

Transport for London

Safety and Sustainability Panel

Subject: Quarterly Health, Safety and Environment Performance Reports – Quarter 2, 2012/13

Date: 19 December 2012

1 Purpose

1.1 To inform the Safety and Sustainability Panel of the key health, safety and environment matters during Quarter 2, 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 Items of Note Outside the Quarterly Summaries

3.1 The Mayor of London has a statutory duty to improve health and reduce health inequalities. TfL supports this by delivering the Mayor's Transport Strategy (MTS) commitments related to health. A best practice guide (the Guide) was seen as the best way to achieve this.

3.2 TfL, the London NHS Travel Network (LNTN) and NHS organisations in London collaborated in 2011 to produce the first version of the Guide, which TfL committed to keeping up to date. The Guide has now been revised, and covers the issues raised in the draft MTS consultation:

(a) Integrating the planning of healthcare with transport provision – land use planning, access to healthcare, bus route planning; and

(b) Shift towards sustainable modes – travel plans, active travel – walking and cycling, patient transport information and electric vehicles.

3.3 The Guide has helped the health sector in London, particularly LNTN members, by providing a single source of transport and health related information. It also

demonstrates TfL's commitment to delivering health improvements and partnership working with health organisations in London.

- 3.4 The revised Guide has been approved by TfL's Health Liaison Group and Transport Planning Steering Group. It will be published on TfL's website in January/February 2013.

4 Information

- 4.1 The Quarter 2, 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

5 Recommendation

- 5.1 The Panel is asked to NOTE the report.

6 Contact

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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. It has been 226 days since the last London Underground (LU) major incident.
- 1.2 The total number of assaults decreased by 76 per cent in R&U in Quarter 2, 2012/13 compared to the same time last year. Physical assaults on staff remain at the lowest levels since 2000. Ticket disputes about 'no tickets' and oyster card issues continue to be the main causes of all work related violence.
- 1.3 There has been a significant improvement in the management of noise during LU works. The complaint rate was 0.33 complaints / 100,000 hours worked at the end of Quarter 2 compared with the target of 0.75 complaints /100,000 hours worked.
- 1.4 LU achieved an 85 per cent commercial and industrial waste recycling rate this quarter despite the temporary suspension of dedicated paper recycling routes during the Games period.
- 1.5 Smart electricity meters are now installed at 220 stations, most LU depots and train crew accommodation buildings to assist with energy management. London Rail (LR) is currently developing a similar scheme.
- 1.6 The pilot study for an Occupational Health Condition Management Programme has been entered for the IOSH 'Best Achievement in Transport and Logistics' awards.
- 1.7 The average working days lost in R&U was 1.81 days per employee in Quarter 2. This is a 3.7 per cent decrease compared with the same quarter last year. Mental health issues, musculo-skeletal matters and accidents and assaults are the three main reported causes.
- 1.8 LR's safety performance index was better than target during this quarter with no major customer injuries or dangerous occurrences.
- 1.9 The R&U customer major injury rate remained low throughout Quarter 2.

Areas for improvement

- 1.10 Two employee major injuries occurred, investigations are complete and actions to minimise the chances of reoccurrence have been identified and are progressing to programme.
- 1.11 The number of signals passed at danger SPaDs (117) attributable to train operator error exceeded the quarter aim of 106. The increase is as a result of an increase in new train operators who have a greater risk of passing a signal at danger. Anti SPaD devices are being trialled on the Waterloo and City line in quarter 3.

- 1.12 Thirty Public Address related noise complaints were received from residents around LU stations. This is significantly more than received in the previous two quarters therefore further investigation is currently underway to identify the nature of the complaints and root causes.
- 1.13 Construction and demolition waste recycling rates were lower than in previous quarters particularly on the Victoria station upgrade. This recycling performance is currently under investigation.
- 1.14 The number of platform train interface incidents exceeded the half yearly target on LU. The main contributor continues to be passengers caught in train doors whilst boarding or alighting with an increase during the Games, probably due to larger numbers of customers who are unfamiliar with the system. LU's current safety awareness campaign cautions customers about the hazards of becoming caught in train doors.

Key deliverables in the next quarter

- 1.15 The programme and costs are being finalised for the new energy efficient heating system using combined heat and power technology at LU's Northumberland Park Depot. Work is planned to start on site in December 2012.
- 1.16 The review of precursor measures across TfL will be complete with recommendations made for their improvement. Implementation will be in 2013/14.
- 1.17 Revised best practice for implementation of the Construction, Design and Management Regulations will be incorporated in to the project management framework procedures ensuring consistent application.
- 1.18 Slips, trips and falls continue to be the main contributor to customer injuries. A review and analysis of the root causes of these incidents to propose further mitigating measures will be undertaken in Quarter 3.
- 1.19 The Office of Rail Regulation will be starting a Safety Culture Inspection of the Tramlink business in the next quarter. The inspection will consist of a series of interviews with staff from London Tramlink, Bombardier and Tram Operations Limited.
- 1.20 Significant re-railing works are taking place in Croydon town centre. Significant planning has already taken place to ensure that the tramway continues to operate safely on each side of the re-railing project and to ensure the public are protected from the worksites in the street areas.

2 Major incidents

- 2.1 There were no major incidents in Quarter 2.

Surface Transport

Quarterly health, safety and environment report

SUMMARY

1. What went well

- 2.1 A review of progress against the objectives of the Surface Transport health and safety improvement plan at the end of Quarter 2 shows that good progress is being made.
- 2.2 In Quarter 2 a total of 4,778 working days were lost to staff sickness, equivalent to an average of 1.49 days per employee, the lowest level in four years. 738 employees were affected which was 19 per cent below the corresponding period of last year. Gastro-intestinal conditions accounted for most sickness with 22 per cent of cases.
- 2.3 The 2012/13 health and safety training programme for employees is now in place. This follows the completion of training needs assessments across all Surface Transport areas. By the end of the second quarter, the Surface Transport Safety Team delivered 20 in-house health and safety courses. Most are accredited by the British Safety Council (BSC) and are helping to improve workforce competence.
- 2.4 Progress was made in the development of the pedestrian and motorcycle safety action plans which are an integral part of the London Road Safety Action Plan. This is being realised through the creation of multi organisational stakeholder groups consisting also of interest groups such as Guide Dogs for the Blind Association and Age UK which met in the quarter to develop the plans. The participants of the groups are working collaboratively with TfL, to identify a set of actions that can be taken forward over the period to 2020. It is envisaged that working group meetings of the participants will continue to convene to support implementation and monitoring of the action plans.
- 2.5 The London Road Safety Action Plan proposes a new target to reduce the number of Killed and Seriously Injured (KSI's) in London by 40 per cent by 2020 from a baseline of the 2005-09 average. Provisional road casualty figures for 2012, which are subject to change, indicate that the overall trend in KSI casualties remains on track to meet this target.
- 2.6 A new campaign to cut the number of teenagers killed or seriously injured on roads in the capital has been launched. The initiative coincided with the onset of winter time as well as the start of the half-term school break.
- 2.7 The proportion of waste reused and recycled as a result of increased highway activities in the months before the 2012 Games remained well above the 95 per cent target.
- 2.8 Diesel Particulate Filters (DPFs) have been installed on one of the Woolwich Ferries to reduce particulate matter emissions by over 90 per cent. Subject to successful operation over six months, DPFs will be fitted to the other two vessels.

Areas for improvement

- 2.9 The delivery of the health and safety audit programme across Surface Transport for 2012/13 continues, but due to 2012 Games activities being prioritised in Quarter 2, more work is needed to ensure its completion by year-end. No significant compliance issues have been identified to date.
- 2.10 Violence against bus drivers rose in Quarter 2 from 16.92 incidents per thousand drivers to 18.42. Of the 442 incidents, 37 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.
- 2.11 There is a risk of 'ash dieback' (a fungal disease) spreading into London. Ash trees represent some 7.5 per cent (approx 1,800) of TfL's street trees and comprise a large proportion of roadside and trackside woodland areas. There is no proactive prevention that can be undertaken, but TfL is working to the Forestry Commission's advice and liaising with the London Tree Officers Association and others in the arboriculture and landscape industry. As with other current diseases of trees, TfL will ensure that its inspectors identify and report any symptoms so that appropriate actions can be taken when necessary.

Key deliverables in the next quarter

- 2.12 The 2012 Surface Transport Health, Safety and Wellbeing Awards will be held. Nominations are invited for members of staff or groups who have made a valuable contribution to improving health, safety and wellbeing beyond their day job. The Managing Director will be presenting the awards.
- 2.13 The Safety Team will commence planning work to support the delivery of a programme of health fairs by the Occupational Health team for operational staff across Surface Transport.
- 2.14 The consultation on the draft Road Safety Action Plan for London closed on 31 October 2012. Approximately 90 responses were received. As well as being encouraged to provide feedback on the plan online, a series of stakeholder engagement events have been held to engage delivery partners and the wider road safety practitioner community in London. These included presentations to the London Technical Advisers Group (LoTAG), London TravelWatch, London boroughs, the Metropolitan Police Service and emergency services as well as groups representing those walking, cycling and motorcycling. Next steps include analysis of the responses and the production of a consultation report.
- 2.15 To inform the development of the Road Safety Action Plan, a round table group was set up, which has met periodically over the past year. The next meeting, comprising key road safety stakeholders and delivery partners and chaired by the deputy Mayor, Isabel Dedring, will be held in November at City Hall. Feedback from the round table group on the Road Safety Action Plan and the input from the consultation process and engagement events will be used to make improvements to the draft Plan. It is anticipated that the revised and final plan will be published in early spring 2013.

3 Major incidents

- 3.1 There were no accidental fatalities involving passengers in Quarter 2. However, a pedestrian later died from injuries sustained in a road traffic collision with a bus, at Dunkery Road, SE9 in September 2012. The incident is under investigation.
- 3.2 An investigation into a previous fatal incident involving a bus on route 468 at Welling High Street, Kent, in April 2012 was concluded in the quarter and no recommendations were made by the Coroner's Court for TfL or the bus contractor involved.

Crossrail

Quarterly health, safety and environment report

Summary

1. What went well

- 1.1 The Principal Contractor's Target Zero Forum focussed on 'Getting the Basics Right', examining the forum's charter to ensure the objectives of the forum were being met.
- 1.2 Surveillances have been conducted on Principal Contractor's arrangements for the management of temporary works, arrangements for permits to work and planning and management of safe working at height – the latter to delve deeper into the working at height issue identified in the previous quarter.
- 1.3 Crossrail's Target Zero – Road Safety Initiatives were shortlisted for the Institute of Occupational Safety and Health (IOSH) Award Category of Best Achievement in Transport and Logistics. The winner of the award will be announced in Quarter 3.
- 1.4 The Gateway Scheme results were circulated to the Principal Contractors. Awards were presented to those Principal Contractors that met foundation and commendation levels.
- 1.5 There was a meeting with the developers of Rivo Safeguard to discuss improvements to the system. The developers were able to meet 98 per cent of Crossrail's requirements. This will go some way to address the quality of reporting by contractors by enhancing the usability of the system.
- 1.6 First iteration of the Contractor Performance Assurance Programme occurred in August 2012– covering amongst other functional areas – health and safety and environmental performance.
- 1.7 The first Green-Line Recognition Site awards were announced to Bond Street, Liverpool Street Substation works and Farringdon Station Advanced Works. These contractors have demonstrated that they meet Crossrail's standard for environmental engagement on their sites.
- 1.8 An archaeological public exhibition (Bison to Bedlam) was held in July 2012. More than 700 people attended and positive feedback was received from stakeholders and the public.
- 1.9 Crossrail's contractors demonstrated that they are on track to achieve targets for recycled content and for CEEQUAL and BREEAM.
- 1.10 The Health and Safety Performance Index (HSPI) to measure leading indicator performance was developed and rolled out successfully.

Areas for Improvement in the quarter

- 1.11 Compliance to plant operation, vehicles and driving standards is low as identified through Crossrail's Golden Rules Observation process. This issue will be the subject of a campaign during European Safety week to raise the profile in this area, in conjunction with focussed surveillance throughout the quarter.
- 1.12 Quality of contractor data entry in to the incident management system requires further improvement. Suggested improvements to RIVO Safeguard and regular RIVO Safeguard User Groups would contribute to the management of this issue.

Key deliverables in the next quarter

- 1.13 Improvements to the RIVO Safeguard will be discussed with the RIVO User Group for feedback. RIVO will then be instructed to carry out the changes to the system.
- 1.14 The second cycle of the Gateway Scheme is due during Quarter 3.
- 1.15 Enhancements to the Target Zero communication programme with the development of a minimum visual standard for all construction sites.
- 1.16 Enhancement to the occupational health programme with a revised strategy including a focus on fatigue management as we move more into tunnelling activities and 24 hour working.

2 Major incidents

- 2.1 There were no major incidents in Quarter 2