

Safety, Health and Environment Quarterly report

Quarter 4 2023/24

(10 December 2023 – 31 March 2024)

16 May 2024



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Safety, Health and Environment Quarterly Report

Introduction and Executive Summary

Summary

This Safety, Health and Environment (SHE) Quarterly Report summarises our performance in Quarter 4 of 2023/24, identifies strategic trends, and describes progress in delivering our strategic SHE programmes. The data referenced covers the period from 10 December 2023 to 31 March 2024, unless specified.

Overall performance 2023/2024

While this report focuses on the fourth quarter, we are now able to see provisionally the overall performance in the financial year. This suggests:

- Road safety: we exceeded our floor target and saw a five per cent reduction in people killed or seriously injured compared to 2022/2023
- Customer safety: we recorded 202 customers killed or seriously injured, meaning we missed our standard target by one, but achieved the floor target which represents an eight per cent reduction on 2022/23
- Colleague: we recorded 18 colleagues killed or seriously injured which exceeded our target of 22, however we are recording this metric as red because of the tragic death of a sub-contractor which has led us to apply an automatic failure to the metric

Quarter 4 results

Road Safety

During Quarter 4, we did not meet our targets for people killed or seriously injured in road traffic collisions on our roads or by buses. While our target for Quarter 4 was 56, there were 86 people killed or seriously injured in road traffic collisions in or by a bus.

Further data behind these scores is explained in the safety section of this report.

Continuous efforts are being made to implement interventions that are aligned to our Vision Zero Action Plan, ensuring the reduction of road danger under the Safe System pillars of speeds, streets, vehicles, behaviour, and post-collision response.

Safe System forum

On 30 January, we hosted the inaugural Safe System forum workshop, which brought together 10 different transport authorities facilitated by the Parliamentary Advisory Council for Transport Safety together with Road Safety GB, an essential new forum established to share lessons and good practice across UK transport authorities.

As of the end of Quarter 4, the total percentage of London's roads subject to a 20mph speed limit now stands at 52 per cent, 30 per cent of which is on the Transport for London (TfL) Road Network. Speed limits have been reduced to 20mph on over 180km on the TfL Road Network since 2020, including 36 town centres. Further detail of the projects is explained in the safety section of this report.

Public Transport

While we continue to strive for improvement, tragically there were five reportable customer fatalities on our public transport network in Quarter 4.

Sadly, in Quarter 4 there were also 54 reportable serious injuries to our customers across our public transport network, and four of our colleagues. This is a decrease of 22.9 per cent in comparison to Quarter 4 of 2022/23 (11 December 2022 to 31 March 2023).

Capital

There was a total of four injuries (all minor) reported during Quarter 4 for Capital. There was no common cause. Injuries to colleagues

working in Capital continue to decline as we work towards our zero harm ambitions.

Security

Workplace violence and aggression (WVA) towards our people and those of our operators and contractors is unacceptable. Concerted action is underway to tackle it. Body worn video (BWV) cameras became essential kit for frontline colleagues on 31 January 2024. New, mandatory face-to-face conflict management training for customer facing staff began in March 2024.

There were 3,039 incidents of WVA reported across all modes in Quarter 4. This is an increase of 241 reported incidents compared to Quarter 4 of 2022/23. We continue to encourage our colleagues to report such incidents, so that appropriate action can be taken by management or the police.

Occupational Health and Wellbeing

In Quarter 4, our Occupational Health and Wellbeing (OHW) team began work with HR to review causes of sickness absence in areas of the business that have the highest levels. Considerations are also being made for interventions in these areas to support colleagues and to try to reduce absence.

Environment

In Quarter 4, we published our first Green Infrastructure and Biodiversity Plan. This plan is aligned with the TfL Corporate Environment Plan and sets out how we will care for and improve green infrastructure and biodiversity across our estate.

The Carbon Literacy Project awarded TfL with a Carbon Literacy Bronze Accreditation. This was an achievement for every Chief Officer, including the Commissioner, as TfL became certified in Carbon Literacy. We also achieved our 2023/24 scorecard target to train 3,000 colleagues in Carbon Literacy nearly two months in advance.

Significant incidents in Quarter 4

Tragically, in Quarter 4, there were five customer fatalities on our public transport network. These occurred at Piccadilly Circus station, Stratford station, Mile End station, Wapping Overground station, and onboard route 85 at A307 Fairfield North.

Some of these incidents were previously mentioned in the Quarter 3 report, but only as incidents that occurred after the quarter had ended.

Further information about these incidents is explained in the public transport section of this report.

Mayor's Transport Strategy and Scorecard

Our role is to enable London to move safely and sustainably, in line with the goals of the Mayor's Transport Strategy (MTS). This includes increasing the attractiveness of public transport and making cycling and walking safer, easier and more convenient.

One of the central policies of the MTS is our ambitious Vision Zero objective to eradicate all loss of life and serious injuries from London's transport networks by 2041.

Figure 1: Quarter 4 2023/24 Scorecard

Measure	Q4 Target	Q4 Actual
People killed or seriously injured in road traffic collisions	945	1,056
People killed or seriously injured in road traffic collisions in or by a London Bus	56	86
Customers killed or seriously injured	60	59
Colleague killed or seriously injured	6	4*
* This metric is RED due to a fatality occurring to a member of the workforce		

The table above sets out the relevant quarterly scorecard metrics, accompanying targets and actual performance.

Safety



Overall performance 2023/24

While this report focuses on the fourth quarter, we are now able to see provisionally the overall performance in the financial year. This suggests:

- Road safety: we exceeded our floor target and saw a five per cent reduction in people killed or seriously injured compared to 2022/23
- Customer safety: we recorded 202 customers killed or seriously injured, meaning we missed our standard

target by one, but achieved the floor target which represents an eight per cent reduction on 2022/23

- Colleague: we recorded eighteen colleagues killed or seriously injured which exceeded our target of 22 however we are recording this metric as red because of the tragic death of a sub-contractor which has led us to apply an automatic failure to the metric

Road safety performance

In Quarter 4, there were 30 fatalities recorded on the road network. Eighteen people were killed while walking, six people while riding a motorcycle, four car occupants, one person riding a bicycle and one bus passenger. This is higher than the 21 fatal injuries which were recorded in Quarter 4 of 2022/23. There was also a rise in pedestrian deaths from Quarter 4 of 2022/23. There were 10 recorded in Quarter 4 2022/23 compared to 18 recorded in Quarter 4 2023/24.

There were a further 1,026 people seriously injured in Quarter 4 2023/24 compared to 997 in Quarter 4 last year. Although lower injuries, there are higher deaths as a pedestrian (352 in Quarter 4 2023/24 compared to 377 in Quarter 4 2022/23 and cycling (202 compared to 211).

(Figure 1, data annex).

We have a stretching ambition for reducing road casualties in London. We are targeting a 70 per cent reduction from our 2010-14 baseline in people killed or seriously injured on London's roads by 2030. In 2022, the latest published annual data, the number of people killed or seriously injured on London's roads was 19 per cent below the baseline (figure 3, data annex). This marks good progress from the baseline, but there is still more to do to achieve our ambition.

Improvement Activity

Safe System forum

On 30 January, we hosted the inaugural Safe System Forum workshop, which brought together 10 different transport authorities facilitated by the Parliamentary Advisory Council for Transport Safety together with Road Safety GB, to talk about how to embed safety in all we do, common challenges and opportunities. This is an essential new forum we have helped to establish that enables us to share best practice and inform our continuing work to improve road safety.

We have continued to implement interventions to reduce road danger under the Safe System pillars.

Safe Speeds

The Lowering Speed Limits programme completed in March 2024 and the TLRN now has a 20mph speed limit on 264km of roads.

In Quarter 4, seven locations came into operation at lower speeds: Woolwich Ferry Terminals and A117 Pier Road – Albert Road in Newham and Greenwich A312 Harlington Road West, Hounslow, A4 Bath Road, Hounslow, Rosehill roundabout, A297 St Helier Avenue and London Road roundabout in Sutton and Merton, A232 corridor in the London Borough of Sutton, and the TfL Road Network in both the London Boroughs of Wandsworth and Richmond upon Thames.

In the coming months, we will analyse the speed monitoring data collected at locations where the speed limit has been reduced to identify if, and where, physical interventions to slow approaching vehicles are required to complement the new speed limits.

You can find further information on Safe Speeds on our website here:

<https://tfl.gov.uk/corporate/safety-and-security/road-safety/safe-speeds>

Safe Streets

Borough delivery

London's borough councils play a key role in the planning and delivery of schemes that transform local areas and meet the aims of the MTS. On 30 January, together with London Councils, we published the Borough three-year report, which demonstrates how London borough councils have used Local Implementation Plan (LIP) funding over 2019/20, 2020/21 and 2021/22 to transform local areas, making London's roads safer and more attractive for people using public transport, walking and cycling.

The report outlined vital new infrastructure delivered through LIP funding, including making walking and cycling safer through 50km of wider footways, 157km of new or upgraded cycling routes and 74 new pedestrian crossings. In addition, around 500 School Streets were introduced, with almost 25 per cent of primary schools now having a traffic free area at designated drop-off and pickup times.

To help London borough councils prepare for their LIP submission, we provided them with comprehensive Healthy Streets data packs on 16 February with detailed visual mapping that includes anticipated demand for new cycle routes, the need for traffic-calmed School Streets as well as where measures to support the Superloop and other bus services that could be provided. Alongside local evidence and engagement, the packs serve as a useful tool to help London borough councils identify the priority locations for investment to help achieve the outcomes of the MTS.

Safer Junctions

In Quarter 4, we completed our 45th Safer Junction at the Holloway Road/Drayton Park junction in Islington, delivering safety improvements for pedestrians with new and improved crossings.

Design work has been continuing for the remaining 28 Safer Junction locations, with some improvements being implemented

under experimental orders, including Chelsea Embankment/Grosvenor Road/Chelsea Bridge Road (as part of improvements to Cycleway 8), Holloway Road/Tollington Road/Camden Road and Holloway Road/Parkhurst Road/Seven Sisters Road (as part of Cycleway 50), with consultation due to start on the Cycleway 50 junctions in May 2024.

We are progressing design and survey work at pace to make improvements to the north and south sides of Lambeth Bridge, including new pedestrian crossings, bus lanes, cycle signals and a section of protected cycle track. These will complement the initial junction improvements made in 2021, to the north side of the bridge which included a new pedestrian crossing, wider pavements, and a lower speed limit of 20mph. Construction is due to start by the end of 2024.

In January 2024, we started engagement on pedestrian and cycle improvements at the junction of the Seven Sisters Road/Woodberry Grove and Holland Park roundabout, as part of the next phase of the Cycleway 34 scheme.

Safe Vehicles

Bus Safety Strategy

More than 1,400 buses now meet the Bus Safety Standard. This number will increase as older vehicles are replaced with new electric buses. In addition, the benefits of the new technologies can be accelerated through our campaign to retrofit some leading and available technology to the existing bus fleet. With new vehicles and the retrofit programme combined, we now have the following equipment fitted to the London bus fleet:

- Intelligent Speed Assist: 3,905 buses fitted (active speed limiter using GPS and geo-mapping of speed limits)
- Acoustic Vehicle Alerting System: 1,251 buses fitted (licensed sound to alert pedestrians and vulnerable road

users to silent-running electric buses) – with an upgrade to our R-AVAS now underway

- Camera Monitoring System: 1,297 buses
- Fitted cameras and monitors replacing wing mirrors to reduce blind spots and improve driver vision

We have also expanded our research activity to consider other areas of risk. We have launched our fourth Bus Safety Innovation Challenge which addresses customer injuries such as slips, trips and falls. There have been 20 innovations submitted and these are now being considered for trial alongside some internally developed work.

You can find the Bus Safety Strategy on our website here: <https://content.tfl.gov.uk/bus-safety-strategy.pdf>

Direct Vision Standard

Since the introduction of the Direct Vision Scheme (DVS), we have issued heavy goods vehicle (HGV) safety permits to cover at least 238,316 unique vehicles. At least 151,730 of these were issued for zero-star rated HGVs that were required to have fitted Safe System features, addressing blind spots and improving the driver's indirect vision from their cab.

The focus now for the DVS is on the updated requirements that will apply from 28 October 2024. These include an increased minimum star rating threshold from one to three stars for HGVs to operate in London, and a strengthened Progressive Safe System for HGVs that do not meet the minimum standard. This will deliver a key commitment to raise the DVS standard in our Freight and Servicing Action Plan.

Recognising that an estimated 216,000 vehicles will need to be made compliant by road hauliers, we have worked closely with the road freight sector since September 2023 to monitor and understand operator readiness for the new requirements.

Together with the Walking and Cycling Commissioner, we have discussed how to best help industry to make their vehicles compliant ahead of the forthcoming launch. We are currently reviewing the outcomes of this work and will provide an update to London Councils Transport and Environment Committee in June 2024 to confirm the level of industry readiness and the final grace period that should apply. The first Safety Permits that incorporate the new Progressive Safe System are planned to be issued from the end of June this year.

E-scooter rental trial in London

Our London e-scooter rental trial has been running for two and a half years and there are now 10 boroughs taking part and around 4,000 e-scooters available for hire at 1,000 parking bays. For the period ending 10 March 2024, 95,000 trips were made taking this to a total of 3.8 million trips. The trial is being operated by Lime and Voi after Dott withdrew from the trial in April 2024.

Recent publication in the London E-scooter Rental Trial report (phase 1) showed that in current trial conditions rental e-scooters have the potential to contribute positively to the aims of the MTS.

The findings displayed that rental e-scooters have good safety records, are space-efficient, zero emission at the tailpipe and are managed in a manner to minimise clutter on footways.

Safe Behaviours

TfL Travel for Life

The newly branded accreditation programme has accredited nearly half of the 3,313 schools in London with Bronze, Silver or Gold. A total of 671 schools have received a Gold accreditation as a result of achieving a six per cent reduction in car use or over 90 per cent of its children walking and cycling to school equating to almost a fifth. Keeping the same engaging content and adding cohesive branding, an easier online process and a

dedicated support team, will help us reach our target of 1,000 Gold-accredited schools by 2024/25.

Lowering speeds campaign

TfL's Lowering Speeds communications approach is twofold. We circulate London-wide communications to educate all Londoners on the benefits and safety reasons behind the introduction of 20mph speed limits across London. In addition, we send out local communications in specific London borough council areas to raise awareness among local drivers and riders of the changes to speed limits in their area. This quarter included seven boroughs within Phase 4 of the programme.

Evaluation of this campaign has indicated that nearly half of Londoners claimed to have changed their travel behaviour as result of the campaign (NET: 47 per cent Londoners), rising significantly amongst weekly drivers by two thirds. Drivers, parents (56 per cent), inner Londoners (49 per cent), 18-34 (48 per cent) and Londoners of black ethnic heritage were most likely to claim they have made a change to their travel behaviours as a direct result of the campaign.

Our Wave 25 tracker result shows an increase in all metrics including:

- 44 per cent of all Londoner respondents strongly agree that speed limits of 20mph help prevent deaths and serious injuries on London's roads (target 44 per cent March 2024)
- 72 per cent of driver respondents agreeing a speed that feels slow when you are driving can kill or seriously injure a pedestrian or cyclist
- 65 per cent agreeing "I need to think more about how fast I am driving on the road."

Enforcement

The Metropolitan Police Service (MPS) undertakes significant and wide-ranging activity to reduce road danger and prevent harm to all road users.

Between December 2023 and February 2024, the police enforced 197,250 road traffic offences through roadside enforcement activity, safety cameras or as a result of video evidence (dashcam or headcam footage) submitted by members of the public. Ninety-four per cent of all road traffic enforcement action taken by the MPS and City of London Police was for priority offences. The Vision Zero priorities for police include speeding, drink and drug driving, mobile phone offences, not wearing a seatbelt, dangerous and careless driving as well as unlicensed and uninsured drivers and riders. Eighty-seven per cent of total offences enforced were speeding.

Total enforcement figures for the 2023/24 were not available at time of publication and will be provided in the next report. TfL's Vision Zero Enforcement dashboard, which brings together data from the MPS and CoLP, will also be updated with the full year data.

These traffic enforcement results are provisional and subject to change as more offences are processed.

Post Collision Learning

Inequalities in Road danger

On 10 January 2024, we published the [Inequalities in Road danger dashboard](#) on the TfL website.

Users can interrogate the casualty data, with the ability to filter by borough, year, casualty severity and mode of transport. The dashboard sits alongside our other two Vision Zero dashboards, showing road casualties in

London and the police enforcement data on our website.

You can find our Inequalities in Road danger dashboard on our website here:

[Road Danger Dashboard](#)

Victim support

Since the launch of our new pilot support service for victims of the most serious road traffic collisions in London, approximately 60 people have been supported or are currently in the care of the service. Brake and RoadPeace have reported positive feedback from those supported.

We have been able to expand the scope of the pilot to victims and families whose collision pre-dates the pilot launch, as well as victims of in serious injury collisions outside those being investigated by the Serious Collision Investigation Unit. We continue to monitor all aspects of the trial including the timing of the referral and take up of the service during different stages of grief and recovery.

Public transport performance

Since the coronavirus pandemic, customer and colleague injuries have been increasing as activity returns to pre-pandemic levels. Current performance is therefore compared to a pre-pandemic baseline. In Quarter 4, the average number of customer injuries per period was 14.02 per cent lower than the three-year pre-pandemic baseline. In Quarter 4, the average number of colleague injuries per period was 26.8 per cent lower than the three-year pre-pandemic baseline.

We are saddened to report there were five reportable customer fatalities on our public transport network in Quarter 4. It should be noted that some of these incidents were mentioned in the previous quarterly report, but only as incidents that occurred after quarter 3.

On 18 December 2023, a customer fell down the stairs at Piccadilly Circus station. TfL were later informed that the customer had died because of the injuries sustained.

On 26 December 2023, a person fell onto the tracks at Stratford on the Jubilee line and was found to be deceased.

On 17 January 2024, a customer died after falling on the platform at Mile End station.

On 15 February 2024, a customer on the London Overground at Wapping station died when they fell onto the track.

On 11 March 2024, a passenger fell down the stairs of a bus as it approached Kingston and subsequently died due to injuries sustained from the fall.

All of these incidents are subject to investigations including where relevant investigations by the Rail Accident Investigation Branch (RAIB), the MPS and the Office of Rail and Road (ORR).

Significant incidents on our road network in Quarter 4

On the evening of 15 December 2023, in Walthamstow bus station, a route 212 bus collided with a pedestrian. The pedestrian sustained fatal injury.

On 4 January 2024, a bus on Morning Lane in Hackney, collided with a pedestrian who was crossing the road. The pedestrian sustained a head injury and subsequently died in hospital.

On 5 January 2024, a pedestrian was struck by a bus at the junction of the A301 (Waterloo Road) and A3202 (Westminster Bridge Road). The pedestrian died in hospital on 19 January 2024.

On 29 January 2024, a pedestrian was involved in a collision with a route 13 bus as it set off from a bus stop on Terminus Place outside Victoria bus station, and sadly died at

the scene. The bus also collided with the bus station infrastructure.

All of these incidents are subject to investigations including where relevant investigations by the MPS the Health and Safety Executive.

Improvement Activity

To accelerate our progress towards the 2030 interim Vision Zero target, we are developing for the first time a single integrated plan for public transport safety. This will be informed by best practice and evidence and is planned for completion this year. We continue to focus on the delivery of our updated Bus Safety Strategy, published last year. An update on the progress of this programme will be brought to the Panel in the autumn.

Ramping up safety at step-free stations

From 15 February 2024, mini ramps have been provided at more than 40 London Underground stations to help customers with reduced mobility travel safely around our network. The innovative ramps are designed to cover the small remaining gap between the train and platform at step-free stations and provide additional support, comfort and reassurance to our customers.

The ramps are a response to the risk of some wheelchairs and powerchairs which have small castor wheels being caught in the gap. TfL trialled the new ramps at eight Jubilee line stations in 2023. TfL have enhanced the ramp design, making it 20cm wider, adding a yellow 'guide' line and switching the ramp storage from horizontal to vertical for ease of use.

Capital safety performance

Capital includes all activity under the Chief Capital Officer as well as maintenance activity for which the Chief Operating Officer is responsible.

In Quarter 4, our Capital programmes and projects delivered a combined total of 1.4 million site-based hours: an increase of 0.2 million on the previous quarter.

Quarterly performance

In Quarter 4, there were no incidents which reached the threshold for reporting under the Reporting of Injuries Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR). As a result, the RIDDOR accident frequency rate for the Capital area remained stable at 0.04 and ended the year below the target of 0.10. In total, there were two RIDDORs reported during 2023/24; in line with 2022/23.

There was one lost time injury reported during Quarter 4. The incident took place on our Old Street site, where a scaffolder slipped between boards during heavy rain and hurt their leg. The scaffolder was off work for one shift and has now recovered. Consequently, the Lost Time Injury Frequency Rate ended the year at 0.11, significantly below the target of 0.20.

In total, there were only four injuries reported during the quarter and 22 during 2023/24. This demonstrates a 49 per cent reduction in injuries compared with 2022/23 and an 80 per cent reduction over the past five years. During the same period, hours worked have fallen by 52 per cent as several major projects have concluded, demonstrating a reduction in risk and Capital's continued progress towards our zero harm ambitions.

The reduction in injuries is indicative of an improvement in safety performance across the wider UK construction industry over the past decade. However, our safety performance compares favourably to similar client organisations, with TfL Capital's accident, lost time and RIDDOR frequency rates significantly below the sector average.

To maintain our positive progress towards zero harm, we thoroughly investigate every injury, using the learnings to address root causes and make continuous improvements.

This year, the most common root causes of injury related to poor communication, inadequate safe systems of work and asset conditions.

Significant Capital incidents

On 26 December 2023, an in-service train overran the platform at Shepherd's Bush Market by approximately 30 metres. The Four Lines Modernisation Programme and associated engineering team are supporting the ongoing investigation and liaising with our supplier Thales. The ORR have requested to be kept apprised as the investigation progresses.

Improvement Activity

The most significant incidents in TfL Capital in Quarter 4 have been those relating to vandalism and WVA directed towards both people and assets that perpetrators believe to be connected with the expanded Ultra Low Emission Zone (ULEZ). The workers of our suppliers are facing significant threats, and this is also a major concern for those TfL colleagues who carry out work in public areas.

As referenced in the Quarter 3 report we have worked with our TfL Compliance Policing Operations and Security team. We now have specific TfL Capital orientated guidance that is available to support us in managing the risks from violence and aggression. It provides a range of options to enable TfL Capital managers to consult with their team to decide which may be suitable or effective for their specific circumstances. This now complements other existing support such as the Urban Safety course.

Zero Harm Conference and Suppliers SHE Awards Ceremony

This SHE team organised event was held on 9 February 2024, at City Hall, hosted by our Chief Capital Officer Stuart Harvey and Chief Safety, Health and Environment Officer, Lilli Matson. We were joined by TfL suppliers from across the UK, who shared some of the

incredible work they are doing. This includes reducing carbon from construction, reducing other harmful emissions such as Nitrogen Oxides, supporting the wellbeing of their people, avoiding buried services, and managing potential harm from respirable silica.

Of particular interest in the awards was an initiative from Hayley Rail to be able filter and reuse S-Stock gearbox oil saving 14,000 litres per year that would have been incinerated. A carbon saving, with the potential to increase this to other lines.

In addition, Taylor Woodrow won the innovation award for their robotic cutting app-related technology for paving slabs. By surveying with the app for areas where slabs would need to be cut, the information can be gathered for the robotic cutting to take place in the factory, thus eliminating on-site hazards from silica, noise and manual handling. As well as the awards, there was time to showcase innovations and break into groups to explore a variety of SHE themes together.

Hinkley Point benchmarking

We regularly benchmark performance and share good practice with other organisations and construction projects. On 20 December 2023, members of our senior team visited the Hinkley C nuclear power station construction site to establish a clear channel of collaboration and learning between our respective capital teams. The initial visit focused on fire safety, with a follow-up discussion taking place on Construction, Design and Management (CDM) duties.

Security



Work-related Violence and Aggression (WVA) performance

Volume of WVA incidents in Quarter 4

During Quarter 4, there were 3,039 incidents of WVA reported across all modes. This year's Quarter 4 total is an increase of 241 compared to Quarter 4 last year.

In Quarter 4, there were 1,339 incidents of WVA reported by staff working on London Underground (44 per cent of all reported incidents), 1,387 incidents of WVA reported on the bus network (45.5 per cent of all reported incidents) and 313 incidents reported by staff from all other modes (on-street, Elizabeth line, London Overground, DLR and London Trams and project workers).

Police recorded work-related violence with injury offences

In 2023/24, there were 117 work-related violence with injury offences reported to the police across rail modes (London Underground, London Overground, DLR, Elizabeth line and London Trams); higher than the previous year (April 2022 to March 2023 - 75 offences).

It is currently not possible to provide a 12-month summary of crimes reported to police which were committed on the bus network due to an error in the provision of this data which we are working to resolve.

Solved rate for WVA offences investigated by the police

Between September 2022 and August 2023 (figures are reported six months in arrears to allow time for progression through the criminal justice process), the solved rate across rail modes for work-related violence, sexual and public order recorded offences

was 16 per cent – one per cent higher than the previous 12-month period. The comparative public transport solved rate for violence, sexual and public order was nine per cent across the same time period.

Work-related crime solved rates were higher for violence offences (21 per cent) compared with public order offences (11 per cent). The solved rate for public order offences rose by one per cent.

Staff willing to support police investigations

The percentage of staff willing to support a police investigation between September 2022 and August 2023 (on rail modes only) was 70 per cent for violence and public order recorded offences, one per cent lower compared to the previous 12-month period. There are many reasons that victims choose not to support an investigation including their confidence in the judicial system and the likelihood of a successful outcome. We are working to better understand the reasons so we can address them and support our colleagues through the judicial process.

Insight into WVA triggers

In Quarter 4, 458 of the reported WVA incidents were classified as physical assaults. This compares to 417 physical assaults reported in the same quarter last year and represents a 10 per cent increase. Although the number of physical incidents is higher this year, the last four periods this year have each seen a small decrease in physical incidents. We are closely monitoring this to understand if the fall is linked to our roll out of BWV as essential kit.

Fare evasion and ticket disputes continue to be the most common trigger for WVA, accounting for 43 per cent of all incidents. The proportion of incidents involving a rough sleeper, or a beggar, was 4.8 per cent. This is a rise of 1.5 per cent from Quarter 3.

The proportion of WVA incidents identified as Hate Crime or other forms of discrimination decreased from 9.3 per cent in Quarter 3 to 7.8 per cent in Quarter 4.

Progress against the WVA action plan

Our [TfL Work-Related Violence and Aggression Strategy](#) sets out our commitments to our people and the key activity we will undertake to eliminate WVA and support those who experience it.

On 31 January 2024, following a phased implementation, BWV cameras became part of our essential kit and embedded in our performance standards for our directly employed, customer-facing operational staff. Frontline staff must now wear a BWV when on duty in a customer facing environment. BWV is proven to work in reducing and de-escalating incidents and provides vital evidence against perpetrators if incidents do occur.

We have recruited more Transport Support and Enforcement officers to deal with antisocial behaviour and the triggers of WVA. This includes the recruitment and deployment of a small night-team of 15 officers to complement policing activity on our night services. The team began operations in January.

In March, we launched our new programme of conflict management training for customer-facing operational teams working in high-risk locations for WVA across London Underground, Bus Operations and River Services. We have recruited additional trainers to accelerate the delivery of this training which will provide essential knowledge and skills including positive interactions to reduce the risks of WVA, dynamic risk assessments and de-escalation skills. The 2024 one-year training programme will target those most at risk of WVA (working in our top 25 WVA hotspots), up to 2,000 staff, while we work on a TfL-wide long-term approach.

Significant Prosecutions in Quarter 4

Paddington London Underground station

On 15 May 2023, a revenue protection officer was pushed and repeatedly kicked after challenging a man over a revenue issue. British Transport Police (BTP) officers arrested the man at the scene, and he was charged with Common Assault. After an initial plea of not guilty, at the trial the suspect changed his plea to guilty. BWV captured key evidence and is likely to have contributed to the change in plea. On 28 February 2024, he was sentenced to six weeks imprisonment.

Stratford London Underground station

On 1 August 2023, station colleagues were racially abused by an intoxicated man. The BTP arrested the man for being drunk and disorderly, racially aggravated common assault and for assaulting a police officer. On 16 February 2024, the suspect pleaded guilty to the offences and was sentenced to nine weeks imprisonment.

Seven Sisters London Underground station

On 18 November 2023, a man was found sleeping on a bench within the station, when asked to leave by a station colleague he spat at them. A spit kit was used, DNA evidence identified the man, and his details were circulated to police forces nationally. He was subsequently arrested and charged with Common Assault. A guilty plea was entered and on 5 February 2024 the man was sentenced to 12 weeks imprisonment, suspended for 12 months and ordered to pay £300 compensation to the victim.

Health



Sickness absence

In line with the national picture, mental health and musculoskeletal conditions continue to be the main causes of colleague absence.

Figure 15 of the annex to this document provides an in-depth view of the related data.

The OHW team are working with HR to review more specific causes of sickness absence in areas of the business that have the highest level and to consider interventions in these areas to support colleagues and to try to reduce absence.

Although the main reason for referral to OHW is for mental health reasons (primarily stress, anxiety and depression) for the Customer Operations teams the main reason for referral is due to lower limb complaints so we will look at reasons for this in more detail and determine whether interventions would be of benefit in reducing this problem.

We are also in the process of developing the Wellbeing Plan for 2024-2030. Our Wellbeing Plan is a critical building block of our Colleague Strategy which aims to build a workplace where people feel healthy, motivated, included and able to achieve their full potential and deliver for London. At TfL we have been proactively supporting health and wellbeing of our colleagues with a number of initiatives and services.

Nonetheless, we want to do even better and ensure our messages and support are consistent and relevant to our colleagues. We want everybody at TfL to understand their wellbeing responsibility and know how to support their own wellbeing, as well as the wellbeing of their colleagues.

The main aim of our Wellbeing Plan is to support the development of healthy working environment and wellbeing culture, to allow everybody to thrive in way that is important

to their own health and wellbeing. We will achieve that by improving engagement, health, morale, removing stigma and barriers preventing our colleagues from accessing health and wellbeing services.

Occupational Health award

On 13 December 2023, our OHW team attended the annual Society of Occupational Medicine Awards Ceremony to receive the Outstanding Occupational Health Team 2023 award. "The TfL OHW team has demonstrated an exemplary dedication to inclusivity, valuing the voices of the entire team in their progressive plans. Anticipating positive outcomes, these projects aim to enhance colleague engagement, instigate a cultural shift towards greater health awareness, and proactively identify and prevent health conditions."



13 December 2023
Royal College of Physicians
11 St Andrews Place
London NW1 4LE



Society of Occupational Medicine
Occupational Health Awards 2023

Commissioner opening visit

On 13 March 2024, the Commissioner visited 31 Borough High Street to officially open the new OHW office location. The building was refurbished and designed for the OHW team. It is in a central location adjacent to London Bridge station, so it is easy to reach for colleagues who need to attend safety critical medicals and other appointments.



Health surveillance – progress with skin checks

Taking care of our colleague's health is our top priority. We are committed to protecting colleagues from potential health risks and have controls in place to prevent harm when they are at work. One of the ways that we look after their health is by ensuring that those who might be exposed to certain risks, e.g. chemicals or noise, take part in the relevant health surveillance scheme. This is important for protecting the long-term health of our colleagues as it helps identify ill health caused by work early. This only applies if colleagues are exposed to certain health risks, most of which are not exposed to chemicals or other health hazards at levels which would require health surveillance.

The OHW team have been focusing on conducting periodic skin screenings and are seeing successes with over 15,500 screenings conducted and upwards of 450 referrals since June 2022. Fortunately, so far no referrals have identified reportable skin conditions.

New Roczen initiative launched

TfL have previously partnered with Roczen to offer colleagues who are living with Type 2 diabetes or obesity the opportunity to join their tailored programme aiming to reverse the diabetes and their manage weight. During March, a further 250 places were offered to colleagues for three months on the programme. The previous cohort have now been on the programme for six months and 66 per cent achieved five per cent or more reduction in body weight and 10 colleagues had reversed their diabetes/pre-diabetes.

Fatigue Management

We have continued to implement our Fatigue Management programme in Quarter 4. This included the continued 'Night Club' pilot for our night and shift working colleagues to support their health, wellbeing and safety performance. This initiative brings sleep experts into the workplace to inform

colleagues with evidence-based sleep health information during their shifts. The sessions focus on improving diet, exercise, sleep hygiene, mental health, and understanding of chronotypes and sleep. This has been incredibly well received by the target audience, reaching over 450 colleagues across a range of roles – from control centres, engineering depots to Dial-a-Ride.

Potential impact of Tube dust on health - Imperial College publication

A far-reaching study looking at the potential health impacts of exposure to Tube dust on TfL colleagues was published in *Environment International* on 13 March 2024.

Commissioned by TfL, the study by Imperial College analysed regularly recorded sickness and absence data that had been pseudonymised, comparing those with regular exposure to dust on the Tube to office-based staff to understand the relationship. The study covered the period 2014 to 2019, and the findings suggested that although colleagues with more exposure to particulate matter working in operational areas had higher levels of absence due to sickness, this did not increase in areas with higher dust concentrations. This means that a causal relationship between dust levels and sickness absence was not established. It is common across many comparable operational businesses for office-based staff to have lower absence than operational staff.

Absence reporting is often lower among office-based staff compared to operational staff as office-based staff typically do not work to tightly controlled rosters and can work from home much more easily.

The study also stated that further research will be needed to fully understand potential health impacts. We are already working with Imperial College on a longer-term study looking at historic pension data and continue to support access to the network for other research teams. Additionally, we continue to explore new trials and innovations to potentially help reduce dust levels across the network, including air filtration trials at Baker Street station which are due to start shortly.

Managing Air Quality on the London Underground – Monitoring results published

To ensure our colleagues and customers can breathe the cleanest air possible, work has been ongoing for many years to improve air quality on the Tube. In 2023, we engaged 4-Rail, an independent company, to undertake regular dust and air quality monitoring across London Underground stations where we have been measuring dust for a number of years and in driver cabs. They then produce independent reports on the current dust levels.

The latest reports from 4-Rail illustrate that at the 24 stations that have been monitored since 2020, dust levels have reduced by 19 per cent on average. Across the 12 stations that have been monitored for a longer period, dust levels have decreased by 30 per cent since 2019. The reports also showed a further two per cent reduction for dust levels in drivers' cabs in the last year, totalling a 27 per cent reduction since 2019. Dust levels continue to remain well below occupational health limits set by the Health and Safety Executive (HSE) and most of our network is below the recommended limits advised by the Institute of Occupational Medicine, which are set significantly lower.

While these reports demonstrate positive progress by our Tube cleaning programme, we continue to push forward with our three-pillar programme of work to tackle, understand and reduce dust levels and improve air quality on the Tube network.

These three pillars are:

- Carrying out extensive cleaning and monitoring
- Commissioning world leading research
- Exploring the latest advances in innovation, such as air filtration systems

Environment



Air Quality

London-wide Ultra Low Emission Zone

The ULEZ successfully expanded London-wide on 29 August 2023, ensuring five million more Londoners can breathe cleaner air.

The First Month Report was published in October 2023, and showed the scheme has been highly effective at reducing the proportion and number of older, more polluting vehicles on London's roads; with 95 per cent of vehicles seen driving in London on an average day now meeting the ULEZ standards.

While the First Month Report does not cover the impact of the scheme on air pollutant emissions and concentrations, we continue to monitor the impact of the London-wide expansion of the ULEZ and will report on preliminary analysis of air quality impacts in the Six Month Report, with a fuller analysis in the One Year Report.

The total scrappage fund increased to £160m in August 2023, and to £210m in February 2024, in recognition of the continued high demand for the scheme and importance of the scheme in supporting Londoners to change to less polluting vehicles. The most recent available data, as of 3 March 2024, shows that 49,361 applications have been approved and more than £169m has been committed. With millions in scrappage funds still available, there is still support for those who need it.

In March 2024, the Mayor launched an expanded ULEZ scrappage scheme that gives applicants the option to donate their non-compliant vehicles to Ukraine, via a trusted partner, for humanitarian purposes. Those who choose to donate their vehicle receive the same level of grant payment that is

available to those who choose to scrap their vehicle.

A number of ULEZ support offers were also secured to help Londoners (irrespective of whether they received a scrappage grant) save money and use greener, cleaner forms of transport. This includes offers from over 30 partners offering money off hire and subscription services for bikes, e-bikes, cargo bikes and e-scooters, discounts on car clubs and many other great deals. To date, there have been over 2,000 redemptions of the ULEZ support offers.

Additionally, we offered a set of temporary exemptions ("grace periods") to support disabled people, community transport minibuses, people using wheelchair accessible vehicles, and businesses and charities with brand-new compliant vehicles or a retrofit solution on order. Over 6,600 applications have been accepted to date for these grace periods.

Climate Emergency

Net Zero Matrix Team Launch

The Net Zero Matrix team was officially launched on 28 February 2024, and has been established to support and accelerate delivery of our Net Zero commitments. The team will manage setup, delivery and oversight of specific programmes and projects with the primary objective to reduce our operational carbon emissions to net zero by 2030. The team is made up of colleagues from across TfL – including SHE, Capital, Investment Delivery Planning, Commercial and Finance.

Zero Emission Buses

Decarbonisation of the London bus network remains a priority as we transition towards a Net Zero London. We have achieved and exceeded our 2023/24 target of introducing 1,400 zero-emission buses on the network by the end of the financial year. With 1,418 zero-emission buses operating across London,

approximately 16 per cent of our bus fleet is now zero-emission at tailpipe.

We are continuing this transition in 2024/25 with our aim to introduce an additional 500 zero-emission buses to our fleet in this financial year, with our ambition to convert the entire fleet by no later than 2034 contributing to cleaner air for London and an estimated saving of 4.8m tonnes of carbon by 2034.

LED upgrades across the network

We are making our network brighter, safer and more energy efficient by transitioning lighting to LED. To date, 95 per cent of bus shelters, 67 per cent of street lighting on the TfL Road Network and 43 per cent of London Underground stations have been converted to LED lighting. This lighting consumes approximately 57 per cent less energy than fluorescent lighting while providing brighter light into our public spaces, making them safer for our customers, especially those travelling at night.

Public Sector Decarbonisation Scheme

TfL has been awarded £16.3m grant funding from the Public Sector Decarbonisation Scheme. £2.3m of the grant funding will be used to carry out heating decarbonisation initiatives at Neasden Depot and Finchley Central Signals Depot. £14m will be used to reduce the carbon emissions of six head office buildings across our estate. This funding is specifically awarded for decarbonisation initiatives and will be used for improvements across our sites that reduce our reliance on fossil fuels and help us get closer to reaching the target of a Net Zero London. Installations will include heat pumps, solar panels, LED lighting, improved glazing and wall insulation. Internal processes to sign off on the grant income are now underway with next steps towards delivery commencing in the coming months.

Carbon Literacy Bronze Accreditation

In February 2024, the Carbon Literacy Project awarded TfL with a Carbon Literacy Bronze

Accreditation, marking the milestone of every Chief Officer, including the Commissioner, completing and becoming certified in Carbon Literacy. We also marked achieving our 2023/24 scorecard target to train 3,000 colleagues in Carbon Literacy nearly two months early. These accomplishments were made possible by a network of 75 volunteer trainers and nearly 20 volunteer coordinators from across TfL who mobilised to deliver the Carbon Literacy programme at TfL. Since this training commenced in July 2022, we have trained over 4,500 colleagues.

Climate Change Adaptation

We hosted the last of two series of workshops: one with all London boroughs to identify London's highways climate risks and appropriate mitigation actions, and one with other infrastructure sectors (such as power, water and communications) to identify our key interdependent climate risks and appropriate mitigation actions. The results of these projects will feed into our fourth Adaptation Reporting Power submission to the Department for Environment, Food and Rural Affairs at the end of 2024.

We have started a project exploring the integration of weather hazards as a contributory factor in TfL incident reporting systems. If successful, this would allow us to better understand the impact of severe weather on our current operations. In combination with the Met Office's climate projections data, we could then better assess likely future impacts and use this to influence business planning.

Green Infrastructure and Biodiversity

Green Infrastructure and Biodiversity Plan Published

On 7 March 2024, we published our first Green Infrastructure and Biodiversity Plan. This plan is aligned with the TfL Corporate Environment Plan and sets out how we will

care for and improve green infrastructure and biodiversity across our estate.

TfL is one of London's largest landowners. Almost a third of our land is covered by vegetation and supports more than 1,000 animal species and 700 plant species. Many of these species are legally protected and their habitats must be preserved. Increasing green infrastructure and biodiversity on our network also helps London to adapt to climate change and encourages active travel.

The plan captures in one place our existing relevant targets, legal requirements and policy commitments while also setting out strategic actions we will take to deliver against these.

Key targets include:

- Achieving a 10 per cent biodiversity net gain on applicable schemes from February 2024.
- Delivering a net gain in biodiversity across our estate by 2030, compared with the 2018 baseline
- Increasing tree canopy cover across TfL by 10 per cent by 2050, compared with the 2016 baseline
- Doubling our wildflower verges to 260,000 square metres in 2024 (after doubling them to almost 130,000 square metres in 2023)
- Installing 5,000 square metres of Sustainable Drainage Systems across our network every year
- Further reducing the use of pesticides and eliminating them where operationally and financially feasible.

The full plan can be read here:

<https://content.tfl.gov.uk/green-infrastructure-and-biodiversity-plan-2024.pdf>

PPE recycling trial

A six-month personal protective equipment (PPE) recycling scheme trial in TfL Capital has been launched, in collaboration with our PPE providers Hayley Rail and Avena Group. This is a new, low-cost scheme to TfL where all end-of-life PPE items can be placed in specialist recycling bins located at our offices.

PPE items will be collected by Avena Group and either recycled into alternative materials such as soundboards, insulation, or geotextiles, or converted into pellets for refuse derived fuel. Avena have estimated that TfL will save 40,404kg of CO₂e and 3,120 litres of water per annum with this recycling scheme, when compared against general waste disposal of PPE or uniforms.