

Date: 16 November 2022

Item: Safety, Health and Environment Quarterly Report, Quarter 2 2022/23

This paper will be considered in public

1 Summary

- 1.1 This paper summarises key information and trends reported in the Safety, Health and Environment (SHE) Quarterly Report for the second quarter (Q2) of the 2022/23 financial year.
- 1.2 Q2 covers the dates 26 June to 17 September 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.

2 Recommendation

- 2.1 The Panel is asked to note the report.

3 Key information presented in the Q2 report

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	0.33	0.24
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	0.020
Customer all injuries per million passenger journeys	All injuries per million journeys	2.58	2.69
Workforce all injuries	Number of workforce injuries	311	341

- 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 Q2 2022/23.
- 3.2 We did not achieve our public transport customer safety scorecard measure this quarter, but this is a slight improvement on the rate of 2.73 in Q1 and represents an improving trend compared to the result of 2.91 in Q2 2021/22. This quarter, 68 per cent of the total customer serious injuries that occurred were slips, trips, or falls and this remains the most common incident type. On London Underground (LU) the main factors in these incidents were intoxication, not holding on to handrails and being overburdened by luggage. Our Customer Experience team held workshops with station staff to undertake deep dives to understand the most common customer behaviours that contribute to incidents occurring at these stations. The outcomes of these workshops have been used to identify actions such as improved signage to encourage customers travelling with luggage to use lifts, in order to get us back on target in the longer-term.
- 3.3 It is disappointing that we did not meet our target for workforce all injuries this quarter. Our target for workforce injuries is 311, which is more stretching than the target of 427 in Q2 last year, which shows our ambition and desire to make more progress on this issue. The total of 341 injuries sustained by our workforce reflects a return to pre-pandemic levels of some workforce injury causes, such as assaults. The greatest increase in workforce injuries was within LU, with 184 injuries in Q2 2022/23 compared to 122 in Q2 2021/22. This could in part be explained by both an increase in reporting with the introduction of body-worn cameras and the rollout of the Workplace Violence and Aggression programme, along with the increase in customer numbers.

4 Safety

Public Transport

- 4.1 During Q2, total customer numbers on the public transport were 0.72bn, a decrease of 0.01bn when compared with Q1. This represents an improvement on Q2 2021/22 when we had 0.54bn customers travelling on the network. Our customer numbers – whilst recovering – still have some way to go to resume to pre-pandemic levels (0.9bn in Q2 2019/20 and 1.08bn in Q4 2019/20).
- 4.2 Sadly, 50 customers were seriously injured in Q2, which is 13 more than Q2 2021/22. However, in Q2 2021/22 three customers were killed on the public transport network, compared to zero in Q2 2022/23.
- 4.3 The number of customers injured per million passenger journeys was 2.69, which is above our target of 2.58 per million journeys. Slips, trips and falls remain the most common type of incident type, constituting 68 per cent of the serious injuries on public transport.
- 4.4 On LU, 66 per cent of serious injuries involved a slip, trip or fall and on buses this rises to 90 per cent. Of these serious injuries eight occurred on an escalator and six on stairs, with intoxication, not holding onto handrails and being overburdened with luggage being additional factors (see paragraph 3.2 above).

- 4.5 On buses, 90 per cent of serious injuries involved a slip, trip or fall. People aged 65 years and over made up one third of those seriously injured, and there were also three incidents involving small children in prams or buggies. One of the main factors cited was the bus braking in response to the behaviour of other road users. This was a factor in two of the serious injuries involving an older person, and all of the serious injuries involving infants.
- 4.6 In September 2022, the jury delivered its conclusion in the inquest into the tragic death of Gama Warsame at Waterloo LU station on 26 May 2020. Previously the Rail Accident Investigation Branch (RAIB) had made three recommendations to LU. We communicated regularly with the Office of Rail and Road (ORR) to ensure they were satisfied we were addressing the recommendations made in the RAIB report.
- 4.7 The jury's conclusion was that Mr Warsame's death was an accident. The jury also concluded that a factor possibly underlying the accident was that LU had neither fully quantified the level of risk at the platform at Waterloo during the coronavirus pandemic, nor considered additional measures to reduce the likelihood of a person falling down the gap and remaining at this location.
- 4.8 This quarter, the RAIB published its safety digest into several incidents on the London Overground which involved customers, or their possessions becoming trapped in the doors and dragged at Seven Sisters station (23 June 2022), Wembley Central station (27 June 2022) and Crouch Hill station (29 June 2022).
- 4.9 The RAIB report outlined the importance of:
- (a) ensuring that drivers are properly supported in the task of train dispatch through suitable training, briefings and maintenance of equipment;
 - (b) drivers relying on their final safety check rather than the door interlock when making a decision to dispatch a train, because of the limitations of such systems in detecting small objects trapped in the doors; and
 - (c) train operating companies continuing to raise passengers' awareness of the particular hazards that train doors can present when closing.

Streets

- 4.10 Q2 2022/23 was the third successive quarter in which we have continued to see a return to pre-pandemic levels of road journeys. There was an increase in walking, cycling and motorised journeys when compared with Q2 2020/21 and Q2 2021/22.
- 4.11 In Q2 2022/23 23 people were killed, which is broadly similar to Q2 2020/21 (26) and Q2 2021/22 (21). While this number represents a tragic level of death on our roads, it is 32 per cent lower than the 34 people who were killed on London's roads in Q2 2019/20.
- 4.12 The number of people walking who were killed in Q2 2022/23 (eight) is less than half of the Q2 2019/20 pre-pandemic figure (17).

- 4.13 The total number of people seriously injured on London's roads in Q2 has significantly decreased by 15 per cent when compared with Q2 2021/22 (758 in Q2 2022/23 and 895 in Q2 2021/22). This is markedly lower than Q2 2019/20 before the pandemic when 940 people were seriously injured.
- 4.14 This overall reduction in the numbers of people killed or seriously injured on London's roads can, in part, be put down to the successful rollout of our road safety programmes, but also reflects changes in how and when people are travelling. Our Lowering Speed Limits Programme is now in its second phase, to reduce speeds by 10mph on a further 140km of the TfL Road Network (TLRN). This programme also includes raised pedestrian crossings, due to be introduced in eight locations to further reduce danger to people walking. This work aims to increase compliance with the speed limit and also introduce accessibility benefits for mobility impaired customers.
- 4.15 Our Safer Junctions programme is also delivering safety benefits to multiple road users. At the York Road roundabout and Holloway Road/Drayton Park, we are delivering safety measures to make this junction safer for motorcycle riders and people walking respectively. At the junction of A205 Upper Richmond Road and Putney Hill/Putney High Street we have started work on delivering a 20mph speed limit. At Battersea Bridge where a person walking was tragically killed at the beginning of 2021, we are developing plans to address safety issues by introducing brand new crossings and better facilities for people cycling.
- 4.16 Over the last three quarters we have seen an increase in the number of car occupants killed on the roads, when compared to before the pandemic. Provisional analysis of raw casualty data suggests that excessive speed is a key factor, with loss of control of the vehicle being recorded in several fatal incidents.
- 4.17 In Q2 we delivered Operation London Bridge with no serious incidents recorded during this time. This is a testament to the collaboration of the many teams involved.

Workforce

- 4.18 In our Capital Delivery teams, this quarter was one of good safety performance. There was only one incident reported under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR). Accident frequency rates continued to decrease across the Capital area of the business, with the overall rate ending the quarter at 0.04, below the 2022/23 annual target of 0.10.
- 4.19 Lost time injuries (LTIs) are injuries which cause an employee to be absent for one or more shifts. There were five LTIs reported in our Capital teams during Q2, an increase of two when compared with Q1. All five reported LTIs were minor injuries: four occurring in our London Underground teams and one in Project and Programme Delivery. The use of machinery and equipment were a factor in three of the incidents, and so we made sure that teams received additional briefings on how to safely conduct activities to avoid future injury.
- 4.20 Fare evasion remained the biggest trigger for work-related violence and aggression (WVA) during Q2, resulting in 30 per cent of all WVA incidents.

4.21 Taking action at WVA hotspots (where we see a high number of incidents, or particularly harmful incidents occurring) is a core part of our prevention work. In September 2022, we launched a year-long project at Stratford LU station, a consistent WVA hotspot. We are working with the local team, specialists from across the organisation and external stakeholders, including our policing partners, to coordinate activity to tackle this behaviour and better support staff who experience it. Another part of our prevention activity is engaging with frontline staff directly, including bus drivers. The WVA team has attended engagement events at Thornton Heath bus garage, Atlanta Boulevard bus stand, Croydon bus garage and Palmers Green bus garage. All feedback from staff has been noted and discussed with our colleagues in Police Liaison and TfL's Network Management Control Centre.

5 Health

- 5.1 Covid-19 remained the top cause of short-term absence in the quarter, significantly increasing from 30 per cent in Q1 to 44 per cent in Q2 and was the fourth most common cause of long-term absence. Absences related to mental health and musculoskeletal issues remained 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 workforce and customers.
- 5.2 Our Occupational Health team is constantly working hard to prevent ill health but also working with our leaders to help them to support those who become unwell, to return to work. Some events hosted this quarter included a Wellbeing roadshow and a free webinar on Mental Health First Aid Awareness.

6 Environment

- 6.1 Our electricity consumption was one per cent higher this quarter when compared with Q2 2021/22. In response to the increased consumption reported during Q1 2022/23 due to Network Rail traction energy billing, London Overground have installed new metering on their trains and continue to engage with Network Rail to resolve the issue.
- 6.2 Carbon dioxide emissions from operations, excluding buses, track closely to electricity consumption. Emissions decreased by approximately eight 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 July 2022, we published the Expanded Ultra Low Emission Zone (ULEZ) six months on report. Already the data indicates that both the ULEZ and the Low Emission Zone are having a huge impact. These schemes have reduced the number of older, more polluting vehicles seen driving in London and the levels of harmful pollution Londoners are exposed to.
- 6.4 The GLA group-wide Responsible Procurement Implementation Plan of which TfL is a signatory was launched in September 2022 and supports the delivery of our Corporate Environment Plan through procurement. One example of a result following the plan is that all suppliers of contracts over £5m must provide carbon reduction plans.

- 6.5 TfL's first Power Purchase agreement was launched in June 2022 but, following a disappointing response it has been withdrawn and revised. A new tender notice was due to be issued in October 2022 with altered parameters which would bring additional projects into eligibility. The sudden announcement of the Energy Prices Bill has created further uncertainty in the energy market and consequently, the decision has been taken to wait for more clarity in the market before relaunching the tender.
- 6.6 As part of action to reduce the risk of surface water flooding, we are developing four major Sustainable Drainage Systems (SuDS) projects. Supported by funding from the Greater London Authority Group's Green & Healthy Streets programme and Thames Water, the four schemes will support run off from more than 23,000 square metres of catchment, improve water quality, support biodiversity and improve the visual amenity of the urban realm.

List of appendices to this report

Appendix 1: Safety, Health and Environment Quarterly Report, Quarter 2 2022/23

List of Background papers

None

Contact Officer: Lilli Matson, Chief Safety, Health and Environment Officer
Email: LilliMatson@tfl.gov.uk