

Date: 29 June 2022

Item: Safety, Health and Environment Report

This paper will be considered in public

1 Summary

- 1.1 This paper summarises key information and trends in the fourth and final Quarterly (Q4) Safety, Health and Environment (SHE) report for the 2021/22 financial year, attached as Appendix 1.
- 1.2 The Q4 period covers the dates 12 December 2021 – 31 March 2022, which is a longer quarter than any others in the financial year. This should be taken into account when analysing data and the trends shown. Most data presented covers this date range, except for some road safety and work-related violence data. It is clearly highlighted when data falls outside this period.

2 Recommendation

- 2.1 The Panel is asked to note the report.

3 Key information presented in the Q4 report

Scorecard

Measure	Unit	Q4 Target	Q4 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	0.025
Customer all injuries per million passenger journeys	All injuries per million journeys	2.52	2.55
Workforce all injuries	Number of workforce injuries	500	405

- 3.1 The report shows that our road killed or seriously injured and workforce all-injuries safety scorecard measures for Q4 2021/22 have been met.

- 3.2 We narrowly missed our central scorecard target for the rate of people killed or seriously injured on or by a London bus. Our aim for bus safety is more stretching than the general road safety aim, to reflect our ability to more directly influence bus services. Buses remain one of the safest modes in London with the annual rate of people killed or seriously injured almost 15 times lower than the rate for all road users. The top three causes of customer injury on buses are: falling while using the stairs or on the lower deck, falls whilst boarding or alighting the bus and because of sudden braking or manoeuvres. Sudden braking or manoeuvres account for 19 per cent of customer serious injuries. The TfL-commissioned [Bus Braking Analysis](#) report by TRL Limited has examined the frequency and context of harsh braking events. This research is informing the specification of Advanced Emergency Braking (AEB), which is a requirement for new buses in 2024 as part of the Bus Safety Standard.
- 3.3 Our public transport customer safety scorecard measure was not met, although our score this quarter was an improvement on Q1, Q2 and Q3 2021/22. Q4 included the seasonal period which typically sees a rise in intoxication-related customer injuries.

4 Safety

Public Transport

- 4.1 During Q4, we continued to see more customers returning to our public transport network, although numbers were suppressed over the early part of the Quarter once Plan B restrictions were implemented by the Government on 13 December 2021.
- 4.2 Across our public transport network we are pleased to report that no customers were killed, however unfortunately, 54 customers were seriously injured in Q4, which is two more than in Q3. Since the pandemic began, the number of customers killed or seriously injured has increased as customers returned to our network. As Q4 is the longest quarter – consisting of four periods rather than three - an increase of two serious injuries from Q3, and no customer deaths during Q4 may suggest a return to patterns of customer incidents observed pre-pandemic.
- 4.3 The number of customers injured per million passenger journeys was 2.55, which is above our target at 2.52 per million journeys but is the lowest customer injury rate of any quarter in 2021/22. The risk of customers being injured as a result of not holding onto the handrail has decreased by a third of London Underground. This is a positive indication that pandemic-influenced concerns about holding on may have waned in the final quarter of the year. We continue to use various media channels such customer-facing marketing campaigns and customer announcements on our network to encourage people to travel safely. Compared to Q4 2019/20 (preceding the pandemic) there were 21 per cent fewer customer injuries during Q4 2021/22.

Streets

- 4.4 In Q4 we have seen a return to pre-pandemic levels of road journeys, with more than double the number of journeys made compared to last year. This is the first

quarter which has seen travel patterns and casualties on the roads return to pre-pandemic levels, with the addition of more motorcycle, bicycle and illegal e-scooter journeys.

- 4.5 In Q4 2021/22, there were 35 people killed, the highest number of streets fatalities of any quarter this financial year. The number of people killed this quarter is greater than the number of those who were killed in Q4 2019/20 before the pandemic hit, suggesting we have returned to normal conditions as London recovers from the pandemic (noting that the final weeks of that period may have been affected by behavioural changes as the pandemic developed prior to legal lockdown from 23 March). The total number of people killed on London's streets in the financial year 2021/22 was 88, which is well below pre-pandemic levels and it is extremely welcome that fatal collisions have shown this decline despite the overall recovery in street travel activity.
- 4.6 The number of people seriously injured increased in Q4 by 48 per cent compared to the unusual low in the same period last year (1,057 compared to 714 in Quarter 4 2020/21). This was driven by more serious injuries of people cycling, motorcycling, and bus or coach occupants in particular. Q4 2021/22 saw the highest number of serious injuries on London's streets of any quarter in the whole financial year, further evidence that pre-pandemic street behaviour has returned.
- 4.7 We report on the continued upward trend in enforcement of road traffic offences. During 2021/22, the Metropolitan Police Service (MPS) enforced 608,223 road traffic offences. This was 44 per cent higher than 2020/21, and an additional 186,741 offences were dealt with. In line with our commitments in the Vision Zero action plan progress report, we have been working with the MPS to increase the level of police enforcement to tackle speeding and the harm it causes. The MPS enforced 476,685 speeding offences in 2021/22. This is an increase of 72 per cent on the previous year – an additional 199,105 offences enforced.

Workforce

- 4.8 In Q4, there were four incidents reported under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) in our Capital area. Whilst annual floor targets were not met in two of our Capital teams, the accident frequency rate remained relatively stable on the previous year, with 15 RIDDORs in total reported compared with 14 in 2020/21. We continue to closely analyse the top causes in order to identify safety improvements across our teams. This year, the top causes of RIDDORS were manual handling and slips, trips and falls.
- 4.9 Lost time injuries (LTIs) are injuries which cause an employee to be absent for one or more shifts. There were seven LTIs reported in our Capital teams during Q4. In total there were 24 LTIs in 2021/22, a decrease of two on 2020/21. Immediate and root causes of LTIs during 2021/22 were generally consistent with RIDDOR analysis. Some incidents also illustrated the need to consider how changes to working practices could require a review of the safe system of work for tasks.
- 4.10 In 2021/22 we completed and opened the Northern Line Extension, as well as the Bank branch closure of the Northern Line, which formed a key part of the capacity

upgrade of Bank station, and brought the Barking Riverside Extension project close to final completion. It is a significant achievement that we have delivered these huge Capital projects, whilst keeping workforce injury levels low.

- 4.11 Fare evasion remained the biggest trigger for work-related violence and aggression (WVA) during Q4, resulting in 31 per cent of all WVA incidents on London Underground (LU) and 41 per cent on other operational modes. This is a slight increase of 3 per cent on the LU network and two per cent on other operational modes.
- 4.12 Following the ban on electric scooters on TfL's public transport network due to fire risk at the end of Q3, there has been a significant rise in the number of reported WVA incidents relating to the ban. This has gone up from 13 in Q3 to 50 in Q4 in line with the increase in education and enforcement activity.

Health

- 4.13 It is with regret that we report that up to 1 February 2022, 105 people providing TfL services have tragically lost their lives to COVID-19 since the start of the pandemic.
- 4.14 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, alongside measures to mitigate the risk of Covid-19 to our people and customers. When looking back at the whole of 2021/22, the short-term and long-term sickness absence trends are the same. In the latter part of 2021/22, coughs and colds returned as a short-term absence cause, making up 10 per cent of short-term sickness absence.

Environment

- 4.15 Our electricity consumption was 10 per cent higher in 2021/22 than in 2020/21, commensurate with higher levels of public transport service provision this year. Period 13 was shorter in length than other periods (covering fewer number of days) and therefore less electricity was consumed in the final period of 2021/22. Pre-pandemic in 2019/20, our total electricity consumption was 1,702 gigawatt hours (GWh). This decreased to 1,539 GWh in 2020/21 but increased slightly in 2021/22 to end the year at 1,610 GWh.
- 4.16 Carbon dioxide emissions from operations, excluding buses, track closely to electricity consumption. Despite increased consumption in 2021/22 compared to 2020/21, carbon emissions only increased by one per cent, as the UK electricity grid continues to decarbonise. Looking back to the pre-pandemic year of 2019/20, CO₂ emissions totalled 1,040 kilo tonnes. This decreased to 862 kilo tonnes in 2020/21 and 832 kilo tonnes in 2021/22, which is a positive indication that our CO₂ emissions are not going back to pre-pandemic levels.

List of appendices to this report

Appendix 1: SSHRP Safety, Health and Environment Report, Quarter 4 2021/22

List of Background papers

None

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