

# LONDON BUSES TRIPARTITE MEETING

**Date:** 15<sup>th</sup> September 2016

**Venue:** 11R4, Wapping, Palestra

| Attendees        | Initials | Representing                                    |
|------------------|----------|---|
| Leon Daniels     | LD       | Managing Director, Surface Transport            |
| Mike Weston      | MW       | Director of Buses, Surface Transport            |
| Mark O'Donovan   | MOD      | Head of Bus Contracts, Surface Transport        |
| Tony Akers       | TA       | Head of Bus Operations, Surface Transport       |
| Liam Wilson      | LW       | Business Development Manager (Buses)            |
| Mark Threapleton | MT       | Managing Director, Stagecoach London            |
| John Trayner     | JT       | Managing Director, Go Ahead London              |
| Wayne King       | WK       | Senior Regional Coordination Officer (UNITE)    |
| Bruce Swann      | BS       | Vice Chair of London Advisory Committee (UNITE) |
| Kevin Stagg      | KS       | Chairman of London Advisory Committee (UNITE)   |

|           |   |           |
|-----------|---|-----------|
| <b>1.</b> | <b>INTRODUCTIONS &amp; UPDATES</b>  |           |
| 1.1       | <p><b>Introductions and Apologies</b><br/>Apologies were received from Charlie Beaumont. The previous minutes were approved by all parties.</p>   |           |
| 1.2       | <p><b>TUPE Update</b><br/>MOD confirmed he had received TUPE working group nominees from WK.</p>  |           |
| 1.3       | <p><b>Unite Disability Awareness Programme</b><br/>WK explained that Unite would be undertaking more work on equalities issues including developing a men's health bus depot visit. He felt this would be positive for Unite, bus operators and TfL, and invited the involvement of TfL and bus operators.<br/>JT said Go Ahead Group had undertaken Wellman sessions at garages to enhance drivers' health awareness, and expressed an interest in Unite's plans. TA indicated he would provide details of related TfL work and added that female as well as male drivers should be considered in the initiative.<br/><b>ACTION: TA to share details of disability awareness work</b></p>  | <b>TA</b> |
| <b>2.</b> | <b>BUSINESS UPDATE</b>  |           |
| 2.1       | <p><b>Business Plan</b><br/>LD expected preparations for the new Business Plan to be complete at the end of 2016. It would be challenging period due to the new financial constraints on TfL, the need to reflect economic and travel activity changes in the City, and Brexit.<br/>The Mayor's agenda also introduced a high workload for TfL with 38 out of 58 commitments sitting with Surface Transport.<br/>WK asked LD to quantify the impact of cost pressures and proposals to pedestrianise Oxford Street. LD said it would be premature as details were still being developed and shaped.<br/>WK said he was pleased frontline services would be prioritised and asked to be informed of changes affecting Unite members.<br/>MOD commented that the introduction of Crossrail across London would also change demand for bus services and create new requirements in other parts of the capital.</p> |           |

|     |  |                     |
|-----|--|---------------------|
| 2.2 | <p><b>Night Tube</b><br/>LD was encouraged by the launch of Night Tube and reported that there had been 107,000 new journeys last weekend.</p>   |                     |
| 2.3 | <p><b>Hopper Ticket</b><br/>LD said the one millionth second passenger journey using the new Hopper ticket had already been passed. It was too early to know the income yield but he anticipated many users benefiting from the price cap.<br/>KS asked what communications had been issued to bus drivers on the Hopper ticket and suggested it could have been better advertised<br/>LD replied that nothing had changed for drivers as, where issues occurred, transfer tickets should be used at the discretion of the bus driver. A full rules leaflet was unnecessary and would have been too complicated to introduce.<br/>MO added there were Hopper ticket communications to drivers via George Marcar (GM). TA said his operational staff had also issued leaflets at bus stations and put them in drivers' rest rooms. WK requested a copy of the leaflet to distribute.<br/><b>ACTION: Send WK a copy of leaflet</b></p>   | TA/GM               |
| 3.  | <p><b>LONDON-WIDE FACILITIES AGREEMENT</b></p>   |                     |
| 3.1 | <p><b>Documenting Facilities</b><br/>WK stated that at the time of privatisation there used to be a generic London-wide "blue book" for union facilities, such as stand down time and office facilities. He suggested that it would assist if these facilities were formally documented, along with the scope of the local agreements and agreed that he would send a draft of the things that this could cover to TA.<br/><b>Bus Driver Toilets</b><br/>MW informed Unite that an FOI had been received by TfL on the status of providing driver toilets on the bus network. He shared the latest position with WK and said that this would also be provided in the content of the FOI reply. He advised that the current facilities working group was becoming unwieldy and would benefit from a more focussed smaller group.<br/>KS felt reducing the attendee number might diminish the impact of the group and reduce representation of issues. WK and TA agreed that Unite and TfL would review who attended ahead of the next meeting in November.<br/><b>ACTION: Review who attends Facilities Working Group</b><br/><b>ACTION: Send scope of facilities once documented to TA</b></p> | <p>WK/TA<br/>WK</p> |
| 4.  | <p><b>UNITE SAFETY SURVEY UPDATE</b></p>   |                     |
| 4.1 | <p><b>Survey Closed</b><br/>WK announced the Unite had completed a safety survey of bus drivers, results were being collated and the main headlines would be shared with the Tripartite meeting. Initial outcomes, he said, included concerns over headway times, driver fatigue and reduced stand time. Also mentioned in comments were drivers putting up with verbal assaults.<br/>WK said verbal assaults should not be tolerated and highlighted a need to change passenger perceptions, particularly towards</p>   |                     |

|           |   |                               |
|-----------|---|-------------------------------|
|           | <p>the customer's own behaviour. He suggested a deterrent might be to publish perpetrators' details publicly.</p> <p>He welcomed the involvement of the Workplace Violence Team (now called Workplace Support Team-WST) in supporting drivers and helping to prosecute people for verbal assaults.</p> <p>MW reported that TfL was currently embarking on several poster campaigns on passenger behaviour. Good reporting was always encouraged, helped form an intelligence picture, and enabled action to be carefully targeted. He added that any campaign to improve public behaviour needed to be undertaken in a smart and imaginative way to achieve the greatest results and that social media was helping with prosecutions such as two high-profile cases of verbal assault last year.</p> <p>TA said that the WST was visiting bus garages to promote its capacity to support drivers and prosecution success stories. MW said he would invite the WST to present to the Tripartite meeting on its latest work and discuss the results.</p> <p>JT said that he would also see if Go Ahead could provide safety graphs and statistics on trends to the meeting.</p> <p>WK remarked on issues where code reds calls had unanswered by CentreComm. TA asked WK to provide details of specific incidents so these could be followed up. He said he would circulate performance figures from CentreComm.</p> <p><b>ACTION: Circulate copies of campaigns focused on Buses</b></p> <p><b>ACTION: Invite WST for short presentation at next meeting</b></p> <p><b>ACTION: Circulate performance data for CentreComm</b></p> | <p>MW</p> <p>AC</p> <p>TA</p> |
| <b>5.</b> | <b>NEXT STEPS WITH TUPE MEETING</b>   |                               |
| 5.1       | <p><b>TUPE Matters</b></p> <p>MOD said he would advise WK of the person he could contact to raise TUPE issues and a date for discussions that could also involve Metroline and Abellio. WK wanted to see more issues progressed and clearer terms of reference.</p> <p><b>ACTION: Provide lead name and date for next meeting</b></p>   | MOD                           |
| <b>6.</b> | <b>LONDON WIDE PAY STRUCTURES</b>   |                               |
| 6.1       | <p><b>London-Wide Structures</b></p> <p>WK said that Unite had put together two presentations on London-Wide Pay Structures and would present one to TfL along with the union's proposed terms of reference. He would arrange a date for this, ideally in early November.</p> <p><b>ACTION: Arrange presentation on pay structures</b></p>  | WK                            |
| <b>7</b>  | <b>LATE FINISHING DRIVER DUTIES</b>   |                               |
| 7.1       | <p><b>Late Finishing Duties</b></p> <p>MW said this subject had been discussed with operators to identify the most affected routes and put solutions in place. He said TfL would share details and proposed actions on late finishes and late reliefs but added the nature of providing reliable bus services in busy urban environments would always entail some occasional late duties.</p> <p>WK expressed disappointment there had been no discussion on</p>  |                               |

|            |   |     |
|------------|---|-----|
|            | <p>late driver finishes with Unite despite it raising the issue. He wanted to see the issue sorted out collaboratively and openly with Unite, and greater engagement at the Tripartite meeting.</p> <p>MT said he would be amazed if any routes identified were not already known at garage level. He felt the current approach was the best way to expedite matters for drivers.</p> <p>JT added that such routes were always identified at a local level, and discussed by the respective management teams with Unite. His company had already highlighted the top 10 routes that required attention.</p> <p>LD reiterated that route data would be produced once it had been collected from all operators and could then be shared with Unite for comment.</p> <p><b>ACTION: Provide late finishes data to Unite for comment</b></p> | MOD |
| <b>8.</b>  | <b>BUS DRIVERS FATAL ASSAULT FUND</b>   |     |
| 8.1        | <p><b>Assault Fund Proceeds</b></p> <p>LD said the bank account was now in place and fund proceeds of £130k were paid in. He invited Unite to suggest use of the funds not just the event of fatalities but possibly in hardship cases or where an award could make a significant difference to the wellbeing of drivers and their families.</p> <p>WK said this was a positive message to give out and that Unite would propose some uses for the proceeds. MOD said there was now a plan for ongoing contributions</p> <p><b>ACTION: Provide lead use of the assault fund</b></p>   | WK  |
| <b>9.</b>  | <b>PROVISIONAL DATE FOR NEXT MEETING</b>  |     |
| 9.1        | <p><b>Next Meeting</b></p> <p>The provisional date of the next meeting is December 7<sup>th</sup> from 0930 until 1130.</p>   |     |
| <b>10.</b> | <b>ANY OTHER BUSINESS</b>   |     |
| 10.1       | <p><b>Anti-Racism Statement</b></p> <p>WK reported that Unite would be issuing a statement against racism and xenophobia to all its members. A positive step, he added, would be to issue a joint statement from TfL, Unite and the bus Operators which could be displayed at garages and in the Metro free paper. A draft copy will be sent to TA.</p> <p><b>ACTION: Send copy of draft statement to TA</b></p>  | WK  |
| 10.2       | <p><b>Driver Name Badges</b></p> <p>MT advised that Abellio was trialling name badges for drivers and so far this had received positive feedback and was giving a more human dimension to drivers. The company was now considering rolling this out across the fleet with meetings arranged to discuss it further. MT confirmed to WK that it was being introduced as a voluntary scheme.</p>   |     |
| 10.3       | <p><b>Driver Fasting Engagement</b></p> <p>MT reported that Stagecoach would be engaging with drivers about periods of work with no drink and no food such as religious festivals like Ramadan. Included in discussions would be difficulties back-filling driver duties during holidays.</p> <p>WK advised that careful consideration should be given to this issue involving Unite.</p>   |     |

|      |   |  |
|------|---|--|
|      | MW commented that lessons might be learned from rail and air industry, as well as other transport sectors.  |  |
| 10.4 | <p><b>TfL Management Team Changes</b></p> <p>WK expressed thanks to MW and MOD for moving issues forward for bus drivers over many years. On behalf of Unite, its members and personally, he wished them well for the future.</p> |  |
|      | <b>Ends</b>   |  |