

AGENDA ITEM 5

TRANSPORT FOR LONDON

SAFETY, HEALTH AND ENVIRONMENT COMMITTEE

SUBJECT: QUARTERLY HEALTH, SAFETY & ENVIRONMENT REPORTS

DATE: 18 NOVEMBER 2008

1 PURPOSE AND DECISION REQUIRED

- 1.1 To inform the Committee of the key Health, Safety and Environment matters in the Modes during the last quarter. The Committee is asked to NOTE the report.

2 BACKGROUND

- 2.1 Full reports on Health, Safety and Environmental activities and performance are produced annually. These quarterly reports are to update the Committee on any significant matters from the previous quarter.

3 INFORMATION

- 3.1 The Quarter 2 2008/09 Health, Safety and Environment report for each Mode is attached as follows:

Appendix 1	London Underground
Appendix 2	Surface Transport
Appendix 3	London Rail
Appendix 4	Corporate Directorates

4 RECOMMENDATION

- 4.1 The Committee is asked to NOTE the report.

5 CONTACT

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LONDON UNDERGROUND QUARTERLY HEALTH, SAFETY AND ENVIRONMENT REPORT

1 SUMMARY

What went well

- 1.1 All safety key performance indicators were stable or improving during the quarter and are on or better than target. Notably, workplace violence incidents were reduced by 15 per cent to 367 in Quarter 2 compared to the same quarter last year.
- 1.2 There were no overdue safety improvement actions for London Underground (LU) and Tube Lines this quarter and Metronet reduced their overdue actions from five in Quarter 1 to two this quarter.
- 1.3 Most health performance indicators improved this quarter, which is reflected in the success of the stress reduction programme in reducing absence due to mental health reasons by an average of 58 per cent. The health improvement programme continues to be delivered to target.
- 1.4 Most environmental performance indicators are stable or improving and are on or better than target. All of the environmental improvement actions are being delivered on programme with the exception of the trial of waste paper recycling bins as explained in paragraph 1.8 below.

Areas for improvement

- 1.5 Metronet need to clear their two overdue safety improvement actions and have detailed programmes in place to do this.
- 1.6 Absence due to back pain has increased over past two quarters. Line managers need to ensure early referrals of staff with this problem to the Occupational Health team. The Chief Operating Officer has already taken action to ensure this happens.
- 1.7 Changes in the energy data management reporting system have resulted in unexpected deterioration in the completeness and accuracy of station and depot electricity usage data, such that local energy measurements cannot be relied on to give accurate feedback on energy conservation actions.

Significant plans for the next quarter

- 1.8 The six month trial of waste paper recycling bins for customer use on London Underground station platforms commenced on 3 October. This was delayed due to unexpected difficulties in arranging trial station locations but is now underway.
- 1.9 Ways to remedy the energy data management reporting system deficiencies, reported at 1.7 above, are to be determined and a rectification programme defined.

2 PROGRESS AGAINST HSE PLAN

2.1 Progress against actions in the Health, Safety and Environmental Improvement plans continue to be tracked via the London Underground Safety Action Tracking System (LUSATS). The following items are of note in Quarter 2:-

a) Corporate Signal Passed At Danger (SPAD) Reduction Programme

Delivery of the new Train Operator Course, directed at all internal promotions and external new recruits, commenced in Quarter 2. Evaluation of this course will take place in Quarter 1 2009/10.

b) Workplace Violence

The first year plan of the joint London Underground/British Transport Police (BTP) strategy for tackling workplace violence has been published.

c) Safety Critical Communications

Full implementation of the Continuous Development Programme (CPD) for Service Control staff, which included the Safety Critical Communications module, was completed in Quarter 2.

3 STATUS OF HSE MANAGEMENT SYSTEM

3.1 Compliance with LU's Health Safety and Environmental Management System (HSEMS) is monitored via audit. LU, Metronet and Tube Lines audit programmes continue to programme with no safety critical adverse findings in Quarter 2.

4 HSE PERFORMANCE

Health

4.1 There were 31,580 working days lost to sickness absence in Quarter 2, representing an average of 2.3 days per employee. For comparison, in the previous quarter there was 2.2 days absence per employee and in the same quarter last year 2.4 days absence per employee. The top three categories of sickness absence in Quarter 2 were musculo-skeletal, mental health and gastrointestinal.

4.2 The Stress Reduction Programme (SRP) demonstrated significant reductions in absence due to mental health reasons, for staff who have attended the programme. On average absence reduced by 58.9 per cent in the third year after completion of the programme when compared with the year prior to attending the programme. This shows that the SRP has a sustained beneficial effect.

4.3 286 unannounced Drugs & Alcohol tests were undertaken in Quarter 2. Three employees tested positive for drugs and one tested positive for both drugs and alcohol. One employee has resigned while the others are scheduled for disciplinary hearings.

Safety

- 4.4 There was one customer fatality in the quarter, which may have been due to either accidental or medical causes. An 89 year old man fell down stairs at Seven Sisters station and later died in hospital. The stairs involved were not defective. There were six suicides in the quarter, the trend here being stable following a steady decline over many years.
- 4.5 The number of accidental customer major injuries in Quarter 2 was 37 (0.13 per million customer journeys at the end of the quarter). For comparison there were 28 accidental customer injuries in the previous quarter (0.11 per million customer journeys at the end of the quarter) and 30 in the same quarter last year. The trend remains stable.
- 4.6 There was 1 employee major accidental injury in Quarter 2, a rate of 0.06 per 1,000 employees. For comparison, there were three employee major injuries in the previous quarter and eight in the same quarter last year. This has returned to its previously low rate following the inexplicable 'blip' (of eight) in the same quarter last year.
- 4.7 There were 80 physical assaults on employees in Quarter 2. For comparison, there were 87 physical assaults on employees in the previous quarter and 127 in the same quarter last year.
- 4.8 There were 172 verbal assaults and 115 threats on employees in Quarter 2. For comparison, there were 198 verbal assaults and 150 threats on employees in the previous quarter and 245 and 76 in the same quarter last year.
- 4.9 Overall, the eight year downward trend in workplace violence continues. At its September meeting the Committee asked what effect the Alcohol Ban has had. It is impossible to say, from a statistical point of view, whether or not the alcohol ban has definitely contributed to this welcome and continued downward trend or whether this is due to actions arising from our workplace violence reduction programme spearheaded by the joint LU/BTP workplace violence reduction unit, or from both. However, discussions have been held with our staff on this subject and, on balance, their view is that anything that encourages responsible drinking and reduces excess consumption and the unacceptable behaviour that goes with it is welcome and thus, on this basis, the alcohol ban is a 'good thing'.
- 4.10 The overall Signals Passed at Danger (SPAD) trend remained stable in Quarter 2 with a total of 174. Encouragingly, however, the average number of Category A SPADs (due to driver error) has reduced by 19 per cent, from 54 per period last year to 44 (by end of Quarter 2) this year.

Environment

- 4.11 The amount of Construction and Demolition waste handled in Quarter 2 was between 40-50 per cent lower than in Quarter 2 last year due to fewer track replacement projects in progress. The percentage recycled was also significantly lower than last year with 45 per cent recycled this year against 81 per cent last year in Quarter 2. This is due to the difficulty in recycling waste from dispersed stations projects as compared with the track replacement works

which are served from a few centralised depots via engineering trains.

- 4.12 Quarter 2 traction energy use (240,000 MWh) was slightly higher than that used in Quarter 1 2008/09 (217,000 MWh) and in Quarter 2 2007/08 (213,000MWh). This reflects the best ever train service performance currently being achieved, with the consumption rate just 1.2 per cent above its improvement target.
- 4.13 There was a further decrease in the number of environmental incidents to 34 in Quarter 2 compared to 40 in Quarter 1. This continues the improving trend and reflects the success of Metronet's and Tube Line's efforts on their environmental improvement programmes.
- 4.14 LU is trialling the effectiveness of customer newspaper recycling bins at a number of stations. A significant number of newspapers are discarded at stations and on trains and the trial aims to improve litter management and recycling at the stations. The trial will last six months, following which a decision will be made on whether this is appropriate for other stations. Further details are contained in Annex A of this report.

Major incidents

- 4.15 There were no major incidents in the quarter.

LONDON UNDERGROUND CUSTOMER RECYCLING TRIAL

A trial of customer newspaper recycling bins in London Underground stations commenced in October 2008.

It is estimated that over 7.5 million free newspapers are distributed in London each week. London Underground has seen a significant increase in waste left on trains and in stations since the introduction of the afternoon newspaper in August 2006. It is hoped that the recycling bins will encourage customers to put their paper in the recycling bin rather than leaving the paper on the train or as litter in the station. This would improve litter management and cleanliness in stations and on trains. It would also improve the effectiveness of recycling at the stations.

The trial, which started on 1 October 2008, involves six stations: Cockfosters, Hainault, High Barnet, Stanmore, Watford and West Ruislip. These stations were selected based on the following criteria: security requirements, presence of permanent litter picking staff, practical elements (station layout, appropriate locations for recycling receptacle, space for waste storage, etc.) and heritage status. The stations chosen currently see large volumes of discarded newspapers as they are terminus stations. The British Transport Police and Transec have been involved in this project and support the trial.

The trial will be monitored over six months to assess the effectiveness of the receptacles, use by customers, etc. Once the trial has been completed, a decision will be made on whether newspaper recycling receptacles should be introduced at other stations where appropriate.

This trial is sponsored by the Metro newspaper and supported by Tube Lines and Metronet who are recycling the newspapers.



Figure 1: Recycling bin at Hainault



Figure 2: Recycling bin in Cockfosters

**SURFACE TRANSPORT QUARTERLY HEALTH, SAFETY AND ENVIRONMENT
REPORT**

1 SUMMARY

What went well

- 1.1 London is already benefitting from reduced emissions as a result of the Low Emission Zone (LEZ). 96 per cent of HGVs over 12 tonnes now meet Euro III standard for particulate matter compared to 70 per cent in 2007. Phase 2 of LEZ was launched on 7 July 2008 to include HGVs of 3.5-12 tonnes, buses and coaches over 5 tonnes with nine or more seats. Compliance rates for vehicles affected from July are 94 per cent.
- 1.2 The bus Driver Quality Monitoring score, based on independent monitoring undertaken by the Driving Standards Agency, continued to show improvement, with an average monthly network score of 7.99 at the end of August compared with 10.24 at the end the same month last year (A low score indicates better performance).
- 1.3 Financial approval for the project to replace ATLAS, the bus incident reporting system, was obtained. This development will further enhance incident reporting on the bus and Dial-A-Ride network.
- 1.4 The annual London Road Safety Forum Conference took place on 18 September, on the topic of Legal and Illegal Distraction and Impairments. It was attended by 160 people, the majority being staff from London Boroughs.
- 1.5 The Bus Operator Forum - Safety Sub Group is assessing the effectiveness of a device which carries out a real-time monitoring of drivers' driving behaviour; initially one bus operating company is the device.
- 1.6 10,000 safety (Fresnel) lenses for freight operating companies and lorry drivers were distributed through the Freight Operator Recognition Scheme (FORS) to help cut collisions between cyclists and goods vehicles. The easy to fit lens sticks on to the passenger window of a truck cab, improving lorry drivers' vision of cyclists who come within close proximity of their vehicles.

Areas for improvement

- 1.7 Following the investigation of a major incident in which a tree fell on a van fatally injuring the driver on 13 August, no major failings were identified. A number of improvements, though not deemed contributory factors to the incident, have been identified for the tree management system. These include the need to implement a consistent policy for tree management, to maintain uniform and easily accessible records related to tree management and to ensure tree inspections are undertaken in a timely manner.

- 1.8 London Taxis International (LTI) have completed investigations into the causes of the TX4 taxi fires and have identified the remedial work required to enable the affected taxis (approximately 680 in total) to return to service. To date, around 406 taxis have had the work completed and are in receipt of the appropriate certification from LTI to allow the Public Carriage Office to return them to service. The work on the remaining taxis is on-going to allow these vehicles to be returned to service at the earliest opportunity. Once this work is complete, LTI will then recall the remainder of the TX4 fleet for remedial work.

Significant plans for next quarter

- 1.9 Work is underway to extend the TfL Incident Care Team scheme across Surface Transport. The scheme, which has been successful across London Underground for a number of years, will help provide practical advice and support to victims and families following a major incident on the Surface Transport system. Volunteers are being sought across the organisation.
- 1.10 A small working party is being set up to review the services currently available for Surface Transport from the London Underground occupational health department, with a view to making recommendations for the increased use of the health and wellbeing services and campaigns available.

2 PROGRESS AGAINST HSE PLAN

- 2.1 As part of delivering the Road Safety Plan, work continued on preparing the Annual Casualty Report 'Towards the year 2010: monitoring casualties in Greater London'. This report lists progress towards the casualty reduction targets for all London Boroughs. Overall, "Killed and Seriously Injured (KSI)" casualties fell in London by 4% in 2007 compared to 2006 and are now 43% below the baseline. The Report was published in October.
- 2.2 Campaigns to support reduction in Road Safety KSIs continue. During Quarter 2 campaigns for Teenagers, Cyclists and Drug Driving were completed and are now on air. Work is in hand to support new campaigns on Young Drivers in January 2009 and further work is being carried out to support a new Teenagers campaign in March 2009.
- 2.3 Directorates reviewed their Quarter 2 health and safety objectives at their safety governance meetings.

3 STATUS OF HSE MANAGEMENT SYSTEM

- 3.1 The Health Safety and Environment Management System for the Surface public transport modes (London Buses, London River Services (LRS), Victoria Coach Station and Taxis & Private Hire) roll-out commenced on 1 November. East Thames Buses & Dial-a-Ride have already commenced roll-out and completed 'awareness' training.

4 HSE PERFORMANCE

Health

- 4.1 A total of 9,015 days were lost due to sickness in Quarter 2, representing an average of 2.2 per employee. This compares with 2.3 for the last quarter and 2.4 for the corresponding quarter of last year.
- 4.2 The top three categories of sickness absence were musculoskeletal, mental health and gastrointestinal with 19.7, 18.8 and 13.6 per cent of cases respectively.

Safety

- 4.3 The number of accidental customer major injuries in Quarter 2 was 235 (0.45 per million customer journeys). For comparison, there were 233 accidental customer major injuries in the previous quarter and 306 in the same quarter last year.
- 4.4 There was one employee major accidental injury in Quarter 2. For comparison, there were three employee major injuries in the previous quarter and none in the same quarter last year.
- 4.5 There were 44 physical assaults on employees in Quarter 2. For comparison, there were 46 physical assaults on employees in the previous quarter.
- 4.6 There were 13 verbal assaults on employees in Quarter 2. For comparison, there were 16 verbal assaults on employees in the previous quarter.
- 4.7 There were 179 physical assaults on contractors in Quarter 2, all of which were against bus drivers. For comparison, there were 199 physical assaults on employees in the previous quarter.

Environment

- 4.8 The public consultation on the Congestion Charge Western Extension has ended. TfL invited those taking part if they want the Western Extension kept as it is, removed, or whether they want certain aspects of it changed to address specific concerns. Consultees were also invited to suggest any other changes that they thought could improve the scheme. Possible changes to the scheme include:
 - a) Making the Congestion Charge easier to pay by introducing accounts (this would apply to the Western Extension and original charging zone)
 - b) Introducing a charge-free period in the middle of the day in the Western Extension
 - c) Increasing the residents' discount to 100 per cent (this would apply to the Western Extension and original charging zone).

- 4.9 Good progress was made towards introducing 10 hydrogen buses into the bus fleet by 2010 with the submission of the planning application and hazardous substances consent for the refuelling and maintenance facility in Leyton. The Olympic Development Authority and Metropolitan Police are engaged in evaluating the safety and security implications of the site during the 2012 Olympic Games. A consulting firm was appointed to fill a specialist Health and Safety assurance role for the hydrogen bus project. The firm will assist the Surface Transport Safety Team by advising on specialist health and safety aspects during the life of the project. A risk profiling workshop was undertaken.
- 4.10 Defra Minister, Jonathan Shaw, has written to the Mayor to ask that we work together to meet the EU limit value for particulate matter (PM10) in London by 2011. Defra intend to present an action plan to the EC by summer 2009 and have called for support from TfL and the GLA.
- 4.11 The TfL Climate Change Fund allocated funds for the installation of a 100KW wind turbine on the site of the new bus garage at West Ham. A commercial agreement between London Bus Services Ltd, East London Bus Group and an electricity provider will be established so that surplus energy over and above the base load can be sold back to the grid.

Crime and disorder

- 4.12 As part of the Workplace Violence Unit initiative, TOCU is advertising for ten officers following the appointment of a Sergeant to oversee the Unit. Bus operating companies nominated a representative, thus ensuring the involvement of all key stakeholders.

Major incidents

- 4.13 There were five fatalities on the bus network during the quarter. These comprised one death by natural causes, three pedestrian fatalities and a passenger fatality. These incidents are currently under investigation. The passenger fatality was as a result of Route 468 collision with a tram. A joint investigation panel from London Rail and Surface Transport was formed to investigate this incident. However, the Metropolitan Police has retained all available CCTV evidence from the bus and the tram as part of their investigation. The Rail Accident Investigation Branch (RAIB) is not investigating the incident but is maintaining an interest.
- 4.14 On 17 August, at 23.24h, a passenger died after falling between a private charter vessel and the pier whilst disembarking at Westminster Pier. The incident is under investigation by the Marine Accident Investigation Branch (MAIB). MAIB has made an initial recommendation to the Maritime and Coastguard Agency and LRS. To ensure compliance, LRS has written to all boat operators licenced to use its piers reminding them of the correct mooring procedures at LRS piers. In addition, LRS is planning to carry out active monitoring of boat operators over the next quarter to assess the level of compliance with current good practice in mooring and passenger management at LRS piers.

LONDON RAIL QUARTERLY HEALTH, SAFETY AND ENVIRONMENT REPORT

1 SUMMARY

What went well

- 1.1 The GE19 Bridge incident report was published at the beginning of Quarter 2. A number of lectures and briefing sessions have taken place to disseminate the lessons learnt to the wider construction and engineering community.
- 1.2 London Rail presented its safety management arrangements to a panel of Her Majesty's Railway Inspectorate (HMRI) personnel. This was the first of a planned series of high level liaison meetings which are designed to further develop the relationship between London Rail and their regulators.
- 1.3 On Docklands Light Railway (DLR) the positive trend with regards to staff assaults continued this quarter. The Employee Major Assault Rate remained at zero and there were three incidents of minor assault (verbal abuse/pushing). The overall trend for this type of incident is declining and at the end of the quarter was two per 100,000 hours worked.

Areas for improvement

- 1.4 The trend for staff assaults remains above the benchmark rate on London Overground. London Overground Rail Operations Limited (LOROL) are continuing to pursue a number of work streams to identify hot spots for assaults. They have also set up the Staff Welfare and Assaults working group (which includes representatives of the British Transport Police). The Group reviews each incident and where appropriate identifies action plans to deal with particular issues.

Significant plans for the next quarter

- 1.5 London Rail worked with its contractors and operators during European Safety Week (20 – 24 October 2008) to promote the importance of risk assessment. A number of initiatives and a competition open to both TfL London Rail and their contractors staff will be run during Quarter 3.
- 1.6 Work will continue on the development of the London Rail HSE Management System to include the role of Infrastructure Manager for the East London Line.
- 1.7 Work will continue on the development of the London Tramlink HSE Management System (HSEMS). This work stream includes enhancing the documentation to include the additional responsibilities of Infrastructure Manager and fully integrating the HSE management arrangements.

2 PROGRESS AGAINST HSE PLAN

- 2.1 London Tramlink (formally Trams) are primarily concerned with the development of their new safety management systems and so strategic safety objectives will be formulated for the beginning of the next financial year. This

approach has been discussed and agreed with the HMRI.

- 2.2 There are 10 improvement objectives for Docklands Light Railway Ltd (DLRL) this year. One objective has already been completed. Satisfactory progress has been made with the others.
- 2.3 London Overground Infrastructure made progress on all eight of its improvement objectives.

3 STATUS OF HSE MANAGEMENT SYSTEM(S)

- 3.1 The London Rail HSEMS consists of core London Rail documentation, beneath which there are specific arrangements that relate to the individual companies within London Rail.
- 3.2 DLRL has a Safety Management System which governs its activities as Infrastructure Manager under Railways and Other Guided Transport Systems (Safety) Regulations (ROGs) and which has been accepted by the Office of Rail Regulation. The system is currently undergoing a review and implementation of improvements are planned to take place over coming months.
- 3.3 Rail for London Limited (which comprises the London Rail headquarters functions and London Overground Operations and Infrastructure) has an HSEMS in place, which is being developed to cover the London Overground Infrastructure Manager role.
- 3.4 Whilst work is on going to develop and integrate the new system as described in 1.7, London Tramlink are operating under pre existing safety management system arrangements.

4 HSE PERFORMANCE

Health

- 4.1 There were 300 working days lost to sickness absence in Quarter 2, representing an average of 1.4 days per employee. For comparison, in the previous quarter there was 243 days absence and in the same quarter last year 113 days absence. The top three categories of sickness absence in Quarter 2 were Gastrointestinal, Coughs and Colds and Neurological including Eye and Ear.
- 4.2 The slight increase in sickness absence in Quarter 2 is not statistically relevant. It is accounted for by two separate items of long term sick, both have now returned to work.

Safety

- 4.3 There were no employee major injuries or physical assaults in TfL London Rail in the last year.
- 4.4 There were no accidental customer major injuries for London Overground in Quarter 2. For comparison, there were no accidental customer major injuries in the previous quarter and two in the same quarter last year.

- 4.5 The number of workforce physical and verbal assaults in Quarter 2 for London Overground was 10 and 17 respectively. For comparison there were 13 and 14 in the previous quarter and nine and five in the same quarter last year.
- 4.6 The number of accidental customer major injuries for Docklands Light Railway in Quarter 2 was two (0.13 per million customer journeys). For comparison, there were no accidental customer injuries in the previous quarter and one in the same quarter last year.
- 4.7 Workforce assaults on DLR are classified as major and minor. The latter includes verbal abuse and pushes and shoves. The number of workforce major and minor assaults in Quarter 2 were zero and six respectively. For comparison there were zero and 10 in the previous quarter and zero and 24 in the same quarter last year.
- 4.8 The number of accidental customer major injuries for London Tramlink in Quarter 2 was two (0.34 per million customer journeys). For comparison there were no accidental customer injuries in the previous quarter and one in the same quarter last year.
- 4.9 The number of workforce physical and verbal assaults in Quarter 2 for London Tramlink was five and three respectively. For comparison there were 15 in total reported in the previous quarter. Historic data regarding assaults is not currently available.
- 4.10 On London Overground Infrastructure there were two RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) accidents. The cumulative accident rate is 0.39 per 100,000 hours worked. Overall performance is better than the benchmark rate of 0.59.
- 4.11 On DLR Major Projects there were three RIDDOR accidents in Quarter 2. The cumulative accident rate is 0.53 per 100,000 hours worked at the end of the quarter and is better than the benchmark rate of 0.55.

Environment

- 4.12 London Rail is continuing to implement the initiatives set out in the Energy Action Plan. A feasibility study to identify a relatively low cost scheme for DC electrification of the Gospel Oak – Barking line has recently been commissioned. This would have significant environmental benefits through reductions in CO₂ emissions and improved air quality by replacing diesel services with electric trains.
- 4.13 London Overground Rail Operations Limited is progressing well with their plans for implementing regenerative braking on the new Class 378 units. Recent work by Southern to deliver regenerative braking on their DC Turbostar units is being built on to ensure that regenerative braking can be used on both AC and DC sections of the Overground network. Some works will be required to ensure compatibility on the sections where there is joint running with London Underground services, but it should be possible to resolve these issues to deliver significant savings in energy use.
- 4.14 On DLR the London Borough of Tower Hamlets has provided funding towards reducing energy use at Blackwall station. The original plan to install solar panels has not proved to be financially viable, but alternatives are now being investigated such as cycle shelters with lighting powered by photovoltaic cells.

4.15 DLR has been carrying out work assessing the flood risk to the network from both tidal and fluvial flooding. This has identified where the highest risk areas are which can be investigated to determine whether any mitigation is required to reduce flood risks. Whilst much of the network is on viaduct, substations and station equipment rooms are often at ground level and may potentially be at risk.

Major Incidents

4.16 There was a cyclist fatality due to a collision between a tram and a cyclist at Morden Hall crossing, an investigation is underway. A collision between a bus and tram in the quarter also resulted in a bus passenger fatality, this is recorded within Surface Transport's statistics.

CORPORATE DIRECTORATES QUARTERLY HEALTH, SAFETY AND ENVIRONMENT REPORT

1 SUMMARY

What went well

- 1.1 HSE plans and processes supporting the Oyster Private Finance Initiative contract were reviewed, including assurance relating to the continuing roll-out of wide aisle gates within London Underground.
- 1.2 The Group Customer Services stress resilience programme provided a number of 'Fit for Life' health fairs across different work sites timed throughout the 24-hour cycle to optimise participation.
- 1.3 TfL, in collaboration with Tube Lines Distribution Services and the Institute of Advanced Motorists have developed an online risk assessment to help the modes comply with the Group driving/riding at work standard. The tool will also aid the evaluation and training of high risk drivers. Full implementation is planned for March 2009.
- 1.4 The pilot of the Global Corporate Challenge (GCC) was completed. The GCC is a health and fitness initiative developed specifically for the corporate workplace. It aims to increase fitness by creating competing teams who measure their activity levels by monitoring 'step counts' with pedometers. The performance of all teams is then entered weekly onto a website. TfL entered six teams of seven individuals. In the category of companies which had up to nine teams, of which there were 142 teams around the world, TfL came second. Occupational Health made an assessment of individuals' health at the beginning of the pilot and is currently completing the post event assessments.

Areas for improvement

- 1.5 The latest version of the London Transport Museum HSE Management System will be reviewed for alignment with the Corporate Directorates HSE Management System.
- 1.6 A full review of the current home working arrangements with regard to health and safety will be made and further input into the roll out of Oyster to national rail will be provided.

Significant plans for the next quarter

- 1.7 The Group Customer Services 'Fit for Life' programme will roll-out stress resilience forums.
- 1.8 There will be continued HSE input to the PRESTIGE audit programme for operational areas including bus garages and London Underground stations.
- 1.9 HSE consultation arrangements for the Corporate Directorates will be provided to recognised trades unions for consideration.

- 1.10 HSE input will be made to the advice and guidance concerning the TfL reasonable adjustment process.

2 PROGRESS AGAINST HSE PLAN

- 2.1 The Dseasy display screen equipment programme continues to be rolled-out to programme and the risk assessment is being updated to reflect software changes.
- 2.2 The manual handling risk assessment programme is being expanded, initially in the Lost Property Office.

3 STATUS OF HSE MANAGEMENT SYSTEM(S)

- 3.1 Alignment of the Corporate Directorates' HSE Management System to the current organisational structure is underway.
- 3.2 A review of water quality risk assessments in Head Offices is near completion.

4 HSE PERFORMANCE

Health

- 4.1 There were 3384 working days lost to sickness absence in Quarter 2, representing an average of 1.5 days per employee. For comparison, in the previous quarter there was 1.5 days absence per employee and in the same quarter last year 1.6 days absence per employee. The top three categories of sickness absence in Quarter 2 were mental health, musculo-skeletal and gastrointestinal.

Safety

- 4.2 There were no customer or employee accidental major injuries and no physical or verbal assaults on staff in Quarter 2. For comparison, there were none in the previous quarter and none in the same quarter last year.

Environment

- 4.3 Environmental policies and proposals for input to the Mayor's Transport Strategy were developed through workshops with GLA environmental officers and TfL environmental managers. Work on the Integrated Impact Assessment (IIA) for the Strategy commenced in the Period. The IIA comprises a combined sustainability appraisal, strategic environmental assessment, health impact assessment and equalities impact assessment.
- 4.4 The draft London Climate Change Adaptation Strategy was published for consultation with the Assembly and Functional Bodies. A TfL response is in preparation.
- 4.5 TfL is working with the Department for Environment, Food and Rural Affairs (Defra) regarding compliance with European Union limit values for particulate matter of ten microns or less (PM 10s). As a first step, TfL's programmes and plans to help reduce PM10s were provided to Defra.
- 4.6 TfL became a stakeholder consultation partner with the Environment Agency for

their Thames Estuary 2100 long term flood management options. A workshop with representatives from all TfL modes and key contractors assessed key assets in terms of location and vulnerability to flooding.

- 4.7 A pan-TfL programme to agree common environmental requirements at key stages of the procurement process, such as pre-qualification, invitation to tender, contract terms and conditions is being developed. The final output will be standard wording for common environmental requirements that can be used across the organisation.

Major incidents

- 4.8 There were no major incidents.