

Transport for London

Safety and Sustainability Panel

Subject: Quarterly Health, Safety and Environment Performance Reports – Quarter 3, 2012/13

Date: 19 March 2013

1 Purpose

- 1.1 To inform the Safety and Sustainability Panel of the key health, safety and environment matters during Quarter 3, 2012/13.
- 1.2 The Panel is asked to note the report.

2 Background

- 2.1 Full reports on Health, Safety and Environmental performance are produced annually. Quarterly reports are produced to update the Panel on any significant matters from the previous quarter. Transport for London (TfL) has three main delivery businesses, Rail and Underground, Surface Transport and Crossrail, with support from the Specialist Service Directorates. To reflect this, the quarterly business reports have been amended to provide a combined Rail and Underground Report, with the Surface Transport and Crossrail Reports as before. Any key activities related to the specialist directorates will now be highlighted on an exception basis, in this cover page.

3 Information

- 3.1 The Quarter 3, 2012/13 Health, Safety and Environment Performance Reports for each business area are attached as follows:

Appendix 1 Rail and London Underground
Appendix 2 Surface Transport
Appendix 3 Crossrail

4 Recommendation

- 4.1 The Panel is asked to NOTE the report.

5 Contact

- 5.1 Contact: Martin Brown, Head of HSE Rail and Corporate
Number: 020 7027 8904
E-mail: martinbrown@tfl.gov.uk

Rail and Underground (R&U)

Quarterly Health, Safety and Environment report

1 Summary

What went well

- 1.1 The majority of safety, environmental and health performance indicators remain stable or are improving with exceptions noted below. No regulatory enforcement notices were received. It has been 310 days since the last major incident on London Underground (LU) infrastructure.
- 1.2 The significant improvement in the management of noise during LU works seen in quarter 2 continued (the complaint rate was 0.68 complaints / 100,000 hours worked at the end of quarter 3 compared with the target of 0.75 complaints /100,000 hours worked).
- 1.3 The recycling targets for LU Commercial and Industrial (C&I) waste (80 per cent) continue to exceeded target.
- 1.4 Work on the Low Carbon Station project at Leicester Square was completed. Electricity consumption at the station has been reduced by approximately 40 per cent. London Rail is looking at how more effective metering can be achieved within the stations operated by the concessionaires to build a reduction plan. This is an objective of the Rail Improvement plan this year.
- 1.5 A programme to improve mental health awareness and support through organisational change is now available. This includes revised information for managers.
- 1.6 Next year's mental health plan was agreed with the health improvement programme stake holder group in LU. The plan will focus on developing an e-learning package for managers on managing employees with mental health difficulties, and reducing stress in the workplace. LR will also make use of this work.
- 1.7 As part of the ongoing work to reduce and provide improved assistance to Persons ill on Trains the London Ambulance Services has endorsed LU's advice as to removal of ill passengers from trains. A programme of communications will commence in Quarter 4. LOROL have also expressed an interest in using the approach, and are currently developing a trial. We will review this before considering a roll out in Trams and DLR.

Areas for improvement

- 1.8 Recycling rates for some construction wastes have dropped slightly as a result of recycling sites own recycling rates reducing slightly and a reduction in recycling outlets, reportedly as a knock on effect to the Landfill tax re classification of fines.

- 1.9 A breach of a trade effluent discharge consent occurred at Upminster Depot. Discharges from the area concerned were diverted from the sewer system and are currently being removed by tanker. Anglian Water issued LU with a new discharge consent in December 2012. LU is working with Anglian Water to ensure that in future all discharge consent requirements will be met.
- 1.10 One positive test for drugs occurred on the Northern line. The employee has resigned.
- 1.11 A significant increase in the number of customer major injuries occurred in LU, the cause is under investigation. On Rail there has not been the same increase, however two areas are being looked at, generally the instances where customers are being injured when they trip and fall rushing to catch a service, and on Trams instances where customers are falling as the tram accelerates and brakes, and we are looking to see what can be learnt from Buses.

Key deliverables in the next quarter

- 1.12 The 2013/14 Safety and Environment Improvement programmes will be finalised, while in Rail, as the Plan runs calendar year, this began on 1 January 2013.
- 1.13 Delivery of the LU Capital Programmes Directorate's waste management action plan will start. This will help deliver cost savings, improved compliance and improved environmental performance for LU.
- 1.14 A briefing on sustainability will be given to LU Asset Sponsors and Project Managers. Delivery of this action has resulted from discussion about sustainability at the Value and Sustainability Board.

2 Major incidents

- 2.1 There were no major incidents in Quarter 3.

Surface Transport

Quarterly Health, Safety and Environment Report

SUMMARY

What went well

- 1.1 The 2012 Surface Transport Health, Safety and Wellbeing Awards event acknowledged a host of staff who made valuable contribution to improving staff health, safety and welfare beyond their day job. The awards were presented by Leon Daniels, Managing Director.
- 1.2 A review of progress against the objectives within the health and safety improvement plan shows that Surface Transport is in line with the plan.
- 1.3 The delivery of the health and safety audit programme across Surface Transport for 2012/13 continues with significant activities undertaken in quarter three to ensure its completion by year-end. No significant compliance issues have been identified to date.
- 1.4 Surface Transport is working to deliver the 2012/13 health and safety training programme for employees. This follows the completion of training needs assessments across all business units. By the end of quarter three, the Surface Transport Safety Team delivered 27 in-house health and safety courses. Most of the courses are accredited by the British Safety Council (BSC) and are helping to improve workforce competence.
- 1.5 The trial of the pedestrian countdown on TLRN and Strategic Road Network which started in June 2010 has ended. Feedback received indicates pedestrians like the additional information the system provides as it gives them confidence in deciding when to cross the road safely. Stakeholders including disability advocacy groups were engaged and support the initiative. The system is now being rolled out to 200 sites during in 2013. TfL is now working on a process to help London boroughs nominate further sites on their roads for their own installation.
- 1.6 Figures published in January 2013 show that the public transport network is a safe, low crime environment. The risk of becoming a victim of crime is at its lowest level in over eight years.
- 1.7 The latest bus-related crime figures for 2012/13 (April – December 2012) show a decrease of 6.2 per cent (equivalent to 1,017 fewer crimes) compared to the same period in 2011/12. On the bus network there have been large reductions in the number of robbery offences (363 fewer offences – down 17.4% per cent), violence against the person offences (460 fewer offences – down 10.6% per cent) and criminal damage (212 fewer offences – down 15.3%). The only bus-related crime categories that saw an increase were drug offences (an additional 36 offences – up 6.5%), largely a result of proactive police activity on the network and theft offences (80 additional offences – up 1.1%). Measures are in place to deal with the increase in theft offences.

- 1.8 TfL is to jointly receive the highest national sustainability award rating under the civil engineering award scheme, CEEQUAL, for highways projects and contract work carried out in the southern area of the TLRN. With its partner EnterpriseMouchel, it has been put forward for the top grade of excellent for achieving high environmental, economic and social performance. TfL has also been jointly shortlisted for outstanding achievement in contract management. The awards will be presented at a ceremony in March 2013. The scheme looks to recognise examples of where project and contract teams go beyond minimum legal, environmental and social minimum requirements to achieve obvious sustainable benefits.
- 1.9 There are now 943 charge points in the Source London network (including 380 fast points). At present, there are 51 private and public sector Source London partners, including 24 London boroughs. Negotiations are ongoing between UK Power Networks and London Underground (LU) to install up to 200 charge points across their car park estate. An opportunity to install up to 100 points at Heathrow airport is also being investigated. Several additional new opportunities are also being progressed with new and existing scheme partners to ensure 1,300 charge points are delivered by April 2013. Discussions have taken place with Group Strategy to see how this can be progressed.

Areas for improvement

- 1.10 In quarter three, a total of 7,789 working days were lost to staff sickness, equivalent to an average of 2.46 days per employee. The increase in quarter is in line with the corresponding period of previous years. A total of 1,281 employees were affected with musculo skeletal and mental health issues, accounting for 33 per cent of working days lost. Surface Transport is increasing its collaboration with Occupational Health Services to ensure more staff are accessing services they require.
- 1.11 Violence against bus drivers fell in quarter three from 18.42 incidents per thousand drivers to 13.79. Of the 339 incidents, 45 per cent were physical assaults. Discussions with relevant parties involved in policing, safety and driver training and communication on tackling violence against bus drivers is underway. The Community Safety, Enforcement and Policing team continues work on the workplace violence reduction plan.

Key deliverables in the next quarter

- 1.12 The internal launch of the London Transport Community Safety's Project Guardian took place on 1 February. The Pan-London project involves the British Transport Police, City of London Police, Metropolitan Police Service and TfL working in partnership to tackle sexual offences across London's public transport system. The project aims to increase confidence in reporting of sexual offences, reduce the risk of victimisation, challenge unwelcome sexual behaviour and target sexual offenders on the network

- 1.13 A new campaign to crack down on physical and verbal assaults against transport staff has been launched with a network-wide publicity including in newspapers. The drive, led by a poster campaign that warns would-be perpetrators 'Don't take it out on our staff', is being undertaken in *partnership with the Safer Transport Command*.
- 1.14 London Buses will collaborate with bus operators to design and implement a bus safety awareness campaign. TfL marketing team has been engaged to develop the design concept. The intended campaign will be aimed at passengers with a view to reducing incidents with the potential to cause harm. The campaign will focus on trips and falls on buses, wheelchair buggy related incidents which have all shown a steady trend in the last three years.
- 1.15 Following the conclusion of the consultation process, the Road Safety Action Plan will be published in early Spring 2013.
- 1.16 The Mayor has announced plans for an Ultra Low Emission zone (ULEZ) in central London to deliver further air quality benefits. TfL is undertaking a feasibility study to explore the potential for all vehicles driving in central London during working hours to be zero and low emission vehicles from 2020.

2 Major incidents

- 2.1 On 5 February, a mature Horse Chestnut tree on A406 Gunnersbury Avenue fell causing damage to adjacent property and parked vehicles, but there was no personal injury. Whilst the trees are inspected by arboricultural surveyors on a regular basis, the cause was root disease which is difficult to detect. Another tree was felled following further inspections and the remaining Horse Chestnut trees in the avenue have been subject to specialist ultrasound surveys to reveal any internal decay. Any considered to be at risk will be felled without delay.
- 2.2 There were no fatal incidents in the quarter, however, the investigation of four previous fatal incidents involving buses where concluded as follow:
 - 2.2.1 Route 235 collision with pedestrian in May 2011 at Hounslow Road, TW14, resulted when the youth encroached into the path of the bus diagonally causing the driver not to see him. The investigating police officer raised concerns about the road layout which has been passed on to the local authority.
 - 2.2.2 Route 128 collision with an 82 year old pedestrian in June 2012 at Clements Road, Ilford, occurred when the driver was unable to avoid making contact.
 - 2.2.3 Route 46 collision with a pedestrian in November 2008 at Westbourne Terrace, W2, the bus driver has been prosecuted for causing "Death by Careless Driving", receiving a suspended jail sentence
 - 2.2.4 Route 316 collision with a pedestrian on May 2011 at St Ann's Road, W11, the police decided not to bring a prosecution, however the driver was subsequently dismissed for not doing more to prevent the collision.

In all of the cases, there were no recommendations were made by Coroner's Courts for TfL or the bus contractors involved.

Crossrail Quarterly Health, Safety and Environment Report

1. What went well

- 1.1 Crossrail focussed on the topic of 'People versus Plant' as part of European Health and Safety Week. This included Principal Contractors running initiatives around the integration of people and plant and machinery on site; as well as specific inspections on this topic. The results of the inspections were analysed and fed in to health and safety improvements in this area.
- 1.2 The Principal Contractor's Target Zero forum focussed on the management of vibration and also European Health and Safety Week.
- 1.3 Surveillance checks have been conducted on Principal Contractor arrangements for the management of:
 - (a) Construction Phase Plans
 - (b) Emergency Preparedness and Response Plans
 - (c) Vehicle and Mobile Plant management
 - (d) Reporting and Investigation of Accidents and Incidents.
- 1.4 Crossrail's Target Zero – Road Safety Initiatives won the IOSH Award Category of Best Achievement in Transport and Logistics. Crossrail was also awarded the IOSH Railway Group Award for Occupational Health.
- 1.5 The second round of Gateway commenced and the results are due to be circulated in Quarter 4. Gateway is a Crossrail developed scheme to identify, recognise and reward the implementation of best practices amongst the contractor community. The process consists of a review of the activities implemented to support each of the six Target Zero pillars at each of the main works construction contracts. Contracts are assessed to be Foundation Status (i.e. achieving what was required by contract), Commendation Status (i.e. good practices being implemented) or Inspiration Status (i.e. best practice being implemented) for each pillar and awards are presented accordingly. The programme has been successful in driving positive engagement from the contractors and the cross pollination of best practices
- 1.6 RIVO Safeguard is the Incident Management System which is used by Crossrail. Following discussions in Quarter 2 with the developers of RIVO Safeguard, suggested improvements were also discussed with representatives from the Principal Contractors as the RIVO User Group. Improvements are expected to be implemented during Quarter 4.
- 1.7 The first phase of the new Target Zero visual standard was rolled out across all construction sites. The next phase will be completed by the end of Quarter 4.

Areas for Improvement in the quarter

- 1.8 It is a requirement of the Crossrail Works Information that all Principal Contractors implement a behavioural based safety programme. The current, most common root

cause from incident investigation is reported as “Human factors”. Crossrail are investigating this further and, in addition to improvements in RIVO Safeguard, work is ongoing to develop a means of evaluating the overall effectiveness of the Principal Contractors behavioural programmes.

- 1.9 In Quarter 3, there were three RIDDOR Dangerous Occurrences reported relating to lifting. No injuries resulted however, Crossrail shall ensure, through the assurance programme that all safety systems are in place and are effective.

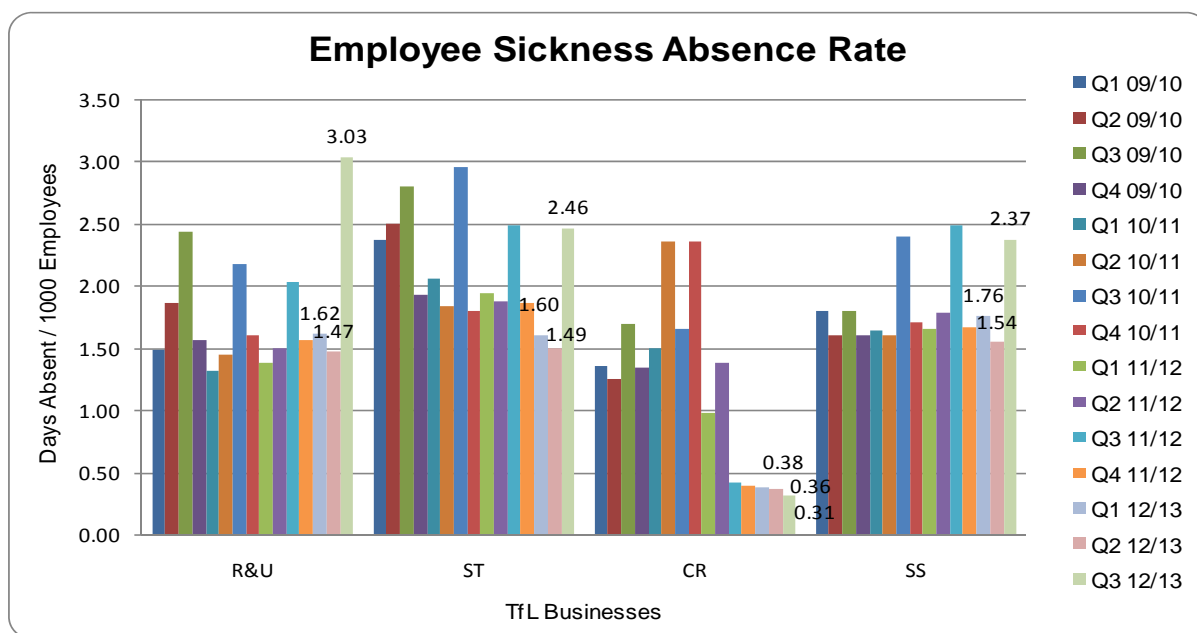
Key Deliverables in the next Quarter

- 1.10 The development and delivery of a new health and safety Key Performance Indicator form in RIVO Safeguard. The design, development and implementation of a new incident and investigation workflow within RIVO Safeguard.
- 1.11 The third cycle of the Gateway Scheme is due during Quarter 4
- 1.12 Leadership Programme – The Crossrail Frontline Leadership Programme commenced in January 2013 and will continue in Quarter 4.
- 1.13 Develop and publish Health and Safety Objectives for 2013/14.

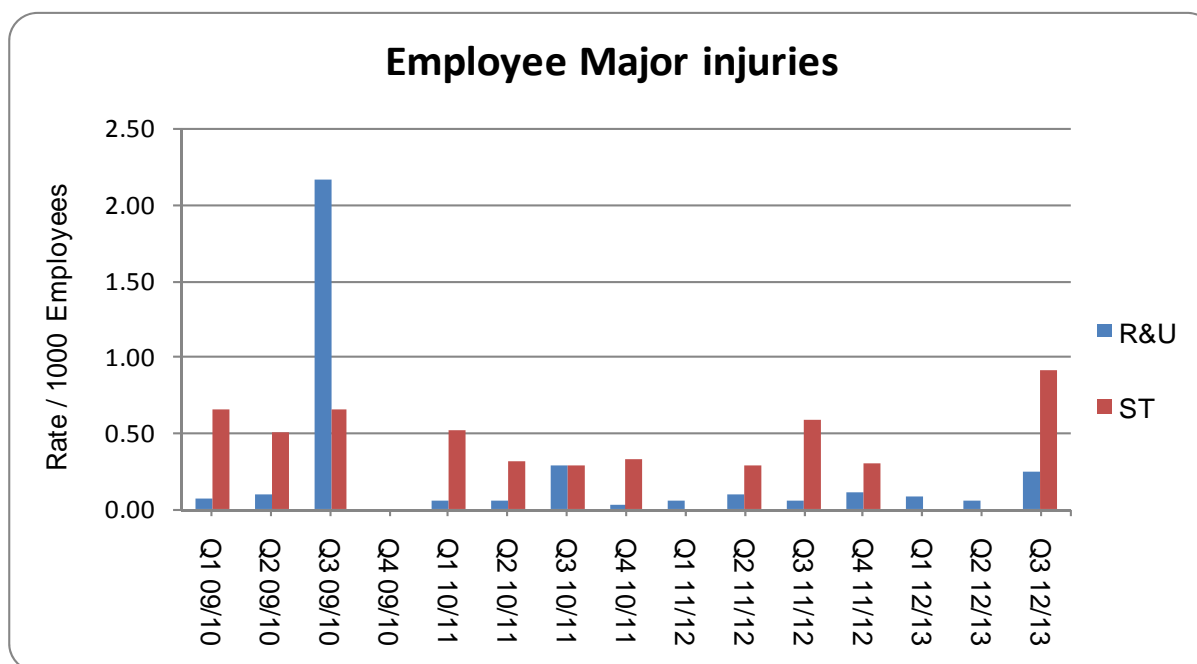
2. Major Incidents

- 2.1 There were no major incidents in Quarter 3
- 2.2 There was one incident of note: On 12 December 2012 an operative carrying out ground penetration works at Holborn struck a previously marked electrical cable with a power tool. The operative sustained serious burns but is currently recovering well. The work was being carried out by Barhale on behalf of BFK, the Principal Contractor for the site. An incident investigation was carried out by BFK, supported by Crossrail and Barhale; the report from this investigation is due to be issued in Quarter 4.

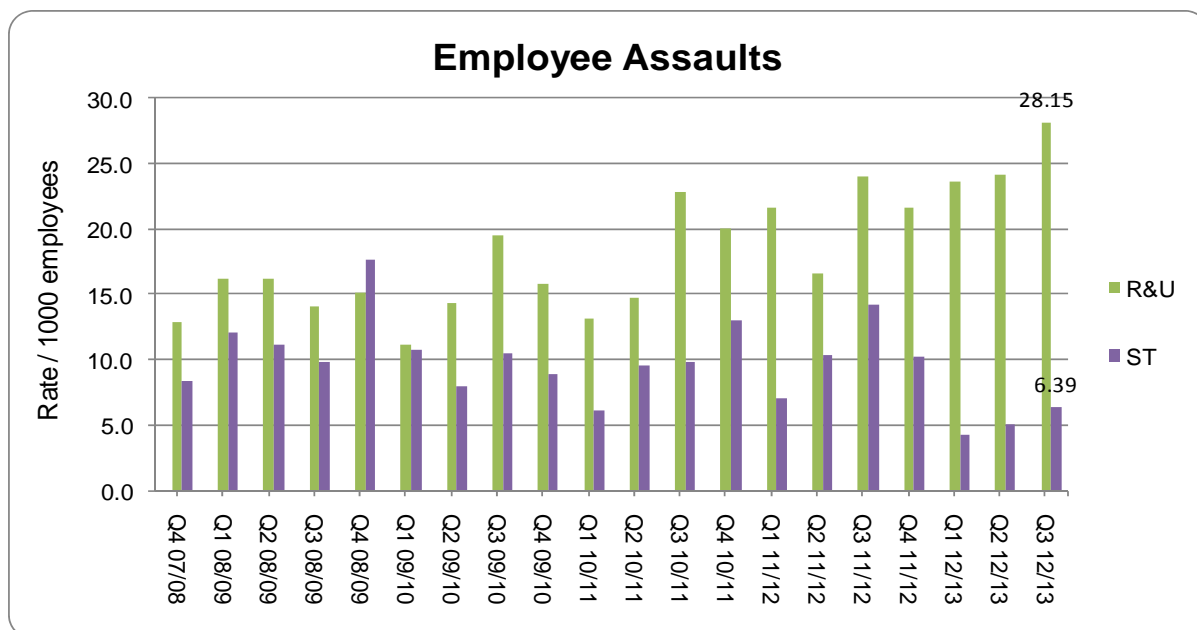
Employee Safety



Apart from a slight reduction in the Sickness Absence rates in Crossrail, there was a rise across TfL in Quarter 3 2012/13, although this quarter is usually the highest of the year. The most frequently reported categories of sickness reported were Musculo skeletal, colds and coughs and mental health issues.

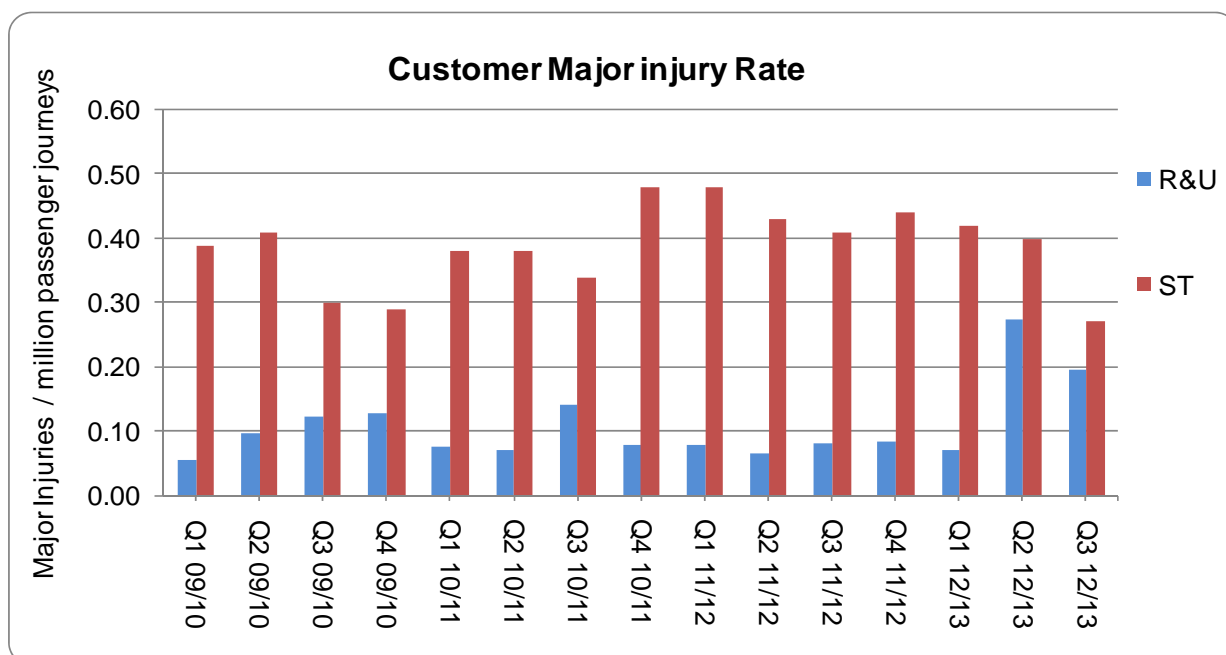


There was a small rise in employee major injuries for both Rail and Underground and slightly larger one in Surface Transport in Quarter 3 2012/13.



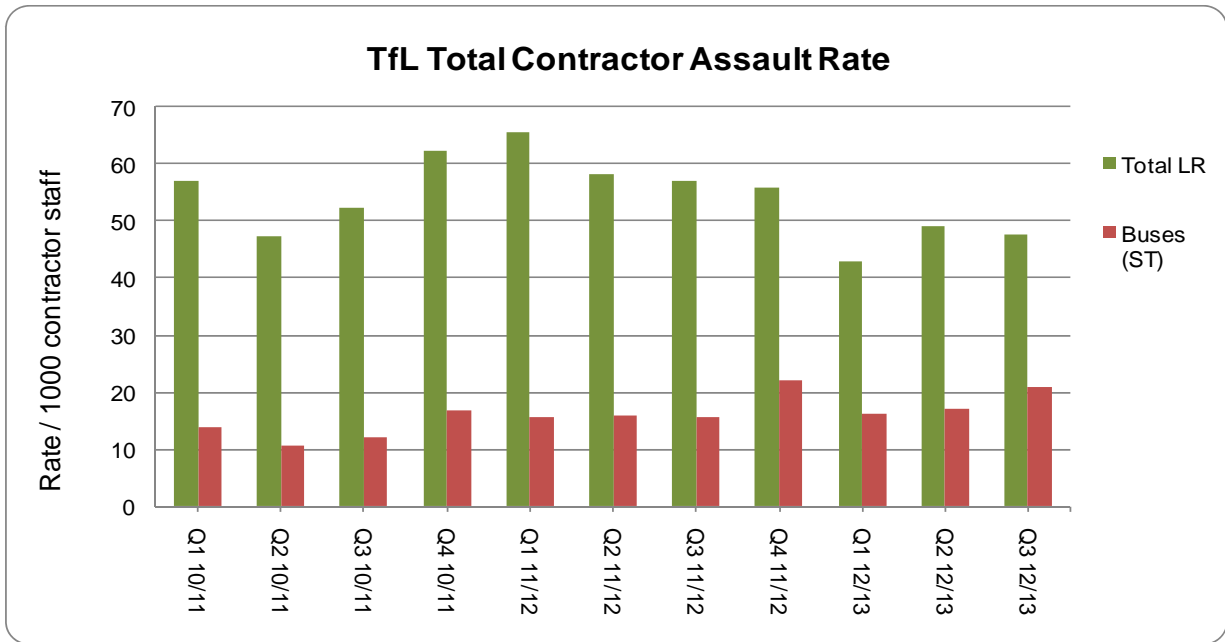
Rail and Underground employee assault rates have been on a steady upward trend since Quarter 4 2011/12; this figure is dominated by verbal assaults to COO staff in LU, and in part is a demonstration of positive management support to report. Surface Transport trends are more variable, but with this period showing the lowest Quarter 3 figures for 4 years.

Customer Safety



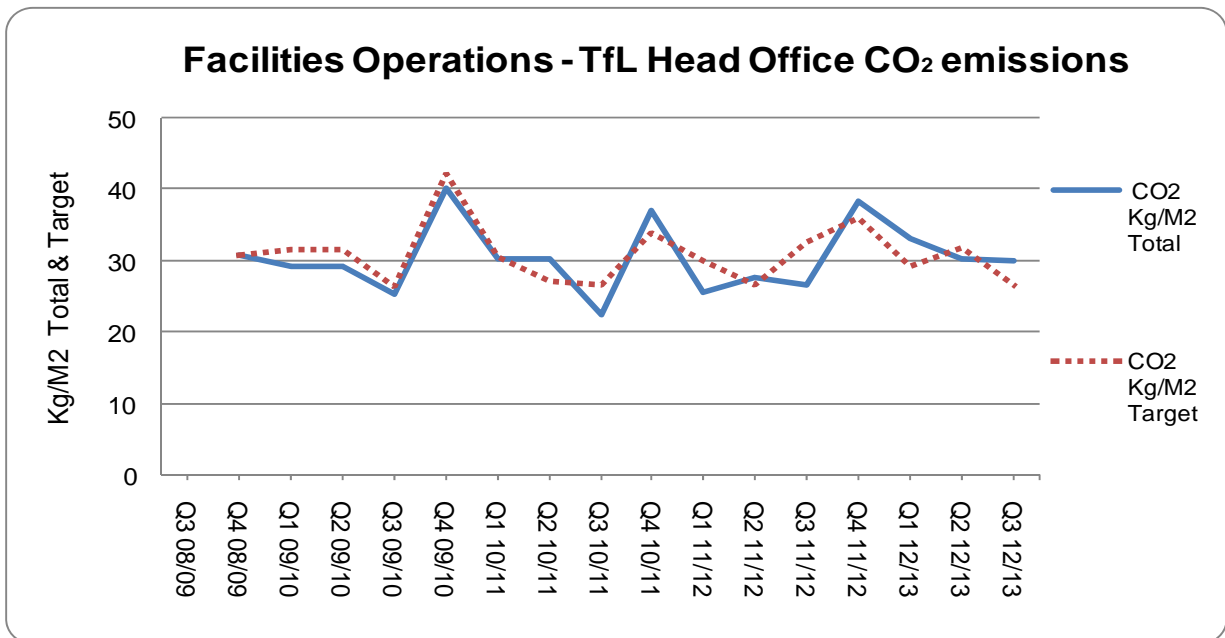
Customer major injuries in Surface Transport were at their lowest in Quarter 3 2011/12 for 4 years, and there has been a reduction in Rail and Underground. Customer major injury numbers include persons taken to hospital as a precaution.

Contractor Safety

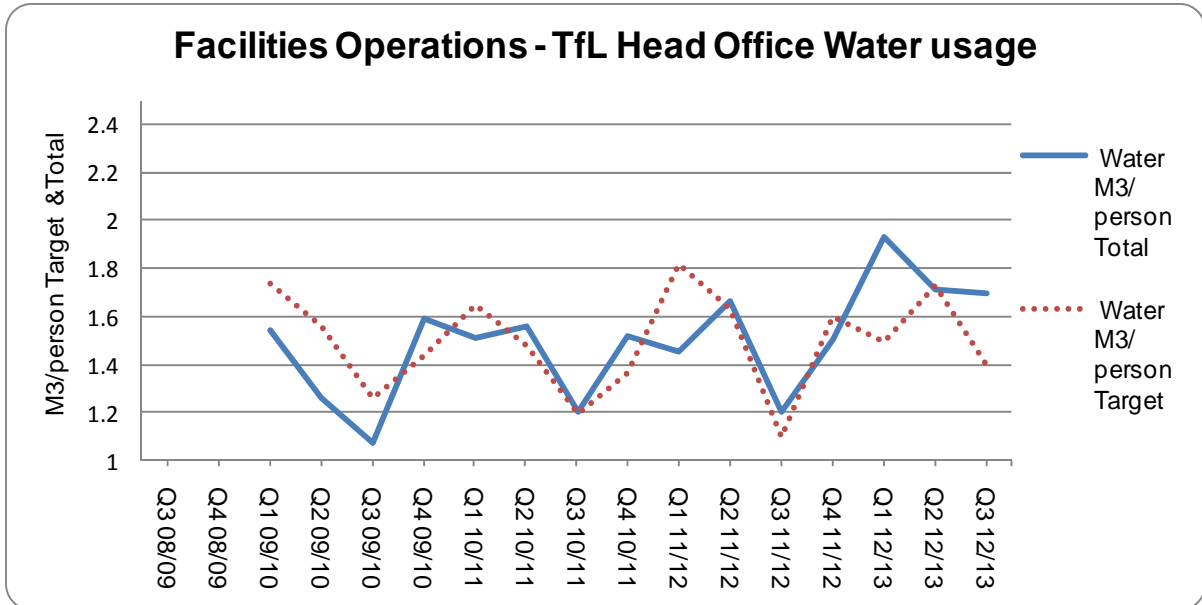


Contractor assault rates fell slightly in London Rail but rose in Surface Transport in Quarter 3 2012/13. The long term trend across TfL has been fluctuating since 2010/11.

Carbon and Energy Management

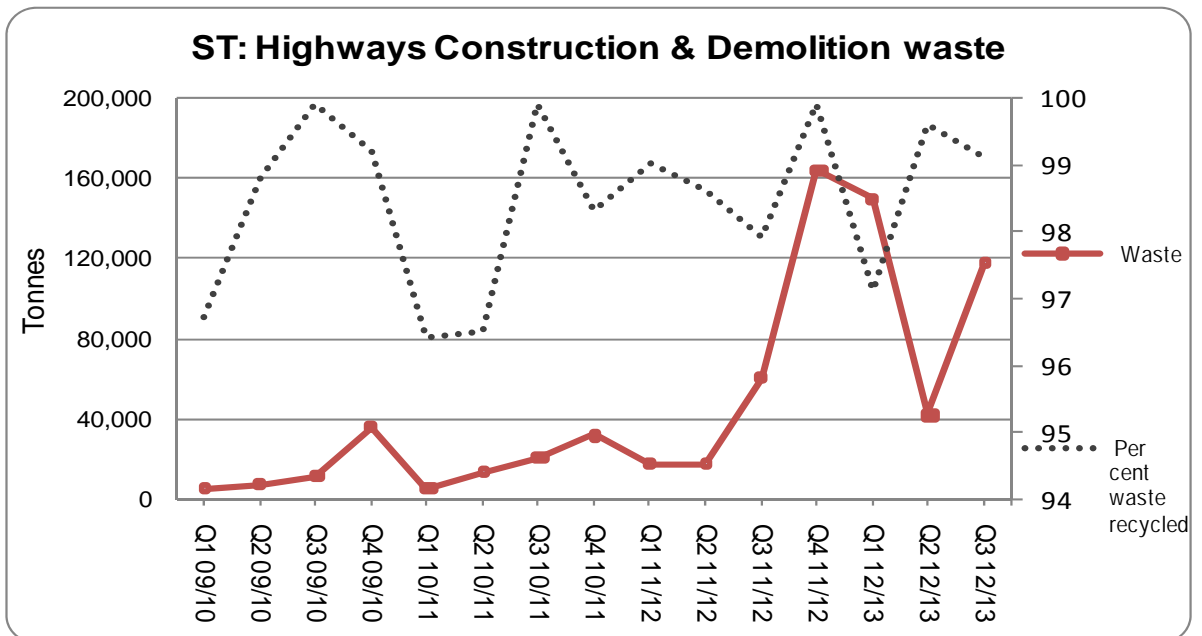


Head Office carbon emissions measuring energy efficiency are 1 per cent better than target and remain on track to meet the year end target. However, it is expected that the very cold weather in January will put this KPI target at risk by year end.

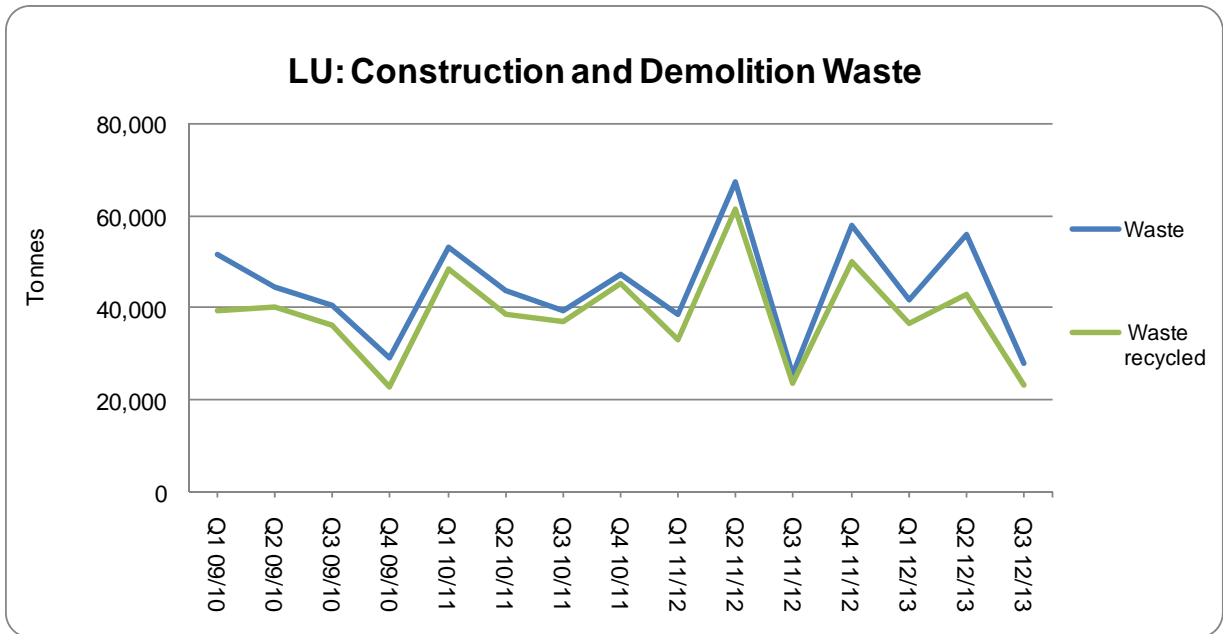


Quarters 1 & 2 performance data has been updated following clarification of various metering data issues including improved reporting at 4 landlord managed sites. At Quarter 3, Water usage is one per cent below target. The 10 sites most over target have been assessed, and corrective measures are underway, including fixing new taps at Albany House and installing flushing controls across all key sites.

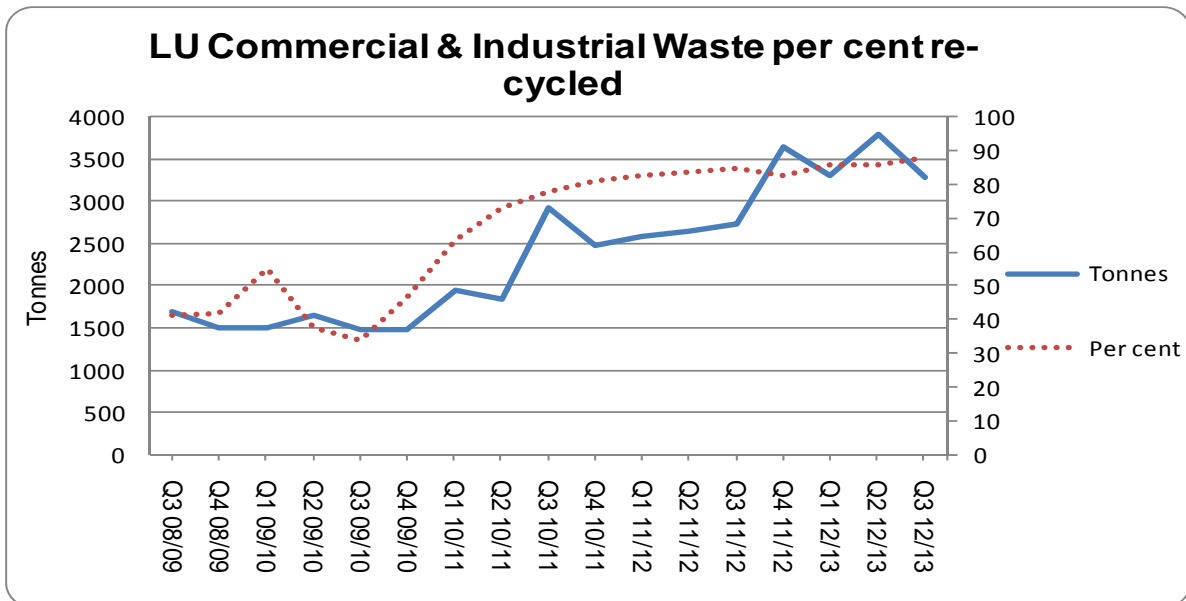
Construction and Demolition waste



Waste generated is driven by the nature and extent of investment to the highways programme so the amount of waste generated can vary significantly quarter by quarter, however the overall trend remains positive.



Construction & Demolition recycling rates in LU for Quarter 3 were 82 per cent, just below the 85 per cent target. Recycling rates have been influenced by reductions in recycling sites own recycling rates. The reductions seem to be being influenced by the Landfill tax reclassification, which has seen changes between that going for landfill rather than used as landfill cover.



London Underground recycled 88 per cent of its commercial and industrial waste in Quarter 3 2012/13. The waste generated is largely driven by the nature and extent of the investment programme, and can vary from quarter to quarter.