



Transport for London

Sexual Orientation Equality Scheme

2008-2011

Progress report 2009

MAYOR OF LONDON

Transport for London



Transport for London – Sexual Orientation Equality Scheme Progress report 2009

Transport for London (TfL) proudly launched its first Sexual Orientation Equality Scheme in February 2009. Building on consultation with lesbian, gay and bisexual (LGB) passengers, service users and staff, the scheme makes a commitment to ensuring that TfL takes account of their specific experiences and addresses their needs. An action plan sets out how TfL will deliver on this commitment between 2008 through to 2011.

One year on, here is a summary of its progress.

Safety and security

Safety while travelling on public transport is a priority for everybody and personal safety and security is a particular concern for LGB passengers.

Among those consulted for the scheme, there were specific concerns about antisocial and sometimes homophobic behaviour on buses, especially among some young people.

TfL has introduced a number of measures to improve the behaviour of people using the network. It now requires 11 to 18-year-olds who enjoy free bus travel to carry a Zip Card, which is an Oyster photocard, making it easier to catch individuals who abuse the scheme and enables TfL to withdraw the free travel privilege in serious cases.

In addition, an associated Behaviour Code for those aged under 16 is also now in place, while TfL's 'Together for London' campaign encourages everyone who uses public transport to be more polite and considerate towards one another.

The Safer Travel at Night (STaN) campaign has been highlighting the dangers of using illegal cabs and promoting the use of licensed taxis and booked, licensed minicabs. STaN material was sent out to venues across the Capital, including LGB venues, and LGB magazines 'Out in the City' and 'G3' have included articles on safer travel.

The Lesbian, Gay Bisexual and Transgendered (LGBT) Staff Network Group has been investigating why many LGBT people do not report hate crime committed on public transport. Focus groups have been conducted with LGB staff to examine attitudes towards TfL staff and British Transport Police (BTP). The next step will be to agree how to address the problem.

The Staff Network Group has made links with Galop, London's LGBT community safety charity, and members of the staff network have been consulting with LGBT liaison officers from the Metropolitan Police (Met) to learn from their experiences and identify good practice.

The staff network is also exploring the concept of liaison wardens to act as points of reference for LGBT staff and for customers who have experienced hate crime. TfL are trialling a service to allow bus passengers to report intimidating, inconsiderate or bad behaviour by text, phone or email. The trial is underway in Lewisham, Lambeth and Southwark.

Information and communication

The consultation found that transport and safety information should be better aimed at LGB people. Some people also suggested that they were not reflected in the images used in TfL's publicity materials.

TfL has taken steps to pitch information and advice to an LGB audience by placing articles and advertisements in the LGB media and distributing information at events such as Pride and the LGBT Job Fair.

TfL also used its page in the Metro newspaper to publicise the LGBT Staff Network Group's involvement in the Pride festival, and to advise LGB people on getting home safely.

During the year, a brief was developed for TfL's Marketing team on inclusive communication, reflecting the identities of all customer groups, including LGB people. This examined ways to include LGB individuals, couples and families, reflect the diversity of London's LGB communities and understand the impact of stereotyping. This work is currently underway.

Engaging with lesbian, gay and bisexual people

TfL has been keen to improve and develop its relationships with London's LGB communities as a service provider and an employer of choice. A directory of key stakeholders for consultation is being developed that will include LGB organisations. In addition the vice chair has also engaged with LGBT youth and with the older LGBT people through organising a special tour of the London Transport Museum. It is hoped that regular community engagement will bridge the gap between TfL and the wider community.

TfL is committed to supporting LGB community events and in 2008 had a strong presence at London Pride. TfL also sponsored LGBT History Month 2009, while the staff network has been actively involved in supporting a number of community groups by fundraising and generating publicity in their newsletters.

Using the LGB media to advertise jobs was a key action in the plan and job advertisements have appeared during 2008 in the Pink Paper. Public Carriage Office (PCO) adverts appealing for new taxi drivers appeared in two LGB magazines in London, and a TfL stall was set up at the LGBT Job Fair. This was run by LGB staff who were on hand to meet and answer the questions of LGB job seekers.

The organisation now plans to feature the Stonewall Diversity Champions logo on its job advertisements in mainstream publications, to ensure LGB job seekers, who do not look at the LGB press, are still aware of the organisation's position on sexual orientation equality and inclusion.

Most recently, the vice chair of the staff network piloted a youth engagement programme, introducing LGB young people to the Tube Apprenticeship Scheme, enabling them to meet LGB apprentices.

Working at TfL

A significant part of the action plan set out how TfL could work with its LGBT Staff Network Group to improve workplace culture. During 2008 the network held two focus groups as part of its 'Let's Get Better Together' programme to allow group members to raise issues and discuss the Sexual Orientation Equality Scheme.


This led to London Rail developing additional actions in the next scheme, including building links with LGB community groups and including more LGB information in its internal communications. Further focus groups will take place in 2009.

During 2008, TfL conducted a diversity survey of its workforce. Around 31 per cent of staff declared their sexual orientation. With currently 6 per cent of staff LGB.

While the action plan made reference to the development of 'buddy' and 'ambassadors' schemes to support and champion LGB issues, these have been put on hold. The organisation's wider mentoring programme has moved forward as a key source of support for LGB staff. They can request an LGB mentor if they feel this will assist their professional development. Records show that up to 10 per cent of applicants to be mentors and mentees are LGB.

The staff network has worked hard to create links with other networks, such as the Mayor's LGBT Forum, other LGBT groups within the Greater London Authority (GLA) family, plus the BTP and the Gay Business Association. The chair is involved in developing Rainbow Connected, an inter-transport industry forum to share good practice.

There has been an increase in internal communication promoting the staff network and raising awareness of LGB issues. Articles have featured in a range of publications for Surface Transport and Underground employees, including news of David Hirst, Group Station Manager for Embankment Tube station, receiving an MBE for 40 years of service given to public transport in London.



The coverage recognised David's voluntary work in the LGB communities, including fostering young LGB people through the Albert Kennedy Trust.

Diversity training for staff is an ongoing priority for TfL. The current programmes include LGB issues and an e-learning module is now being developed to offer more flexibility. This will include LGB case study scenarios.

TfL took part again in the Stonewall Workplace Equality Index and improved its position to joint fifth. TfL is proud that it continues make improvements in the Stonewall benchmark and is committed to maintaining this achievement.

Action plan update

Review 2009

Action	Page	Progress
<p>Safety and security:</p> <p>Increased CCTV on buses and at bus stops, plus new radio communication and automatic vehicle location solution providing 'next stop' and 'audio-visual' information.</p>	80	iBus project will be complete (all buses, garages and routes) by April 2009, all buses will then have on bus signs and audio facilities dealing with destination, next stop name
<p>To deter antisocial behaviour among younger people, London Buses has introduced a 'behaviour code' for under 16s. In addition 11 to 18s who enjoy free bus travel will carry a Zip Card, which is an Oyster photocard, making it easier to identify individuals who abuse the scheme.</p>	80	The Zip branding for youth concessions and the associated behaviour code is now in place.
<p>STaN campaign to highlight the dangers of using illegal minicabs.</p>	86	STaN material was sent to venues across London, including lesbian and gay venues. Information was distributed at the LGBT Job Fair and the December editions of 'Out in the City' and 'G3' included articles on safer travel.
<p>Research best practice on hate crime reporting, including third party reporting, and monitoring and develop a third party reporting system for homophobic harassment on public transport.</p>	90	<p>The Staff Network Group (SNG) has been researching why LGB communities are reluctant to report hate crime on public transport. Focus groups have been carried out with staff to explore why people aren't reporting incidents and to examine attitudes towards TfL staff and the BTP. Recommendations have been made for supporting Galop's third party reporting facility, which Equality and Inclusion (E&I) have approved in principle however, this is on hold while a cost review is carried out.</p> <p>There has been consultation with LGBT liaison officers from the Met in Lambeth, Southwark and Westminster, to share good practice, including in terms of staff training. The SNG will be working with TfL to investigate appropriate support for staff to deal with issues.</p>

Action	Page	Progress
<p>Safety and security:</p> <p>Lack of hate crime reporting – include objectives on hate crime in the TfL Community Safety Plan, BTP policing plan and Met’s traffic and transportation plan.</p>	90	<p>The 2008/09 Community Safety Plan action plan includes a commitment to ‘address under-reporting of hate crime and sexual offences among passengers through an engagement programme with community and representative umbrella organisations (eg GALOP for homophobic crime, learn from TRUE Vision used by West Midlands Police)’.</p>
<p>Concerns about general antisocial behaviour and fear of crime on public transport – major public awareness scheme, ‘Together for London’.</p>	90	<p>The ‘Together for London’ campaign is intended to tackle low level inconsiderate antisocial behaviour rather than issues such as homophobia and hate crime.</p>
<p>Information and communication:</p> <p>Tackle lack of positive images of LGB people in advertising on TfL system, develop more inclusive representation of LGB people.</p>	100	<p>This is still in development.</p>
<p>Suggested solutions [not part of action plan]:</p> <ul style="list-style-type: none"> • Ensuring information is made immediately available to LGB people, including through events and venues and in the LGB press • Publicising TfL information in LGB press and websites • Information on hate crime in the mainstream not just ‘pink press’. 	37	<p>TfL published an article in Metro on its involvement in Pride. This promoted the SNG bus and provided tips for journey planning and safer travel.</p> <p>Info on travelling home safely was distributed at Pride.</p> <p>There have been several examples throughout the year of TfL and safer travel advice in the LGB media</p>

Action	Page	Progress
<p>Engaging with LGB people:</p> <p>Sponsoring LGB events/initiatives – continue to have a presence at Pride.</p>	100	<p>The SNG had a bus at Pride, supplied by TfL, along with three new Dial-a-Ride buses to transport LGB people with disabilities to the start of, and during, the parade. TfL also sponsored a tow truck in the event of a breakdown of one of the vehicles on the parade.</p> <p>TfL have also donated to LGBT History Month. The SNG has been involved in supporting LGB community groups too, through fundraising well as publicity in their monthly Ezine and quarterly newsletter (London Lesbian Gay Switchboard, AKT, Stonewall, Proud heritage and OUTWest).</p>
<p>Use LGB media to advertise jobs.</p>	100	<p>As part of the PCO's driver diversity campaign it placed advertisements in various LGBT publications and the Pride supplement. TfL reps attended the LGBT Job Fair to promote working for TfL and becoming a licensed taxi or private hire driver.</p> <p>TfL are also planning to start using the Stonewall's Diversity Champions logo in future job ads in mainstream publications.</p> <p>The SNG Vice Chair has piloted a youth engagement programme, taking LGBT young people to see the TfL apprentice scheme and to meet LGBT apprentices.</p> <p>TfL is carrying out a complete review of its attraction strategy.</p>
<p>Annual LGB service users event.</p>	100	<p>TfL is finalising its community engagement strategy which will include plans for engaging with LGBT groups across London.</p>

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<p>Engaging with LGB people:</p> <p>Suggested solutions:</p> <ul style="list-style-type: none"> • LGB liaison unit • More consultation with LGB groups • Deepen TfL’s involvement with London forums • Conduct survey into the discrimination witnessed on public transport • Promote TfL’s staff and passenger diversity through the media, including internal publications • More visibility in LGB media • Improve use of TfL’s website • Work with London’s artistic LGB communities to provide creative initiatives 	<p>57</p>	<p>The SNG is looking at developing the concept of LGB liaison wardens. Wardens would be LGB people willing to be out and high profile in their area or department, to whom other LGB colleagues could go for information, signposting and support. Wardens would be supported by a committee in E&I. The SNG is working with the Met to learn from their model of LGB liaison officers. Although the role would be for internal use initially, it is intended to be accessible by the public and those affected by homophobic hate crime.</p> <p>A programme of inclusive engagement is being developed including a directory of key stakeholders – among these will be LGB organisations.</p> <p>The SNG has already started to engage with the London-wide forum and the Southwark forum, plus a system of inclusive engagement is being developed which will make the details of the London borough forums available to departments carrying out engagement across TfL.</p> <p>The LGB SNG has been heavily featured in internal publications – see below under SNG actions.</p> <p>TfL was the main feature in an article on the Stonewall Workplace Equality Index in a new magazine, ‘London 180 News’. In Pride Magazine, the PCO had an ad for taxi drivers. There were also features on STaN in ‘Out in the City’ and ‘G3’ magazines.</p>

Action	Page	Progress
<p>Working at TfL:</p> <p>LGB staff in senior management – attraction to senior roles using LGB media, plus ensuring recruitment staff are fully trained.</p>	101	<p>Senior roles have been advertised in the past in the Pink Paper. Recruitment training includes LGB diversity, but not in great detail.</p> <p>There are two general diversity staff training courses (Valuing People and Diversity Competence Programme).</p> <p>Valuing People includes case studies around LGB issues and TfL is also developing an e-learning package for people who are unable to attend the course, or who want a refresher, and this includes case study scenarios, featuring LGBT.</p>
<p>Workplace culture – using the SNG to continue to identify and address key issues for LGB staff.</p>	104	<p>Yes, generically, not in detail – issue based focus groups.</p>
<p>Staff training – manager competencies training, to include importance of promoting minority groups within TfL.</p>	106	<p>Yes, generically, not in detail.</p>

Action	Page	Progress
<p>LGBT SNG actions:</p> <p>Buddy scheme.</p>	107	<p>This is currently on hold as the TfL Mentoring Programme (for ongoing support, development and learning, to help mentees learn to operate effectively as leaders) has been strongly promoted to the SNG and mentees have the option of requesting an LGB mentor if they feel this will assist their professional development.</p> <p>This was identified by Stonewall index as best practice. Records show that up to 10 per cent of applicants to be mentors and mentees are LGBT staff.</p>
<p>Issue based focus groups.</p>	107	<p>‘Let’s Get Better Together’ identified the key themes from the Sexual Orientation Equality Scheme for members of the SNG to discuss and identify solutions.</p> <p>Two groups took place and a new series of discussions is beings scheduled for spring 2009.</p> <p>One outcome of the discussions was London Rail developed a series of additional actions for the next version of the scheme including identifying community groups for work experience placements, supporting TfL LGB events, including LGB information in its internal communications and collaborating closely with the SNG.</p>

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Build on the LGT SNG webpage.	107	Currently the webpage includes events, terms of reference, scheduled meetings, notes from past meetings and reasons to join the SNG, including quotes from members.
Wider coverage of LGBT SNG activities in TfL staff magazines and communications.	107	<p>LGB issues, including the SNG, the SOES, events, WEI and LGBT HM, have been regularly featured in internal publications across the business.</p> <p>Examples include On the Move (LU staff magazine), Upfront magazine (for Surface Transport employees), the HR newsletter, the SNG quarterly newsletter and monthly Ezine, Heads Up (news for Surface Transport staff) and London Loop (customer ezine).</p> <p>Also Transit magazine and Source featured David Hirst mentioning his MBE and his voluntary work with LGB charities.</p>
Creation of links with other LGBT networks.	107	<p>The SNG Chair sits on the London LGBT Forum at City Hall in order to gather information, make contacts and identify ways to better provide services to people.</p> <p>The SNG also works closely with other LGBT networks in the GLA family, and has involved BTP in this. Further to this, the SNG is involved in developing Rainbow Connected, an inter-transport industry forum for LGBT issues, to share good practice.</p> <p>The Chair is also involved in the Gay Business Association.</p>

