



RfLI Safety, Health and Environment Performance Dashboards Period 3 2023/24 – Appendix 1

28/05/23 to 24/06/23

Executive Summary

Reasons to celebrate

- All Safety Key Performance Indicators are within tolerance levels.
- 90% of Investigation Actions have been closed.
- Elizabeth line SHE forum established. First meeting to take place at Paddington on 13 July 23.
- A total of 6 (6 fewer than previous period) Investigation Actions remain overdue

Areas for Improvement

- 61% of Close Calls have been reported within 24 hrs, this is showing a declining trend.
- Information Exchange (IE2) failed to go live due to unforeseen lack of General Data Protection Regulation (GDPR) training (it is a mandatory course).

Next Steps

- GDPR training was completed by 15 June 2023 to enable system upload (2-week lag)
- IE2 accountable manager training, investigator and user training can then take place.
- iAuditor App training being delivered so that Senior Manager Safety Tours can commence.
- Network Rail Benchmarking.



RfLI Safety Performance Period 3 2023/24 Overall

Adverse Events

Accidents: One

- 11/06 Tottenham Court Road WB Track – During a line block the IP tripped and fell heavily on the track while retrieving an item – this resulted in a LTI.

Incidents: Three (Detail on Incident/Accident Analysis dashboard)

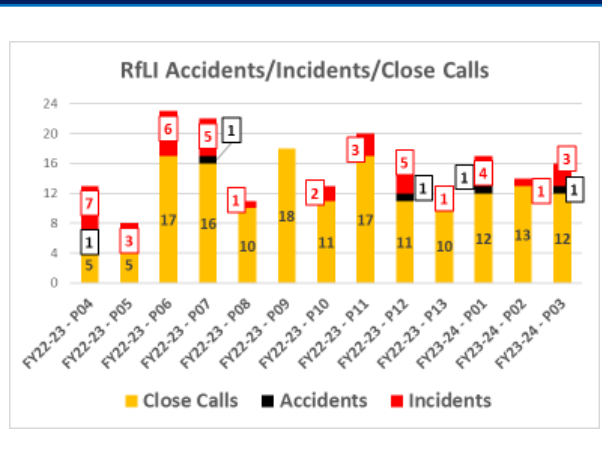
Engagement (Close Calls)
The Engagement rate for Close Calls increased slightly to 15.1 reported every 100k hours worked.

Safety KPIs and Benchmarking
RIDDOR Accident Frequency Rate (AFR) remains at 0.00 with zero reported for twenty-three periods. There was one Lost Time Injury (LTI) reported during the period with the AFR now at 0.10. Both the TfL SKPIs are within the tolerance levels.

Aggressive Behaviour
95% of aggressive behaviour towards staff – verbal and physical – is towards MTREL staff, both RfLI and Alstom make up 2.4%.

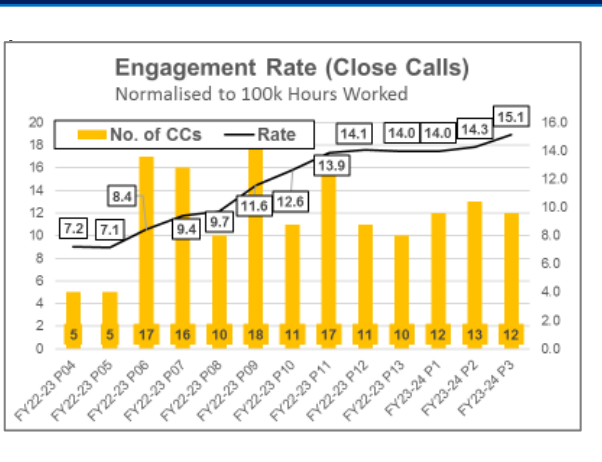
Investigation Actions
ten investigation Actions were closed during the period. Ten are currently open with six overdue.

Accidents/Incidents/Close Calls



Three Incidents, one Accident and twelve Close Calls were recorded during Period 3.

Leading Indicator Engagement (CCs)



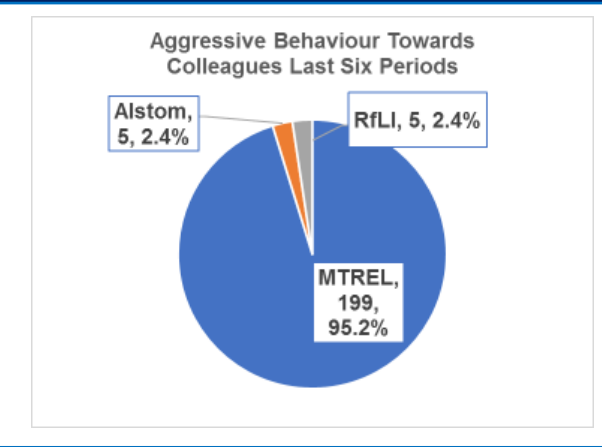
Engagement (Close Calls) metric is 15.1 CCs recorded, normalised to every 100k hrs worked, over the last thirteen periods.

SKPIs and Rail Benchmarking

EL TfL Scorecard Measures	Annual Target	Period 03 23/24	YTD as at P03
	Customer Injuries Per Million Passenger Journeys	2.49	1.63 ↓
Workforce Injuries (FY Target)	101	5 ↑	15 ↑

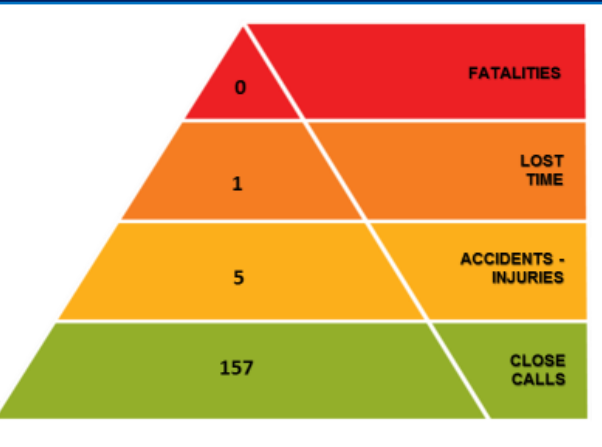
Rail benchmarking in progress

Aggressive Behaviour



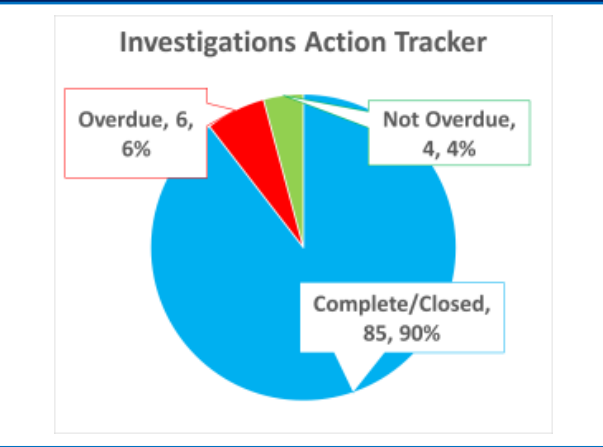
95% of aggressive behaviour (verbal and physical) is towards MTR Colleagues.

Safety Triangle



Last 13 Periods – RfLI data

Investigation Actions



Ten Actions were closed during the last period. Six investigation Actions are currently overdue.



RfLI Safety Performance Period 3 2023/24 Aggressive Behaviour

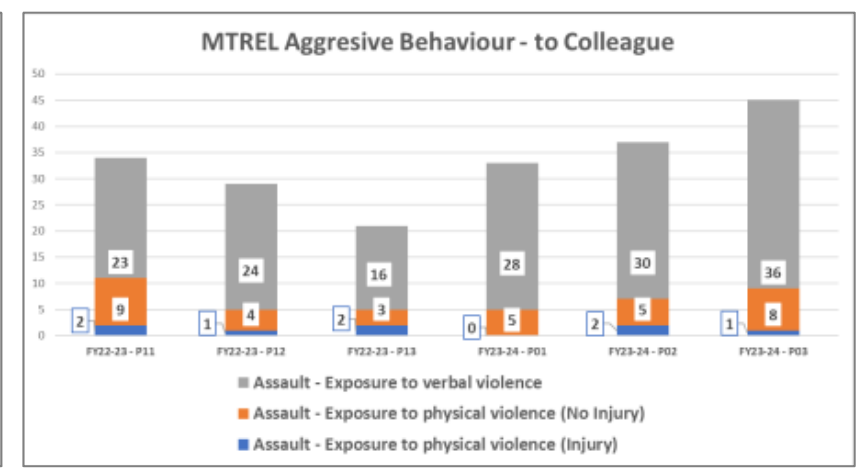
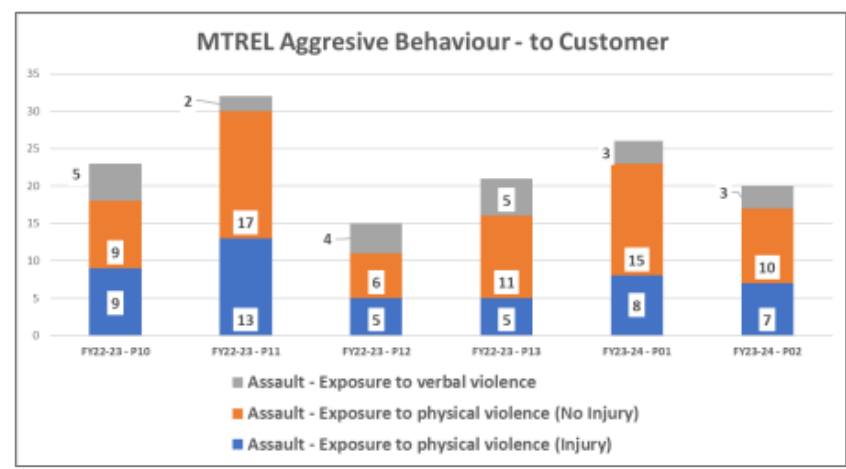
95% of all aggressive behaviour to Customer and Colleague – verbal and physical – is recorded by MTR.

The aggressive behaviour reported by Alstom were objects being thrown from Taplow Court into the depot.

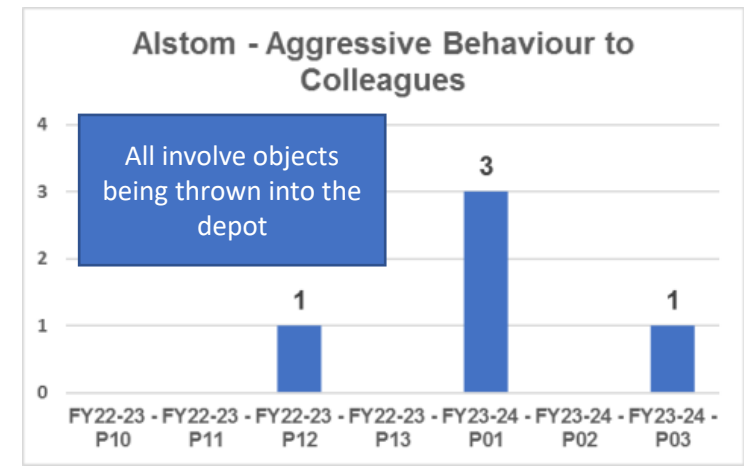
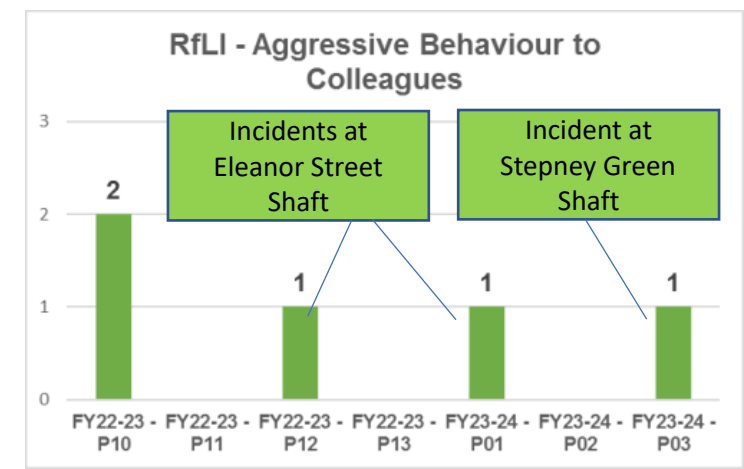
Two of the aggressive acts reported by RfLI colleagues were at Eleanor Street Shaft. The latest incident was reported at Stepney Green Shaft where an individual threatened contractors with a large hammer.

Aggressive Behaviour

MTR EL



RfLI Alstom



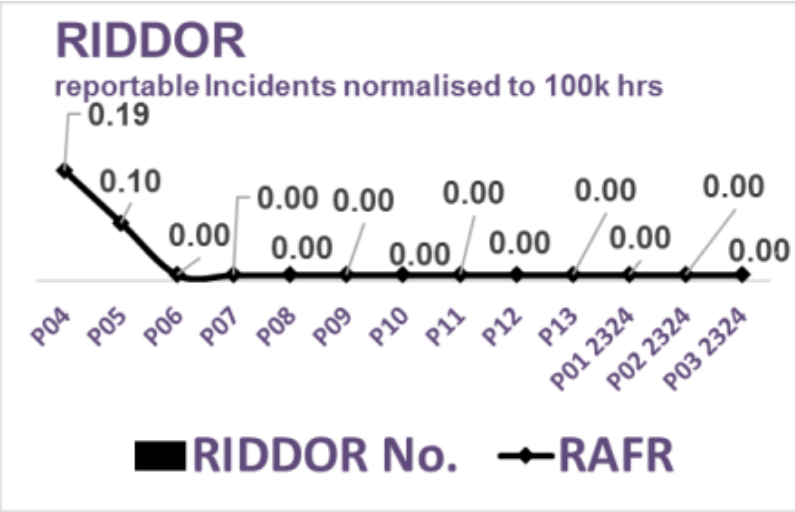
RfLI Safety Performance Period 3 2023/24 AFRs/FWI Trends

The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) AFR is showing a level trend at 0.00 with no RIDDORs reported during the last 22 periods.

There was one Lost Time Injury (LTI) during the last period, the first in seventeen periods, the AFR is 0.10 up from 0.00.

Five Workforce injuries occurred the period, two MTREL, two Alstom, and one RfLI which was the LTI.

RIDDOR Number and AFR - RfLI



Workforce Injuries – Elizabeth Line



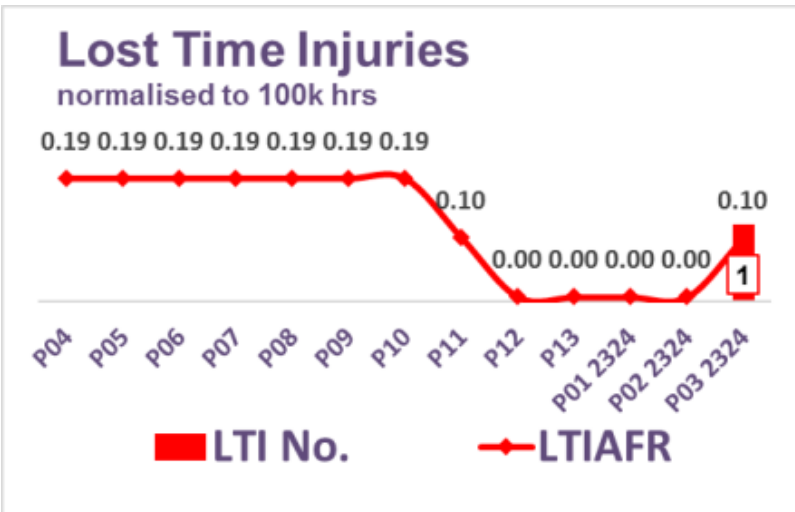
Workforce Injuries include minor & major for; RfLI, MTR, Alstom

Customer Injuries – Elizabeth Line



Customer Injuries are calculated using the MTREL Customer Injury dataset.

Lost Time Injuries No. and AFR - RfLI



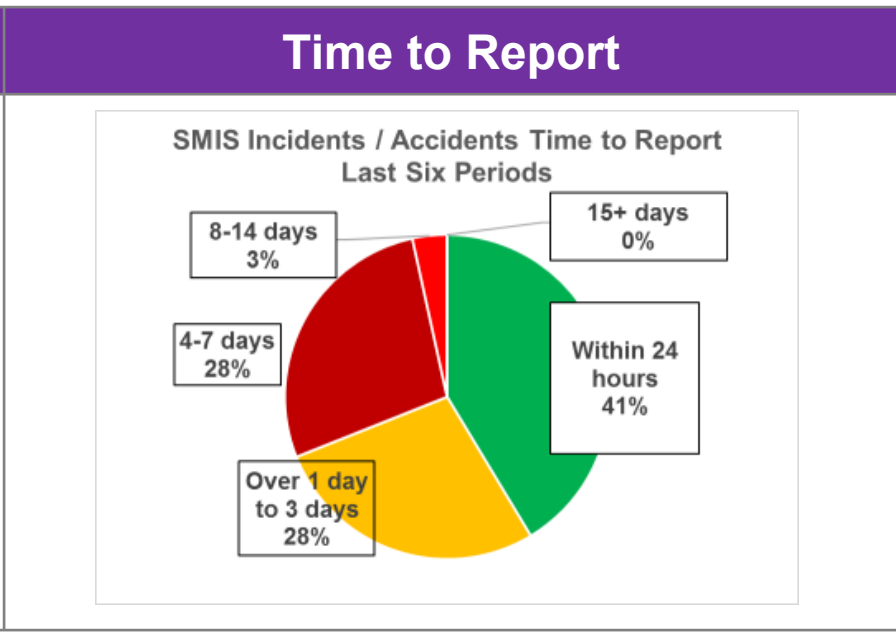
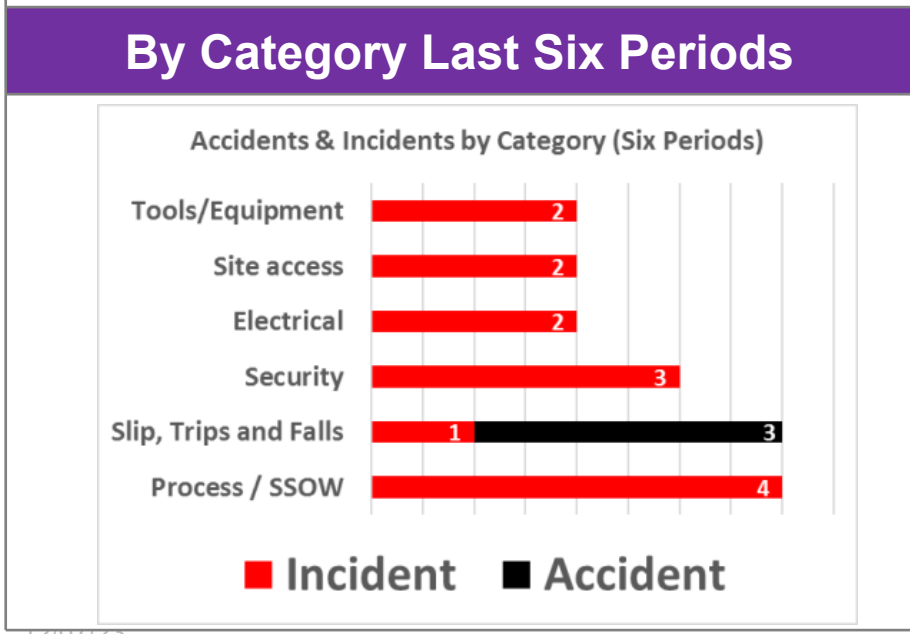
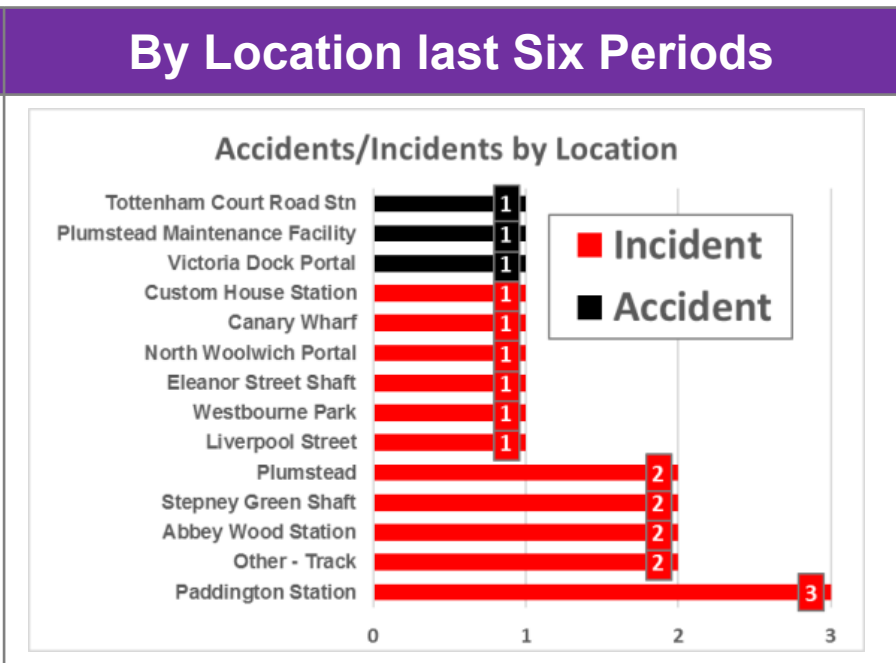
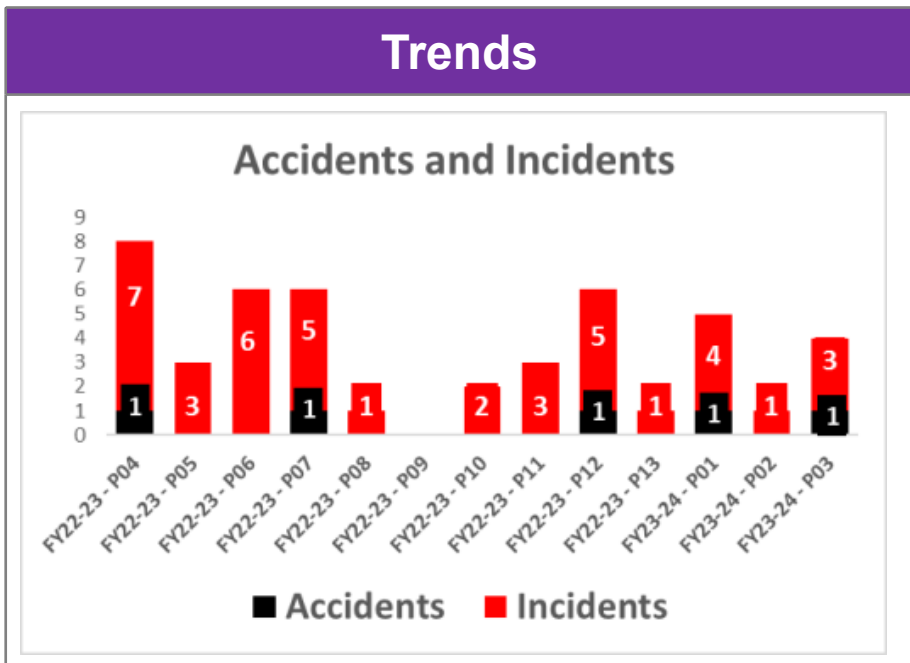
RfLI Safety Performance Period 3 2023/24 Accident/Incident Analysis

Accidents: One

- 11/06 Tottenham Court Road WB Track – During a line block the IP tripped and fell heavily on the track whilst retrieving an item, this resulted in bruising to their chest and knees.

Incidents: Three

- 11/06 Stepney Green Shaft - An individual with a large hammer approached two RfLI contractors whilst sitting in their vehicles. The individual was using threatening behaviour and at one point was banging on the vehicles and tried to open the car door.
- 01/06 XR334 to XR338 – Possession - Route bar implemented, Robel 6R01 carried out movement and therefore not in compliance with the restriction in place.
- 23/06 Plumstead East Junction Train 5U83 had its movement authority removed by the RfLI signaller as it was approaching XR372 travelling EB on the EB line. The train came to a stand beyond the route marker board. This was done to try to prevent a routing conflict with another train which was going to result in a standoff situation.



RfLI Safety Performance Period 3 2023/24 Close Call Analysis

Close Calls

Twelve Close Calls (CCs) were reported during P3, a decrease of one from the previous period.

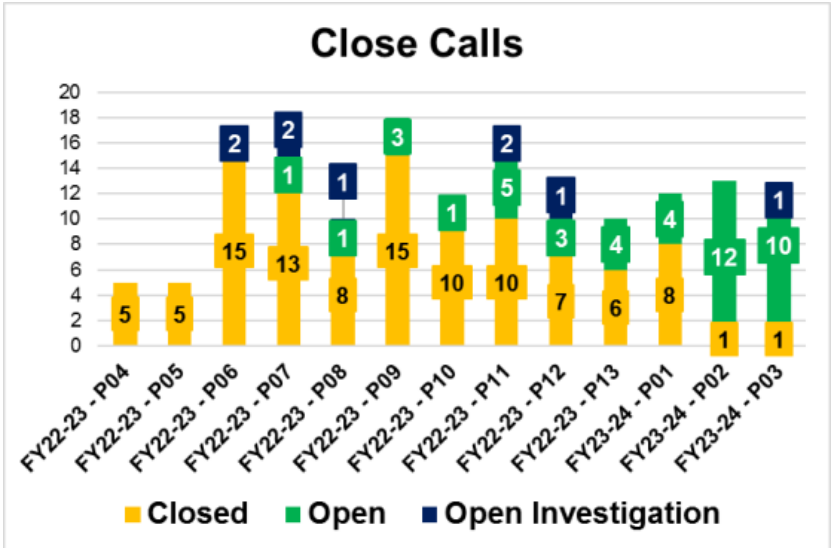
44 CCs remain open (at the end of P3), an increase of three from the last period.

The Romford Control Centre has the most reported CCs, the most common CC Category reported at the RCC (over 6 periods) is Electrical with 3.

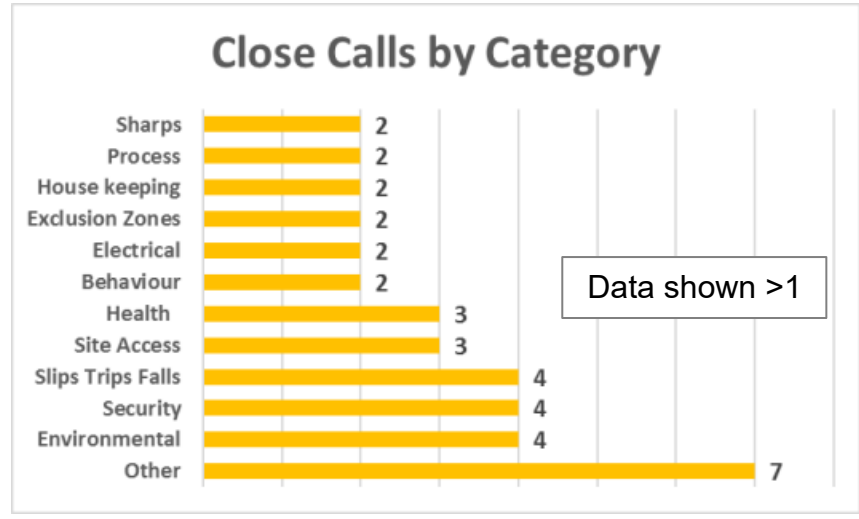
When looking at Close Calls by Category, other than Other which has seven, Environment, Security, and Slips, Trips, Falls are the most common recorded with four each.

61% of all CCs are reported within 24 hours of the event, showing a declining trend.

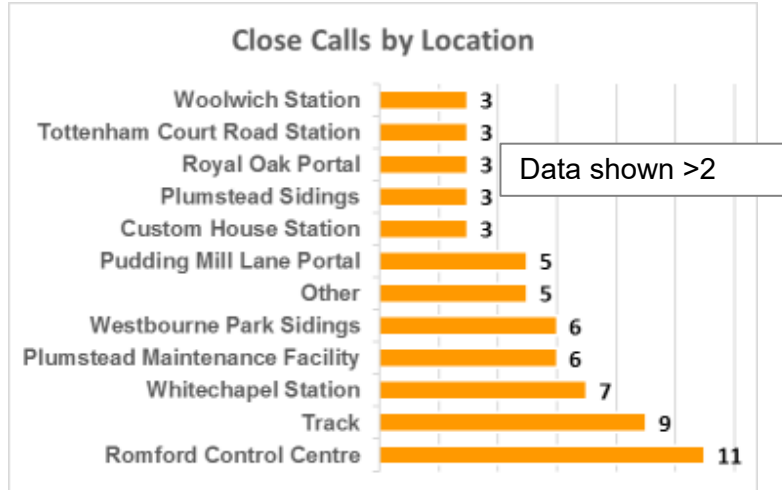
Trends



By CC Category (P1 to P3)



By Location Last Six Periods



Time to Report

