence, threatens or appears to threaten job security or career prospects. Such behaviour may be related to race, colour, age, religion, nationality (including citizenship), marital status, gender, sexuality, HIV status, disability, ethnic or national origin, home and family responsibility, religious beliefs or trade union activity, or any other personal characteristic’.

Training

TfL provides all staff with ‘Valuing People through Fairness and Inclusion’ training to help them understand their role in delivering services to diverse groups across the Capital.
Review of harassment policies and procedures
TfL has developed a revised harassment policy for its non-operational areas which is in its final sign-off process. The policy aims to provide a clear and accessible process that deals with cases in a fair and timely manner. A full briefing and communications plan and line manager training will be launched along with the policy.

Monitoring harassment reports
TfL will further develop its reporting process and publish information on harassment case outcomes and the learning points from cases twice a year.

Training managers for diversity
LU has created a ‘Managing Diversity Competence Programme’ that builds managers’ ability to manage a diverse workforce. Senior managers and operational managers, such as train and station duty managers, are all part of the programme.

TfL is now looking at extending this to managers in Surface Transport (ST), London Rail and Corporate functions. The programme is under evaluation now, to make sure it is successfully adapted for these transport modes.
Communications

**TfL asked**

TfL asked how it can improve communication and engagement with LGB staff. This includes communication channels and content.

**LGB employees said**

There are lots of ideas and suggestions for how TfL can improve its communications with LGB staff. LGB staff would like much (if not all) of this to be made available to all TfL staff, to help raise awareness of LGB issues.

Electronic communications play a significant role, but are not always suitable, for example, for staff who do not have access to confidential email, who are not desk-based or who cannot access the internet (or specifically this information) at home. A mixture of communications formats is the preferred option.

**Your suggested solutions**

**Electronic communications**

- Improve TfL’s LGB intranet content and develop it for print, so it can reach people without internet access
- Put an LGB Q&A section on the intranet
- Use networking web groups to reach more TfL staff
- Increase access to confidential email
- Create an external email address and a password-enabled external website for TfL LGB issues, to give confidentiality to staff whose colleagues have access to their email

**LGBT Staff Network Group and other groups**

- Invite the trade unions to LGBT network groups and LGB staff from the Private Public Partnership infracos to participate in TfL’s staff network group
Arrange social events in a sociable setting to attract more and different people – this could allow the staff network group to combine feedback with networking and social activity

- There should be no staff network sub-groups, to avoid the risk of becoming cliquey

**Publications**

- Develop newsletters that reflect the intranet content
- Develop ‘multi-aspect’ posters that cover all parts of the network and include information on each group.
- Make more use of TfL’s On the Move and Up Front magazines

**Partnerships**

- Contact other London companies with LGB groups to learn and share information

**Champions**

- Encourage TfL’s most senior staff to speak out about LGB issues to encourage LGB people in the organisation to be able to speak confidently about the issues

**TfL’s response**

**What the organisation is already doing and any new proposals**

TfL’s LGBT Staff Network Group is sponsored by the Director of Group Human Resources who has a clear commitment to the group and has been providing ongoing support by:

- Attending staff network group meetings
- Presenting on relevant issues
- Promoting the LGBT agenda at a strategic level.
TfL, with the help of the LGBT staff network group, will be improving the LGBT SNG’s page on the intranet, to make it more welcoming and informative to all staff. In addition, a monthly bulletin in the form of a ezine has been developed. It provides news and updates, together with social activities. Operational staff, without access to PCs are provided with hard copies. A quarterly newsletter is also produced and widely distributed.

Posters and booklets advertising all of the staff network groups, with information and contact details, are distributed widely including to all outlying offices and depots. The booklets are also given to all new recruits and regular articles on diversity issues, including LGB, are included in staff magazines.

A publication, showcasing various members of staff from diverse areas of the business, with a personal account of their experiences working for TfL, was produced in 2007 and 2008 to coincide with LGBT History Month.

This was circulated widely within the organisation and also distributed at external recruitment fairs.
LGB employees said

LGB staff place a great deal of emphasis on support: for LGB staff in general as well as those who want to come out at work. A strong thread throughout the research is that there is a need for colleagues to respect one another:

‘Mutual respect between staff is key’

‘As a line manager I would be very supportive of any person choosing to come out. A lot of the support would depend on what the individual wanted me to do’

Suggested solutions

Developing or improving support networks is called for again and again:

- Support officers
- Harassment advisers
- A support group
- A contact network of volunteers to provide support in their local environment
- Named confidential contacts
- Staff network ‘buddies’ who can be approached in confidence, listen, mediate and advise
- An anonymous intranet Q&A form
Improve TfL-led information and training

- Educate staff about differences and positive role of a diverse workforce
- Run equality courses
- Include diversity, LGB information and contacts in induction
- Awareness sessions for all staff around minority groups
- Open forums for all, that communicate needs and issues faced by all minorities
- Better trained managers [who can] deal with homophobic statements and jokes correctly
- Publish help guides for managers who need support
- Publish implementable guidelines on behaviour that LGB people may find threatening
- Advertise and act on harassment policies
- Liaise with external LGB groups

**TfL’s response**

What the organisation is already doing and any new proposals

Following on from staff consultation in developing the Sexual Orientation Equality Scheme employees have asked for an informal support network to be established.

TfL Group Equality & Inclusion (E&I) will work with the LGBT Staff Network Group to develop a scheme this year.

Staff network group members will act as ‘buddies’ to be available for LGB staff to call for informal advice and support when needed.
The action falls into four broad categories:

1. Safety and security
2. Customer service
3. Communication and advertising
4. Employment, which includes workplace culture, harassment, bullying and discrimination, coming out at work and training and development

With a focus of action to:

- Improve levels of real and perceived security
- Removing barriers to transport faced by LGB people
- Develop TfL’s relationship with LGB communities
- Develop TfL’s relationship with its LGB employees

Please note that some issues will overlap with those included in TfL’s age positive, disability, faith, gender and race equality schemes, such as step-free access, and will therefore not be included in this action plan.
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<tr>
<th>Category</th>
<th>Issues</th>
<th>Activity</th>
<th>Responsibility</th>
<th>Timescales</th>
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<tbody>
<tr>
<td>Safety and security</td>
<td>Concern over un-staffed stations</td>
<td>The vast majority of LU stations are staffed. On the very few stations where this is not the case, staff can be reached via a Help point. As part of LU’s modernisation programme, waiting areas will be provided where space is available. Realtime service information will be provided in ticket halls. Ticket hall waiting areas will be provided where space is available. This means that people can wait in places where staff are more likely to be. Platform waiting rooms will be retained where they currently exist. Two hundred additional BTP officers have been employed to provide a visible, reassuring presence on the transport network. In addition, more than 500 officers tackle and investigate crime. LU and DLR are recording improvements in perception of safety and security on trains and at stations – up three points on DLR and two points on LU on 2006/07.</td>
<td>LU – Helen Dimond</td>
<td>2018 (90 stations complete to date) – 175 stations to be completed by end of 2012</td>
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<td>TPED – Siwan Hayward</td>
<td>Complete</td>
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<tr>
<td>Safety and security</td>
<td>Provision of CCTV coverage and emergency alarms</td>
<td>All stations when modernised or refurbished will benefit from comprehensive CCTV coverage. Footage will be recorded.</td>
<td>LU – Helen Dimond</td>
<td>2018 (90 stations complete to date) – 175 stations to be completed by end of 2012</td>
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<td>All lines have emergency alarms and some lines allow passengers to talk directly to the driver. By 2020 much of the fleet will have security monitoring equipment and emergency Help facilities on board trains that allow passengers to talk to the driver in emergency situations.</td>
<td>LU – Paul Kilius-Smith</td>
<td>2020</td>
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## Table 2
London Buses

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<tbody>
<tr>
<td>Safety and security</td>
<td>Increase CCTV on buses and at bus stops to deter criminal and antisocial behaviour, and Help with investigation and prosecution.</td>
<td>A new radio communication and automatic vehicle location (AVL) solution (i-Bus) providing ‘next stop’ and ‘audio-visual’ information to be rolled out over two years from 2007 to 2009. TfL will maintain ongoing operation of radio and AVL until system is replaced and decommissioned. Start fitting of on-bus equipment to all new buses and equip new garages with AVL service control facilities and radio. Ongoing maintenance of system and equipment. Replacement of existing Countdown signs (2000) and implementation of further 2000 new signs: Countdown II.</td>
<td>Martin Davey</td>
<td>February 2009</td>
</tr>
<tr>
<td>Safety and security</td>
<td>Feeling threatened by people behaving badly on buses including young people</td>
<td>London Buses has introduced a ‘Behaviour Code’ for under-16s. In extreme cases, offenders can lose their right to free travel. From June 2008, 11-18-year-olds will be issued with a Zip Card – a free oyster photocard which will qualify them for free bus and tram travel in the Capital. This will clarify the free travel privilege and make it easier to catch those individuals who seek to abuse the scheme.</td>
<td>ST TPED – Nick Owen</td>
<td>ST TPED – Nick Owen</td>
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<tr>
<td>Safety and security</td>
<td>Uniformed staff on board bus to deter bad behaviour</td>
<td>There are 21 new Safer Transport Teams each comprising 18 police community support officers, two police constables and one sergeant. They operate in Outer London boroughs providing reassurance on the buses and at transport interchanges. From April 2008, TOCU will be re-organised into borough-based structure so will have the capability to provide support to every bus route in London. TOCU will provide visible reassurance to bus passengers and work with partners to tackle antisocial behaviour and low level disorder and reduce crime.</td>
<td>ST TPED – Siwan Hayward</td>
<td>Continuous</td>
</tr>
<tr>
<td>Safety and security</td>
<td>Drivers are not able to intervene when incidents occur. What additional support can be given to drivers to build customer confidence?</td>
<td>To improve and enhance the BTEC training for all new drivers, London Buses has commissioned a new DVD driver training resource, distributed to all bus operators. The DVD looks at a number of topics but one in particular is the need to drive with care and consideration for the safety and comfort of passengers. The DVD also highlights vulnerable groups such as older people, young children and BAME people.</td>
<td>ST – Simon Wallis</td>
<td>Continuous – Roll-out of further training Continuous – roll-out of DVD as part of further training</td>
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<tr>
<td>Safety and security</td>
<td>Staff Attitude</td>
<td>Customer Services Staff Attitude Integration Programme (CSIP) – improved customer services for all customers (general public) via a more efficient Customer Relation Management system, which will join together all information that TfL receives and provides to its customers. The service will cover LU, Surface Transport and central customer service centres, travel information call centre, Lost Property Office, Oyster Help Desk, and Travel Information centres. London Buses is working with bus operators, to deliver training courses for bus drivers to improve and increase their awareness of their customer (passengers) needs: BTEC – ‘Delivering a Bus service in London’ is part of the bus drivers’ training induction and ongoing development and has been in operation since 2002. Mystery shopper and customer satisfaction surveys are carried out continuously to measure performance and identify gaps.</td>
<td>ST – Julie Bernard</td>
<td>Phased roll out from February 2008</td>
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<td>Customer services</td>
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<td>ST – Simon Wallis</td>
<td>Ongoing</td>
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<tr>
<td>Safety and security</td>
<td>Staff Attitude</td>
<td>Bus operator workshops held bi-annually where issues in improving customer services are addressed including: audits for bus operators customer service teams, streamlining processes relating to complaint handling to ensure all customers are treated fairly, including E&amp;I issues, and CSIP.</td>
<td>ST – Julie Bernard</td>
<td>Ongoing</td>
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<td>Customer services</td>
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### Table 3

**London Rail**

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<tbody>
<tr>
<td>Safety and security</td>
<td>Security measures</td>
<td>Twenty-six London Overground stations now have anti-vandal shelters. 172 stations have CCTV and 160 stations have monitored Help points. The programme to refurbish at more than 50 stations on TfL London Overground has begun. Each will have the latest monitored CCTV, Help points and passenger information. TFL has funded the installation of CCTV on all of the older suburban electric trains in London – the new ones were fitted with CCTV when built. Every TfL London Overground station is now staffed from first to last train for passenger assistance. The new ticket barriers installed by TfL at 11 stations on London Overground each have a wide aisle gate for passengers with wheelchairs or prams. The design is brand new having motorised opening and closing operated from the ticket office and gate line.</td>
<td>LR – Peter Field</td>
<td>Ongoing</td>
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<td>Category</td>
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<tr>
<td>Safety and security</td>
<td>Security measures</td>
<td>London Rail has ordered 50 new fully accessible electric trains for London Overground. The new operator of London Overground, LOROL has, on TfL instruction, ordered eight new fully accessible diesel trains for Overground services on the Gospel Oak – Barking line.</td>
<td>LR – Peter Field</td>
<td>Ongoing</td>
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### Table 4
Taxis and private hire services

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<tr>
<th>Category</th>
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<tbody>
<tr>
<td>Safety and security</td>
<td>Accessing taxi and private hire services</td>
<td>STaN – Awareness/safety campaign to highlight the dangers of using illegal cabs and reduce the number of cab related sexual attacks.</td>
<td>GLA/PCO – Darren Crowson</td>
<td>Ongoing</td>
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<td>Reducing number of sexual assaults by illegal cab drivers</td>
<td>Scheme to allow Merton and Sutton suburban taxi drivers to work in the Clapham/Balham/Tooting area and therefore increase supply of available taxis. Scheme introduced in December 2003. Further schemes may be considered. Public Carriage Office (PCO) passenger complaints policy has been developed. TfL’s Surface Customer Services Call Centre can now advise passengers on how to submit a complaint. An online taxi and private hire passenger complaints form has been developed (tfl.gov.uk/contactcabs). Assisted transport services such as Dial-a-Ride, Taxicard and Capital Call provide a secure door-to-door service for eligible older, LGBT and disabled people.</td>
<td>PCO</td>
<td>TBC</td>
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<td>Category</td>
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<td>Activity</td>
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| Staff    | More customer service training required for private hire drivers, ie in driving and knowledge | All new private hire driver applicants must pass topographical skills assessment. All taxi and private hire drivers receive the Go Skills DVD on disability awareness and customer care. All taxi and private hire drivers, as well as private hire operators, receive the booklet on disability etiquette. Annual taxi and private hire mystery traveller and customer satisfaction surveys are conducted. A quarterly taxi and private hire disability mystery traveller survey is also conducted. All taxi and private hire drivers undergo an enhanced level criminal records bureau (CRB) check before being licensed. | PCO – Darren Crowson/ Ed Thompson  
PH operators  
PCO – PH driver licensing | Ongoing |
### Table 5

**Walking**

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<tbody>
<tr>
<td>Safety and security</td>
<td>Improve pedestrian environment and ambience especially in areas of high crime. Put more emphasis and allocation of resources on street lighting. Targeted hot spots for crime.</td>
<td>Work is underway to start removing blind spots, subways and underpasses and replace them with clear, above-ground pathways. Lighting is progressively improved through maintenance work within TFL. Lighting is also reviewed on schemes where personal security is an issue, and improved, where appropriate. TFL has an ongoing area-based scheme programme with the London boroughs. These address the issue of crime hotspots around stations and provide funding to improve the physical environment, improve personal security and reduce the fear of crime, particularly for travel during the hours of darkness. Stations in all areas are looked at, and in particular, those in the outer zones.</td>
<td>ST – Peter McBride/ Julie Dye ST – Dana Skelley Borough Partnerships – Bob Bruty, Planning</td>
<td>Ongoing</td>
</tr>
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<td>Category</td>
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<tr>
<td>Infrastructure</td>
<td>Create more pedestrian areas away from traffic</td>
<td>TfL has an ongoing area-based schemes programme with the London boroughs, through which it is helping to deliver pedestrian friendly urban realm projects including some of the Mayor’s 100 Public Spaces scheme. This is part of the LIP funding to boroughs. Examples in 2007/08 include work to The Cut in Lambeth.</td>
<td>Borough Partnerships – Colin Mann, Planning</td>
<td>Ongoing</td>
</tr>
</tbody>
</table>
## Table 6
### Additional cross modal crime reduction issues

<table>
<thead>
<tr>
<th>Category</th>
<th>Issues</th>
<th>Activity</th>
<th>Responsibility Mode/accountable lead</th>
<th>Timescales</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safety/crime reduction</td>
<td>Hate crime reporting (under reporting and lack of confidence in the system)</td>
<td>Research best practice on hate crime reporting and monitoring, including third party reporting and developing a third party reporting system for homophobic harassment on public transport. Include objectives on hate crime in the TfL Community Safety Plan, BTP policing plan and MPS traffic and transport policing plan.</td>
<td>ST TPED – Siwan Hayward</td>
<td>2008</td>
</tr>
<tr>
<td>Crime prevention</td>
<td>Tackle and prevent crime</td>
<td>From February 2008, all of TfL will be subject to section 17 of the Crime and Disorder Act making it a statutory responsibility on all areas of the business to assess and incorporate measures to prevent and reduce crime, disorder, substance misuse and environmental degradation. TPED crime and disorder unit will provide crime prevention advice and guidance to all business groups and directorate across TfL to take this responsibility forward.</td>
<td>ST TPED – Siwan Hayward</td>
<td>February 2008 – ongoing</td>
</tr>
<tr>
<td>Category</td>
<td>Issues</td>
<td>Activity</td>
<td>Responsibility Mode/accountable lead</td>
<td>Timescales</td>
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<td>---------------------------</td>
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</tr>
<tr>
<td>Safety/crime reduction</td>
<td>Schools education behaviour on public transport</td>
<td>The TfL Safety and Citizenship Team offer taught sessions to all Year 6 classes (10-11-year-old children) in Greater London. During the academic year 2006/07 more than 95 per cent of primary schools across the 33 boroughs took up the offer of sessions designed to raise standards of respect, responsibility and awareness among young people making independent journeys. Volunteer School Liaison Officers who deliver many of the sessions are drawn from and represent the diverse workforce of TfL and its partner companies.</td>
<td>LT Museum – Sam Mullins</td>
<td>Ongoing</td>
</tr>
</tbody>
</table>
### Table 7

**Procurement**

<table>
<thead>
<tr>
<th>Category</th>
<th>Issues</th>
<th>Activity</th>
<th>Responsibility Mode/accountable lead</th>
<th>Timescales</th>
</tr>
</thead>
<tbody>
<tr>
<td>Procurement</td>
<td>Supplier diversity</td>
<td>TFL will proactively encourage diverse suppliers to participate in its procurement process for goods through the following:</td>
<td>Programme office</td>
<td>March 08 (ongoing)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Diverse suppliers barriers consultation</td>
<td>TFL modal procurement</td>
<td>Ongoing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• TFL presence at ‘meet the buyer’ events</td>
<td>Programme office/modal procurement teams</td>
<td>Ongoing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Category specific Small &amp; Medium Enterprises (SME) engagements (e.g. Flux Pilot)</td>
<td>Modal procurement teams/supply London</td>
<td>Ongoing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Partnership working with Supply London/ Diversity Works for London (both London Development Agency)</td>
<td>Modal procurement and major project teams</td>
<td>Ongoing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Actively promote diverse suppliers throughout its supply chains by working closely with sub-contractors (plus see below).</td>
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<tr>
<td></td>
<td></td>
<td>As of May 2007, Supplier Diversity requirements have been included in a number of major and other procurement contracts, including:</td>
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</tr>
<tr>
<td>Category</td>
<td>Issues</td>
<td>Activity</td>
<td>Responsibility Mode/accountable lead</td>
<td>Timescales</td>
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</tr>
<tr>
<td>Procurement</td>
<td>Supplier diversity</td>
<td>• East London line: rolling stock manufacture and maintenance</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>• East London line: main works</td>
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<td></td>
<td></td>
<td>• London Overground operating concession</td>
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<td>• East London transit M-main works</td>
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<td></td>
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<td>• Thames Gateway Bridge main works</td>
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<td>• DLR concession re-let</td>
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<td></td>
<td></td>
<td>• SAP frameworks (various lots)</td>
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<td></td>
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<td>• Highway maintenance works contracts</td>
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<td></td>
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<td>• IM bespoke eLearning framework</td>
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<td></td>
<td></td>
<td>• London Overground ticket vending machines</td>
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<td></td>
<td></td>
<td>• Palestra main works</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>• Traffic Control System Maintenance</td>
<td></td>
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<td></td>
<td></td>
<td>• London Road User Charging Contract</td>
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</tbody>
</table>
Table 7
Procurement (continued)

<table>
<thead>
<tr>
<th>Category</th>
<th>Issues</th>
<th>Activity</th>
<th>Responsibility Mode/accountable lead</th>
<th>Timescales</th>
</tr>
</thead>
<tbody>
<tr>
<td>Procurement</td>
<td>Supplier diversity – pilot scheme</td>
<td>Equality through procurement pilot scheme with the existing suppliers on TFL’s Project Management and Engineering Framework. Working with each supplier to develop an action plan to achieve TFL’s four supplier diversity requirements</td>
<td>• Programme team/ E&amp;I</td>
<td>• Pilot suppliers – April 08</td>
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<td></td>
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<td>• Remaining suppliers – throughout 08</td>
</tr>
</tbody>
</table>
### Table 8

**Communication – customer information**

<table>
<thead>
<tr>
<th>Category</th>
<th>Issues</th>
<th>Activity</th>
<th>Responsibility</th>
<th>Timescales</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information/safety</td>
<td>Help points</td>
<td>Help points will be provided at all stations by 2018. At least one Help point will be available in every ticket hall, in corridors where suitable and there will be three on every platform where space allows. Fifty-one stations have been improved to date.</td>
<td>LU – Helen Dimond</td>
<td>2018 (90 stations complete to date) 175 stations to be completed by end of 2012</td>
</tr>
<tr>
<td>Information/safety</td>
<td>Mobile phone use</td>
<td>The commercial viability of a trial of mobile phone use on the Waterloo &amp; City line is being investigated. This would allow customers to contact the emergency services directly while on the Tube.</td>
<td>LU – Matt Blanks</td>
<td>2008</td>
</tr>
<tr>
<td>Information</td>
<td>Inaudible train carriage</td>
<td>Audible and visual information will be provided in every train carriage and both live and pre-recorded audible information will be available across the Underground fleet. In 2007, improvements to audible and visual information were made on the Piccadilly and District lines. Enhanced screens which allow communication of more detailed information will be fitted on the Victoria line from 2009 to 2011, on the sub-surface lines from 2010 to 2015 and on the Piccadilly and Bakerloo lines by 2020. By 2020, the entire fleet will have audible and visual information in train cars.</td>
<td>LU – Paul Kilius-Smith</td>
<td>Entire fleet will have some form of audible and visual information by 2020</td>
</tr>
<tr>
<td>Category</td>
<td>Issues</td>
<td>Activity</td>
<td>Responsibility Mode/accountable lead</td>
<td>Timescales</td>
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</tr>
<tr>
<td>Information</td>
<td>Provide local area maps at stations to walk if service fails</td>
<td>LU currently displays the local area maps (‘Continuing your Journey’ posters) in the ticket halls of all stations managed by LU and provide similar at stations not managed by LU. The left hand side of the poster displays a map of the local area showing a range of public buildings and facilities as well as the locations of nearby bus stops and stations. The right hand side has a bus spider map of the immediate area showing customers where the local buses run to and the stops that they can be caught from. Electronic versions of this information for each station area available on the internet on the interactive Tube map section of tfl.gov.uk. The majority of stations managed by LU have local area maps as A5 leaflets for customers to take away as they leave the station.</td>
<td>Group Services – Claire Hickes</td>
<td>Ongoing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Journey Planner – Mark Bullock</td>
<td></td>
<td>Complete (updating ongoing)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Group Services – Claire Hickes</td>
<td></td>
<td>Complete (updating ongoing)</td>
</tr>
<tr>
<td>Category</td>
<td>Issues</td>
<td>Activity</td>
<td>Responsibility Mode/accountable lead</td>
<td>Timescales</td>
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</tbody>
</table>
| Information| Better maps on board buses showing origins and destinations            | A new radio communication and AVL systems (iBus) is being rolled out across London’s 90 bus garages and will be implemented on all 8,000 buses by early 2009. This will allow controllers to monitor and direct the entire bus fleet, on every route, 24-hours a day.  
This will provide reliable, comprehensive AVL and radio coverage across the bus fleet – improved bus reliability and better real time information.  
The system is being rolled out on a garage by garage and operator by operator basis. | ST – Martin Davey                  | July 2007 – First garage application acceptance  
Oct 2008 – rollout of new technology to fleet complete  
Jan 2009 – rollout of 2000 replacement and 2000 new  
Countdown  
2012 Countdown roll out completed |
| Information| Night bus information (which buses go where and where to catch them), in handout form for nightclubs, etc | Continue to promote the night bus network at bus stop shelters with spider maps and line diagrams. The network itself is being improved via more 24-hour routes, improved frequency reflecting increased demand and regular network reviews.  
The City of Westminster and GLA have created fold-out night bus maps that are distributed in bars and on street in the West End. | Giles Bailey  
Group Marketing & Communications | Ongoing                               |
### Table 8
Communication – customer information (continued)

<table>
<thead>
<tr>
<th>Category</th>
<th>Issues</th>
<th>Activity</th>
<th>Responsibility Mode/accountable lead</th>
<th>Timescales</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information</td>
<td>Improve communication on public transport informing passengers of walking distances to places</td>
<td>Walking guides and maps are currently available on the TfL walking website pages – development is ongoing to update these pages to include clearer maps (as part of the ‘Legible London Scheme’ to improve signage across London) and to make walking guides more widely available. A prototype of the Legible London project was launched in the Bond Street area with Westminster Council and NWEC on 27 November 2007. Scheme now subject to evaluation including EQIA.</td>
<td>ST – Adrian Bell</td>
<td>Delivery between 2008-2015</td>
</tr>
<tr>
<td>Information</td>
<td>Encourage people to use Cabwise text service</td>
<td>New text message service, Cabwise, launched and this is now promoted as part of the STaN campaign. New private hire internet search engine, Findaride, launched. Usage of the services is being monitoreed. The redesign of the TfL website will make this easier to find.</td>
<td>PCO/TfL New Media</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Information</td>
<td>Improve signage to destinations</td>
<td></td>
<td>ST – Adrian Bell</td>
<td>Evaluation complete end 2008.</td>
</tr>
<tr>
<td>Category</td>
<td>Issues</td>
<td>Activity</td>
<td>Responsibility</td>
<td>Timescales</td>
</tr>
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<td>--------------</td>
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<td>------------</td>
</tr>
<tr>
<td>Information</td>
<td>Useful taxi numbers on pocket-sized card</td>
<td>PCO’s ‘Know what you’re getting into’ campaign provides information on local taxi and private hire services on pocket-sized cards. A new text messaging service has been introduced – by texting ‘HOME’ to 60835 (60TFL), users are sent phone numbers for two 24-hour local licensed private hire operators, as well as the taxi one-number.</td>
<td>GLA/PCO – Darren Crowson</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Information</td>
<td>Complaints and feedback</td>
<td>TFL’s complaints and feedback policy is available on the TFL website. Details on how to contact TFL, via one telephone number, are advertised on all transport modes. All complaints are monitored by type of complaint and mode.</td>
<td>ST – Patricia Mitchell LU – Jim Luck</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Information</td>
<td>Taxi passenger information</td>
<td>A new information sticker with taxi fares and complaints information is currently being trialled. Assisted Transport Services in Greater London – booklet giving information about Dial-a-Ride, Taxicard, Capital Call and community transport services for older and disabled people.</td>
<td>PCO – Darren Crowson</td>
<td>Ongoing</td>
</tr>
</tbody>
</table>
Table 9
Advertising and marketing

<table>
<thead>
<tr>
<th>Category</th>
<th>Issues</th>
<th>Activity</th>
<th>Responsibility</th>
<th>Timescales</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advertising</td>
<td>Lack of positive images of LGB people in advertising on TfL system</td>
<td>Work with a freelance consultant from the LGB community, to develop plans to be more representative of LGB and other diverse groups in our marketing.</td>
<td>Group E&amp;I – Stephen Golden Pan-modal communications and advertising teams</td>
<td>2008</td>
</tr>
<tr>
<td>Information</td>
<td>Sponsor LGB events or other initiatives</td>
<td>Continue to have a presence at London Pride events. Use LGB media to advertise initiatives/jobs.</td>
<td>Group E&amp;I LGBT SNG Group HRS – Sharon Syal</td>
<td>Ongoing Ongoing</td>
</tr>
<tr>
<td>Information</td>
<td>Community engagement</td>
<td>Organise an annual LGB service users event, where LGB people can question progress on the action plan.</td>
<td>Group E&amp;I – Stephen Golden</td>
<td>First event – February 2009</td>
</tr>
</tbody>
</table>
### Table 10

**TfL as an employer – recruitment**

<table>
<thead>
<tr>
<th>Category</th>
<th>Issues</th>
<th>Activity</th>
<th>Responsibility</th>
<th>Timescales</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recruitment</td>
<td>LGB staff in senior management</td>
<td>The attraction strategy for senior manager posts gives careful consideration to maximise on the opportunity to attract a diverse candidate base from which new appointments are made.</td>
<td>Group HRS – Sharon Syal</td>
<td>Ongoing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>For example, as part of the project plan for the recruitment of E&amp;I Director, we ensured that from an attraction perspective the position was advertised as widely as possible in mainstream and ethnic media publications such as The Guardian, Pink Paper, Disability Now and Ethnic Media Group. This maximised the opportunity to attract applicants from diverse backgrounds.</td>
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<tr>
<td></td>
<td></td>
<td>Going forward, attraction to senior roles will continue to use print media accompanied by other methods such as attending key high profile raising conferences/seminars/events as guest speaker, using these as opportunities to build the TfL brand as well as network prospective applicants for present and future TfL roles.</td>
<td></td>
<td>March 2008</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Provide recruitment and selection training for interview panels, recruitment manager, resourcing staff.</td>
<td>Learning &amp; Development</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>First panel trained by August 2007-10 panels trained.</td>
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</tbody>
</table>
# Table 10

**TfL as an employer – recruitment (continued)**

<table>
<thead>
<tr>
<th>Category</th>
<th>Issues</th>
<th>Activity</th>
<th>Responsibility</th>
<th>Timescales</th>
</tr>
</thead>
<tbody>
<tr>
<td>Development</td>
<td>Attraction</td>
<td>Building TfL’s brand as a diversity employer.</td>
<td>Group HR – Sharon Syal</td>
<td>February 2008</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Create a plan of integrated activities which will build TfL’s profile internally and externally and enhance the brand as an employer of choice for applicants from all backgrounds.</td>
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<tr>
<td></td>
<td></td>
<td>HRS has proposed a significant change to how we attract and recruit candidates. This change signifies a movement away from tokenistic advertising to adopting a more holistic method through a calendar of planned events and activities.</td>
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<tr>
<td></td>
<td></td>
<td>These activities/events will include:</td>
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<tr>
<td></td>
<td></td>
<td>• Organised attendance at recruitment events and fairs, active engagement with local communities (Asian, eastern European, Chinese, etc). As well as at specific events such as Vaisakhi on the Square, Mela, and Chinese New Year, with the aim of building TfL’s brand</td>
<td></td>
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</tr>
<tr>
<td></td>
<td></td>
<td>• Engaging with other organisation at networking events such as Women in Leadership, Diversity in Leadership</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Category</td>
<td>Issues</td>
<td>Activity</td>
<td>Responsibility Mode/accountable lead</td>
<td>Timescales</td>
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</tr>
<tr>
<td>Development</td>
<td>Raise awareness of being a taxi or private hire driver as a career</td>
<td>The PCO has an ongoing campaign to raise awareness of being a licensed taxi or private hire driver as a career. The PCO does not employ drivers directly but it is hoped the campaign will encourage applications from under represented groups so that the licensed taxi and private hire trades better reflect the diversity of the Capital.</td>
<td>PCO/Darren Crowson</td>
<td>Ongoing</td>
</tr>
</tbody>
</table>
### Table 11

**Employment – workplace culture**

<table>
<thead>
<tr>
<th>Category</th>
<th>Issues</th>
<th>Activity</th>
<th>Responsibility</th>
<th>Timescales</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workplace culture</td>
<td>Key issues are identified and addressed</td>
<td>The TfL LGBT Staff Network Group meets formally each quarter, with monthly working group meetings. All staff are invited to participate. Action plans are developed to ensure that key issues are addressed in the relevant part of the organisation. Group E&amp;I report back to the group on progress and actions. Events are organised throughout the year, to aid networking and break down barriers.</td>
<td>Group E&amp;I – Sushel Ohri</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Data</td>
<td>Reporting harassment data</td>
<td>TFL will develop its reporting process and publish information on harassment case outcomes and the learning points from cases twice a year.</td>
<td>Afzal Ghany – HRS/ Modal HR reps</td>
<td>First report – October 2008</td>
</tr>
</tbody>
</table>
### Table 12

**Employment – learning and development**

<table>
<thead>
<tr>
<th>Category</th>
<th>Issues</th>
<th>Activity</th>
<th>Responsibility Mode/accountable lead</th>
<th>Timescales</th>
</tr>
</thead>
<tbody>
<tr>
<td>Development</td>
<td>Career development opportunities</td>
<td>Working with the Centre for High Performance Development to introduce Development Centres for senior leaders with potential across TfL. London Rail is piloting this work and it is seen as a key tool in providing career development in senior management, particularly for women. In 2008, 12 senior managers (four from each business unit – DLR, London Overground and London Rail development) will attend. All senior managers (paybands 4 and 5) are eligible to participate in TfL’s leadership programme and are encouraged to attend the Warwick Business School training modules.</td>
<td>LR – Alison Davies</td>
<td>2008</td>
</tr>
<tr>
<td>Development</td>
<td>Mentoring</td>
<td>TfL’s Mentoring Programme is now into its second phase and phase one of the programme is undergoing an end of year review, which will be used to further develop phase three of the programme. TfL is working to develop links with other parts of the GLA family to extend the benefits to a wider cross section of staff. Work is also taking place with Learning &amp; Development to facilitate a transfer of the programme to that team for phase three in 2008.</td>
<td>Group E&amp;I – Clive Saunders</td>
<td>March 2008 October 2008</td>
</tr>
</tbody>
</table>
## Table 13

Corporate directorate – Learning and Development

<table>
<thead>
<tr>
<th>Category</th>
<th>Issues</th>
<th>Activity</th>
<th>Responsibility Mode/accountable lead</th>
<th>Timescales</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training</td>
<td>Management learning and development</td>
<td>Managing Diversity Competence Programme (MDCP) is a culture change programme which has been, and continues to be, rolled out to all levels of management in LU. The programme commenced in 2003, covering senior and middle management. The current phase is being rolled out to duty managers. The key objective is to build management capability within LU that allows staff to manage the issues which may arise from a diverse workforce. It also provides insight and awareness of the importance of promoting minority groups, including women, within TfL. The Managing Diversity and Inclusion Guidance, a promotional tool of activities for managers, is being rolled out within the programme.</td>
<td>LU – Mike Strzelecki</td>
<td>January 2008</td>
</tr>
<tr>
<td>Training</td>
<td>Learning and development</td>
<td>Valuing people Programme is an introductory programme to E&amp;I. Two courses per week (10 people per course)</td>
<td>Learning &amp; Development</td>
<td>Ongoing</td>
</tr>
</tbody>
</table>

106  Transport for London
# Table 14

## LGBT Staff Network Group

<table>
<thead>
<tr>
<th>Category</th>
<th>Issues</th>
<th>Activity</th>
<th>Responsibility Mode/accountable lead</th>
<th>Timescales</th>
</tr>
</thead>
<tbody>
<tr>
<td>Buddy scheme</td>
<td>Provide support networks</td>
<td>Develop a SNG-run support network (buddy scheme). SNG members to volunteer</td>
<td>Kirsteen Singers Equality Advisor E&amp;I/LGBT SNG</td>
<td>April 2008</td>
</tr>
<tr>
<td></td>
<td></td>
<td>to act as buddys and be available for LGBT staff to call for advice/support where needed. Process to be managed by Group E&amp;I.</td>
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</tr>
<tr>
<td>Issue-based focus groups</td>
<td>Identify issues and solutions for LGBT staff across TfL</td>
<td>LGBT SNG to identify programme of issue-based focus/discussion groups</td>
<td>LGBT SNG</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Communications</td>
<td>Build on the LGBT SNG web page</td>
<td>Provide more coverage of LGBT issues within TfL. Update and maintain the intranet page; produce a monthly bulletin and events calendar for all staff. Develop an ambassadors scheme to roll out communications to all areas of the business.</td>
<td>LGBT SNG Comms and Events Chair Kirsteen Singers Equality Advisor E&amp;I</td>
<td>April 2008</td>
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<td></td>
<td>LGBT SNG Comms and Events Chair Kirsteen Singers Equality Advisor E&amp;I</td>
<td>April 2008</td>
</tr>
<tr>
<td>Communications</td>
<td>Wider TfL coverage of LGBT SNG activities</td>
<td>To provide more coverage of LGBT issues in TfL staff magazines and communications.</td>
<td>Roma Thomas (Group E&amp;I) Modal communications teams LGBT SNG</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Networking</td>
<td>Create ongoing links with other LGBT networks</td>
<td>Develop a communications programme that includes networking and sharing best practice with other LGBT staff forums eg functional bodies.</td>
<td>LGBT SNG and Comms and Events Chair Kirsteen Singers Equality Advisor E&amp;I</td>
<td>April 2008</td>
</tr>
</tbody>
</table>

Sexual Orientation Equality Scheme 107
Appendix 1
Equality Impact Assessments (EQIAs)

EQIAs have been mentioned already, and are carried out on all major projects, employment and other policies and procedures to make sure that a project or policy, for example, does not have an unfair impact on any group of people.

They measure positive and potentially negative impacts on women, BAME people, disabled people, older and younger people, people of faith and belief and lesbian, gay, bisexual (LGB) and transgendered people. In addition, impacts are assessed on other groups, such as job seekers, refugees, asylum seekers and people on low incomes.

These are the projects on which EQIAs have been carried out so far:

**EQIA Number 1**
Customer is King Oyster Principles for Business Operations

**EQIA Number 2**
Attendance Performance & Conduct at Work Policy & Procedure

**EQIA Number 3**
Project Pyramid – enhancing the capability of TfL’s Programme and Project Management

**EQIA Number 4**
Door-to-Door Programme

**EQIA Number 5**
Greenwich Waterfront Transit Phase 1

**EQIA Number 6**
LU’s Business Planning Process

**EQIA Number 7**
London Transport Museum policies on equality and inclusion

**EQIA Number 8**
TfL Marketing Strategy & Integration

**EQIA Number 9**
Customer research

**EQIA Number 10**
Customer Research Plans

**EQIA Number 11**
Harassment & Bullying Policy & Procedure
EQIA Number 12
Performance & Development Process Review

EQIA Number 13
LU Programme Management Manual

EQIA Number 14
Strategy & Service Delivery Short Term Temporary Secondment Process

EQIA Number 15
Organisational Capability Strategy

EQIA Number 16
Childcare vouchers and cycle to work

EQIA Number 17
LU procurement & contract Management function

EQIA Number 18
The Cut refurbishment

EQIA Number 19
Supplier Diversity policy

EQIA Number 20
Family Leave Guidelines

EQIA Number 21
Family Leave Handbook for employees

EQIA Number 22
LU Bereavement and Death in Service Guidelines

EQIA Number 23
LU Business Ethics Standard

EQIA Number 24
Sponsorship of Educational and Professional courses guidelines

EQIA Number 25
Code of conduct

EQIA Number 26
Career Break Guidelines

EQIA Number 27
Employee Handbook for Management, Administrative and Technical Grades
EQIA Number 28
Reimbursement of Professional Fees Guidelines

EQIA Number 29
Employee’s maternity information handbook – LU

EQIA Number 30
Employing/HR Manager’s Maternity Information Handbook – LU

EQIA Number 31
Organisation change policy

EQIA Number 32
Entitlement to Parental Leave and Time off for Dependants

EQIA Number 33
Performance Management Standard

EQIA Number 34
Public Interest disclosure Act 1998 – Guidelines for Employees

EQIA Number 35
Reward & Recognition Standard

EQIA Number 36
Salary Administration Handbook

EQIA Number 37
Staff Files – Guidance for Compliance with the Data Protection Act 1998

EQIA Number 38
Tele Working

EQIA Number 39
Temporary Workers – Agency

EQIA Number 40
Temporary Workers – Consultants

EQIA Number 41
Temporary Workers – Fixed Term Contracts

EQIA Number 42
Work Life Balance

EQIA Number 43
Learning & development Standard
EQIA Number 44
Alcohol & Drugs Standards – Employee Guidelines

EQIA Number 45
Alcohol Standard – LU

EQIA Number 46
Drugs Standard – LU

EQIA Number 47
Procedure for reimbursing the cost of 2nd pair of spectacles

EQIA Number 48
Recruitment and selection Standard

EQIA Number 49
Alcohol & Drugs Standards – Managers Guidelines

EQIA Number 50
Long Service Awards

EQIA Number 51
Workplace Harassment Policy Guidelines & Procedures
March 2000

EQIA Number 52
Discipline at work Procedure & Support Pack April 2004

EQIA Number 53
Attendance at Work Procedure & Support Pack 2004

EQIA Number 54
Language Project

EQIA Number 55
London Low Emission Zone

EQIA Number 56
Screening

EQIA Number 57
Rayners Lane Specified Right

EQIA Number 58
TfL Performance Management Process

EQIA Number 59
TUPE transfer of Oyster Card staff from LU to TfL

EQIA Number 60
Methodology Proposal
EQIA Number 61
Recognition of Key Faith and Cultural festivals, corporately and locally

EQIA Number 62
Reasonable Adjustments

EQIA Number 63
Review of Recruitment and appointment practices for LUL

EQIA Number 64
Effective Equality monitoring in recruitment LUL

EQIA Number 65
Rewarding best practice

EQIA Number 66
Secondment and temporary appointments

EQIA Number 67
TfL Mentoring Programme Scheme

EQIA Number 68
Organisation Capability Strategy

EQIA Number 69
LU Strategic Objective – Infrastructure: Pollution Work stream

EQIA Number 70
LU Strategic Objective – Infrastructure: Noise and Vibration Work Stream

EQIA Number 71
Working Time Arrangements

EQIA Number 72
Managing Diversity Competence Programme

EQIA Number 73
Dignity at Work

EQIA Number 74
Barriers to staff travelling at unsocial hours

EQIA Number 77
Information Assets Management Policy
Appendix 2
Legislation

In the past 10 years, the rights of lesbians, gay men and bisexual (LGB) people to fair and equal treatment have increasingly been recognised in British society.

Legislative changes have been an important factor in this development and the Government has introduced a number of very important new protections and rights for LGB people:

**Age of consent**
The age of consent for gay men was equalized, at 16 years of age, in line with that for heterosexuals across the whole of the UK (2000)

**Armed Forces**
The ban on gay people in the armed services was lifted (2000)

**Adoption**
Lesbian and gay people gained equal rights to apply for adoption (2002)

**Tenancy rights**
Succession rights were successfully won for a gay man to the tenancy that was formerly in his late partner’s name (2002)

Section 28 of the Local Government Act in England and Wales and Section 2A in Scotland were repealed (2003)

**Crime and sentencing**
The Criminal Justice Act recognised hate crime against lesbian, gay and bisexual people for the first time in UK law and extended the statutory duty on those who sentence to increase sentences for offences aggravated by the sexual orientation of the victim (2003)

**The workplace**
Sexual orientation discrimination was made unlawful in the workplace and in respect of the provision of vocational training, giving LGB people the right to take a case to an Employment Tribunal or the County Court where appropriate (2003)
The Sexual Offences Act was introduced, designed to relax previous legislation impacting upon gay men in sexual acts (2004)

**Civil partnerships**
The Civil Partnership Act was passed (2004) with the first civil partnerships taking place in December 2005

**Good and services**
The Government will introduce protection in law in the provision of goods and services to cover people facing unfair treatment because of their sexual orientation (2006)

In addition to these specific pieces of legislation, the Children Act 1989 and the Crime and Disorder Act 1998 make explicit reference in relation to sexuality.
Appendix 3
Alternative formats
Information in different languages

To receive TfL's Sexual Orientation Equality Scheme in an alternative language, audio or Braille, please tick the relevant box, include your name and address, and return to the address shown below.

- Audio
- Braille
- Large print

- Arabic
- Bengali
- Chinese
- French
- German
- Greek
- Gujurati
- Hindi
- Italian
- Polish
- Punjabi
- Somali
- Spanish
- Turkish
- Tamil
- Urdu

Group Equality & Inclusion
Transport for London
Windsor House
42-50 Victoria Street
London SW1H 0TL

Telephone: 020 7126 4601
Email: lgbequalityscheme@tfl.gov.uk

Name:
Address:
Postcode: