

Transport Focus diversity and inclusion: one page strategy

We represent the interests of all transport consumers and strive to make our work as representative, relevant and useful as possible. Diverse teams have more and better ideas that can improve our understanding of transport consumers and help us champion them.

Our Board, chief executive and management team give their full commitment to the diversity and inclusion strategy. The diversity and inclusion champions steer our organisation when it comes to our culture and the ways we work together.

1. Representation



Goal one

- We will be more representative of all transport consumers' interests across Great Britain.



Target

- Demonstrate our commitment to diversity and inclusion in everything we do and become more diverse and inclusive.

2. Inclusion (external)



Goal two

- Our people's demographics and our work reflects the needs of those whose interests it represents, including the seldom heard.



Target

- Demonstrate greater diversity and inclusivity in the majority of our projects.

3. Inclusion (internal)



Goal three

- All staff will feel confident to be their authentic selves at work and are empowered to speak up.



Target

- Increase in satisfaction scores with diversity and inclusion focussed questions from staff survey.

Our diversity and inclusion vision in detail



Transport Focus represents the interests of all Great Britain's transport consumers.

At Transport Focus, transport consumers are at the heart of everything we do. We recognise this means equality, diversity and inclusion must also be at our core.

What this involves for our people:

- For those who work for and with Transport Focus, our organisation will be inclusive. Everyone who works for and in partnership with our organisation will be safe in the knowledge that their differences are welcomed as we want everyone to feel able to express their views and be themselves without feeling judged.
- We will be able to challenge ourselves and one another and have open and honest conversations, knowing that they make a difference to the experience we all have.
- We'll be recognised as an employer of choice by a truly diverse group of people and our talent management practices will ensure that we attract, develop and retain a group of people who bring different perspectives and experiences.
- Our focus on equality, diversity and inclusion will be a key part of our reputation.

What this means for those whose interests we represent:

We will strive to make our work more representative of the interests of all transport consumers across Great Britain, knowing that reflecting their experience will enable us to be more useful. We will grow and find new opportunities to better support transport consumers because of the different perspectives we bring. Access to transport will be part of everything we do.

Annex A: diversity and inclusion governance and engagement

Governance

Our Board, chief executive and management team give their full commitment to the diversity and inclusion strategy. The diversity and inclusion champions steer our organisation when it comes to our culture, and the ways we work together. The group has the support of the management team and the Board to shape our direction of travel, and inform decisions about the way we work internally and how we present ourselves externally.

Engagement

Externally

Engagement refers to the process of getting stakeholders involved. We expect our partners to work alongside us to deliver our vision. We will develop a diversity and inclusion charter which we will use with our suppliers and partners to ensure they support our plans to be more representative of transport users, especially the seldom heard.

We will update our understanding of transport consumers needs through improved data and evidence gathering as well as enhanced engagement with stakeholders and the people whose interests we represent. We recognise that the key to measuring our success of our actions is to ensure that all stakeholders have opportunities to share their experience with us. We will use this insight to inform and improve the design of our future work and working relationships.

We will continue to involve stakeholders in our plans and provide challenge to progress diversity and inclusion across the sector, our peers and partners.

Internally

For staff, engagement means helping to plan, develop and manage working environments and activities that aim to enhance working lives for all.

We will continue to involve all staff in ongoing discussions around diversity and inclusion. Our diversity and inclusion champions will continue to update staff with regular newsletters and encourage conversation and feedback from colleagues. Our staff survey includes a diversity and inclusion section that we will use to measure progress.

Annex B: looking back - our progress so far

An extraordinary 2020 prompted us to approach things in a new way. We agreed that a focused piece of work was required. In developing our strategy and plans we've had help from a diversity and inclusion partner, and crucially our staff, as shown in this timeline:

July 2020

- identified a diversity and inclusion partner (*A New Normal*) to help us with our plans.

October 2020

- diversity and inclusion project launched
- discovery phase started
- recruitment audit started
- diversity and inclusion workshop for all of management team.

November 2020

- diversity and inclusion discovery interviews with staff

- recruitment audit feedback.

December 2020

- diversity and inclusion staff survey launched.

January 2021

- discovery report feedback
- diversity and inclusion staff survey feedback to all staff
- insight report on how to be more more inclusive in our insight work launched.

February and March 2021

- diversity and inclusion workshops for all staff.

April 2021

- staff are invited to be part of the diversity and inclusion champions group.

July 2021

- first diversity and inclusion champions meeting goes ahead.

September 2021

- diversity and inclusion workshop for Board members

- diversity and inclusion champions mandate agreed by management team
- staff survey with enhanced diversity and inclusion section launched.

November 2021

- staff attitude survey results with diversity and inclusion questions shared with all staff
- further analysis of diversity and inclusion staff survey results looking at social and economic factors.

December 2021

- diversity and inclusion strategy and action plan for 2022/23 drafted
- second diversity and inclusion workshop for Board members.

January 2022

- dialogue with other leading organisations starts (*Coal Authority*).

Annex C: delivering our diversity and inclusion action plan

Our diversity and inclusion action plan demonstrates a three year forward view. However, it is important to formally review, publish and report upon the action plan on a biannual basis. A progress review will be added to our website every year.

Responding to staff feedback through an external diversity and inclusion survey, we have identified the key focus areas for the organisation and integrated them into an action plan. These are:

- representation
- inclusion (external)
- inclusion (internal).

The action plan provides a three year summary of outcomes that are planned to be delivered during years one, two and three.

1. Representation



Goal one

- We will be more representative of all transport consumers' interests across Great Britain.



Target (external)

- We need to be more demonstrative of our commitment to diversity and inclusion.



Track

- Stakeholder survey results.

Actions:

1.1 Partnerships

- identify organisations and individuals we can work with as partners to draw upon different perspectives, including social backgrounds
- ensure that any panels we are part of are diverse and representative.

Owner: all staff, management team and Board members.

1.2 Transparency

- publish our diversity and inclusion strategy and vision statement on our website
- publish our diversity data and gender gap report on our website on an annual basis.

Owner: human resources executive.

Target (internal)

- **We can demonstrate that we are becoming more diverse and inclusive.**

Track

- **Comparison of demographic statistics of staff and Board against UK statistics and using an internal staff survey to measure improvement.**

Actions:

1.3 Attraction

- we will promote flexible roles that are open for hybrid and part time working
- our adverts will use inclusive language to attract as wide an audience as possible.

Owner: human resources executive.

1.4 Recruitment

- continued use of anonymous shortlisting for all recruitment campaigns to ensure the opportunity for bias is removed
- selection will continue to be based on competencies, behaviours and potential
- our competency framework and selection resources will be refreshed and updated.

Owner: human resources executive.

1.5 Progression

- feedback from staff will help us address barriers to progression
- our competency framework will be refreshed

to support knowledge and understanding of career progression.

Owner: human resources executive.

1.6 Raising awareness

- ongoing diversity and inclusion conversations through training and workshops
- all staff have an annual objective relating to diversity and inclusion
- all staff invited to use pronouns on their internal and external communications
- diversity and inclusion champions newsletter throughout the year.

Owner: human resources executive, diversity and inclusion champions.

1.7 Widening the talent pool

- identify channels to widen our reach (such as apprenticeship schemes and resourcing using LinkedIn and social media) and report on resources required to manage these processes to evaluate cost/benefit.

Owner: human resources executive.

2. Inclusion (external)



Goal two

- **The work of Transport Focus reflects the needs of those whose interests it represents, including the seldom heard.**



Target

- **We can demonstrate greater diversity and inclusivity in the majority of our projects.**



Track

- **Stakeholder survey results.**

Actions:

2.1 Diversity and inclusion charter

- we will develop a diversity and inclusion charter and use it with all suppliers and partners will ensure that they support our plans to be more representative of transport consumers.

Owner: all staff, management team and Board members.

2.2 Ensure that our insight work gives seldom heard groups a voice

- every project is viewed through a diversity and inclusion lens to make sure that the views of seldom heard groups are understood
- ensure that our insight team is up to date with best practice and issues around diversity and inclusion in insight specifically
- continued use of external experts to boost knowledge.

Owner: head of insight.

2.3 Diversity and inclusion impact assessments

- the impact assessment for every project will be thoroughly analysed to ensure the practical/financial potential to involve more seldom heard people is fully exploited.

Owner: all project sponsors and project managers.

2.4 Be more demonstrative to our commitment to diversity and inclusion

- diversity and inclusion will be at the forefront of our events with a diverse range of speakers and we will challenge our partners to do the same
- our website and house style will be fully compliant with up to date accessibility guidelines
- diversity and inclusion will become part of regular two-way dialogue with stakeholders to demonstrate where stakeholder input has made a difference.

Owner: all staff, management team and Board members.

3. Inclusion (internal)



Goal three

- All staff will feel confident to be their authentic selves at work and are empowered to speak up.



Target

- Increase in satisfaction scores within staff survey.



Track

- Staff survey results.

Actions:

3.1 Upskill the organisation on the concept of conscious inclusion

- provide all staff and Board with conscious inclusion training
- set clear expectations about conscious inclusion behaviours
- implement a code of conduct.

Owner: human resources executive.

3.2 Providing opportunities for everyone to be involved

- ongoing, facilitated discussion around diversity and inclusion topics for everyone
- equip management team to lead by example
- diversity and inclusion champions will help champion our differences and make sure there is a diverse set of perspectives at the forefront of our organisation
- adopting inclusion moments into all staff calls and team meetings will encourage

everyone to live and breathe our values and give everyone the chance to engage and feel included

- guest speakers who will share and inspire.
- identify wider industry or sector networks for staff to join (for example LGBTQ+).

Owner: human resources executive, diversity and inclusion champions and management team.