

Date: 16 November 2022

Item: Safety, Health and Environment Report – Quarter 1

This paper will be considered in public

1 Summary

- 1.1 This paper summarises key information and trends reported in the first Quarterly (Q1) Safety, Health and Environment (SHE) report for the 2022/23 financial year.
- 1.2 Q1 covers the dates 1 April – 25 June 2022. 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.
- 1.3 This paper was prepared and published for the meeting scheduled for 14 September 2022, which was cancelled as it fell within the period of public mourning of the death of Queen Elizabeth II.

2 Recommendation

- 2.1 The Panel is asked to note the report.

3 Key information presented in the Q1 report

Scorecard

Measure	Unit	Q1 Target	Q1 Actual
People killed or seriously injured in road traffic collisions per million journey stages	Killed or seriously injured per million journey stages	0.33	0.27
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	0.019
Customer all injuries per million passenger journeys	All injuries per million journeys	2.58	2.73
Workforce all injuries	Number of workforce injuries	325	335

- 3.1 The report shows that our safety scorecard measures of rate of people killed or seriously injured on the roads and rate of people killed or seriously injured on or by a London bus have been met for Q1 2022/23.
- 3.2 We did not achieve our public transport customer safety scorecard measure this quarter. In period 3 (29 May to 25 June 2022) 40 per cent of the total Q1 customer serious injuries occurred, driven principally by a spike in slip, trip, fall customer injuries. However, the recorded rate of 2.73 still represents an improving trend compared to the result of 2.85 in Q1 2021/22.
- 3.3 It is disappointing that we did not meet our target for workforce all injuries this quarter, however again the recorded results represent an improving trend compared to the 351 in Q1 2021/22. Our target for workforce injuries is 325, in contrast to 438 in Q1 last year which demonstrates our significant progress on this issue.

4 Safety

- 4.1 When comparing trends between Q1 2022/23 and Q4 2021/22, it is worth noting that Q4 consists of four periods, rather than three (almost four weeks longer than Quarters 1 to 3).

Public Transport

- 4.2 During Q1, total customer numbers on the public transport were 0.72bn, a decrease of 0.08bn when compared with Q4. Our customer numbers – whilst recovering – still have some way to go to resume to pre-pandemic levels (1.08bn in Q4 2019/20).
- 4.3 Across our public transport network, tragically, one customer died on London Underground from a fatal head injury that they sustained when they fell down some stairs. Sadly, 43 customers were seriously injured in Q1, which is 11 less than Q4. Since the pandemic began, the number of customers killed or seriously injured has increased as customers returned to our network, however injury rates have declined.
- 4.4 The number of customers injured per million passenger journeys was 2.73, which is above our target of 2.58 per million journeys but is lower than the customer injury rate in Q1 2021/22. We have seen a reduction in the rate of injuries attributed to customers not holding on to handrails. This has decreased by 33 per cent on buses and 25 per cent on London Underground when compared with Q1 2021/22. Reducing the risk of customer slips, trips and falls remains a key priority. The rate of customer injuries mentioning a slip, trip, or fall has reduced by 19 per cent on London Underground and eight per cent on buses.

Streets

- 4.5 In Q1 2022/23 we have continued to see a return to pre-pandemic levels of road journeys. This is the second successive quarter which has seen travel patterns and casualties on the roads return to pre-pandemic levels. There were more walking, cycling and motorised journeys when compared with Q1 2020/21 and Q1 2021/22.

- 4.6 In Q1 2022/23 15 people were killed, which is broadly similar to Q1 2020/21 and 2021/22. While this number represents a tragic level of death on our roads, it is 46 per cent lower than the 28 people who were killed on London's roads in Q1 2019/20.
- 4.7 The number of people walking who were killed in Q1 2022/23 (five) is less than a third of the Q1 2019/20 pre-pandemic figure (18). This contrasts with Q4 2021/22, which appeared to suggest a return to pre-pandemic casualty patterns. This could mean that travel patterns remain unsettled in the wake of the pandemic, and we will monitor emerging trends as 2022/23 progresses.
- 4.8 The number of people seriously injured on London's roads has slightly decreased in Q1 by five per cent when compared with Q1 2021/22 (883 in Q1 2022/23 and 929 in Q1 2021/22) but is marginally higher than Q1 2019/20 before the pandemic when 839 people were seriously injured. The number of people seriously injured on or by a bus or coach (33) also increased when compared with Q1 2021/22 (24) and Q1 2019/20 (20). Work is underway to analyse this data and mitigate the trend, but initial analysis suggests more customers are suffering falls on buses, and more people walking were involved in collisions with buses.

Workforce

- 4.9 In our Capital Delivery teams, this quarter was one of good performance. It is positive that there were zero incidents reported under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR). As a result, the accident frequency rates decreased across all of our Capital teams. The Project and Programme Delivery team have now maintained zero RIDDOR-reportable incidents on their projects for a year.
- 4.10 Lost time injuries (LTIs) are injuries which cause an employee to be absent for one or more shifts. There were three LTIs reported in our Capital teams during Q1, a decrease of four when compared with Q4 2021/22. All three reported LTIs were minor injuries: two were slips and trips, and one was classified as a misuse of hand tools. The most significant root cause related to issues with task planning. As a result, changes have been made at site levels with operatives being re-briefed and learnings shared across Capital teams.
- 4.11 Two of the LTIs occurred at the Bank Station Capacity Upgrade project, where the Bank branch of the Northern line was closed from January to May 2022. It is a testament to the teamwork of everyone who worked on this intricate project that no major incidents or injuries occurred during the closure.
- 4.12 Fare evasion remained the biggest trigger for work-related violence and aggression (WVA) during Q4, resulting in 39 per cent of all WVA incidents. Following the ban on the carrying of electric scooters on TfL's public transport network due to fire risk in December 2021, we have been monitoring the number of WVA incidents involving a customer attempting to bring an e-scooter onto the network. This quarter this has decreased by 44 per cent from 50 incidents in Q4, to 28 in Q1. It is too early to say whether this is as a result of increased customer compliance with the ban, but at the very least our workforce are not being subjected to violence and aggression when reminding customers of the ban.

5 Health

- 5.1 COVID-19 remained the top cause of short-term absence in the quarter (although this reduced from 59 per cent of short-term absences in Q4 to 30 per cent this quarter) and was the fourth 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.
- 5.2 Our Occupational Health team is constantly working hard to prevent ill health but also to support those who become unwell, to return to work. Some events hosted this quarter included sessions on Breathing and Meditation, as well as Diabetes Week 13-19 June 2022.

6 Environment

- 6.1 Our electricity consumption was three per cent higher this quarter when compared with Q1 2021/22. This has largely been driven by increased reported energy consumption on London Overground, resulting from changes by Network Rail to estimates for traction energy consumption. This is under review.
- 6.2 Carbon dioxide emissions from operations, excluding buses, track closely to electricity consumption. Emissions decreased by approximately five per cent this quarter compared to the same period in 2021/22, partly due to a reduction in emissions intensity of grid electricity.
- 6.3 In May 2022, we launched a public consultation on plans to further extend the Ultra Low Emission Zone (ULEZ), to cover almost the whole of the capital from 29 August 2023. On 18 and 19 July 2022 the UK experienced record-breaking temperatures and we strongly advised people not to travel. Tube and bus customer numbers vastly reduced compared to the previous week. We are working to understand and build learning from these incidents into our forthcoming pan-TfL Adaptation Plan.
- 6.4 In Q1 we launched the tender for our first Power Purchase Agreement, which aims to purchase more than 10 per cent of our required electricity from renewable energy sources and new build assets. Our carbon literacy training programme continues to gather pace after having been accredited by the Carbon Literacy Project in June 2022. We are now working to increase the number of trainers and make courses more widely available.

List of appendices to this report

Appendix 1: Q1 Safety, Health and Environment Report

List of Background papers

None

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