

Appendix 1

Safety, Health and Environment Quarterly report

Quarter 4 2022/23

24 May 2023



EVERY JOURNEY MATTERS

Table of Contents

Safety, Health and Environment Quarterly report.....	3
Introduction and Executive Summary.....	3
Mayor’s Transport Strategy and Scorecard	4
Safety (Customer)	4
Road safety performance.....	4
Public transport performance.....	6
Capital.....	7
Legal and Coroners Updates.....	9
Security (Colleague)	10
Work-related Violence and Aggression.....	10
Health (Colleague)	12
Coronavirus Memorial	12
Sickness absence data	12
Health updates.....	12
Reset Health	13
Health Surveillance	13
Occupational Health IT System.....	14
Environment (Green).....	15
London-wide Ultra Low Emission Zone (ULEZ).....	16

Safety, Health and Environment Quarterly report

Introduction and Executive Summary

This Safety, Health and Environment (SHE) Quarterly report summarises our performance in Quarter 4 of 2022/23, identifies strategic trends and progress towards our SHE-related Vision and Values roadmaps. The data covers the period from 11 December 2022 to 31 March 2023, unless specified.

In Quarter 4, there was a continuation of our peer-led Carbon Literacy training. This training is an accredited course given to colleagues across the business. The purpose of the training is to raise awareness about carbon. It is also an opportunity for TfL and individuals to reduce not just our carbon emissions but our carbon consumption to help mitigate and adapt to climate change.

In Quarter 4, we met our in-year targets for reducing injuries to people in road traffic collisions and injuries to people on or in collision with a bus. However, provisional data up to the end of 2022 shows that we are not on track to achieve our interim Vision Zero objective. In addition, in Quarter 4 we achieved our targets for reducing customer injuries. However, the standard target for workforce injuries was missed, while the floor target was met. The data behind these scores is explained in the safety section of this report.

Work-related violence and aggression (WVA) towards our people and those of our operators and contractors continues to be a challenge. During Quarter 4, there were 2,798 incidents of WVA reported across all

modes, which was higher than Quarter 3 2022/23.

Fare evasion continues to be the most common trigger for WVA accounting for 33 per cent of all incidents.

COVID-19 remained the top cause of short-term staff absence and significantly increased as a proportion of total staff absence, from 27 per cent in Quarter 3 to 44 per cent in Quarter 4. Mental health and musculoskeletal-related health remained the top two causes of long-term absence, which is in line with the national average. Our Occupational Health team continues to run events aimed at giving staff the tools to better look after their mental health.

Shortly after the Quarter, on 26 April 2023, the Mayor and TfL Commissioner formally opened a memorial to the colleagues within the TfL family that lost their lives as a result of the coronavirus pandemic.

Mayor's Transport Strategy and Scorecard

Our role is to enable London to move safely and sustainably, in line with the goals of the Mayor's Transport Strategy (MTS). This includes increasing the attractiveness of public transport and making cycling and walking safer, easier and more convenient.

One of the central policies of the MTS is Vision Zero, aiming to eradicate deaths and serious injuries from London's streets by 2041. We are also striving to achieve Vision Zero on our public transport network and amongst our workforce.

Figure 1: Quarter 4 2022/23 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	0.33	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	0.017
Customer all injuries per million passenger journeys	All injuries per million journeys	2.58	2.15
Workforce all injuries	Number of workforce injuries	389	490

The table above sets out the relevant annual scorecard metrics, accompanying targets and actual performance.

Safety (Customer)

Road safety performance

In Quarter 4, sadly 900 people were killed or seriously injured on London's roads; 879 were seriously injured and 21 were killed. Approximately 79 per cent of people killed or seriously injured were people walking, cycling, or riding a motorcycle. Figure 1

shows that during Quarter 4 we met our scorecard target which forms part of a general downward trend.

While we have met the Quarter 4 Scorecard target, the overall strategic trend shows that by the end of 2022 we had achieved a (provisional) 40 per cent reduction in deaths and serious injuries against our 2005-09 MTS baseline, and a (provisional) 54 per cent reduction in fatal or serious injuries on or by a bus. This is positive progress and London has outperformed the national trend and that of comparable cities. However, we have not achieved the interim MTS Vision Zero targets for 2022 of a 65 per cent reduction in all injuries and a 70 per cent reduction in those involving a bus.

In order to accelerate our progress towards the 2030 interim Vision Zero target, we will need to ensure continued focus on delivery of our Vision Zero Action Plan (VZAP). We are also working on the next iteration of the VZAP, beyond the current delivery period of 2024/25. We will be sharing our approach with the Panel as this work progresses.

Figure 2 in the annex to this document shows that the number of people killed or seriously injured on or by a bus is lower than previous quarters this year and that we have met the scorecard target for this quarter. However, overall, in 2022 we saw higher numbers of serious injuries to bus passengers compared to the 2017-19 pre-pandemic average, with slips, trips and falls (STF) being the most common. In 2023, to date, we have seen a return to more typical patterns.

We have a range of activities currently underway, as outlined below, to help meet the MTS targets.

Safe Speeds

From December 2022 to March 2023, new 20mph speed limits came into force on over 29.5km of TfL roads in Camden, Islington, Hackney, Tower Hamlets, Haringey and Wandsworth. Further consultation, concept and detailed design is now being carried out for 78km of our roads included in the programme. This will enable us to meet our target of 220km of our roads having a 20mph speed limit by May 2024 and complete our 10mph speed limit reduction on 140km of TLRN.

Safe Streets

Work at 43 of the 73 junctions included in the Safer Junctions programme is now complete. In the last quarter, we commenced construction at the York Road roundabout in Wandsworth (due for completion in April 2023) and the consultation on the second phase of improvements at Battersea Bridge junction with Cheyne Walk closed.

We are continuing with design and outcome planning work on the remaining junctions, and we are committed to public engagement on potential changes to 10 further Safer Junctions by the end of 2024. One further junction at Holloway Road/Drayton Park is scheduled to start construction in spring 2024.

Safe Vehicles

Direct Vision Standard (DVS)

TfL's world-first DVS, which reduces lethal blind spots on lorries is already helping to save lives and prevent life-changing injuries. Over 122,641 penalty charge notices were issued where heavy goods vehicles entered London without a permit since the introduction of the scheme up to the end of Quarter 4 2022/23.

In February 2023, we launched a public consultation on the next phase of the DVS

scheme, due for implementation on 28 October 2024.

Intelligent Speed Assistance (ISA) in the TfL fleet

In January 2023, we published an evaluation of the ISA retrofit programme to determine how effective the technology has been in our fleet. It found a 62 per cent reduction in speeding incidents amongst vehicles fitted with ISA, with reductions seen across all speed limits. There was also no increase observed in the number of harsh braking, harsh cornering, or harsh acceleration incidents in vehicles fitted with the technology. The results from the evaluation are extremely positive and will help us continue to make the strategic case for the benefits of ISA technology and its inclusion in vehicle design standards.

Bus Safety Standard

We have continued to apply the Bus Safety Standard to all buses entering service in London, with 942 buses now meeting either the 2019 or 2021 Bus Safety Standard. All of these buses have ISA technology and a retrofit of a further 1,200 buses has also been completed, meaning that around one-third of the London bus fleet now has ISA. More than 800 quiet-running buses have Acoustic Vehicle Alerting Systems and around 850 buses have Camera Monitoring Systems.

Safe Behaviours

Enforcement

The Metropolitan Police Service (MPS) undertakes significant and wide-ranging activity to reduce road danger and prevent harm to all road users. In 2022/23¹, the MPS dealt with:

¹ We do not yet have complete data for financial year 22/23— data covers April 2022-Feb 2023 inclusive.

- 677,404 road traffic offences through enforcement action² (93 per cent of all road traffic enforcement action taken by the MPS was for priority offences)³;
- 558,252 speeding offences (including 92 per cent through safety cameras, six per cent through mobile safety cameras, two per cent through roadside enforcement). We are working towards having the capacity to enforce up to one million speeding offences by 2024/25.

The above traffic enforcement results are provisional and are subject to change as more offences are processed.

During this period and through the London Borough Speed Reporting process we received a total of 14 requests for speed enforcement from nine London boroughs and TfL departments. Of these 14 reports, four locations have had enforcement activity and the results have been communicated to the relevant borough. Four have been tasked for enforcement activity and the final six are awaiting a police risk assessment.

Post Collision Learning

On 18 April we published our report on 'Inequalities in road danger in London (2017-2021)' showing that deprivation, gender, age and mode of transport all have a significant impact on the risk of being killed or seriously injured in a collision on the road network.

This research shows that continued action is needed to protect communities shown to be at higher risk of collisions. We will continue to analyse the cause of inequalities in road safety in collaboration with boroughs, police

² Enforcement action includes Traffic Offence Reports which are issued by police at the roadside, arrests or Notices of Intended Prosecution for offences enforced through safety cameras or evidence provided members of the public (e.g. headcam or dashcam footage).

and other stakeholders, to help target future road safety programme planning and investment for infrastructure schemes and drive further action to make London's roads safer.

Victim support

Lives of victims, their families and loved ones are changed as a result of a serious collision, but most are not getting the support they need.

TfL is exploring options for enhancing victim support through agencies that specialise in road trauma support. Our aim is to increase the number of people supported and improve the offer of support to those left bereaved or with life-changing injuries.

We are working with the MPS to explore formal mechanisms for proactive referral in the aftermath of a collision, removing the burden from victims and bereaved families of having to seek out help.

Public transport performance

We are saddened to report that in Quarter 4 we had one fatality on the Northern line. Our deepest condolences remain with families and friends of the victim. There were 70 customers seriously injured, 49 were due to STF. Twenty-nine STF incidents happened on buses as passengers were alighting or lost balance when brakes were applied.

Overall, incidents reported this quarter are higher than Quarter 3 2022/23, although noting that Quarter 4 contains an additional period. It should be noted that the metrics excludes suspected deliberate acts.

³ The MPS prioritises its enforcement on the offences that cause the greatest risk and harm on London's roads. This includes speeding, mobile phone offences, driving under the influence of drugs and alcohol, red light offences, careless or dangerous driving, driving without a licence or in an uninsured vehicle or driving while disqualified

Major incident details as below:

Tooting Broadway station

On 21 December 2022, an older female wheelchair user accompanied by her son, sustained a fall on the escalator with fatal injuries.

Victoria London Underground station

On 5 March 2023, a passenger who was standing on the platform white line was seriously injured after being hit by approaching Victoria line train as it entered the station.

Emerging issues or insights

In Quarter 4 there were two incidents involving children's shoes becoming trapped in escalators:

- 30 December – incident at South Kensington where a three-year-old child experienced damage to his foot;
- 13 February – another incident at South Kensington on an escalator resulting in a boy's shoe being trapped.

As a result, we initiated an urgent review of escalator safety, leading to the formation of Escalator Safety Steering Group, with a range of industry stakeholders. We have adopted immediate actions including increasing colleague briefings and enhanced customer information and are developing medium and longer term initiatives to take a strategic approach to this issue.

Track Access Safety

Safe access to rail track environments is one of the highest railway risks in the UK. An

internal diagnostic process has identified safe access to our rail track environments as one of our top 14 SHE risks.

We are carrying out a strategic and systematic investigation of the causes and consequences of colleagues and customers/members of the public accessing the track which seeks to establish a holistic view. Also, we will strengthen our existing and planned control measures and ensure we achieve quick wins where possible, for example we have significantly improved signage at a number of locations across the London Underground (LU) network, including depots and sidings and more complex areas, such as multi-track sites and major junctions and locations.

Slips, Trips and Falls Workstream

We know that preventing STF incidents has been a longstanding challenge for TfL and we have therefore extended our initial Deep Dive Analysis conducted on buses to all TfL modes. We aim to achieve a shared understanding of existing analysis on why STF incidents happen and what further interventions are feasible.

Fatigue Management Steering Group

We have been continuing to develop a program to better support our night workers, part of our wider Fatigue Management activity. The programme will provide shift workers with education and advice on how to manage fatigue through physical installations and tailored sessions. We are looking to pilot the approach across different bus station, maintenance depot and office control centres in 2023/24. Subject to this pilot and evaluation being successful, we will consider rolling the interventions out further.

Capital

Capital includes activity under the Chief Capital Officer as well as maintenance activity for which the Chief Operating Officer

is responsible. In Quarter 4, our Capital teams worked a combined total of 2.6 million hours; an increase of 0.6 from the previous quarter.

Quarterly performance

There was one incident reported under the Reporting of Injuries Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) in Quarter 4, taking the annual total to seven. As a result, the RIDDOR accident frequency rate for the Capital area fell, ending the year at 0.07.

During the same period there were five lost time injuries (LTIs) reported, which are injuries which cause an employee to be absent for one or more shift. Although this represents a reduction on Quarter 3, the frequency rate remains stable due to the relative increase in the number of LTIs reported during the second half of 2022/23.

In total, there were 18 injuries reported during Quarter 4, four more than reported during Quarter 3. However, the long-term trend of workforce injuries in Capital continues to decline year-on-year as we work towards our zero harm ambitions.

Annual trends

Manual handling incidents were the most common type of injury to members of our workforce during 2022/23, closely followed by STF. Amongst root causes identified, insufficient task planning, inadequate risk assessments and issues with the working environment were particularly prevalent.

Significant incidents and near misses

In addition to recorded injuries, we also capture and review incidents that could have resulted in harm. This quarter, they included:

Old Street beam: During a night shift on the Old Street project, one of our subcontractors

drilled into a structural beam supporting the carriageway. In response, the contractor installed temporary props and surface level barriers to prevent traffic flow in the area. An investigation is in progress which will consider whether this could have been identified and prevented at the design stage.

Four Lines Modernisation (4LM): The new train control system was successfully introduced in both Signal Migration Areas 6 and 7 during Quarter 4, which was a significant achievement, and system reliability so far has been very good.

Of concern has been the identification of safety-related software defects in the train control system – which were not triggered by the “Go Lives”. While it is not unusual for there to be some software defects, these have required specific operational measures to mitigate risks. We are working with our supplier to rectify these defects as soon as possible, and we have kept the Office of Rail and Road informed.

Fencing panels: In East London, several fencing panels between one of our tracks and local residents’ gardens became loose, leading to risk of people being able to access the track. Immediate action was taken, with our Civils team securing the fence.

Asset damage at Beckton Depot: A small steel post and concrete base was installed at a site in the depot to support future assets. The first DLR passenger train to pass this site struck the post, knocking it over. The train operator and shunter reported the strike, and all installations within gauge stopped. The team moved the post and base in question further away from the track. Investigation completed and lessons shared to prevent recurrence across all duty holders.

IFS Cloud Cable Car ISO audit

In January 2023, a scheduled independent check of asset management of our supplier MACE – the operators of the IFS Cloud Cable Car – found that it was managing assets in line with the recognised industry standard (ISO 55001). The audit was carried out by The British Standards Institute and having up to date assurance checks is a requirement of TfL’s Asset Management Policy. This provides us with the confidence that the cable car operation, and its associated equipment, continues to be safe for our customers to use. As part of the regular maintenance regime, the operator has also recently undertaken a major exercise to upgrade the cables used by the cable car.

Keeping in touch with our suppliers

On 7 February 2023, we held a TfL Capital/supplier “Keeping in Touch” event on the topic of Non-Road Mobile Machinery (NRMM) emissions. This topic was chosen as it ties in with our ambitions for cleaner air and healthy streets in London, there is a NRMM Low Emission Zone for Greater London, and the Greater London Authority has a process for registering NRMM on sites, which is now a requirement for TfL suppliers. The requirements to progressively use “cleaner” plant and equipment will help to stimulate demand for less polluting equipment from manufacturers and complement other “London-wide” measures for air quality.

Legal and Coroners Updates

Miriam Boulia – On 4 February 2022, Ms Boulia was fatally injured after being involved in a collision with a bus at the junction of Great Eastern Street and Curtain Road in Hackney.

An inquest took place on 21 November 2022 at Poplar Coroner’s Court. TfL provided a report to the Coroner to assist with any prevention of future death matters. The Coroner gave a conclusion of road traffic collision. The Coroner has issued a Prevention of Future Deaths report and a response was sent on 6 February 2023.

Christian Tuvi – In the early hours of 18 September 2019, Mr Tuvi, who was an engineer, was fatally injured whilst working on a moving walkway at Waterloo station. The Coroner opened the inquest on 30 September 2019, and adjourned it pending the outcome of investigations by BTP and the ORR. RAIB is aware of the incident. The ORR liaised with LU to ensure that the moving walks were safely returned into service. BTP has completed its investigation and handed over to the ORR.

Two pre inquest review hearings have taken place. The inquest is listed for 5-16 June 2023 before a jury. LU is an interested person and has provided witness evidence to the Coroner.

Melissa Burr - On 10 August 2021, Ms Burr was walking between two buses when one of them moved rapidly forward and crashed into the back of the other. Ms Burr was struck and died at the scene from her injuries and another two people were injured.

The inquest was opened and adjourned pending the prosecution of the driver of the bus and investigation by the Health and Safety Executive (HSE). The driver of the bus pleaded guilty to causing death by careless driving which was rejected by the court. The trial on the remaining charges of causing death by driving dangerously and seriously injuring another woman by driving dangerously in the same crash began on 20 March and the jury were unable to reach a verdict. A further trial has been listed for 29 August 2023.

There was an HSE investigation concerning the layout of Victoria Bus station. The HSE issued a Notice of Contravention to TfL on 23 December 2022 identifying a number of health and safety breaches and the actions that TfL must take to address the breaches. TfL has provided an action plan in response to the HSE, following a review a further point was raised by the HSE in respect of risk assessments which TfL has responded to.

Security (Colleague)

Work-related Violence and Aggression

WVA towards our people and those of our operators and contractors is unacceptable. Concerted action is underway to tackle it.

Volume of WVA incidents in Quarter 4

During Quarter 4, there were 2,798 incidents of WVA reported across all modes. This is 603 more incidents than in Quarter 3 2022/23, however, Quarter 4 covers a 16-week period rather the 12-week period covered in Quarter 3

In Quarter 4, there were 1,316 incidents of WVA reported by staff working on LU (47 per cent of all reported WVA) and 1,482 incidents of WVA reported on all other modes (buses, roads, Elizabeth line, London Overground (LO), DLR and London Trams).

Police recorded work-related violence with injury (VWI) offences

From April 2022 to March 2023 there were 148 VWI offences reported to the police on the bus network. This was a similar to level to the number of VWI incidents reported in the previous 12 months (152 offences).

On rail modes (LU, LO, DLR, Elizabeth line and London Trams) there were 75 VWI offences reported to the police, 34 per cent (19 additional offences) higher than the previous year.

Solved rate for WVA offences investigated by the police

Between October 2021 to September 2022 (figures are reported six months in arrears to allow time for progression through the criminal justice process) the solved rate for violence and public order recorded offences was 14 per cent – five per cent lower than the previous 12-month period.

Solved rates increase in line with the severity of the incident and were higher for violence offences (17 per cent) compared with public order offences (10 per cent).

The solved rate varies by mode with a solved rate of 12 per cent for bus-related offences, 15 per cent for LU, and 13 per cent for all other rail modes combined.

Staff willing to support police investigations

The percentage of staff willing to support a police investigation was 66 per cent for violence and public order recorded offences, down from 70 per cent compared to the previous 12-month period. There are many reasons that victims choose not to support a police investigation including their confidence in judicial system and likelihood of a successful outcome, concerns about reprisal from offenders and needing to support a protracted court process. We are working with our police partners to better understand the reasons for this so we can address them and support our colleagues through the court process. Our WVA team, now fully resourced, will make contact with victims early on to offer support.

Insight into WVA triggers

Fare evasion continues to be the most common trigger for WVA accounting for 33 per cent of all incidents. The proportion of incidents triggered by fare evasion remained at a similar level to Quarter 3. During Quarter 4, 445 WVA incidents were triggered by fare evasion on the LU network, and 340 across the other travel modes (buses, roads, Elizabeth line, LO, DLR and London Trams).

A significant proportion of incidents in Quarter 4 (640 incidents, 27 per cent) were triggered by customers behaving aggressively or anti-socially. This is noticeably higher on the bus network, where 38 per cent of reported WVA has been triggered by aggressive or anti-social customer behaviour.

294 WVA incidents during Quarter 4 (10 per cent) involved a customer who was believed to be intoxicated. Intoxication being a factor in WVA is higher on the LU network, where 12.4 per cent of reported WVA involved a customer believed to be intoxicated.

Progress against the WVA action plan

Our WVA strategy sets out our commitments to our people and key activity we will undertake to eliminate WVA and support those who experience it.

To deliver our WVA strategy, we committed to increase the size of our work-related violence team, this new team started their work in January 2023. We now have a team of six people dedicated to activities to prevent WVA, and a pan-TfL, integrated support and investigation team to provide victim support to those who experience and supporting the police with their investigations.

In February 2023, we completed the phase 2 roll out of body worn video cameras which saw a further 300 devices rolled out to colleagues at risk of WVA. Engagement sessions have been held at Dial-a-Ride

depots across London (Croydon, Wimbledon, Woodford, Mandela Way, North Wembley and Palmers Green) to discuss the benefits and importance of using body worn video.

A key part of our WVA prevention work is engaging with front line colleagues – both TfL and those of our operators - at operational locations, including bus garages and bus and LU stations. These visits are to discuss WVA, conflict de-escalation techniques, the importance of reporting and the support we can provide to colleagues. We have held visits to Tottenham, Thornton Heath, South Croydon, Brixton, Enfield and Norwood bus garages and Walthamstow Bus Station. Sessions also continue at 20 LU stations with new locations including Camden Town and Liverpool Street stations.

Our Transport Support and Enforcement Officers continue to play a key role in tackling WVA against our people by dealing with anti-social behaviour and enforcing TfL byelaws. In Quarter 4, our officers carried out over 1,800 station/network visits, dealing with over 2,500 non-compliant individuals. Officers gained compliance through advice and guidance in approximately half these cases. In those cases where compliance could not be obtained 470 individuals were directed to leave our network or premises, 327 individuals were refused entry or to travel and 39 individuals were physically guided/removed from our services for their antisocial behaviour. Officers reported 406 individuals for prosecution.

Significant Prosecutions in Quarter 4

Piccadilly Circus station

On 25 October 2022, a man was violent and aggressive towards colleagues and customers at Piccadilly Circus station, kicking and punching a colleague. He was arrested and detained. Body worn video

footage provided key evidence. On 1 February 2023, the man pleaded guilty at Westminster Magistrates' Court due to his offending history and guilty plea, he was sentenced to a six-week prison sentence and an order to pay £154 in victim surcharge costs.

St Paul's station

On 25 June 2022, a man became abusive towards a colleague at St Paul's station over a fare dispute, before spitting at them.

A spit kit was used to collect evidence. On 6 March 2023, the man pleaded guilty at Westminster Magistrates' Court. He was given a community order which included: an electronically monitored home curfew for 12-weeks and an order to pay costs and compensation totalling £585.

Route 430

On 9 January 2023 onboard a route 430 bus, a male customer smashed the glass in the driver's side window/door causing injury to the driver. The suspect was arrested at the scene and charged. On 11 January 2023 the male appeared at Marylebone Magistrates' Court and was found guilty of criminal damage/common assault, fined £300 and ordered to complete one day's detention in the courthouse and pay a victim surcharge of £120.

Health (Colleague)

Coronavirus Memorial

Since the beginning of the coronavirus pandemic more than 100 transport workers have tragically passed away due to Covid-19. On 26 April 2023, accompanied by some of our affected colleagues' families, the Mayor of London, TfL Commissioner and Deputy Mayor for Transport formally opened a memorial to those workers. This place of remembrance, in Braham Street, is intended as a place of reflection and memorial. Our condolences go to all colleagues and their families who have been affected by COVID-19.

Sickness absence data

Mental health and musculoskeletal absence remain the main reason for absence, and this is the case in general across the UK.

In Quarter 4, COVID-19 remained the top cause of short-term absence. There was a significant increase in percentage as it went from 27 per cent in Quarter 3 to 42 per cent in Quarter 4.

Health updates

Following the Government's recent Budget highlighting the health of the working age population, TfL's Head of Occupational Health and Wellbeing was invited to attend a roundtable on occupational health on 22 March 2023 with Sir Chris Whitty CMO for England and other leaders in occupational health to discuss ways to take forward the occupational health agenda.

TfL already provides a wide range of support for our employees with regards to mental health and musculoskeletal health. In February 2023 our in-house provision of trauma counselling and physiotherapy was

outsourced to a provider who is able to offer face to face treatment across a wide geographical area thus improving accessibility to treatment for employees.

Reset Health

Reset Health joined forces with TfL in December 2021 to help its employees to be more resilient and healthier going into the COVID-19 winter of 2021/22. Specifically, the programme aims to reverse the conditions of those living with diabetes/pre-diabetes, as well as obesity/overweight. This was also in response to findings of our Well@TfL health checks which showed that of those undergoing checks the rate of being overweight or obese is higher than in the general population.

In February 2023, they published a report with regards to the positive outcomes experienced by the first cohort of 51 TfL employees on their Roczen programme.

While this is a relatively small cohort, the results we observe show outcomes in line with, if not better, than equivalent Tier 2 weight loss programmes [S.A. Jebb et al (2011), The Lancet] with impressive weight loss observed after the 12-week milestone, with sustained improvements seen after one year. Six members from this cohort have been trained as mentors and are actively supporting new members to achieve their health goals.

Members recorded an average weight loss of 9.8 kg (9.6 per cent) of their body weight after one year and an average 9.5cm reduction in waist circumference. Two members who were living with pre-diabetes reversed their conditions after 12 weeks. Two members who were living with T2DM improved their HbA1c levels to pre-diabetes levels after 12 weeks.

We will report on the second cohort when they reach the end of their 12-month programme and we are excited that through the generosity of the Transport Benevolent Fund we will be able to fund a further cohort starting in Quarter 1 of 2023/24.

Health Surveillance

A check on how we are managing this area:

As part of TfL's ongoing Health Surveillance programme, we had identified the need for an internal audit to help us understand our impact and evaluate if any more support was needed, or if there were any changes required to our approach.

The independent TfL audit team spoke with different parts of the business to establish how successful the Health Surveillance engagement has been and how user friendly the management systems are. We received the report and have a number of tangible actions in order to show that we are listening to our teams and making their journey through the health surveillance landscape as straightforward and effective as possible.

New Communications Approach to Health Surveillance:

This period we have refocused our communications approach with a comprehensive "hearts & minds" Health Surveillance communications toolkit being created and shared around the business. We provided a number of communications tools for the various operational teams to utilise in order for them to choose the best approach for their teams, ranging from posters to toolbox talk information packs and supporting materials. This has been developed with input and feedback from operational teams across the business to ensure that we are meeting the needs of our widely different teams and tailoring our approach accordingly.

Occupational Health IT System

On 31 March 2023, we signed a contract with Meddbase for provision of a new IT software solution for the Occupational Health department. This will help us to work more efficiently in order to support the business with sickness absence, safety critical medicals and health surveillance. It will also enable us to provide better data to help TfL understand health issues facing employees and to respond with evidence based support.

Environment (Green)

Next step on path towards fully renewable energy sources by 2030

In February 2023, we relaunched our first Power Purchase Agreement tender. This is a vital step towards ensuring all of TfL's operations can be net zero by 2030. This tender encourages the market to invest in additionality - an increase in new renewable energy in the national grid - that customers, like TfL, can purchase.

In the first stage of the tender, Standard Selection Questionnaire submissions were received and evaluated by TfL and bidders were informed of the outcome of this phase at the end of April 2023. Successful suppliers are now progressing to the Invitation to Tender stage of the procurement process which will continue throughout 2023 with a view to signing a contract in early 2024.

Green upgrade of the trams Therapia Lane depot

TfL have secured funding to make the Trams depot at Therapia Lane TfL's first low carbon depot, making it cleaner, greener and cheaper to run. This forms part of wider work to further decarbonise our network and meet the Mayor's goal of a net-zero London by 2030.

The project will upgrade heating systems with a mixture of efficient heat pumps and infrared panel heaters that will replace inefficient, and fossil fuel gas boilers. The additional electricity consumption from the new heating system is planned to be offset by using 1,800m² of south-facing roof space for solar panels, as well as other energy efficiency measures such as improved insulation and Light Emitting Diode (LED) lighting. Work on the improvements at the depot is expected to be complete by 2025.

Readying our network for the impacts of climate change

TfL has published its Climate Change Adaptation Plan, which sets out a framework to adapt to climate change and help us make our network more resilient in the face of a changing climate and more extreme weather events, as well as work with other organisations to tackle this urgent issue.

TfL has long had, and will continue to rely on, robust adverse weather plans that help us prepare for and recover quickly from forecast extreme events such as heatwaves and heavy rainfall.

We have an opportunity to ensure our network is resilient to a changing climate and extreme weather events to keep London moving safely. Addressing this head on will also allow us to help London become an even better place to live, work and visit. In doing so, we will become the strong green heartbeat for London.

Increasing Carbon Literacy across the organisation

We continued our peer-led Carbon Literacy training in Quarter 4, providing the accredited course to colleagues across the business. The training raises awareness about carbon and our opportunity as TfL and as individuals to drive down not just our carbon emissions but our carbon consumption to help mitigate and adapt to climate change. Our ambition was to train 500 colleagues by the end of financial year 2022/23, however, we surpassed 700 colleagues trained in total by 31 March 2023.

Understanding where carbon can be removed from our buildings

Thanks to funding from the Public Sector Low Carbon Skills Fund, administered by the Department for Energy Security and Net Zero and the Department for Business,

Energy & Industrial Strategy, we were able to carry out an initial group of feasibility studies to understand how we can remove carbon from the operation of our buildings. In March 2023, we concluded this feasibility work and are now translating the findings into designing and preparing the delivery plans to decarbonise our buildings. In the meantime, we are also exploring what our next phase of feasibility studies can be to fully remove carbon from the operation of our buildings as quickly as possible.

Improving lighting for our customers while driving down carbon

More than 50 per cent of our bus shelters across London have converted to LED lighting to reduce waste, energy consumption and associated carbon emissions. Key to decarbonising our network is reducing our energy demand; this upgraded lighting uses around 57 per cent less energy while providing 10 per cent brighter lighting making the shelters more welcoming and improving safety for customers, especially at night. By the end of March 2024, all 12,100 bus shelters will be converted, saving more than 1,000 tonnes of CO₂e annually.

In addition to bus shelters, we are working to convert all lighting to LEDs to reduce our long-term impact on the environment. At least a quarter of all Tube stations across London have been converted to only use LED lighting, with more planned for conversion in the coming months and years. Customer lighting at tram stops served by London Trams have been converted to LED lighting, and work is also taking place to upgrade lighting at bus stations across London, as well as at several Tube depots, and the London Trams depot in Croydon. Around 50 per cent of all lamp columns on the TfL Road Network are now fitted with LED lights, with work underway to convert more of these lamps as soon as possible.

Encouraging biodiversity across our network

Our aim is to protect, connect and enhance green infrastructure – a network of natural spaces that protect ecosystem services (such as clean air and water) and encourage biodiversity – on our estate. With around a third of our land covered by vegetation, we have an enormous opportunity and obligation to ensure we are encouraging the restoration of the UK's biodiversity in London. As of 31 March, we have completed converting 55,000sqm of verges to wildflowers. This strategic network of wildflower verges on our land is set to increase three-fold by the end of summer 2023.

In addition to wildflowers encouraging pollinators, such as bees, longer grasses provide cover for reptiles, mammals and invertebrates. Further, enabling verges to grow helps to reduce the carbon emissions linked with mowing and increases the potential for greater levels of carbon to be captured.

London-wide Ultra Low Emission Zone (ULEZ)

The ULEZ will be expanded London-wide on 29 August 2023, ensuring five million more Londoners can breathe clearer air.

Installation of signage and enforcement camera infrastructure to support the ULEZ expansion London-wide is underway.

The Mayor launched a £110m scrappage scheme on 30 January 2023 to support low income and disabled Londoners, small businesses and charities in the run up to ULEZ expansion. Over 5,000 applicants have been submitted successful applications with over £19m paid out or committed to the end of April.

Four outer London boroughs (London Boroughs of Hillingdon, Harrow, Bexley, and Bromley), together with Surrey County Council, launched a legal challenge of the London-wide ULEZ in February 2023. The Judicial Review will take place in July 2023.