

AGENDA ITEM 5

TRANSPORT FOR LONDON

SAFETY, HEALTH AND ENVIRONMENT COMMITTEE

SUBJECT: QUARTERLY HEALTH SAFETY & ENVIRONMENT REPORTS

DATE: 16 SEPTEMBER 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.

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 1 2008/09 Health, Safety and Environment report for each Mode are 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.

LONDON UNDERGROUND QUARTERLY HEALTH, SAFETY AND ENVIRONMENT REPORT

1 SUMMARY

What went well

- 1.1 Compared with the same quarter last year the number of workplace violence incidents reduced by 18 per cent to 382.
- 1.2 The improving Signals Passed At Danger (SPAD) trend for SPADs attributable to driver error continued for the eighth consecutive period with 132 SPADs reported in the quarter.
- 1.3 The evaluation of the Medical Assistance Pilot (MAP) for train operators has demonstrated significant benefits in terms of a reduction in time off work and is to be continued.
- 1.4 The number of environmental complaints (163) received in Quarter 1 was the lowest since current data collection began in 2003/04.
- 1.5 Positive coverage of LU activities relating to wildlife and habitats was received in both the local and national media.

Areas for improvement

- 1.6 While lower than at any time during 2007/08, complaints concerning noise from public address announcements continue to have a high profile with Environmental Health Officers (EHOs) across London. LU is working with these EHOs to address this issue.

Significant plans for next quarter

- 1.7 A six month trial of waste paper recycling bins for customers use on LU stations will start.
- 1.8 A communication plan of the changes to the LU risk profile as a result of completing the review of derailment and collision risk models will be developed.
- 1.9 Implementation of the first year's actions against the five year strategy for reducing workplace violence will start.

2 PROGRESS AGAINST HSE PLAN

- 2.1 Progress against actions in the Health, Safety and Environment improvement plans was reviewed by the LU Health Safety Environment Committee. The new short and long term plans for 2008/09 were approved and progress against these is being tracked via the London Underground Safety Action Tracking System (LUSATS).

3 STATUS OF HSE MANAGEMENT SYSTEM

- 3.1 LU, Metronet and Tube Lines audit programmes continue to programme with no safety critical adverse findings in Quarter 1. Above average audit scores were achieved in the majority of LU Operations audits this quarter with an exceptionally good score (81 per cent) at North Greenwich Train Operations.

4 HSE PERFORMANCE

Health

- 4.1 There were 29,573 working days lost to sickness absence in Quarter 1, representing an average of 2.2 days per employee. For comparison, in the previous quarter there was 2.5 days absence per employee and in the same quarter last year 2.7 days absence per employee. The top three categories of sickness absence in Quarter 1 were musculo-skeletal, mental health and coughs/colds.
- 4.2 The evaluation of the Medical Assistance Programme (MAP) for train operators has shown that it achieved a reduction in return to work times for medical cases from 141 to 81 days; for physiotherapy cases from 98 to 47 days; for medical and physiotherapy cases from 149 to 59 days and for mental health cases from 147 to 59 days. The LU Executive Committee decided the programme should continue.
- 4.3 In Quarter 1 two employees tested positive for drugs out of 178 unannounced Drug and Alcohol tests, both subsequently resigned.

Safety

- 4.4 The number of accidental customer major injuries in Quarter 1 was 28 (1.1 per million customer journeys). For comparison there were 20 accidental customer major injuries in the previous quarter and 37 in the same quarter last year
- 4.5 Three employee major injuries occurred in Quarter 1. For comparison, there were two employee major injuries in the previous quarter and six in the same quarter last year.

- 4.6 The overall Signals Passed At Danger (SPADs) trend remained stable in Quarter 1 with a total of 173. Of these 132 (76 per cent) were attributable to driver error (Category A SPADs), which continues to show an improving trend over the last eight consecutive periods; 40 (24 per cent) were asset related (Category B), (33 asset failure and seven Service Control) and one was Category C (signal returned to danger due to correct application of safety systems in an emergency).
- 4.7 There were 150 incidents of station control being implemented due to crowding in Quarter 1. Of these, 104 (69 per cent) occurred at three locations, Holland Park (due to Shepherd's Bush planned closure), North Acton (large development in immediate area) and Notting Hill Gate (market traffic).
- 4.8 Compared with Quarter 1 last year workplace violence incidents were down overall, by 18 per cent to 382.

Environment

- 4.9 The number of environmental complaints received in Quarter 1 (163) was the lowest since the current data collection system began in 2003/04. The main reasons for complaints during Quarter 1 were noise and vibration (48 per cent), cleanliness/litter (27 per cent) and wildlife and heritage (17 per cent).
- 4.10 Forty environmental incidents were reported in Quarter 1. The majority of these were associated with air pollution (43 per cent) and asset related flooding, such as burst pipes (28 per cent).
- 4.11 Positive coverage of LU activities relating to wildlife and habitats was received from both the local and national media.
- 4.12 The number of complaints relating to public address (PA) systems dropped, partly because these issues are being addressed with Environmental Health Officers. However, issues relating to new PA systems continue. These are being addressed by a cross-directorate team.

Major Incidents

- 4.13 There were no major incidents in the quarter.

SURFACE TRANSPORT QUARTERLY HEALTH, SAFETY AND ENVIRONMENT REPORT

1 SUMMARY

What went well

- 1.1 A Workplace Violence unit (WVU) was established following the joint TfL and Metropolitan Police Service (MPS) review of the Transport Operational Command Unit (TOCU) operations recommending that more priority should be given to the issue of assaults on bus staff.
- 1.2 Both the MPS and British Transport Police (BTP) supported TfL staff in enforcing the alcohol ban on buses, other modes and stations across the capital from 1 June. Apart from a few highly publicised incidents the introduction of the ban was successful.
- 1.3 The London Safety Camera Partnership introduced workshops with the aim to change drivers' behaviour by educating them of the risks they pose to themselves and others by ignoring traffic signals. Motorists detected jumping a red light may now be given the choice of attending a workshop, rather than receiving a fixed penalty fine and points on their driving licence.
- 1.4 The Mayor, with the TfL and the MPS Commissioners, launched the first three 'safer hub' teams in Croydon, Canning Town and Wood Green on 16 May under the name Operation Tyrol. The initiative will consist of 440 Community Support Officers once it is fully rolled out.
- 1.5 The London Transport and Travelling Community Safety Plan 2008/09 was produced by TfL, the MPS, BTP and City of London Police.
- 1.6 An independent audit of the Streets Safety Management System was completed by the Royal Society for the Prevention of Accidents (RoSPA) in May. Streets achieved a Level 2 award and only fell below Level 3 in two areas. The final report is expected in Quarter 2.

Areas for improvement

- 1.7 The review of the Health Safety and Environment Management System (HSEMS) for public transport operational areas continues but due to an increase in scope the original timescale was not met (see section 3.1).
- 1.8 The taxi emissions strategy required all taxis to meet Euro III emission standards for NO_x and Particulate Matter by 1 July 2008. This target was achieved with the exception of 1000 taxis which were fitted with the 'Eco-Power' emissions reduction system. This system was not

certified by the Taxi and Private Hire Directorate and it is now developing a strategy for upgrading/replacing these non-compliant systems with approved conversions.

Significant plans for next quarter

- 1.9 The audit programme for the next quarter includes London Underground's Safety Quality and Environment team audits of bus stations, Woolwich Ferry, London River Services (LRS) piers and Victoria Coach Station (VCS).
- 1.10 The annual audit programme of bus operators, including East Thames Buses, by TfL has been finalised and will commence in September 2008. The programme will seek assurance that bus operators are complying with contractual requirements in relation to HSE.
- 1.11 The project to replace ATLAS, the bus incident reporting system, will be progressed to a fully costed proposal and submitted for financial approval. The initiative will further enhance bus incident statistics whilst allowing its application to other modes and activities such as Dial-a-Ride and incidents involving London Bus Service Ltd (LBSL) infrastructure.

2 PROGRESS AGAINST HSE PLAN

- 2.1 The 2007 Road Safety Casualty Factsheet was completed. Overall, compared with 2006, Killed and Seriously Injured (KSI) casualties have fallen by four per cent and slight casualties by five per cent; by the end of 2007 they were 43 per cent and 37 per cent, respectively, below the 1994-98 average. Within this, the number of cyclist KSI rose by 18 per cent in 2007.

3 STATUS OF HSE MANAGEMENT SYSTEM

- 3.1 The project to review modal HSEMSs for LRS, VCS, London Buses Ltd (LBL), Taxi and Private Hire, and LBSL continues, with environmental procedures being added and health and safety procedures updated as required. The project is due to be completed by the end of October 2008.
- 3.2 As part of health and safety objective setting and monitoring arrangements for 2008/09, a common template was adopted by all Surface Transport modes. This further enhances the arrangement for reviewing health and safety performance at directorate/modal level.
- 3.3 External consultants were commissioned to undertake a review of the way Construction, Design and Management (CDM) is being implemented, including resource issues. The report, expected in

Quarter 2, will provide an objective opinion on the application of the legislation as it affects works undertaken by London Streets and other Surface Transport business areas.

4 HSE PERFORMANCE

Health

- 4.1 A total of 9,743 days were lost due to sickness in Quarter 1, representing an average of 2.33 per employee. This compares with 2.76 for the last quarter and 2.20 for the corresponding quarter of last year.
- 4.2 The top three categories of sickness absence were musculoskeletal, mental health and gastrointestinal, with 16.4, 13.9 and 12.7 per cent of cases respectively.

Safety

- 4.3 There were 233 customer major injuries (0.46 per million passenger journeys) in Quarter 1, all to bus passengers and with a significant proportion attributed to 'fall within bus'. For comparison, in the previous quarter there were 285 customer major injuries and in the same quarter last year 296.
- 4.4 There were three employee major injuries in the quarter. For comparison, there were two employee major injuries in the previous quarter and none in the same quarter last year.
- 4.5 A total of 327 assaults were reported across Surface Transport; broken down as 62 on employees, 231 on bus drivers and 34 on bus passengers. Physical assaults made up 85 per cent of these.
- 4.6 The Bus Driver Quality Monitoring score, based on independent monitoring undertaken by the Driving Standard Agency, continued to show improvement, with an average monthly network score of 8.26 at the end of the quarter compared with 10.97 at the end of last year.

Environment

- 4.7 Funding of £1m has been announced to trial low carbon technology in London's taxi fleet. The funding will be provided jointly from TfL's Climate Change Fund and CENEX, the UK's National Centre of Excellence for Low Carbon and Fuel Cell Technologies. As part of this programme, the Taxi and Private Hire Directorate issued a contract notice to the Official Journal of the European Union in June inviting motor manufacturers to register interest in supplying low carbon taxis.

- 4.8 The second phase of the Low Emission Zone (LEZ) was successfully launched on 7 July 2008 and compliance rates currently stand at 93 per cent. The first LEZ monitoring report (August 2008) shows that 96 per cent of vehicles affected by the first phase of the scheme, lorries over 12 tonnes, are compliant with the emissions standards compared to 70 per cent during 2007. A similar trend in compliance rates was observed in the build up to the introduction of the second phase to include lorries over 3.5 tonnes, buses and coaches.
- 4.9 A decision was made to discontinue the hydrogen car and van project as it was judged that the key objectives of the project would not be met and they did not fit in with Surface Transport's strategic priorities. The hydrogen bus project continues with delivery of all 10 buses expected by early 2010.

Crime and disorder

- 4.10 The newly established Workplace Violence Unit which consists of a team of 10 MPS staff, Surface Transport staff and a representative from bus operators is being trialled for one year. The initiative is aimed at assisting in investigating assaults against TfL and bus operator staff. It will also help to collate evidence that will lead to successful prosecutions. Consideration will be given to expanding the initiative to cover other staff and taxi and mini-cab drivers at the end of the trial period.
- 4.11 The first phase of the 'safer hubs' programme, Operation Tyrol, which will last twelve weeks, saw the introduction of three teams of nine officers each. These are being deployed to priority areas identified through TfL's mapping and analysis resources. The new teams are supported by TfL's Revenue Protection officers, Safer Transport Teams and TOCU. The teams will fulfil a similar function to that of the Safer Transport Team and provide high visibility bus patrols in and around local transport hubs.

Major incidents

- 4.12 There were five fatalities on the bus network during the quarter. These comprised two deaths by natural causes, two pedestrian fatalities and a passenger of a private vehicle. One of the pedestrian fatalities involved a Route 188 bus and a falling tree. All incidents are currently under investigation.
- 4.13 A tree on the A24, Clapham Common Southside, fell on a van during the strong winds in the early afternoon of 13 August, killing one occupant and injuring others. An internal investigation has commenced.

**LONDON RAIL QUARTERLY HEALTH, SAFETY AND ENVIRONMENT
REPORT**

1 SUMMARY

What went well

- 1.1 London Trams transferred to London Rail at the beginning of the quarter. Health, safety and environment management systems (HSEMSs) were initially aligned with the London Rail arrangements and then subsequently updated and improved in preparation for the acquisition of Tramlink.
- 1.2 Docklands Light Railway had no reportable staff assaults in Quarter 1. The employee major assault rate remains at zero and the employee minor assault rate is now at three per 100,000 hours worked. This represents the thirteenth consecutive period showing a decrease. These trends are significant in comparison with other railways where staff assault rates are not so favourable.
- 1.3 The investigation into Bridge GE19 went well and has now been concluded (see Sections 4.12 and 4.13).

Areas for improvement

- 1.4 There was a decrease in the number of contractor RIDDOR incidents (Reportable Injuries Diseases and Dangerous Occurrences Regulations) since the last quarter – but there remains room for improvement to get the rate significantly below benchmark levels.

Significant plans for next quarter

- 1.5 London Trams HSEMS will be developed to include the additional responsibilities of Infrastructure Manager and to ensure compliance with the Railways and Other Guided Systems (Safety) Regulations (ROGS).
- 1.6 The London Rail HSEMS will be extended to include the role of Infrastructure Manager for the East London Line.
- 1.7 The GE19 Bridge incident investigation report will be published in Quarter 2.

2 PROGRESS AGAINST HSE PLAN

- 2.1 There are 10 improvement objectives for DLRL this year. One objective has already been completed. Satisfactory progress has been made with the others.
- 2.2 In line with the acquisition of Tramtrack Croydon Ltd and as part of the revised safety management arrangements, new HSE objectives are being formulated. The setting of objectives and the approach to the development of the management systems have received a favourable response from the regulator.
- 2.3 London Overground Infrastructure (LOI) made progress on all eight of its improvement objectives. However, efforts relating to obtaining an environmental award have been refocused to concentrate on enhanced day-to-day environmental performance.

3 STATUS OF THE MANAGEMENT SYSTEM

- 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 Docklands Light Railway Limited has a Safety Management System which governs its activities as Infrastructure Manager under ROGs and which has been accepted by the Office of Rail Regulation.
- 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. Until the acquisition of Tramtrack Croydon Limited, London Trams was operating under the Rail for London HSEMS arrangements.

4 HSE PERFORMANCE

Health

- 4.1 In London Rail the total number of days lost to sickness absence in the quarter was 243 and the average absence was 1.19 day per employee. This compares with 0.82 in the previous quarter and 0.74 in the same quarter last year. The increase in this quarter relates to one long term case of stress/anxiety that is not work related. The most common categories for sickness absence in Quarter 1 were mental health, neurological and musculoskeletal.

Safety

- 4.2 There were no employee major injuries in London Rail in the last year.
- 4.3 For London Overground there were no customer major injuries in Quarter 1. For comparison there were two in the previous quarter and none in the same quarter last year.
- 4.4 DLR had no customer major injuries in Quarter 1. For comparison there were three in the previous quarter and none in the same quarter last year.
- 4.5 Trams had no customer major injuries in Quarter 1. For comparison there were three in the previous quarter and none in the same quarter last year.
- 4.6 On London Overground Infrastructure works there were two accidents classified as reportable under RIDDOR during this quarter and there have been seven since the beginning of the main works. This equates to an accident rate of 0.41 per 100,000 hours worked, compared to the benchmark rate of 0.59.
- 4.7 On DLR Major Projects there were two accidents classified as reportable under RIDDOR during this quarter. The accident rate at the end of this quarter was 0.53 per 100,000 hours worked and is below the benchmark rate of 0.55.

Environment

- 4.8 Following the completion of the London Rail Energy Action Plan in March 2008, the strategy team have been liaising with relevant parts of London Rail (including London Overground and the East London Line Project team) to ensure that the actions identified are taken forward. The plan now clearly identifies who has responsibility, when the initiatives will be implemented and how success can be monitored via the Key Performance Indicators.
- 4.9 London Rail is continuing to develop a more robust emissions model by modifying the Department for Transport's national model. This will be used to assess accurately the impact of current rail services and future schemes, such as those required to fulfil the high level output specification requirements, on CO₂ emissions.
- 4.10 DLR is continuing to develop a pilot project to install super capacitors to enable enhanced regenerative braking.
- 4.11 A study is examining options for local renewable energy generation on the DLR network in Tower Hamlets. An initial scheme is being progressed at Blackwall, where Serco have been instructed to design and procure solar panels for use at the station.

Major Incidents

- 4.12 There was one major incident in the quarter; it involved Bridge GE19 which forms part of the East London Line Project. During the final lowering of the bridge, an incident occurred at approximately 19.15hrs on 28 May whereby the east end of the bridge dropped by approximately 200mm. The movement of the bridge caused concrete planks to fall from the bridge onto the Network Rail tracks below. There were no injuries as a result of this incident but train services in and out of Liverpool Street station were suspended until 09.30hrs the following morning while work to make the bridge safe took place. The TfL investigation report and a press release, were published on 15 August. Plans are in place, as part of the reports recommendations, to promote the findings of the investigation both within TfL and externally to the construction industry.
- 4.13 Key findings on the contributing factors from the GE19 investigation are:
- a) The unplanned (no method statement) and unauthorized plan for jacking of the Bridge to correct horizontal movement (in association with the use of dynamic risk assessment methods which were not documented).
 - b) Human Error - the placing of PTFE in the wrong position in the temporary bearing arrangement.
 - c) The reduced level of supervision and attention to temporary works.
 - d) The overall risk assessment process to consider low likelihood high consequence events needed more consideration - (i.e. carrying out works above an operational railway and the possible consequences if a problem occurs).

CORPORATE DIRECTORATES QUARTERLY HEALTH, SAFETY AND ENVIRONMENT REPORT

1. SUMMARY

What went well

- 1.1 The Health Safety and Environment Assurance Letter process was successfully concluded for each Corporate Directorate and briefings on Letters and supporting programmes were delivered to Directorate senior teams.
- 1.2 Input to Prestige (Procurement of Revenue Services, Ticketing, Information, Gates and Equipment) delivered improved arrangements between London Underground and PFI partners for data capture and retrieval of personal injury and property damage claims.
- 1.3 The TfL 'Driving whilst at work' standard was completed and incorporated into the Group HSE Management System. Its implementation across TfL is being carried out with the assistance of the Work Related Road Safety programme board. Full implementation is planned for January 2009.
- 1.4 Group HSE with Occupational Health supported a stress resilience programme in Group Customer Services, the first stage of which saw the completion of a workplace stress assessment. Further stages of the programme will be completed during subsequent quarters.

Areas for improvement

- 1.5 A standard is under development to address health and safety issues relating to cycling at work so as to ensure risks are appropriately managed.

Significant plans for next quarter

- 1.6 A Group level HSE competency framework has recently been developed. The alignment of the framework with TfL HR competencies is planned prior to using it to provide a basis for the identification of competency gaps and the development and delivery of training to address them. This programme is likely to be fully embedded in 2009/10.
- 1.7 For Prestige, there will be a review of HSE Plans, initiation of the audit programme and work to determine access and associated competency requirements for Prestige contractors operating outside of the London Underground environment.

- 1.8 Group HSE will input to Group Equality and Inclusion work to create a pan-TfL process for Reasonable Adjustments.
- 1.9 Group HSE will continue its input, with Occupational Health, into the Group Customer Services initiative to address stress in the workplace. This will involve delivery of workshops, training and health fairs and also involve training staff to be 'peer councillors' equipped to be informal first contact points for any stress issues amongst employees.

2 PROGRESS AGAINST HSE PLAN

- 2.1 The Display Screen risk assessment standard is undergoing review and will be updated to address extended use of the online system 'Dseasy'. Meanwhile the 'Dseasy' programme of assessments continued to be rolled-out across the Corporate Directorates to programme.
- 2.2 Group HSE has increased its manual handling capability and the risk assessment programme is being expanded.

3 STATUS OF MANAGEMENT SYSTEM

- 3.1 Work will continue into 2008/09 to align the HSE Management System to the changed organisational structure.
- 3.2 A review of the Group Facilities Departmental Safety Management System Standards and Procedures will take place in line with the review of the Property Safety Case and London Underground's new Assurance Standard.

4 HSE PERFORMANCE

Health

- 4.1 There were 3,179 sickness absence days in Quarter 1, representing an average of 1.5 days per employee. For comparison, in the previous quarter there was 1.7 days absence per employee and 1.2 days per employee for the same quarter last year. The top three categories of sickness absence during Quarter 1 were mental health, gastrointestinal and coughs and colds.

Safety

- 4.2 There were no major injuries to employees, contractors or third parties during Quarter 1 and for comparison, none were reported for the previous quarter or the same quarter last year.

Environment

- 4.3 A set of Environment pages were launched on the TfL website.
- 4.4 TfL is taking part in the Clinton Climate Change Initiative, a global, major cities programme to introduce energy saving measure to commercial building stock. The first stage of the TfL building retrofit programme was completed in early April, with the initial surveys and analysis work identifying potential CO₂ savings of 13.5 per cent, based on energy savings of over 15 per cent. The savings, which amount to over 2,000 tonnes of CO₂ for the 22 buildings surveyed, will mostly come about from improvements to office lighting, control systems for heating and cooling and variable speed motors and pumps.

Major incidents

- 4.5 There were no major incidents in the quarter.