

Transport for London

Safety and Sustainability Panel

**Subject: Quarterly Health, Safety And Environment
Performance Reports - Quarter 4, 2011/12**

Date: 10 July 2012

1 Purpose and Decision Required

- 1.1 To inform the Safety and Sustainability Panel of the key Health, Safety and Environment matters during Quarter 4 2011/12.
- 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. These quarterly reports are to update the Panel on any significant matters from the previous quarter.

3 Information

- 3.1 The Quarter 4 2011/12 Health, Safety and Environment Performance Reports for each business area are attached as follows:

Appendix 1	London Underground
Appendix 2	Surface Transport
Appendix 3	London Rail
Appendix 4	Crossrail
Appendix 5	Corporate Directorates

4 Recommendation

- 4.1 The Panel is asked to NOTE the report.

5 Contact

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LONDON UNDERGROUND (LU) QUARTERLY HEALTH, SAFETY AND ENVIRONMENT REPORT

1 Summary

- 1.1 Safety, environmental and health performance indicators remain stable or improving with the exceptions noted below.

What went well

- 1.2 Delivery of a programme to support teams in planning for the Games. This includes targeted health fairs, workshops on managing pressure, recognising stress and remaining resilient and workshops for managers on mental health awareness to help support employees.
- 1.3 246 fewer working days were lost as a result of stress, anxiety and depression compared to quarter 4 last year.
- 1.4 The recycling targets for commercial and industrial (C&I) waste (70 per cent) and construction and demolition (C&D) waste (77 per cent) were exceeded with 82 per cent and 86 per cent of waste recycled respectively. Excellent recycling rates continued to be delivered by the Capital Programmes Directorate Power and Cooling team and Stations team (over 95 per cent).
- 1.5 Outline design has been completed for the design and build of a new energy efficient heating system (with combined heat and power technology) at Northumberland Park Depot.
- 1.6 The number of incidents of physical work related violence (25) reduced by 19 per cent compared to quarter 4 last year. The number of physical assaults on Revenue Control Inspectors (RCI's) reduced significantly from 27 to 7 (74 per cent), the revised training programme held over the Autumn is thought to have been a contributory factor to this.

Areas for improvement

- 1.7 The number of major injuries per million hours on LU infrastructure (0.26) exceeded the objective of 0.25. Both the Asset Performance and Capital Programmes directorates exceeded their targets. All incidents were investigated and recommendations implemented to minimise the chances of reoccurrence.
- 1.8 The signal passed at danger (SPAD) target (110) was exceeded with 126 category A SPADs occurring in the quarter. Action plans under the reliability, availability, maintainability and safety programme are being implemented.
- 1.9 One employee resigned after testing positive for drugs under the unannounced testing programme.

- 1.10 The number of incidents of non physical work related violence increased; threats by 1.5 per cent and verbal abuse by 7.6 per cent compared to quarter 4 last year. Incidents relate to no tickets and Oyster cards issues. The number of incidents where alcohol/drugs was a contributory factor has increased by 12 per cent. The workplace violence reduction unit is continuing to implement the 2012/13 strategy aimed at reducing the number of incidents.

Key deliverables in the next quarter

- 1.11 Delivery of the programme to support frontline employees during the Games, including on site support and a support pack of materials to enable employees build their physical and mental health.
- 1.12 Installation of the new Building Management System at Leicester Square station as part of the Low Carbon station Initiative.
- 1.13 Dialogue with interested parties to develop possible options for the redevelopment of the London Borough of Greenwich as a low carbon/high efficiency power source for LU and London.

2 Major Incidents

- 2.1 An accidental customer fatality occurred at Barons Court station when a customer under the influence of alcohol fell on to the track.
- 2.2 Following the incident on the Northern line in 2010 involving an engineering rail grinding train, the Office of Rail Regulation (ORR) has notified LU that it intends to prosecute LU, Tube Lines and Schweerbau (owners of the rail grinder). Both LU and Tube Lines fully acknowledged the serious nature of this incident and took swift action to prevent it from recurring. In the immediate aftermath of the incident, we acted quickly to investigate the cause and put in place procedures to remove the rail grinding train and its tow-bar from use across the Tube network. In addition to our own investigation recommendations, we also implemented all the recommendations made by the independent Rail Accident Investigation Branch (RAIB), who carried out a separate investigation into the incident.
- 2.3 Following an incident at Ruislip depot on 30 April 2012, where an Advanced Train Maintainer received an electric shock, the Office of Rail Regulation (ORR) has issued LU with an Improvement Notice. This requires LU to ensure full compliance with its procedures for isolating power supplies from trains which are being maintained, and making sure power sources cannot be accidentally reattached while work is being carried out. LU is required to comply with the Notice by 20 July 2012 and has an action plan in place to ensure compliance. The ORR also require LU to review the electrical isolation arrangement for trains at all other LU depots within the next three months to ensure they meet the standards set out in the schedule to the Improvement Notice. LU also has an action plan in place to complete this requirement.

SURFACE TRANSPORT
QUARTERLY HEALTH, SAFETY AND ENVIRONMENT REPORT

1 SUMMARY

What went well

- 1.1 For the 2011/12 year, just over 80 per cent of health and safety improvement actions identified through the local objectives setting process were met and 15 per cent were partly met or remain on-going. The four actions not met have been carried forward to the next quarter in 2012/13.
- 1.2 In the year, a total of 14 training courses specifically aimed at tackling workplace violence against frontline staff were delivered by the safety team to meet identified needs. The work of the workplace violence unit continues and is being augmented with interventions at local level. In quarter 4, 34 employees (a fall compared with 49 in quarter 3) reported being assaulted.
- 1.3 In relation to revenue protection inspections where most of the employee assaults are experienced, the number of incidents fell by 43 per cent from 46 assaults in quarter 3 to 26 in quarter 4.
- 1.4 The provisional road casualty figures indicate that the overall trend in killed and seriously injured casualties continued downwards, with the total number of people killed on London's roads in 2011 being the second lowest annual figure on record.
- 1.5 A leading personal safety charity, The Suzy Lamplugh Trust, has backed the real-time bus information service. They praised its potential to help to keep people safer on London's streets. The system which was launched in October 2011, is used more than a million times daily to access up-to-the minute bus arrival information before travelling.
- 1.6 Following the successful go-live of Low Emission Zone (LEZ) Phase 3 (vans, minibuses and other specialist vehicles) and Phase 4 (lorries, buses and coaches) on 3 January 2012, compliance rates have continued to improve month on month. Compliance rates currently stand at 98 per cent for Phase 3 vehicles (increasing from 95 per cent in January) and 92 per cent for Phase 4 vehicles (increasing from 85 per cent in January).
- 1.7 There are now 675 electric vehicle charge points in the Source London Network, including over 100 fast points. Installations of the charge points which will support the 2012 Games Electric Vehicle Fleet are being completed. More installations are currently underway and potential new locations which are being discussed with various partners to ensure the Mayoral target of 1,300 by April 2013 is met

- 1.8 As part of the Mayor's Air Quality Strategy (MAQS) age limits for licensed taxis and private hire vehicles (PHVs) have come into effect and the Cleaner Air Fund (CAF) initiatives continue.
- 1.9 TfL's Stakeholder and Partnerships Team engaged with the NHS Trusts to raise awareness about Source London funding via the London NHS Travel Network's Programme Manager. 71 NHS Trusts have been contacted about the Plugged in Places funding offer. To date, the following NHS Trusts have installed Source London EV charging points:
- (a) Epsom and St Helier NHS Trust (ten sockets)
 - (b) Whipps Cross NHS Trust (6 sockets)
 - (c) Barts Health (2 sockets)

Discussions with Barking, Havering and Redbridge NHS Trusts are also at an advanced stage.

- 1.10 At the end of quarter 4, the Clean Air Fund (CAF) programme of local measures to reduce PM10 had delivered the following under each work-stream. The CAF report will be available to the Safety and Sustainability Panel later this year, key deliverables include:
- (a) The no-engine idling (NEI) work-stream delivered:
 - (i). a London-wide education and awareness raising campaign for drivers;
 - (ii). delivery of signs aimed at all drivers within the three air quality priority locations referred to in the MAQS; and
 - (iii). stakeholder engagement activity, including engagement targeted at professional drivers (including taxi marshalling and driver training)
 - (b) The cleaning and dust suppressant work-stream delivered:
 - (i). additional street cleaning programme on selected road corridors
 - (ii). programme of dust suppressant application on selected road corridors
 - (iii). cleaning and dust suppressant application at industrial sites and construction sites
 - (c) The green infrastructure (GI) work-stream has delivered:
 - (i). more than 600 trees
 - (ii). almost 400 small trees and large shrubs
 - (iii). more than 700m² of new and replanted shrub beds
 - (iv). Green wall at Edgware Road LU station
 - (d) The bus diesel particulate filter (DPF) programme will deliver the retrofit of 120 buses on five bus routes operating through, or close to, the three identified air quality priority areas. The programme is continuing but this work-stream has demonstrated the following:
 - (i). on Euro IV and V buses, this type of measure is an effective way of significantly reducing PM emissions at their source;

- (ii). even on the newer Euro IV and V buses, the retrofit of a DPF can achieve a significant further reduction in emissions at source of 77 per cent;
- (iii). this type of measure can be targeted geographically to address local air pollution hotspots.

(e) See 1.12 for progress against the final work-stream, Business Engagement.

Areas for improvement

- 1.11 TfL commenced work with key stakeholders including motorcycle industry and rider groups to develop and implement a targeted Motorcycle Safety Action Plan to tackle the issue.
- 1.12 The Business Engagement work-stream of the CAF showed that awareness of air pollution and the impacts of poor air quality amongst the businesses was found to be very low. Most businesses confused air quality with carbon reporting requirements and this affected the ability to engage effectively with some businesses. Nevertheless, a significant volume of business engagement was undertaken and, although uptake of measures (such as Electric Vehicle Charging Points) was disappointing in some areas, some valuable measures have been delivered and lessons learnt.

Key deliverables in the next quarter

- 1.13 Develop and implement risk assessments for bus operations during the 2012 Games to include personnel safety.
- 1.14 Progress work to finalise the 2012/13 Surface Transport Health and Safety improvement plan.
- 1.15 A road safety campaign specifically targeting teenage pedestrians will be undertaken. The campaign includes an online road safety game which represents a new approach to teen road safety and offers a deeper level of engagement with the target audience.
- 1.16 Progress work on the review of cycling provision at all junctions on the existing Cycle Superhighways and major junctions on the Transport for London Road Network (TLRN) where work is planned. Collision history and identification of conflict points at each site are key considerations for designs aimed at improving safety for cyclists.
- 1.17 Continue work to finalise the report on the research to understand the causes of collisions involving fatal injuries to pedestrians in London. The findings will inform future decisions on pedestrian road safety interventions.

1.18 The British Gas consumer launch for home EV charging is planned for the quarter. Continue work to deliver a roaming capability between the Source London and Source East regions. The aim is to have this in place by the end of September 2012.

2 Major Incidents

2.1 Three pedestrians died from injuries they sustained in road traffic collisions with buses on route 390 at Tottenham Court Road, W1, on January 14; route 111 at Hounslow Road, TW13, on January 16 and route 31 at Coal Wharf Road, W12, on January 20. The incidents are under investigation.

2.2 Investigations into five previous fatal incidents involving buses were concluded in the quarter and no recommendations were made by the Coroner's Court for TfL or any of the bus contractors involved.

LONDON RAIL QUARTERLY HEALTH, SAFETY AND ENVIRONMENT REPORT

1 Summary

What went well

- 1.1 The Docklands Light Railway (DLR) project safety performance, including that of the Emirates Airline cable car construction, has continued to improve with no serious incidents or accidents in the last quarter.
- 1.2 In the last quarter, DLR submitted its application for the renewal of its Safety Authorisation. This quarter it received confirmation that the application has been accepted and the authorization renewed. The ORR gave very positive feedback on the approach DLR had adopted
- 1.3 The Accident Frequency Rate for London Overground Infrastructure which includes New South London Line construction works (Surrey Quays to Clapham Junction) reached zero by the end of period eight and remains at zero.
- 1.4 On London Overground Rail Operations Limited (LOROL), the Moving Annual Average for slip/trip/fall accidents is now at its lowest level since Period 10 in 2009. This is the result of the much improved condition of the stations following the phase three improvement project and additional works undertaken by LOROL.
- 1.5 On London Tramlink, the arrangements for the introduction of new trams has progressed well. Acceptance for its operation has been granted by the Office of Rail Regulation and Network Rail. The various depot construction activities and system modifications to accommodate the new trams are progressing well.

Areas for Improvement in the quarter

- 1.6 On London Overground, there were five category 'A' Signals Passed at Danger (SPAD) incidents and eight incidents of door irregularities. All incidents have been subject to investigation, which has led to recommendations to reduce the likelihood of reoccurrence. Performance is being closely monitored. LOROL is aware of how important it is that it reduces the number of incidents. One of the measures that LOROL is currently reviewing is a cost/safety benefit analysis covering the installation of Selective Door Side Release equipment on their trains and stations, which would inhibit wrong side door release.
- 1.7 On London Tramlink, there were three serious incidents during the quarter. There were no injuries but they did result in service disruptions. The incidents were a tram derailment at East Croydon, an overhead line failure at Therapia Lane and a tram brake failure at West Croydon. Investigations have been undertaken to understand the causes and recommendations will be followed

through to prevent recurrence.

Key deliverables in the next quarter

- 1.8 Much of London Rail's efforts in the next quarter will be focused on the delivery of projects and work streams in preparation for the Games.
- 1.9 In addition on DLR, the Emirates Airline cable car project is going through various assurance activities and will be moving into the testing and commissioning phase in Quarter 1. The service officially opened on 28 June.
- 1.10 During the next quarter, London Tramlink will see the extension to the depot shed and the modifications required to tram stops to accommodate new vehicles will be completed. There is also a new section of twin tracking from Mitcham to Mitcham Junction under construction. The new trams will be used for driver training and will be entering passenger service on a phased schedule starting next quarter.
- 1.11 On London Overground, the project to link Surrey Quays to Clapham Junction is progressing well. In the next quarter the project will be preparing to hand the railway over to the operators so that LOROL can commence driver training.

2 Major Incidents

- 2.1 There were no major incidents in Quarter 4.

CROSSRAIL QUARTERLY HEALTH, SAFETY AND ENVIRONMENT REPORT

1. What went well

- 1.1 The Target Zero forum focussed on Occupational Health programmes.
- 1.2 Selection of winners of the Health and Safety Team award scheme took place.
- 1.3 Surveillances have been conducted on Principal Contractor Incident Notification, Reporting and Investigation and Site Welfare and First Aid Arrangements. Key issues raised were followed up to closure.
- 1.4 Crossrail Stakeholders' Meeting was held at Thames Water's Waste Water facility in Beckton, providing opportunity for best practice sharing and resolving health and safety concerns.
- 1.5 Trials of the Gateway scheme to recognise and reward contractors who share and implement best practice have taken place and it will be fully implemented in Q1 and Q2 of 2012/13.
- 1.6 A programme of consultation with internal parties and with a sample of interested contractors was set up on contractual works information, and has succeeded in delivering numerous clarifications and simplifications to the safety and environmental requirements.
- 1.7 The Contractor Performance Assurance programme has been developed and communicated to the principal contractors. This programme identifies input and output key performance indicators, and charts contractors' performance against each other in various subject areas including Target Zero and Environmental.
- 1.8 The Take Stock and Look Forward campaign took place to re-energize project teams and contractors involving a programme-wide stand down, followed by a debate between Crossrail project managers and principal contractor project directors.
- 1.9 Compliance to vehicle safety kit requirements – this was an in depth analysis and improvement campaign that took place between January and March, including zero tolerance on vehicles not complying to all the vehicle safety kit requirements. The campaign has seen a vast improvement to just a 1-2 per cent turn-away rate of non compliant vehicles.
- 1.10 Corporate Manslaughter Seminars Programme – after last quarter's success of running seminars on logistics scenarios, these seminars have been expanded to include construction and have received excellent feedback.

- 1.11 An Internal audit of the Environmental Minimum Requirements was undertaken. All CARs and observations identified have been investigated and closed out.
- 1.12 Crossrail has exceeded the set targets for re-use and/or recycling of demolition and construction waste and excavated material.

Areas for improvement in the quarter

- 1.13 A working group will be set up to address Supervisor Leadership and a corporate and strategic objective has been set to develop a programme for 2012/13.
- 1.14 Contractor performance against selected Crossrail environmental requirements.
- 1.15 Two energy workshops were held during the last quarter and an energy target for construction works has been set and now forms part of the corporate targets 2012-13 to improve performance.
- 1.16 Contractor reporting (quality and timeliness) continues to be an issue and is being built into the Contractor Performance Assurance programme to help manage the issue.

Key deliverables in the next quarter

- 1.17 Implement the Gateway programme across the main principal contractors.
- 1.18 An update of RIVO Safeguard has been put in place, to continue to improve the system for ease of input and extraction of data.
- 1.19 Further re-organisation of the health and safety management system has taken place to reflect the Crossrail ambition to move from being compliant driven to being ambition driven.
- 1.20 Environmental incident training to be developed and delivered to all Crossrail and Contractor staff to help effectively manage incidents.
- 1.21 Dedicated focus will continue on contaminated land issues and air quality as part of the contractor supplier performance.

2 Major Incidents

- 2.1 There were no major incidents in Quarter 4

CORPORATE DIRECTORATES QUARTERLY HEALTH, SAFETY AND ENVIRONMENT REPORT

Summary

What went well

- 1.1 The fourth Annual Environment Awards were held in January, presented by Surface Transport MD Leon Daniels. These recognise, thank and promote the work of TfL staff who bring environmental improvement to the workplace above and beyond their normal duties. This year's winners included a London Underground Station Supervisor who has championed energy improvements across the Earl's Court group of stations, the colleague responsible for new lighting at Sloane Square station and the designer who has piloted the use of recycled materials in bus stop signs.
- 1.2 Health Fairs mounted at Windsor House and Pier Walk as part of the TfL wellbeing strategy, secured positive employee engagement with health checks, information displays and workshops. The Fairs promoted health education and workshops tackled mental health and musculo-skeletal issues, two key areas of TfL sickness absence. Employees presenting with high risk or undesirable cholesterol levels or above-normal blood pressure ranges were offered nurses' readings so they could self-refer to their medical practitioners.
- 1.3 Terms of Reference were agreed for the first stage of a comprehensive review of the two TfL DSE software systems. The review, a pan-TfL exercise, will have as a key output moving the organisation to one software provider. HSE teams from Corporate Directorates, LU and Surface Transport worked collaboratively together and at close of quarter a report was nearing completion.

Areas for Improvement

- 1.4 A programme of workplace risk assessments will be agreed with line managers across Specialist Services that update existing risk assessments following the recent organisational changes.

Key deliverables in the next quarter

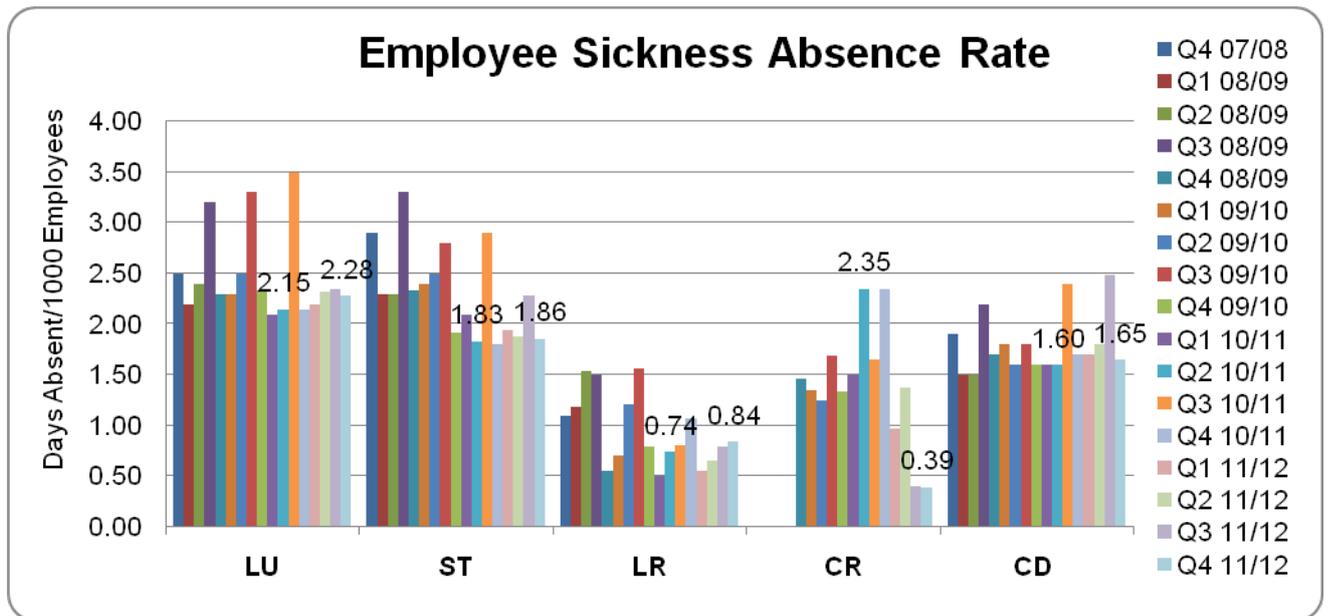
- 1.5 HSE consultation structure and arrangements, including composition of Safety Consultative Committees at Group and Local levels, will be considered as part of the wider remoulding of the Framework for Consultation and Collective Bargaining to accommodate organisational change under Horizon.

- 1.6 The TfL Annual Health Safety and Environment Report, to be brought to the Safety and Sustainability Panel in the Autumn, will be compiled following consultation within TfL and with the GLA before the start of the Games.
- 1.7 The cost analysis phase of the comprehensive review of the two TfL DSE software systems will be completed.
- 1.8 Risk assessment work will be reviewed to ensure that aspects of Games working are fully addressed.
- 1.9 A programme will be determined to integrate the HSE management system into the proposed new TfL Management System.

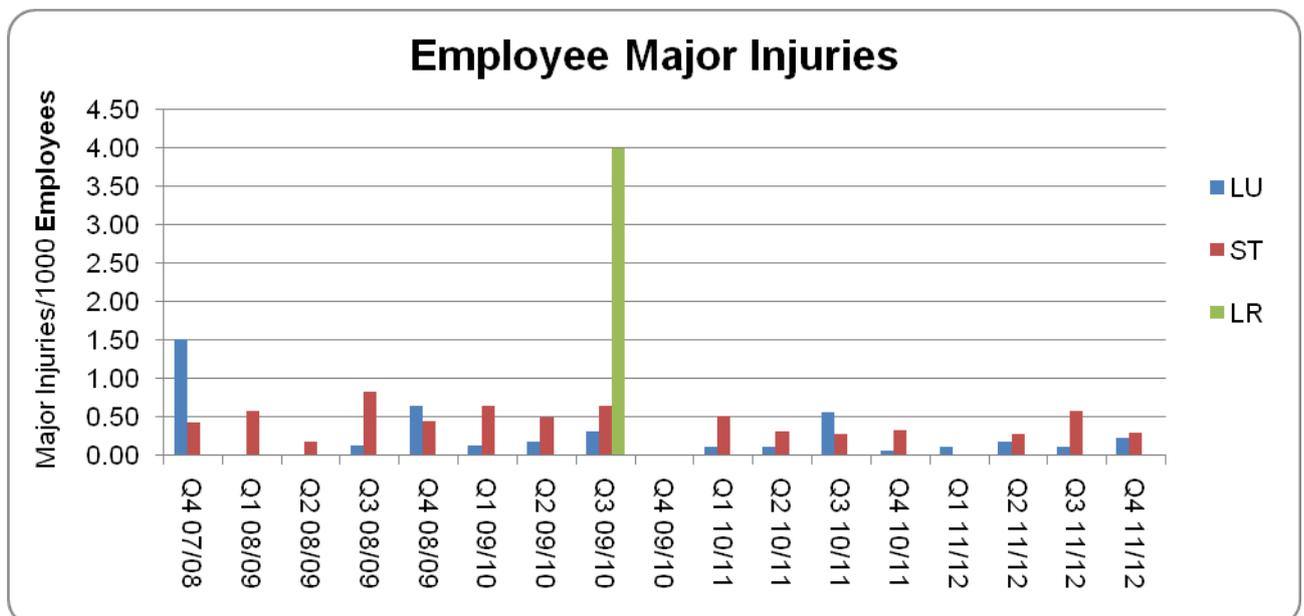
2 Major Incidents

- 2.1 There were no major incidents in this quarter.

TfL Businesses Quarter 4 2012 HSE data for Safety and Sustainability Panel

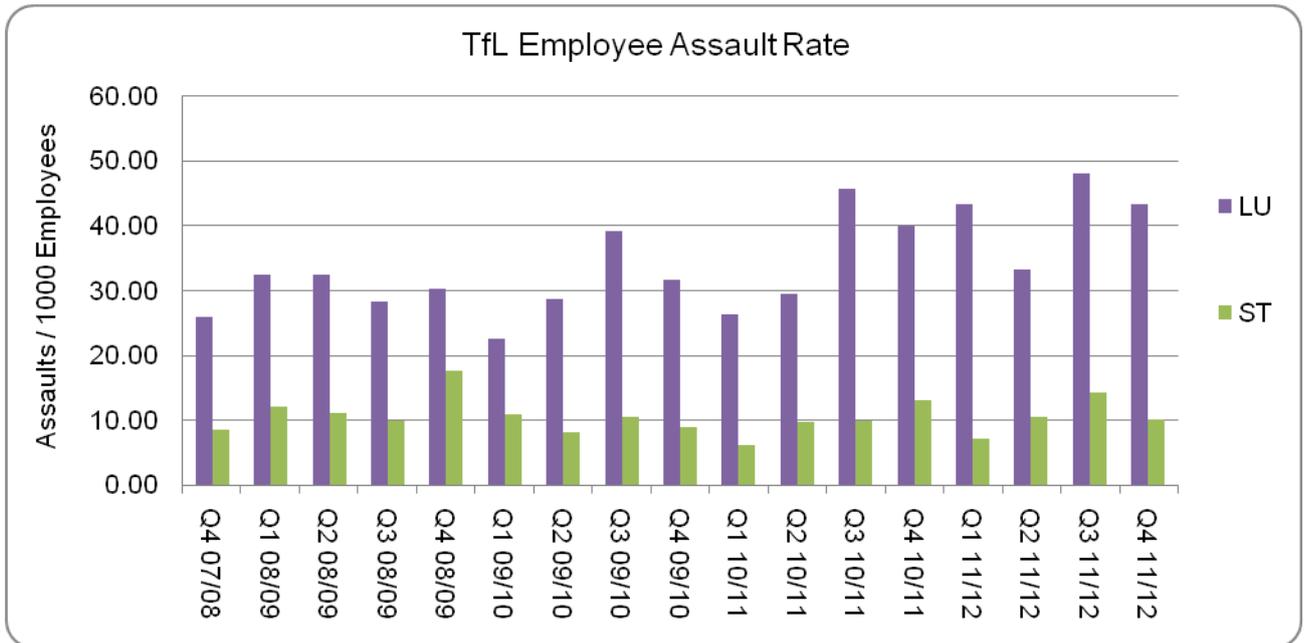


There was a downward trend of sickness days lost across the TfL Group in Quarter 4 2012. The trend is similar to the same quarter last year with the exception of Crossrail where a significant number of employees were absent due to colds and influenza. The most frequently reported categories of sickness absence reported in the quarter were colds and influenza, mental illness and musculoskeletal matters.

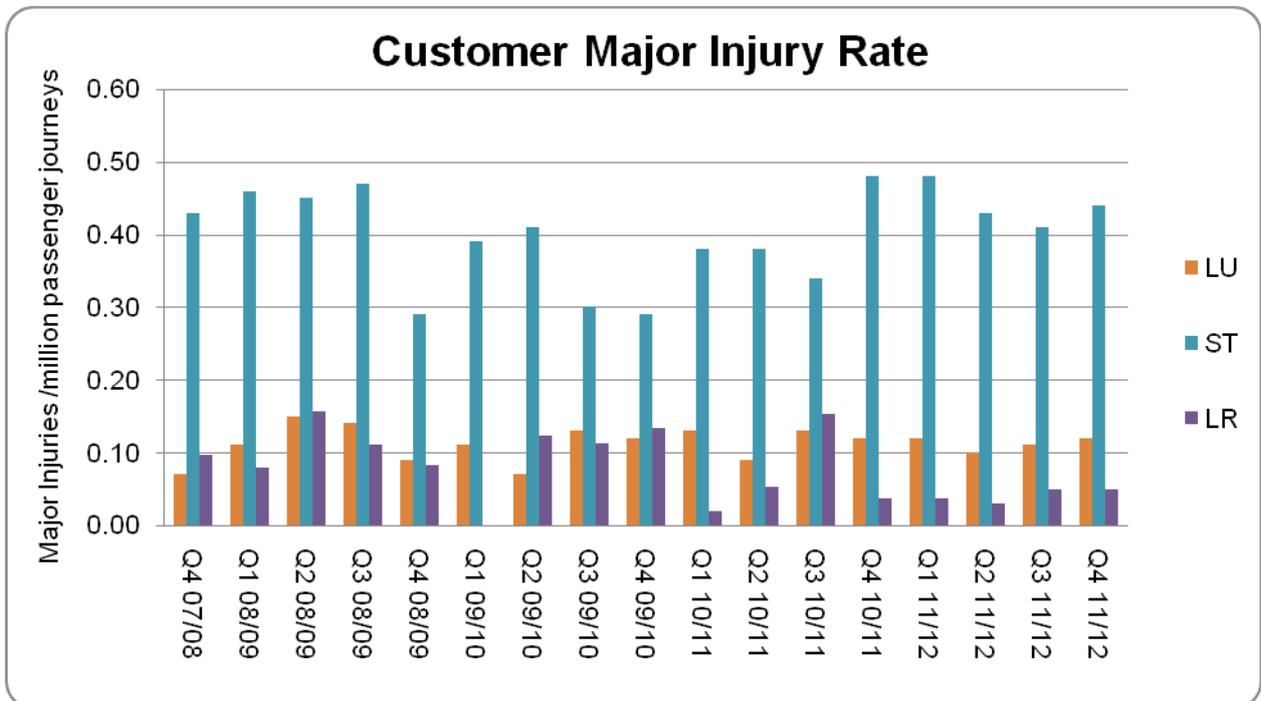


There was a downward trend in London Underground as well as in Surface Transport Quarter 4. The peak in London Rail in Quarter 3 2009/10 was a result of a single incident from a trip and fall in an office.

TfL Businesses Quarter 4 2012 HSE data for Safety and Sustainability Panel

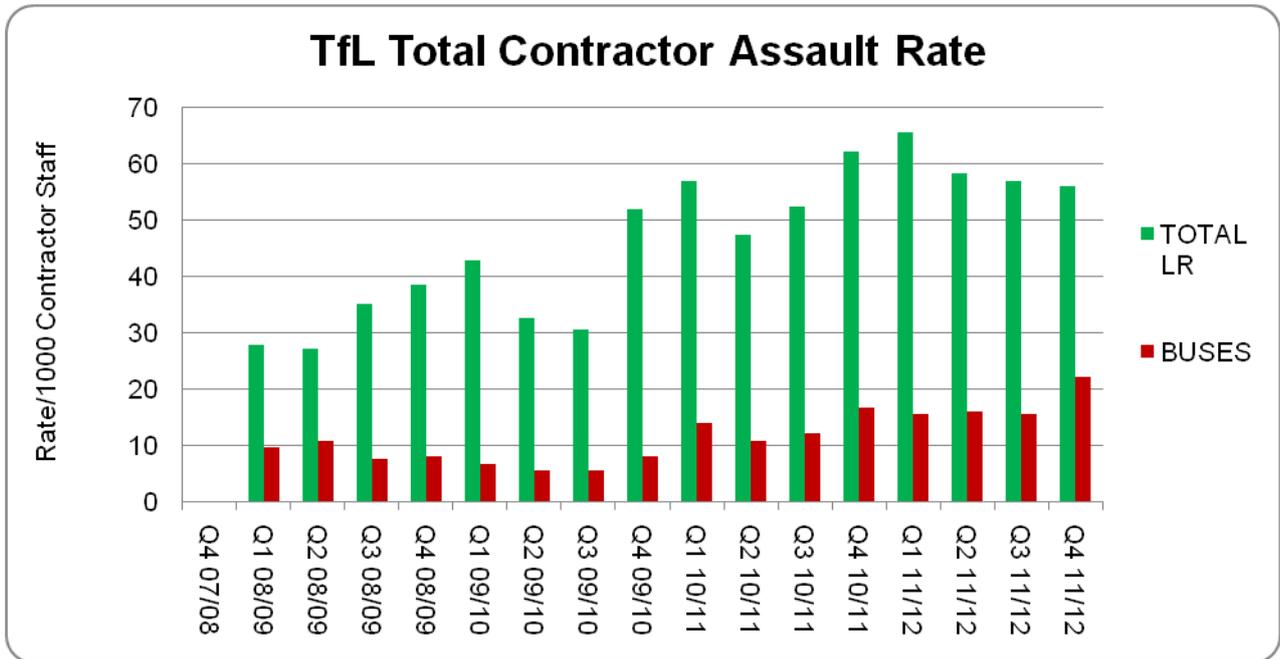


There is a slight downward trend emerging in London Underground and Surface Transport in this Quarter.

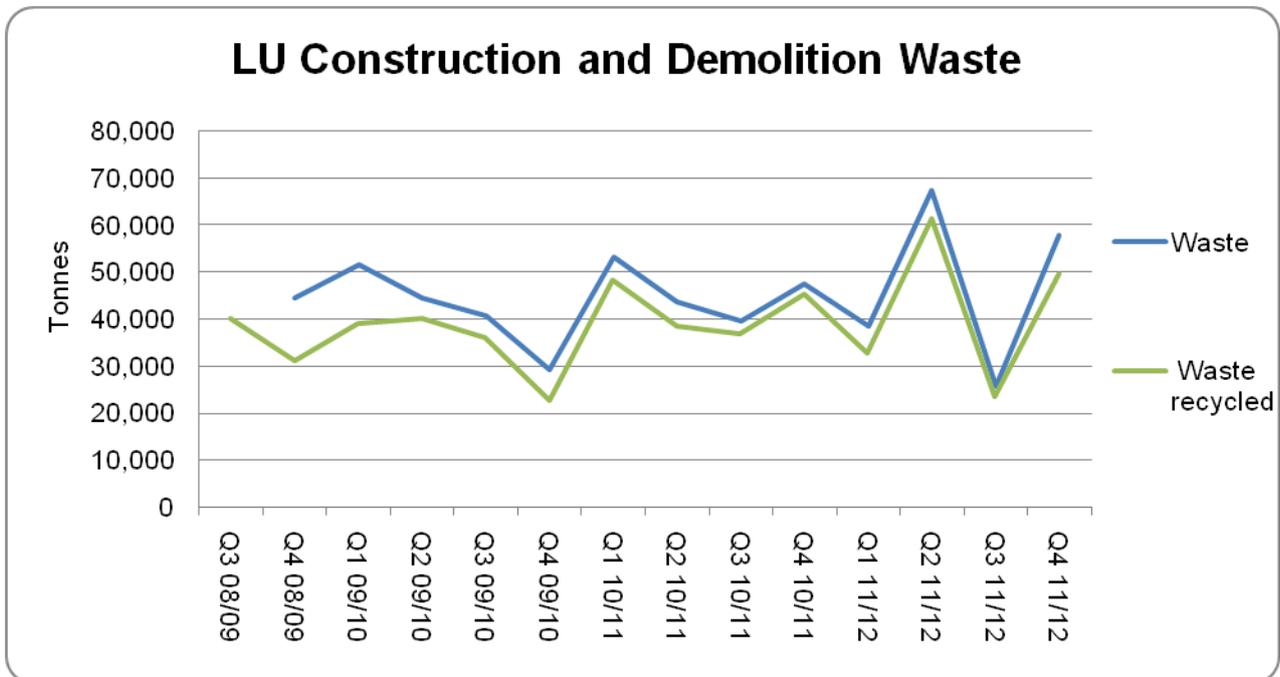


Major injuries to customers include persons being taken to hospital as a precaution.

TfL Businesses Quarter 4 2012 HSE data for Safety and Sustainability Panel

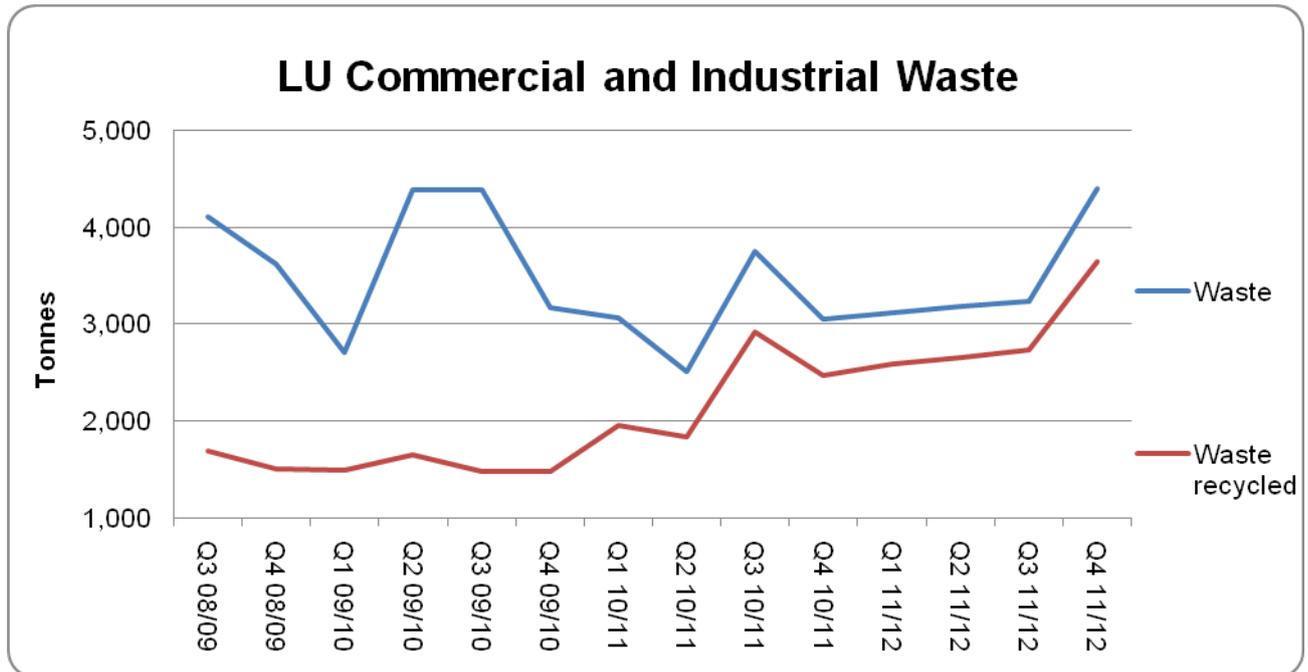


The trend in London Rail fell slightly in Quarter 4 but not in Buses.



Waste generated is driven by the nature and extent of the investment programme and thus the amount of waste generated can vary greatly each quarter.

TfL Businesses Quarter 4 2012 HSE data for Safety and Sustainability Panel



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