

Transport for London

Safety and Sustainability Panel

Subject: Quarterly Health, Safety and Environment Performance Reports Quarter 1, 2012/13

Date: 27 September 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 1 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. These quarterly reports are to update the Panel on any significant matters from the previous quarter.

3 Information

- 3.1 The Quarter 1 2012/13 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 reports.

5 Contact

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LONDON UNDERGROUND QUARTERLY HEALTH, SAFETY AND ENVIRONMENT REPORT

1 Summary

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

What went well

- 1.2 Delivery of the programme to support frontline employees during the Olympics, including on site support and a support pack of materials to enable employees build their physical and mental health was successfully completed.
- 1.3 The mental health plan for 2012/13 was agreed by the Health Improvement Plan steering group. The communication programme to raise awareness of mental health issues and to promote the advisory and support services provided by our 24 hour telephone helpline continues
- 1.4 The number of working days lost as a result of stress, anxiety and depression (0.53 per cent) and back pain (0.34 per cent) in the Chief Operating Officers Directorate continue to reduce and is at its lowest level over the last 12 months.
- 1.5 The recycling targets for commercial and industrial (C&I) waste (80 per cent) and construction and demolition (C&D) waste (85 per cent) were exceeded with 84 per cent and 88 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 97 per cent).
- 1.6 Two bee hives were installed on the roof at Templar House funded through the annual Metro Newspaper Environment Initiative Fund.
- 1.7 Two hundred and twenty stations, along with most London Underground (LU) depots and train crew accommodation buildings now have smart metering for electricity consumption.
- 1.8 The number of incidents of physical work related violence (89) is at its lowest level since 2000. The number of incidents of non physical violence (423) also fell and is the lowest for around a year. The number of physical assaults on Revenue Control Inspectors (RCI's) continued to reduce. The revised training programme held over the autumn is a contributory factor to this.

Areas for improvement

- 1.9 Two employee major injuries occurred in the quarter both are under investigation.
- 1.10 Thirty noise complaints from residents in relation to PA noise are being

investigated.

Key deliverables in the next quarter

- 1.11 A review of the programme to reduce work related violence is continuing focussing on training interventions provided for staff.
- 1.12 As part of the Mental Health plan a programme to improve mental health awareness and support through organisational change has been developed and will be taken forward in the next two quarters.
- 1.13 London Underground Occupational Health is continuing to engage with relevant health bodies (including NHS London, London Ambulance Service) such that they can better assist us with respect to passengers ill on trains. The British Medical Journal have issued LU's guidance on their website and will be running it in the Journal.

2 Major incidents

- 2.1 There were no major incidents in the quarter.

SURFACE TRANSPORT QUARTERLY HEALTH, SAFETY AND ENVIRONMENT REPORT

1 Summary

What went well

- 1.1 The Surface Transport Safety Improvement Plan for 2012/13 is now in place. The plan identified 167 activities which will be undertaken to further improve health and safety across all business areas.
- 1.2 The 2012/13 Health & Safety assurance audit programme commenced. At the time of reporting, the comprehensive programme consisted of 124 audits covering all major contractors, operational areas and management systems. The programme includes other workplace inspections and safety tours by senior managers.
- 1.3 The average employee sickness absence rate for Surface Transport fell by 18 per cent in the quarter and continues a downward trend. There was an average of 1.60 days lost in Quarter 1 compared with 1.94 days in the corresponding period of last year. Absence due to musculo-skeletal related cases fell by 30 per cent in the quarter compared with 2009/10.
- 1.4 The Surface Transport employee assault rate is the lowest reported in the previous three years at 6.84 assaults per thousand employees. Recent efforts to tackle violence against staff have included targeted training and the work of the workplace violence unit. Bus contractors also recorded a notable decline in bus driver assaults from 22.17 assaults per thousand drivers to 16.29 (27 per cent).
- 1.5 As part of a pan-London 2012 Pedestrian Count Down at Traffic Signals deployment programme, signals were installed at several locations key to the 2012 Games including Earls Court and Meridian Square. This meant stewards and pedestrians had clear indication of how much time there was available to cross the carriageway safely.
- 1.6 Road casualties killed or seriously injured (KSI) on London's road fell by 3 per cent in 2011 (2,886 to 2,805) compared to 2010. The figure is 23 per cent below the 2005-09 average (the new baseline). The London Road Safety Action Plan proposes to reduce the number of KSIs in London by 40 per cent by 2020. The new target will be the lowest since 1986. 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.
- 1.7 As part of the London Road Safety Action Plan consultation, TfL published the research into pedestrian fatalities. The research has improved TfL's understanding of why fatal pedestrian collisions occur and how they might be prevented. The research report is available on the TfL website: <http://www.tfl.gov.uk/corporate/projectsandschemes/23293.aspx>.

- 1.8 The Surface Transport Environment Team completed an exercise to record works which contribute to noise reduction on the Transport for London Road Network (TLRN), as part of Defra's Noise Action Planning to support the European Noise Directive. All of the 123 Outcome Support Documents (OSDs) for 'Important Areas' which contain a first priority location on the TLRN were completed, with information received from the Roads Directorate. All were uploaded onto Defra's support tool.
- 1.9 The Surface Transport Environment Team is working with the Roads Directorate to ensure that improvement projects, capital renewal and planned maintenance programmes take note of any proposals and record whether any mitigation measures to reduce road traffic noise can be achieved. Subject to confirmation of funding through the business planning process, the Roads Directorate will undertake a feasibility study to establish whether acoustic barriers are a practical option on parapets on elevated sections of the TLRN at First Priority Locations.
- 1.10 A London Buses cleaning contractor for bus stations introduced seven electric Renault Kangoo vans into the fleet in accordance with the contract. The vehicles are the first commercial Renault Kangoo vans to be used in the UK and are charged using the Source London network.

Areas for improvement

- 1.11 A programme of incident reporting refresher courses has been organised for bus contractors to further improve the timeliness of incident reporting and data quality.
- 1.12 With many of the existing road safety camera units reaching the end of their operational life, a programme to replace all older 'wet film' safety cameras with modern and more efficient digital safety cameras was commenced. This follows DfT ceasing funding for safety camera schemes across the UK. This development will ensure that London continues to lead the way in innovative enforcement measures.

Key deliverables in the next quarter

- 1.13 The London Road Safety Action Plan (Towards a Road Safety Action Plan for London: 2020) went out for consultation on 23 July 2012 for a period of ten weeks. The document is available at <https://consultations.tfl.gov.uk/roads/road-safety-plan>.

During the consultation period, Delivery Planning's Road Safety Team will be presenting at a number of stakeholder meetings including the Pan London Forum, London Technical Advisors Group and the Cycle Safety Working Group.

- 1.14 One of the actions included in the Road Safety Action Plan is to work with stakeholders to develop a Pedestrian Safety Action Plan for London. This aims

to build on the success of the existing Cycle Safety Action Plan and will use the valuable information gained in previous research.

2 Major incidents

- 2.1 Four pedestrians were fatally injured in road traffic collisions with buses, these were on bus routes 486 at Bugsby Road, SE10 and on 486 at Welling High Street, DA16 also in April 2012. On route 1 at Waterloo Road, in May 2012 and route 128 at High Road, Ilford, in June 2012. The incidents are under investigation.
- 2.2 An investigation into a previous fatal incident involving a bus on route N5 at Haverstock Hill, NW3 in October 2010 was concluded in the quarter and no recommendations were made by the Coroner's Court for TfL or the bus contractor involved.

LONDON RAIL QUARTERLY HEALTH, SAFETY AND ENVIRONMENT REPORT

1 Summary

What went well

- 1.1 Games planning throughout the London Rail businesses was completed to time.
- 1.2 Safety Performance on the Docklands Light Railway (DLR) has continued to improve. For the first time this year the DLR safety indicator reached the 'aspirational' level with significant improvements in five of the nine performance categories.
- 1.3 The Emirates Airline cable car, after a successful period of trial operations entered full passenger service. The project was completed on schedule and without any significant accidents.
- 1.4 The Accident Frequency Rate for London Overground Infrastructure which includes the new South London Line construction works reached zero by the end of period eight last year and remains at zero. Also, the accident frequency rate for the London Overground Infrastructure Maintainer remains at zero since the opening of the East London Railway.
- 1.5 On London Overground, the new South London Line construction project to link Surrey Quays to Clapham Junction was completed to schedule during Quarter 1. London Overground Rail Operations Limited (LOROL) are now commencing their driver training programme on the new route which is due to open in December this year.
- 1.6 On London Overground for the first time since period one 2012, the level of fleet safety related defects has dropped below the target level for 2012. This equates to a five per cent reduction on 2011 levels.
- 1.7 On the London Overground core route the reports of persons trapped in lifts has reduced significantly and the incidents of graffiti and other security events are also decreasing.
- 1.8 On London Tramlink, both maintenance activities and construction projects have progressed well with no significant safety incidents or accidents. The Office of Rail Regulation's (ORR) approval for the full fleet of new trams, operating network wide in passenger service, was received on 29 May.

Areas for Improvement in the quarter

- 1.9 On DLR on 18 May 2012, a passenger involved in horse play and under the influence of alcohol fell from the platform at West Silvertown and suffered serious injuries after being hit by a train. There is no suggestion of DLR being at fault, the incident is subject to internal investigation.

- 1.10 On London Overground, there were two category 'A' Signals Passed at Danger (SPAD) incidents and seven incidents of door irregularities. There was also an incident on 2 June where a pantograph was not lowered and this, along with a number of other contributory factors, caused a large area of overhead cables to become dislodged. This resulted in service disruptions in the Willesden Junction area of the Overground network. There were no injuries in any of these incidents. All incidents have been subject to investigation. A major focus for LOROL has been the launching of a lifestyle campaign. This has involved the development of an Overground specific film, topic specific workshops and a range of briefing materials. The aim of these has been to help drivers think carefully about how lifestyle issues impact on their professionalism at work.
- 1.11 On London Tramlink an accident occurred at Sandilands tram stop on 16 May 2012. A tram struck a person who was using the foot crossing at the west end of the platforms. Following the collision the person suffered serious injuries. Another less serious collision occurred in the following reporting quarter. The more serious incident is subject to Rail Accident Investigation Branch and ORR investigation. Tramlink are also investigating the incident and have reviewed local crossing assessments.

Key deliverables in the next quarter

- 1.12 LOROL will be preparing for the recertification of its Occupational Health and Safety Advisory Services 18001:2007 accreditation.
- 1.14 London Overground Infrastructure (TfL) will be preparing their Annual Safety report as required by their Safety Authorisation for submission to the ORR.
- 1.15 On London Tramlink, the fleet of 6 new trams will be introduced into passenger service.

2 Major Incidents

- 2.1 There were no major incidents in the quarter.

CROSSRAIL QUARTERLY HEALTH, SAFETY AND ENVIRONMENT REPORT

1. Summary

What went well

- 1.1 The Principal Contractor's Target Zero Forum focussed on Working at Height.
- 1.2 Monitoring has been conducted on Principal Contractors on the Selection and Monitoring of Sub-contractors.
- 1.3 The Gateway Scheme has been successfully implemented and the results will be circulated to the Principal Contractors in Quarter 2.
- 1.4 Compliance to vehicle safety kit requirements continues to run at a high level with near compliance of 99 per cent.
- 1.5 A Contractor Performance Assurance Programme was introduced covering amongst other functional areas – health and safety and environmental performance.
- 1.6 A new Safety, Health, Environment and Facilities committee has been formed and will meet quarterly to discuss and highlight concerns and improvements in the Crossrail premises or affecting Crossrail staff.
- 1.7 Several contractors are close to achieving the Crossrail Green-Line Recognition Scheme award. The first Green-Line Recognition Site will be announced in the next month.
- 1.8 Crossrail has exceeded the set targets for re-use and/or recycling of demolition and construction waste and excavated material.
- 1.9 The Health and Safety strategic objectives have been agreed and finalised. They will be communicated in Quarter 2.

Areas for Improvement in the quarter

- 1.10 Quality of contractor data entry in to the incident management system requires improvement. Suggested improvements to RIVO Safeguard and regular RIVO safeguard user groups should contribute to the management of this issue.
- 1.11 Compliance to working at height requirements is low as has been identified through Crossrail's Golden Rules Observation process. This issue was discussed at the Principal Contractors Forum. A focussed surveillance is planned to raise the profile in this area. Observations will be continued to identify areas of concern.

Key deliverables in the next quarter

- 1.12 A meeting with the developers of RIVO Safeguard has been arranged for Q2, following this, improvements will be made to the system for ease of input and extraction of data.
- 1.13 The Crossrail Health and Safety Manual will be re-published and will reflect the re-organisation of the Health and Safety Management System.
- 1.14 A re-design of the Health and Safety dashboard in accordance with the key strategic objectives and KPI's will be undertaken.
- 1.15 A Health and Safety Performance Index to measure leading indicator performance will be developed.
- 1.16 Incident training will be delivered to relevant Crossrail staff to help effectively manage incidents.
- 1.17 Dedicated focus will continue on contaminated land issues and air quality as part of the contractor supplier performance.
- 1.18 New starter environmental training will be developed and rolled out.

2 Major Incidents

- 2.1 There were no major incidents this quarter.

SPECIALIST SERVICES QUARTERLY HEALTH, SAFETY AND ENVIRONMENT REPORT

1 Summary

What went well

- 1.1 A review has been undertaken of the two TfL DSE software systems and a decision has been made to move to one software provider, which is Cardinus.
- 1.2 A review was undertaken on Travel Ambassadors tasks to ensure that adequate control measures were in place to control significant risks. Staff were provided with guidance and information to address the issues identified. There were no significant accidents to staff during the Games.

Areas for Improvement

- 1.3 A programme of workplace risk assessments is planned across Specialist Services that update existing risk assessments.
- 1.4 The review of the Framework for consultation and collective bargaining and the review of Safety Consultative Committees TfL wide was deferred in the run up to the Olympics and is due to be completed by 2012/13.

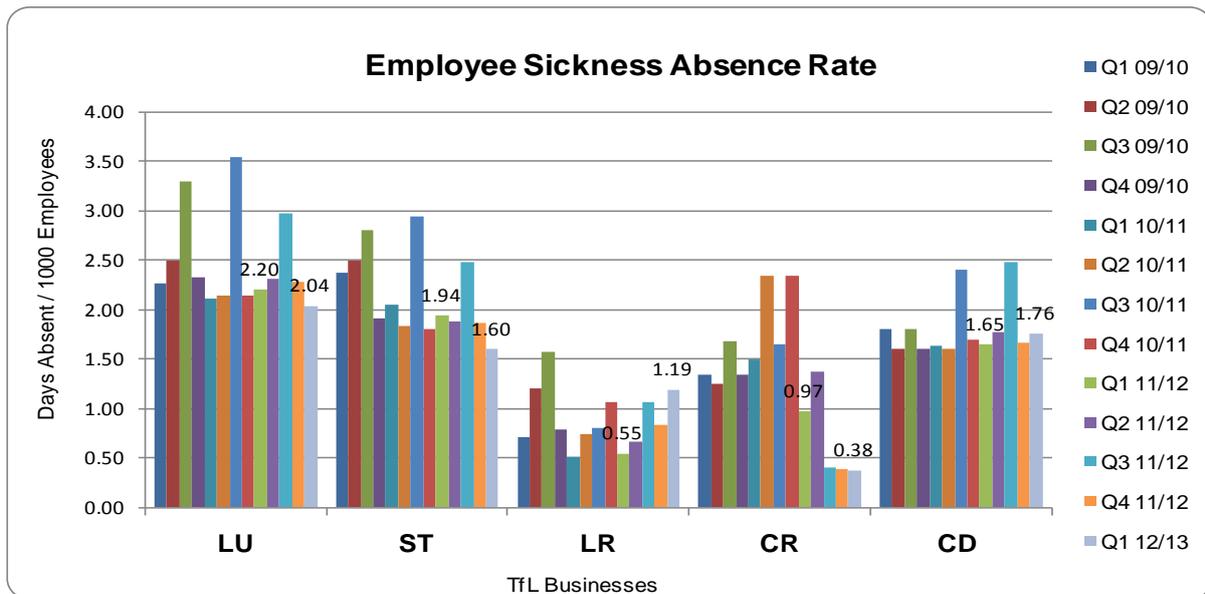
Key deliverables in the next quarter

- 1.5 The migration of DSE assessment to Cardinus will be planned and implemented.
- 1.6 A Health and Safety Performance Index database as a main portal to for HSE data population and collation will be developed.

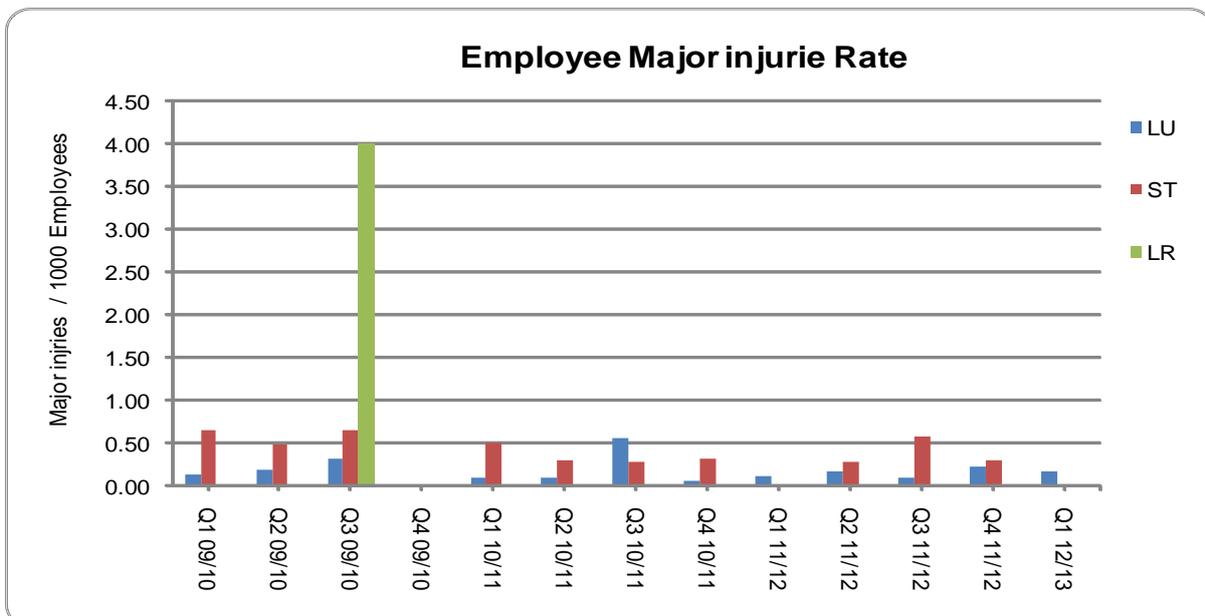
2 Major Incidents

- 2.1 There were no major incidents in this quarter.

TfL Businesses Quarter 1, 2012/13 HSE data for the Safety and Sustainability Panel.

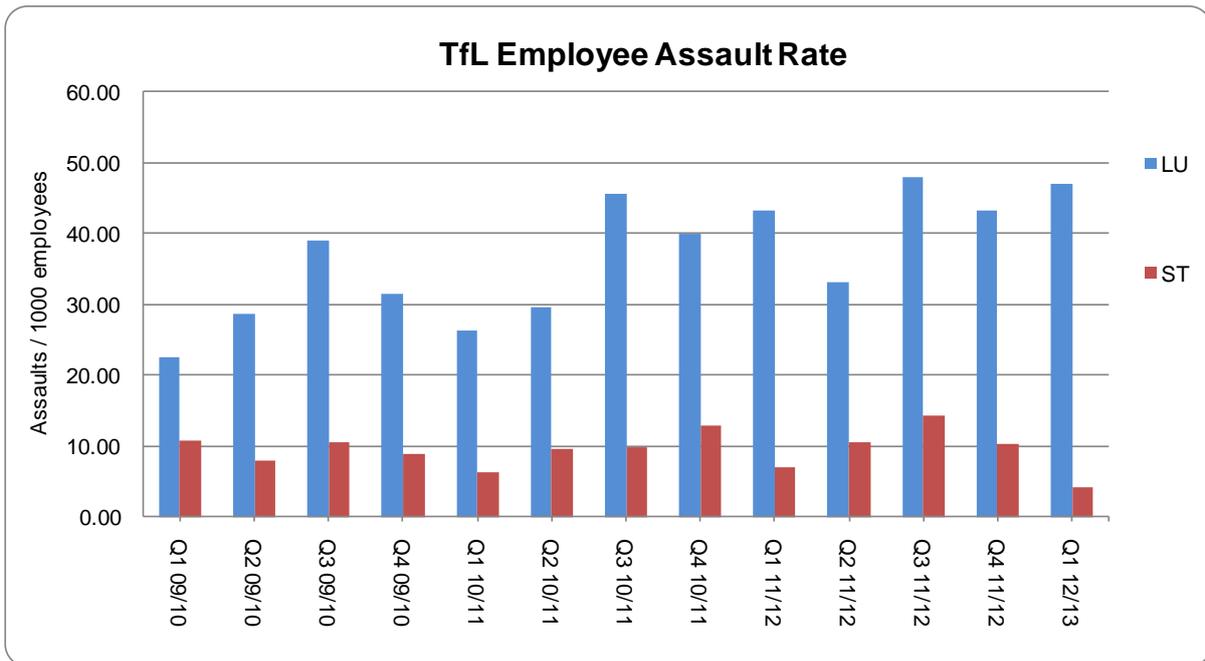


The rate of sickness absence across TfL Quarter 1 2012/13 fluctuated; however there was downward trend in the majority of the businesses. The sharp rise in London Rail's sickness absence this quarter is in part due to a high number of colds and coughs reported. The three most frequently reported categories of sickness in the quarter were colds and coughs, gastrointestinal illnesses and musculoskeletal matters.

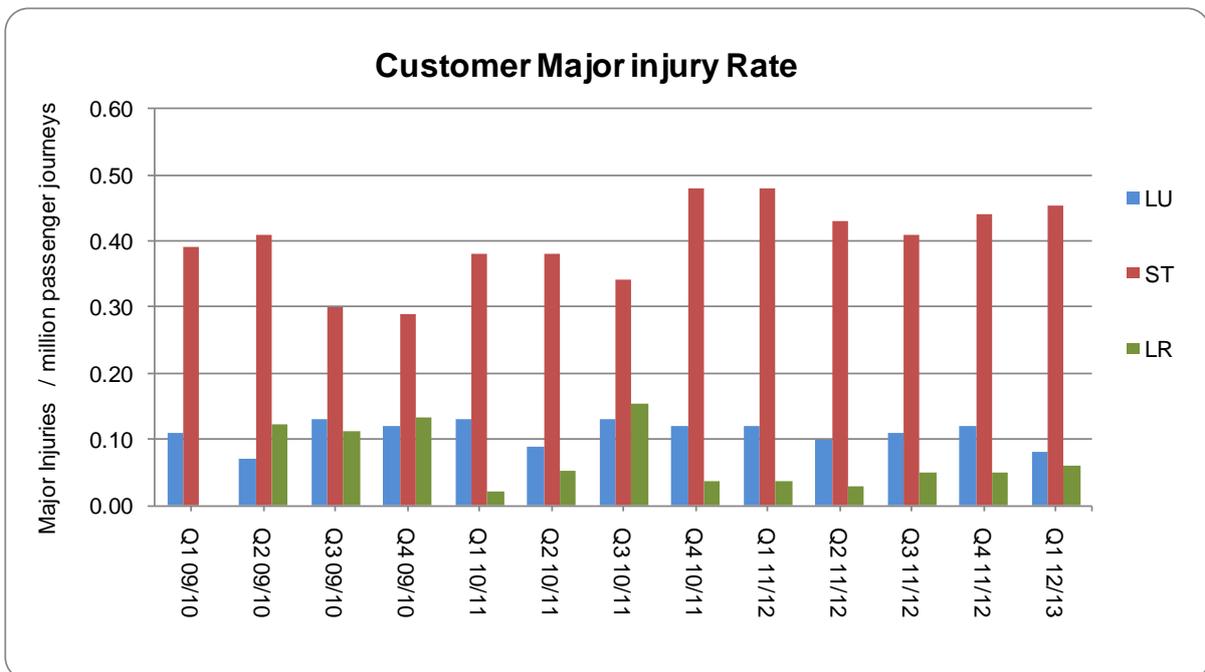


There is a downward trend in London Underground and in Surface Transport there were no employee major injuries in Quarter 1. The peak in London Rail in Quarter 3 2009/10 was as a result of a single incident from a trip on an office.

TfL Businesses Quarter 1, 2012/13 HSE data for the Safety and Sustainability Panel.

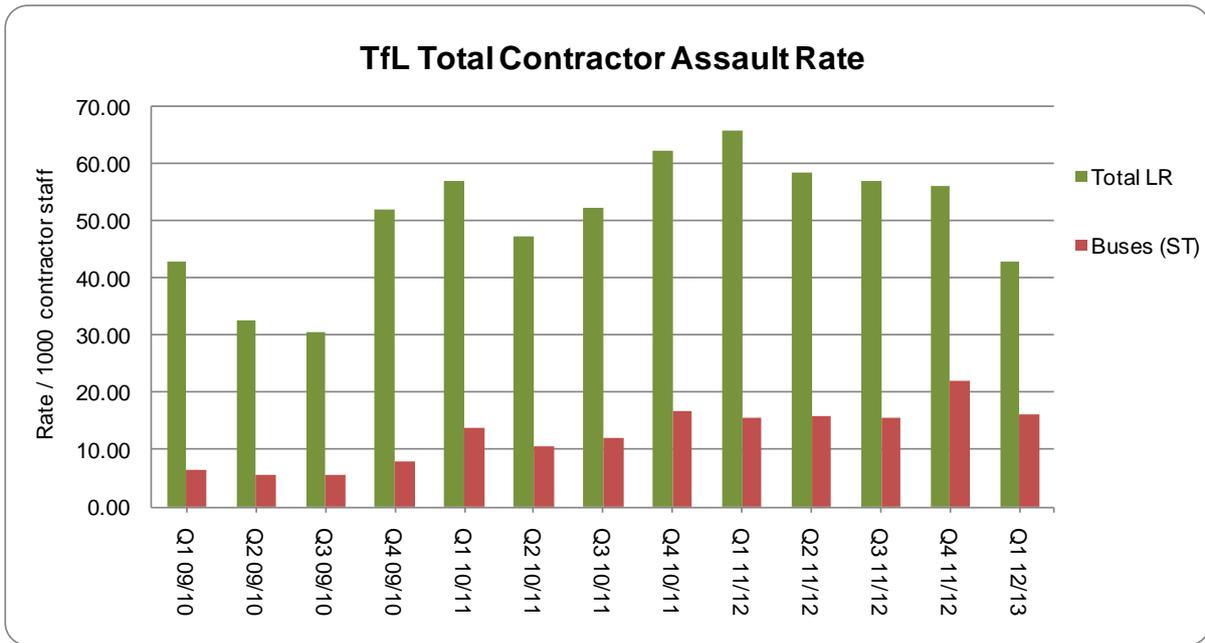


London Underground employee assault rate rose this quarter and Surface Transport has seen a steady decrease as well as and its lowest rate in three years.

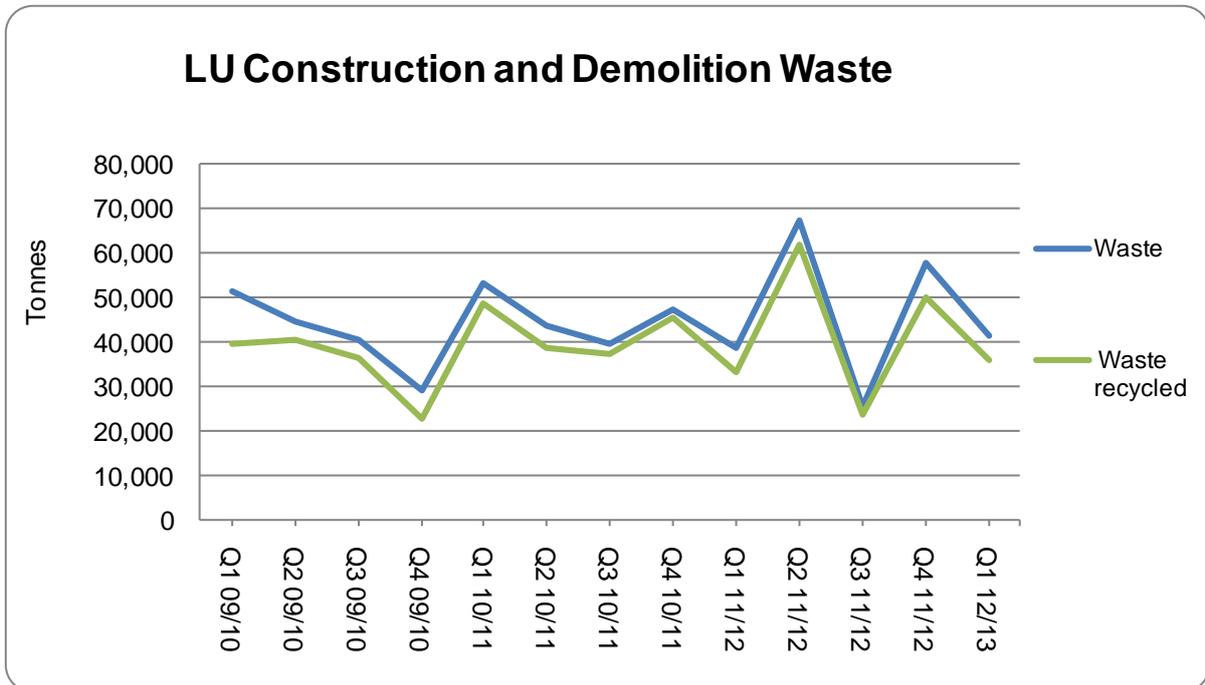


Customer major injury numbers include persons taken to hospital as a precaution.

TfL Businesses Quarter 1, 2012/13 HSE data for the Safety and Sustainability Panel.



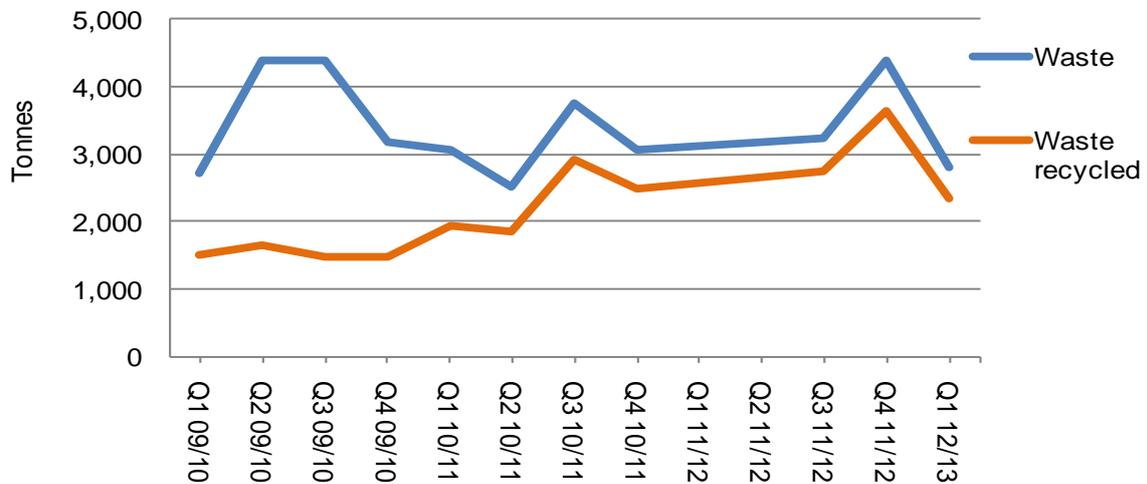
There is a downward trend with contractor assaults in London Rail as well as in Buses in this quarter.



The amount of waste managed is driven by the nature of projects in the investment programme which tend to vary each quarter.

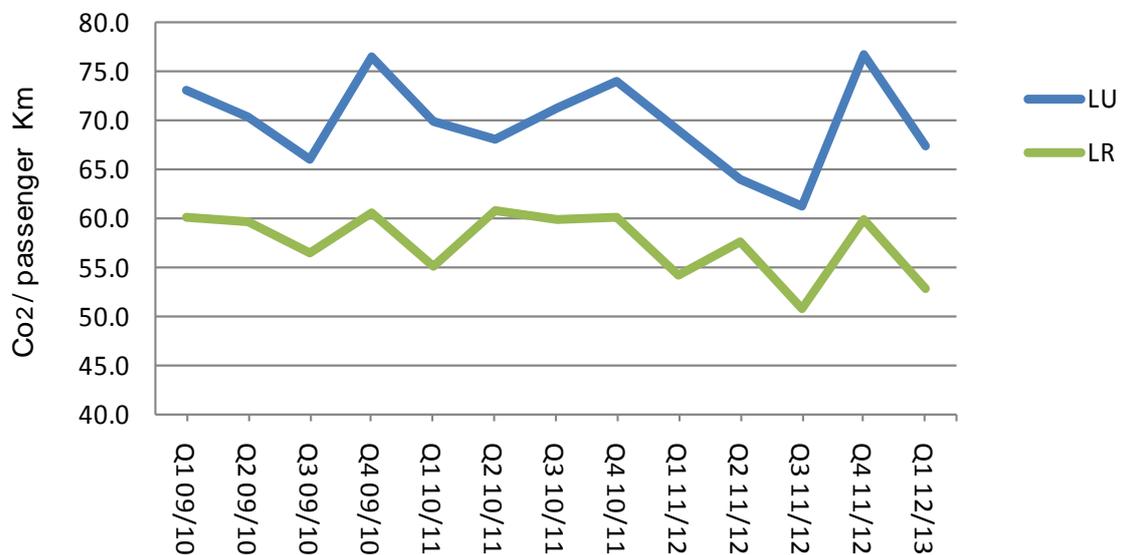
TfL Businesses Quarter 1, 2012/13 HSE data for the Safety and Sustainability Panel.

LU Commercial and Industrial Waste and % re-cycled



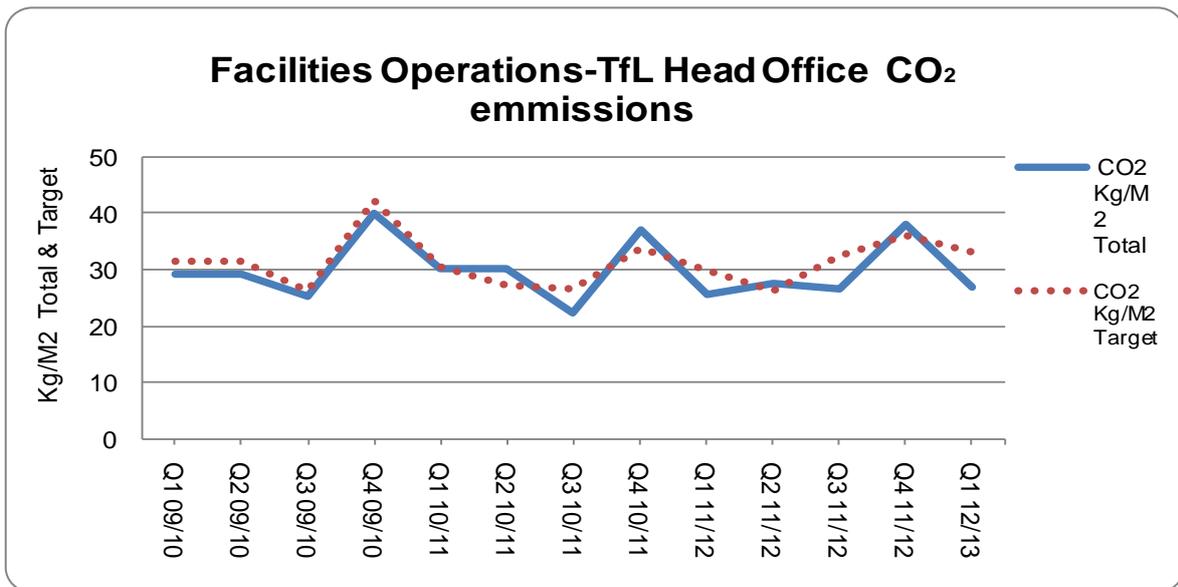
Waste generated is volatile as the project volumes change. The proportion of waste generated and recycled in London Underground fell sharply in Quarter 1.

Normalised Co2 Emissions



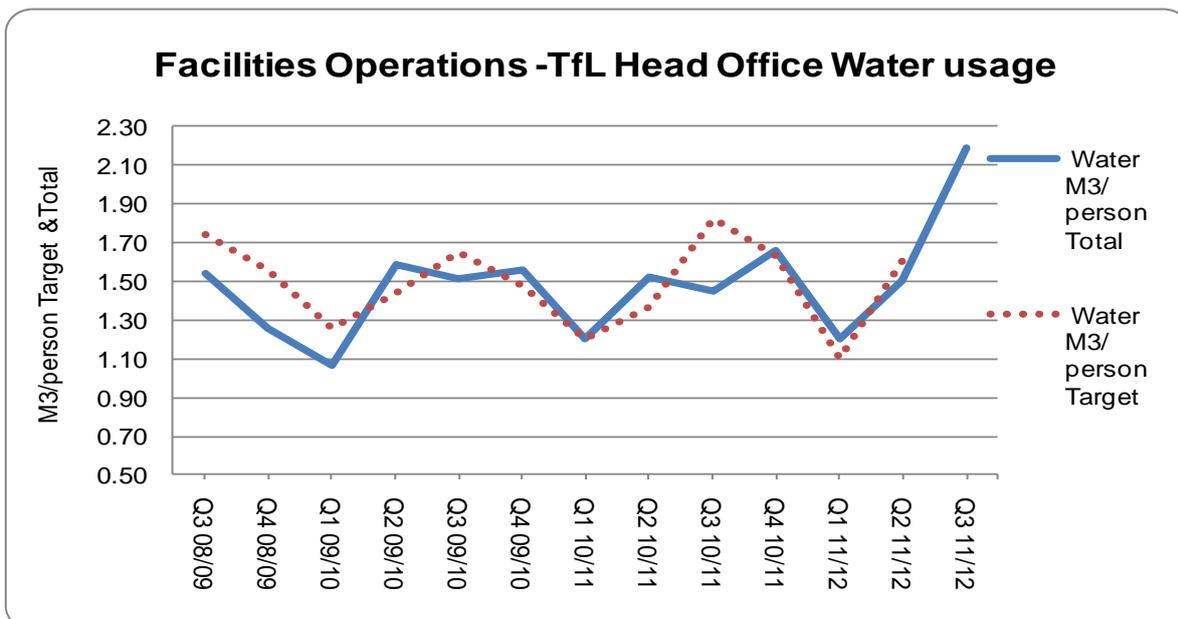
The long term air quality illustrates positive parallel trends in the light of increased Transport services in London Underground and in London Rail.

TfL Businesses Quarter 1, 2012/13 HSE data for the Safety and Sustainability Panel.



Head Office carbon emissions are better than target and are on track to meet or exceed the year end target.

Electricity and gas savings this year continue to be sustained in the main due to energy efficiency measures retrofitted in Head Offices under the RE:FIT project and ongoing Property Care Programme, including lighting, heating and cooling system improvements.



An increase in water consumption during the last 3 periods took performance over target, and more detailed investigations are now underway to find the root underlying cause in order to bring performance back on target for year end.