

Date: 2 December 2021

Item: Safety, Health and Environment Report (Quarter 2 – 2021/22)

**This paper will be considered in public**

**1 Summary**

- 1.1. This paper summarises key information reported in the second Quarterly (Q2) SHE report for the 2021/22 financial year.
- 1.2. The Q2 period covers the dates 27 June 2021 to 18 September 2021 and most data presented covers this range, except for some road safety and work-related violence data. It is clearly highlighted when this is the case.
- 1.3. A number of notable SHE incidents which occur outside the reporting period are also noted. This paper summarises the key information and trends that are contained in the Quarterly (Q2) report.

**2 Recommendation**

- 2.1. **The Panel is asked to note this summary in considering and discussing the Q2 report.**

**3 Key information presented in the Q2 report**

**Scorecard**

Quarter 2 2021/22 Scorecard			
Measure	Unit	Q2 Target	Q2 Actual
People killed or seriously injured in road traffic collisions per million journey stages	Killed or seriously injured per million journey stages	0.45	0.31
People killed or seriously injured in road traffic collisions in or by a London Bus (per million surface journey stages)	Killed or seriously injured per million journey stages	0.020	0.015
Customer all injuries per million passenger journeys	All injuries per million journeys	2.52	2.91

Workforce all injuries	Number of workforce injuries	427	296
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- 3.1. The report shows that our road, bus and public transport workforce safety scorecard measures for Q2 2021/22 have been met.
- 3.2. Our public transport customer safety scorecard measure was not met. Slips, trips and falls remain the main cause of customer injury. Slip, trip and fall incidents on stairs and escalators remain high, and there was a slight increase in intoxication related incidents.

## 4 Safety

### Public Transport

- 4.1. During the Quarter, we continued to see more customers returning to our public transport network.
- 4.2. Across our public transport network, very sadly three customers were killed. One customer fell from the top of a bus stairwell as it pulled away, one customer fell onto the track at Golders Green London Underground station and one person was killed while walking into Victoria bus station.
- 4.3. Serious injuries have increased this quarter to a total greater than any quarter since the beginning of 2020/21 when the pandemic began. However, we have also seen a continued increase in passenger journeys this Quarter as we recover from the pandemic.
- 4.4. The number of customers injured per million passenger journeys was 2.91, which is above our target at 2.52 per million journeys. At the end of Q2 2021/22, the average number of customer injuries per period remains 21 per cent below the average number of customer injuries per period in the Quarter preceding the pandemic, Q4 2019/20.
- 4.5. Following Quarter 2, one notable incident occurred on 12 October 2021 at Enfield Town station when a London Overground train hit the buffer stops at slow speed, causing damage to the infrastructure and the first carriage of the train to partially derail. The driver and one passenger were treated for minor injuries, neither of which required hospital treatment. This incident is under investigation by the Rail Accident Investigation Branch (RAIB). TfL and Arriva Rail London are cooperating with RAIB.

### Streets

- 4.6. In Quarter 2 2021/22, there were 20 people killed and early estimates indicate 784 people were seriously injured on London's streets. More people using powered two wheelers were seriously injured, compared to other transport modes, followed by people cycling and then people walking. In the year to date we have seen a significant reduction in the number of fatalities on London's streets compared to previous years (57 as of 9 November, compared to 86 at the equivalent point in 2020 and 113 in 2019). Beneath these aggregate numbers there are some important underlying factors (all numbers relate to the equivalent point in the calendar years):

- a) Motorcyclist fatalities have fallen from 28 in 2019 to 7 in 2021, potentially reflecting a reduction in long-distance commuting involving larger motorbikes driven on the more strategic roads.
  - b) Pedestrian fatalities have fallen from 62 in 2019 to 25 in 2021, potentially as a result of reduced footfall from inbound commuters and tourists.
  - c) Cyclist fatalities have doubled from 5 in 2019 to 10 in 2021, reflecting significant increases in cycle use.
- 4.7. Before the pandemic, people walking were consistently the most significantly injured group, followed by powered two-wheeler drivers and then people cycling. However, the risk of being killed or seriously injured per journey is falling for people cycling. This reflects a significant increase in the number of people cycling, and a change in where, when and why people are cycling in and across London.

### **Workforce**

- 4.8. There were seven accidents reported under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) in our capital delivery projects. Work is being undertaken to prevent reoccurrence, including a review of variables influencing workplace performance – such as culture, chain of command and comms – as well as running site stand downs that focus on safety behaviours and the importance of comprehensive risk assessment.
- 4.9. Our Capital Delivery teams have worked hard to continue delivery of our projects, most notably the opening of the Northern Line Extension to Battersea and Nine Elms from Kennington on 20 September 2021.
- 4.10. The level of bus-related violence with injury offences was higher in Quarter 2 of 2021/22 compared with the same period in 2020/21 (77 offences compared with 60). 32 per cent of physical assaults, including spitting, against bus drivers (and reported to the police) are linked to road rage. This Quarter, we have distributed a targeted, customer facing ‘Abuse Stops Now’ poster as part of our Hands Up campaign to identify work-related violence hotspots, as well as posters raising awareness of successful prosecutions.

### **Health**

- 4.11. It is with regret that we report that up to 22 November 2021, 103 people who worked on the TfL transport network have tragically lost their lives to COVID-19 since the start of the pandemic.
- 4.12. COVID-19 remained the top cause of short-term absence in the Quarter and remained the third most common cause of long-term absence. Absences related to mental health and musculoskeletal issues were the most significant causes of long-term absences and remain the focus of our preventative measures.

### **Environment**

- 4.13. Our electricity consumption in Quarter 2 reflected the near normal operation of our services. Compared to the same Quarter last year, consumption was 17 per

cent higher due to reduced service levels last year as a result of the pandemic. When comparing with Quarter 2 in 2019/20, a more “normal” year for comparison, our electricity consumption is not quite back down to pre-pandemic levels. In Quarter 2 2021/22 our total electricity consumption was 362.32 gigawatt hours compared to 355.24 gigawatt hours in Quarter 2 2019/20.

- 4.14. Carbon dioxide emissions from operations, excluding buses, track closely to electricity consumption. Despite a 17 per cent increase in electricity consumption compared to Quarter 2 last year, carbon emissions were only 7 per cent higher, partly offset by grid decarbonisation. In comparison with the more “normal” year of 2019/20 when TfL CO<sub>2</sub> emissions were at 93,823 tonnes in the quarter, we are making progress as our CO<sub>2</sub> emissions totalled 79,457 tonnes in Q2 2021/22.
- 4.15. In July, London experienced severe rainfall which resulted in significant damage to our assets and severe disruption of our services. In response a series of Mayoral London-wide summit meetings were held and a Task and Finish group has been established to identify priority actions to increase London’s climate change resilience. The first meeting of the Task and Finish Group took place on 5 October 2021. As well as TfL representatives, the group includes the Mayor, Deputy Mayors for Transport and the Environment and Energy, London Fire Brigade, the Environment Agency, Thames Water, London Councils, and various London boroughs.
- 4.16. In Quarter 2, the Corporate Environment Plan and the TfL Sustainability report were published.

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

Appendix 1: SSHRP Safety, Health and Environment Report

### **List of Background papers**

None

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