

## Board

**Date:** 17 December 2015

**Item:** Report of the meeting of the Safety, Accessibility and Sustainability Panel held on 10 December 2015

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**Under section 100B(4)(b) of the Local Government Act 1972, the Mayor agreed that this item should be considered at the meeting. This paper was not available for dispatch by the statutory deadline of 9 December, as the meeting of the Panel was held on 10 December 2015. This paper was published on 11 December 2015.**

**This paper will be considered in public**

### **1 Summary**

- 1.1 To report to the Board on the meeting of the Safety, Accessibility and Sustainability Panel held on 10 December 2015.

### **2 Recommendation**

- 2.1 **That the Board note the report.**

### **3 Background**

- 3.1 The main matters considered by the Panel were:
- (a) Quarterly Health, Safety and Environment Performance Reports for Quarter 2, 2015/16;
  - (b) Progress in Tackling Work Related Violence;
  - (c) Update on Promoting Safer Cycling Behaviour;
  - (d) Sustainability Update;
  - (e) Legal Compliance Report;
  - (f) Resilience Report;
  - (g) Key Findings from Internal Audit Reports;
  - (h) Review of Complaint Handling; and
  - (i) Independent Adviser Appointment.

## 4 Issues Discussed

### Quarterly Health, Safety and Environment Performance Reports for Quarter 2, 2015/16

- 4.1 The Panel noted the quarterly HSE reports for Quarter 2, 2015/16, for Rail and Underground, Surface Transport, Crossrail and the corporate directorates. Items discussed included:
- (a) the launch of the London Rail 10 year strategy to continuously improve health, safety and environment performance;
  - (b) work on promoting health and well being in the workforce;
  - (c) additional security measures on the Emirates Air Line to prevent unauthorised access to the towers;
  - (d) the exemption order from the Department for Transport (DfT) on compliance with the Rail Vehicle Accessibility Regulations for Docklands Light Railway. The gap between trains and platforms is slightly larger than that prescribed in the regulations. Engagement had taken place with stakeholders and the case for exemption had been successfully made to the DfT;
  - (e) the good progress of construction of the Cycle Superhighways. Members discussed the traffic disruption during the construction and the mitigation work to minimise this;
  - (f) the Safer Lorry Scheme had been launched on 1 September 2015. Good levels of compliance has been observed and it was hoped that the high standards of the scheme would be adopted across the country;
  - (g) the impact of the Ultra Low Emission Zone on taxi and private hire. The Zero Emissions Capable (ZEC) licensing requirement would apply to taxis from 1 January 2018 and modified proposals would apply to private hire vehicles. The variation in proposals for taxi and private hire addressed the ability for the market to satisfy the demand. No vehicles were currently available in the taxi market that would be compliant, however the introduction of single design would allow for full compliance. For the private hire industry, which used a range of vehicles due to the variation of services offered, a modified proposal was used to address segments of the automotive manufacturing industry that was not offering ZEC vehicles;
  - (h) the progress in supporting electric vehicle charging across London, particularly around the provision of a rapid charging network to support taxi, private hire and commercial fleets;
  - (i) the good progress of Crossrail against its health and safety objectives and
  - (j) the results of the Crossrail 'Have Your Say' employee engagement survey, which had shown positive feedback from staff and contractors. Action plans had been prepared and progress was being monitored.

## **Progress in Tackling Work Related Violence**

- 4.2 The Panel noted an update on the trend in work related violence and that the number of incidents had declined on London Underground. This was continually monitored and a further update would be given when the Fit for the Future Stations programme had been fully embedded. The Panel was updated on the trial of body worn cameras that was currently underway.

## **Update on Promoting Safer Cycling Behaviour**

- 4.3 The Panel noted the work by TfL to engage with cyclists and encourage safe and responsible behaviour. Promotional activity had taken place with a focus on those areas receiving new cycling infrastructure. Further work would be undertaken to look at the relationship between cycling traffic offences and the nature of accidents caused by cyclists.

## **Sustainability Update**

- 4.4 The Panel noted the work plan for sustainability activity to date and plans for 2016-17. Reporting of sustainability activity was increasing and would be included in future Annual Reports.

## **Legal Compliance Report**

- 4.5 The Panel noted the information on actual and alleged breaches relating to TfL's HSE responsibilities between 1 April 2015 and 30 September 2015. Work was taking place to address the requirement to be compliant with Modern Slavery legislation. This would require risk assessment within TfL's supply chains.

## **Resilience Report**

- 4.6 The Panel noted the update on developments with resilience matters relevant to TfL since the last meeting. TfL remained vigilant in light of the recent incidents in Paris and Leytonstone. It had robust plans in place and continued to monitor the threat levels and respond accordingly.

## **Key Findings from Internal Audit Reports**

- 4.7 The Panel noted the information on the Internal Audit Reports related to Safety, Accessibility and Sustainability, issued during the second quarter of 2015/16. The trend of increasing numbers of 'Improvement Required' conclusions to audits had been identified and it was noted that this was not unexpected due to the audits targeting areas of known risk. A review would take place to understand the underlying factors.

## **Review of Complaint Handling**

- 4.8 The Panel noted the findings, recommendations and action plan from an external audit of TfL's complaint handling process. This was the result of TfL's a wider customer strategy and part of following up the recommendations flowing from the London Assembly's second report into TfL's customer

service. The Customer Contact Centre handled the majority of complaints and considerable work had taken place to ensure it delivered a high quality and customer-focused service. Complaints underwent analysis to identify the root causes so that TfL could continuously improve. The action plan included further training to enable front line operational staff to be able to resolve customer queries and complaints immediately.

### **Independent Adviser Appointment**

- 4.9 The Panel endorsed the appointment of Shaun McCarthy as an Adviser for a term of 12 months, from 17 June 2016 to 17 June 2017.

### **List of appendices to this report:**

None

### **List of Background Papers:**

Papers for the meeting of the Safety, Accessibility and Sustainability Panel held on 10 December 2015.

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