

LONDON BUSES TRIPARTITE MEETING

Date: 7th December 2016

Venue: 11R4, Wapping, Palestra

| Attendees | Initials | Representing |
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| Gareth Powell | GP | Director of Strategy & Contracted Services |
| Tom Cunningham | TC | Snr Commercial Development Manager |
| Tony Akers | TA | Head of Bus Operations, Surface Transport |
| Alex Moffat | AM | Performance Development Manager (Buses) |
| Andy Brook | AB | Workplace Support Team Manager (Item 3 only) |
| Andrew Cruickshank | AC | Business Manager, Contracted Services |
| Tony Wilson | TW | Managing Director, Abellio London & Surrey |
| Charlie Beaumont | CB | Chief Operating Officer, Tower Transit |
| Wayne King | WK | Senior Regional Coordination Officer (UNITE) |
| Bruce Swann | BS | Vice Chair of London Advisory Committee (UNITE) |

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| 1. | INTRODUCTIONS & UPDATES | |
| 1.1 | Introductions and Apologies Apologies were from Leon Daniels. The previous minutes were approved by all parties. | |
| 1.2 | Actions Update <ul style="list-style-type: none"> TA has shared details of disability awareness work and is to discuss wider health next steps with Carolyn Simpson. A copy of the Bus Hopper flier has been emailed to WK AM is discussing attendance and scope of the Facilities Working Group with John Murphy as part of refinements to that meeting. AC has emailed copies of marketing campaigns in support of bus drivers to WK for reference. A presentation on the Workplace Support Team has been delivered (see below) and contact details passed on. Details of CentreComm's priority calls answer rate and how dropped out calls were handled has been emailed to WK. TC is to be the initial contact for TUPE related queries and will provide dates of meetings addressing TUPE issues. WK is to arrange a presentation on pay structures Data on late finishes from bus operators were provided to Unite for comment. Format issues were discussed and it was agreed to carry over to the Tripartite Meeting. WK outlined initial ideas about the use of proceeds in the London Buses Fatal Assault Fund (see below) WK to email draft copy of anti-racism statement to TA. | <div>OPEN</div> <div>CLOSED</div> <div>CLOSED</div> <div>CLOSED</div> <div>CLOSED</div> <div>CLOSED</div> <div>CLOSED</div> <div>CLOSED</div> <div>OPEN</div> <div>CLOSED</div> <div>CLOSED</div> <div>OPEN</div> |
| 2. | BUSINESS UPDATE | |
| 2.1 | Business Plan GP outlined bus themes in the proposed TfL Business Plan (2016) to rapidly reduce fleet emissions, assist with Cleaner Streets objectives, and enhance bus priority to improve vehicle speeds and service reliability. He quantified patronage and revenue challenges facing TfL in 2016/17 and work to attract people back through improved reliability and customer | |

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| | <p>experiences, and the benefits of the Hello London bus driver training programme.</p> <p>The consultation on reducing buses by 40 per cent as part of plans to pedestrianise Oxford Street has so far attracted more than 2,000 responses from the public. Network kilometreage would be reduced where demand was declining, such as parts of inner London, and moved to patronage growth areas.</p> | |
| 3. | WORKPLACE SUPPORT TEAM PRESENTATION | |
| 3.1 | <p>WST (Previously Workplace Violence Unit)</p> <p>AB outlined the work of the Workplace Support Team since its formation in 2008 and the personnel it could draw on including two internal investigators, one Detective Inspector, four Detective Sergeants and 38 Detective Constables. Bus drivers represented most of the people it helped and supported after public order, assault, harassment, offences involving weapons and hate crimes took place. In 2016, it collected 195 victim and witness statements from bus drivers and investigated 400 bus driver assaults. AB and his team had held 39 bus garage forums in the year to date to explain how to report offences, issue fliers and business cards with ``what to do” next steps and contact details. It also issued post assault questionnaires to gather intelligence on trends. AB cited examples of prosecutions arising from investigations and driver statements.</p> <p>TW asked for feedback from the WST so bus operators could reassure staff that reporting assaults were worthwhile</p> <p>AB said he was championing the need for greater transparency with the police and anticipated results becoming more readily available in a quarterly update from early 2017.</p> <p>WK requested AB give a similar presentation to a Unite shop stewards meeting in March next year. Unite wanted to promote full reporting of assaults and counter driver perceptions that assaults were expected and action would not follow.</p> <p>He reviled incidents where people spat at drivers and felt taking the bus out of service was justified on health grounds and as an operational response to show it would not be tolerated. CB felt this would be disruptive to passenger services, even though it would send a strong signal, and suggested it could be addressed different. GP said improved reporting was the best way to show such incidents were taken seriously.</p> <p>AB added that it was also important to make sure drivers carried spit kits with them. Metroline was trialling an in-cab spit kit to take the responsibility off drivers. GP said that the outcome of this initiative could be shared at a subsequent Tripartite Meeting. AC is to add assaults and spit kits to the next Tripartite agenda to keep track of the issues raised.</p> <p>ACTION: Issue WST slides with AB contact details to WK</p> <p>ACTION: Provide operators with TfL period-based statistics on open and closed cases</p> <p>ACTION: Ascertain prevalence of spit kits in buses in fleet</p> <p>ACTION: Add Spit Assaults to next Tripartite agenda</p> | <p>CLOSED</p> <p>AB</p> <p>AB</p> <p>CLOSED</p> |

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| 4. | HELLO LONDON | |
| 4.1 | <p>Driver Training Update</p> <p>AM reported that 7,000 of out London's 25,000 bus drivers had attended the two-day customer experience course to date and of those 94 per cent rated it as "excellent" or "very good". Driver feedback was being collected to understand parallel issues such as drivers feeling under-valued by TfL and passengers, lack of facilities and not enough support on the road. To combat concerns, TfL was using radio and marketing in a valuing bus drivers campaign, seeking to promote better passenger conduct through customer behaviour posters and was putting support staff through Hello London so they understood the frustrations of drivers and could look at where more on-the-road support could be provided. A new "Thank You" driver reward scheme also started recently to recognise commendable incidents highlighted in Bus Customer Experience Surveys.</p> <p>While it was too early to talk about the formal outcomes of the Hello London programme, there were indications some key customer frustrations were reducing.</p> <p>WK asked if there would be a Hello London phase two and if this was already being prepared. GP said once the programme was past its mid-point, its success would be assessed and TfL could look at how best to ensure benefits were embedded. TfL would also find out from bus drivers what could be built upon.</p> <p>TW said it was the only course he had come across where drivers were asking to be booked on, adding that the challenge now was how to perpetuate a more welcoming bus service when driver turnover was high and new starters were constantly arriving. Lack of driver facilities continued to dog the industry and made it difficult to attract women. In the case of route 343, this had just achieved toilets at one end of the route which, though welcome, was short of everyone's expectations.</p> <p>GP recognised locations without comfort facilities needed to be tackled and were part of the wider customer service approach.</p> <p>WK said this was an area where collective action might produce more results and reasonable targets could be set.</p> | |
| 5. | LICENCE FOR LONDON | |
| 5.1 | <p>Driver Passport</p> <p>GP sought bus operator views on the roll out of the bus drivers' Licence for London scheme. CB said he saw no issue with the overall principles but foresaw logistical and costs issues with administration and how technology might provide access for bus drivers to download downloading passports. TW anticipated the licence undermining company pay structures as drivers would be able to move back and forth between companies and their pay scales. For some operators, this represented a significant risk to their operations and, if it entailed an associated revamp in pay structures, this would be expensive to achieve.</p> <p>WK said restricting the movement of labour by experience was not desirable. If drivers with good driving records were rewarded commensurately for their labour, there was no reason why they would leave. He foresaw a more common rate of pay for drivers</p> | |

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| | <p>reducing turnover, particularly for those on new starter rates. GP asked for each operator to outline specific issues with the measures proposed and identify areas they wanted TfL to look at so the main options could be distilled and quickly proceeded with by those in favour. GP recognised there would be a safety benefit to the referencing system too as driver performance would be part of the passport. WK added this would not be an opt-in by drivers but would need to be mandated for all drivers, and suggested operators could have the option to choose the rate of pay for drivers with more blemished driving records.</p> <p>ACTION: Write to all operators for feedback on licence</p> | TC |
| 6. | QUALITY AND DIVERSITY | |
| 6.1 | <p>Improving Diversity</p> <p>WK stated that Unite's bus driver diversity in London was broadly reflective of the capital's population but this ceased to be the case as management seniority increased. To break down barriers, Unite and London United had jointly funded an application process which suggested modular development with formal qualifications would address this. The structures were in place for this and it could be widened to cover all of London, and make use of Unite facilities and tutors. It was confirmed sessions would be equally open to all drivers, not only under-represented groups</p> <p>TW said improving diversity was more about staff being aware of opportunities in the first instance, lack of confidence with language skills and getting employees to put themselves forward. In his company over the past five years, there had been a sizeable shift in the gender and ethnic mix with Central and Eastern Europeans being the predominant source of non-UK based recruitment.</p> <p>WK said sessions at Shepherds Bush Garage revealed it was as much as helping people with confidence and awareness of opportunities, as about English as a second language.</p> <p>GP said it was known some sectors of the community faced more barriers including sub-conscious social bias and the key was giving opportunity to all to move up the career ladder.</p> <p>ACTION: Provide details of skills workshop for circulation</p> | WK |
| 7 | LONDON BUSES ACCIDENT FIGURES | |
| 7.1 | <p>Incident Statistics Breakdown</p> <p>GP reported that TfL was publishing quarterly statistics on bus collisions as part of the transparency agenda around safety and would ask for links to this information to be emailed to WK. Safety was at the forefront of discussions at the Safety, Sustainability and Resources Panel and TfL Board, including the new bus safety standard which will come into effect in 2018. He added that safety would be added as a standing item to the Tripartite agenda so that Unite could be kept briefed on general board actions.</p> <p>ACTION: Send link on bus safety statistics to WK</p> <p>ACTION: Add safety as standing item to Tripartite agenda</p> | <p>CLOSED</p> <p>CLOSED</p> |

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| 8. | BUS DRIVERS FATAL ASSAULT FUND | |
| 8.1 | <p>London Buses Fatal Assault Fund Proceeds</p> <p>WK reported that Unite viewed renewed access to the London Buses Fund Assault Fund as valuable development and recognised controls and definitions would be required, particularly if parameters extended to those suffering permanent disabilities and loss of their licence through no fault of their own. Every driver could contribute £1 a year to the fund with similar funding sought from the employer side. WK noted the Sarah Hope line and use of hardship payments had also been helpful following the Croydon tram derailment. Legal advice would be sought to consider this in more detail such as how to fulfil expectations within the current legal, financial and moral environment. The fund would then need relaunching after years of lying dormant.</p> | |
| 9. | DRIVER FASTING | |
| 9.1 | <p>Transport Industry Approaches</p> <p>WK advised that Unite had considered the risks of fasting on driver tiredness and could find few examples where this factor might have contributed to accidents. The issue appeared more connected to holidays and driver swaps.</p> <p>TW said companies such as Go Ahead had procedures to manage this in the rail sector and raise awareness of issues like length of fasting day and work choices open to employees.</p> <p>GP asked TC, TW, CB, WK and BS to share examples from their companies and sectors about how issues had been addressed to see if there were lessons for London.</p> <p>ACTION: Share examples of best practice from the wider transport sector</p> | TC, TW, CB, WK, BS |
| 10. | MEN'S HEALTH BUS | |
| 10.1 | <p>Further Steps [POST MEETING NOTE]</p> <p>TA has held a first meeting with Carolyn Simpson to make arrangements for obtaining a bus for health awareness. A further meeting is planned to work out details and logistics.</p> | |
| 11. | TUPE MATTERS | |
| 11.1 | <p>TUPE Issues</p> <p>GP said TfL would sort out dates for meetings.</p> <p>ACTION: Arrange meeting with Unite to obtain concerns</p> | TC |
| 12. | LATE DRIVER FINISHES | |
| 12.1 | <p>Driver Schedules</p> <p>GP advised that TfL has met with bus operators to discuss late finishes.</p> <p>WK said Unite would appreciate being involved in resolving these issues and its bus operator representatives could be included in discussions.</p> <p>TW confirmed that Union representatives were updated at local level and added that work was at an early stage with TfL to consider what the longer-term fixes might be.</p> | |

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| 12.2 | CIRAS Correspondence WK said he understood leaflets and letters were not being passed on from a presentation he attended yesterday on how CIRAS was being implemented. TW confirmed that his company had widely distributed the literature already and CB said his company had also widely publicised the scheme. | |
| 12.3 | Urban Myth It was confirmed bus drivers could not vary settings for heating systems within passenger saloon areas of the bus which were thermostatically controlled and triggered by low temperature. | |
| | Ends | |