

Board



Date: 27 July 2022

Item: Safety, Health and Environment Annual Report 2021/22

This paper will be considered in public

1 Summary

- 1.1 This paper summarises the key information and trends reported in the Safety, Health and Environment (SHE) Annual Report for the 2021/22 financial year.
- 1.2 The financial year covers the dates 1 April 2021 – 31 March 2022. Most data presented covers this range, except for some road safety and work-related violence data. It is clearly highlighted when data falls outside this period.
- 1.3 The year 2021/22 saw TfL continue to make progress on its goal of working towards Vision Zero: road deaths fell substantially and many of our scorecard targets were met. However, challenges remain, and latter trends suggest that road risk is trending back towards pre-pandemic levels. There remain a number of areas in terms of our health and environmental performance where we need to make significant progress.

Key information presented in the SHE Annual Report 2021/22

Scorecard

Measure	Unit	2021/22 Target	2021/22 Actual	Status
People killed or seriously injured in road traffic collisions per million journey stages	Killed or seriously injured per million journey stages	0.43	0.32	Achieved
Customer all injuries per million passenger journeys	All injuries per million journeys	2.52	2.77	Not achieved
Workforce all injuries	Number of workforce injuries	1,790	1,473	Achieved
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	0.022	Partially achieved
Reduction in CO ₂ emissions from TfL Operations and Buildings	Tonnes CO ₂ e emitted	915,000	831,624	Achieved

2 Recommendation

2.1 **The Board is asked to note the Safety, Health and Environment Annual Report 2021/22.**

3 Report Overview

- 3.1 The report shows that people killed or seriously injured on our roads, workforce all-injuries and carbon dioxide emissions scorecard measures for 2021/22 have been met. This is a positive result but a reminder that we must strive to do more to achieve Vision Zero, zero harm and the decarbonisation of London respectively.
- 3.2 We narrowly missed our central scorecard target for the rate of people killed or seriously injured on or by a London bus. Buses remain one of the safest modes in London with the rate of people killed or seriously injured almost 15 times lower than the rate for all road users. We know from our data that the top three causes

of customer injury on buses are: falling while using the stairs or on the lower deck, incidents whilst boarding or alighting the bus and as a result of sudden braking or manoeuvres. Our bus safety programme is addressing all of these.

- 3.3 Our customer injury rate scorecard measure was not met, which was influenced by the return of the seasonal increase in intoxication-related customer injuries over the Christmas and New Year period. However, in the final quarter of 2021/22 the rate fell to 2.55, suggesting that although customer numbers have been climbing throughout the year, there has been a reduction in the overall risk of customers sustaining injuries when travelling on our public transport network.

Safety

Public Transport

- 3.4 At the beginning of 2021/22 as we emerged from the third national lockdown, we saw a welcome rise in customer numbers. The 2021/22 financial year ended with total customer numbers of 2.51 billion, compared to 1.3 billion in 2020/21. Consequently, the total number of workforce and customer injuries has unfortunately increased but remains notably below pre-pandemic levels.
- 3.5 Across our public transport network in 2021/22, very sadly four customers were killed. Two people died on London buses and two on London Underground. No one working on our public transport network was killed this year.
- 3.6 This year, 186 customers sustained serious injuries, an increase from 2020/21, but lower than pre-pandemic levels. In 2021/22 there were 24 serious injuries sustained by our workforce, a slight increase from 20 last year.
- 3.7 The rate of customers injured per million passenger journeys was 2.77, which is above our target of 2.52 per million journeys and an increase of seven per cent when compared with 2017/18. This is a worrying trend and suggests that some pandemic customer behaviours may have continued to persist post-pandemic e.g. not wanting to hold onto stair and escalator handrails. This is despite our much-publicised cleaning efforts, with Imperial College London continuing to find no traces of coronavirus on the public transport network, up to the latest testing in June 2022.

Streets

- 3.8 When looking back at the total number of people killed or seriously injured in 2021/22, we have generally seen a return towards pre-pandemic numbers, albeit not across the board. Notable exceptions to this are the increases in the number of people killed and seriously injured whilst cycling (but for whom the risk of death or serious injury has gone down) and for those using “other vehicles”, including electric scooters.
- 3.9 The largest increases in 2021/22 compared to 2020/21 were recorded in those people killed or seriously injured while walking (48 per cent) and using powered two wheelers (24 per cent). This suggests a return towards normal levels of street activity after the record lows in travel recorded in the previous financial year when travel patterns were significantly distorted by Government COVID-19 measures.

- 3.10 Although the absolute number of people walking or cycling who were killed or seriously injured has increased, this partly reflects changes in activity patterns. Analysis shows that the estimated risk of death or serious injury while walking decreased in 2021/22 by 45 per cent compared to 2020/21. While the absolute number of people cycling who were killed or seriously injured increased in 2021/22, compared with 2020/21, the number of journeys made has increased substantially since we measured our 2005-09 baseline. This means that the general trend we are seeing is that there is a decreasing risk of serious or fatal injury to people cycling.
- 3.11 Cars remain the vehicle most frequently involved in a collision that kills or seriously injures someone else on the road, being involved in approximately 65 per cent of these collisions. We are working hard and in partnership with London boroughs to make it safer and more attractive to walk and cycle through various improvement programmes such as Low Traffic Neighbourhoods, School Streets, Safer Junctions, the Lowering Speed Limits Programme, the Strategic Cycling Network and the Healthy Streets Programmes.

Workforce

- 3.12 In 2021/22, a total of 105 injuries were sustained by our Capital workforce, continuing the positive downward trajectory that we have seen since 2017/18, despite the continued delivery of major capital projects. This demonstrates a 42 per cent decline in injuries compared to the last pre-pandemic year of 2019/20.
- 3.13 The accident frequency rate remained relatively stable on the previous year, with 15 incidents reported in total under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) compared with a total of 14 in 2020/21, and 11 in 2019/20, before the pandemic. We remain committed to in-depth analyses of incidents in order to identify the root cause or causes and learn lessons from these that lead to improvements in the safety culture across our Capital teams.
- 3.14 Lost time injuries (LTIs) are injuries which cause an employee to be absent for one or more shifts. 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. Both categories of injury share the same top immediate causes: manual handling and slips, trips and falls. The most common root causes identified related to poor quality risk assessment or task planning, deviation from safe systems of work and substandard change management.
- 3.15 When analysing triggers of work-related violence and aggression (WVA), 44 per cent of bus-related physical assaults (including spitting) reported to the police are linked to road rage. Road rage volumes were lower in 2020/21 due to lockdown restrictions, but as road journeys have increased this year, we have unfortunately seen a corresponding increase in road rage related WVA incidents (36 offences in 2020/21, 62 offences in 2021/22).
- 3.16 Our Transport Support Enforcement Officers (TSEs) provide direct support to customers and our staff working on the frontline. By the end of 2021/22 we had recruited a total of 90 TSEs and our ambition is to increase this to 135 by the end of 2022/23.

Health

- 3.17 It is with regret that we report that up to 31 March 2022, 105 people providing TfL services have tragically lost their lives to COVID-19 since the start of the pandemic. Our Commissioner, Andy Byford, has worked closely with the Mayor to commission a memorial at Braham Street in Aldgate to commemorate the London transport workers who have died from COVID-19. The initial designs were shared with the bereaved families for feedback, and we have consistently consulted the families throughout the design process. Planning permission for the memorial was granted in April 2022 and we aim to open the memorial later this year.
- 3.18 COVID-19 was the top cause of short-term absence in 2021/22 and remained the third most common cause of long-term absence. Absences related to mental health and musculoskeletal issues remained the most significant causes of long-term absences this year and, alongside COVID-19 safety, continue to be the focus of our preventative measures.
- 3.19 In late 2021 we ran the first phase of the Well@TfL pilot project. Over 100 staff received a 30-minute health check and a personalised health report and advice of how they could achieve their health goals. Participants then had three-month and six-month follow up appointments to measure their progress.
- 3.20 Throughout 2021/22, our Occupational Health and Wellbeing team continued to run events on Microsoft Teams to provide our workforce with advice on how they can better look after their physical and mental health. Sessions ranged from 'Understanding Anxiety and Five Ways to Protect Your Mental Health' to 'Pilates and Posture'. For our staff who did not qualify for a free flu jab, we allowed them to claim back the cost through work expenses. This was another way we tried to support people to be in good health and able to attend work.

Environment

- 3.21 There were a number of key reports published in 2021/22 where we set out our plans to address the climate crisis and support London's green and inclusive recovery. The TfL Sustainability Report illustrated how everything we do contributes towards the three pillars of sustainability: society, environment and economy. The Corporate Environment Plan (CEP) works alongside the Sustainability Report and is our plan for improving our environmental performance. The CEP has been developed around the following five key themes: climate emergency, air quality, sustainable resources, green infrastructure and best environmental practices.
- 3.22 With climate change, severe rainfall events like those London experienced on 12 and 25 July 2021 will become more intense and more frequent. Two extreme rainfall events led to widespread, severe flash flooding across London. This flooding caused significant damage to our assets and severely disrupted our services across the capital.
- 3.23 We have continued to make progress in reducing the carbon dioxide emissions from our operations, with emissions this year remaining well below pre-pandemic levels. We have a strategy to move to 100 per cent renewable energy by 2030 and are using Power Purchase Agreements with renewable generators as part of

the means to achieve this. Procurement for this has already started, with the aim of securing up to 13 per cent of our consumption in this first step. We are also working with the Greater London Authority Group to explore opportunities to jointly procure renewable electricity in this way.

- 3.24 Our Adaptation Reporting Power 3 submission was submitted to the Department for the Environment, Food and Rural Affairs at the end of April 2022. This report sets out our main climate risk governance, strategy, approach to risk management, and a high-level asset climate risk assessment. The main risk areas for our assets are temperature, precipitation and storms.

List of appendices to this report

Safety, Health and Environment Annual Report 2021/22

List of Background papers

None

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