

# Safety, Health and Environment Quarterly report

## Quarter 1 2023/24

13 September 2023



# Table of Contents

Safety, Health and Environment Quarterly Report .....	3
Introduction and Executive Summary .....	3
Mayor’s Transport Strategy and Scorecard .....	5
Safety .....	5
Road safety performance .....	5
Public transport performance .....	8
Capital .....	10
Security .....	13
Work-related Violence and Aggression .....	13
Significant Prosecutions in Quarter 1 .....	14
Health .....	16
Sickness absence .....	16
Reset Health .....	16
Well@TfL .....	16
Occupational Health IT System .....	16
Occupational Health Building Move .....	17
Environment .....	18
One step further towards 100% renewable energy by 2030 .....	18
LED upgrades across our network .....	18
Introduction of the new DLR (B23) trains .....	18
Delivering our Electric Vehicle Infrastructure strategy .....	18
Meeting our Carbon Literacy targets .....	20
Increasing Green Infrastructure and Biodiversity in London .....	20
Delivering our Climate Change Adaptation Plan .....	20
London-wide Ultra Low Emission Zone (ULEZ) .....	20
Managing Tube dust safely .....	21

# Safety, Health and Environment Quarterly Report

---

## Introduction and Executive Summary

This Safety, Health and Environment (SHE) Quarterly Report summarises our performance in Quarter 1 of 2023/24; identifies strategic trends; and describes progress in delivering our strategic SHE programmes. The data referenced covers the period from 1 April 2023 to 24 June 2023, unless specified.

On Wednesday 9 November 2016, a tram overturned and derailed as it approached the Sandilands stop in Croydon. Seven people lost their lives that morning and 62 people were injured, 19 of them seriously.

At the end of July, we were sentenced to a fine of £10m under the Health and Safety at Work, etc Act 1974 in connection with the Sandilands tram crash. We will never forget those who died, nor those who were hurt and impacted by this incredibly tragic accident. Prior to the sentencing we issued an apology in court to the victims and their families and TfL's Commissioner and Chief Safety, Health and Environment Officer were in court for sentencing to hear from people who were injured and the families of those who died and the devastating impact the accident had – we will always be truly sorry for what happened.

We are determined that no such event should ever happen again on any of our services and are acutely aware of the suffering that resulted. Following the crash we have made extensive improvements to make the tram network safer for everyone. We are now in the process of reviewing the Judge's sentencing remarks and identifying the additional actions required in light of the

judgment and the evidence considered by the court. This includes some immediate actions that are already in hand as well as consideration of systemic factors that the Judge concluded contributed to the crash. More details will be shared with the panel at a future meeting.

In Quarter 1, we did not meet our targets for people killed or seriously injured in road traffic collisions on our roads or by buses. The data behind these scores is explained in the safety section of this report.

In May 2023 we published our report into road casualties in 2022 on London's roads. There has been significant progress made against the Mayor's Transport Strategy (MTS) baseline of 2005-09, with the number of people killed and seriously injured on London's roads reduced overall by 38 per cent against this baseline.

The number of children killed or seriously injured in 2022 was 63 per cent lower than the baseline, and the number of people killed on London's roads in 2022 was one of the lowest years on record, (noting that 2020 and 2021 were heavily affected by coronavirus pandemic restrictions and changes to travel patterns). However, we did not achieve the MTS target of a 65 per cent reduction in killed or seriously injured casualties on London's roads by 2022, and urgent action is needed to achieve our ambitious Vision Zero goal of eliminating death and serious injury from the transport network by 2041.

In our Casualties in Greater London 2022 report (Appendix D) we detailed that from 2023 onwards progress against the 2030 interim targets will be measured using a new 2010-14 baseline.

In June, a Prevention of Future Deaths report was issued by the Coroner to the Office of Rail and Road (ORR) and the Department of

Transport (DfT) following the inquest into the death of Christian Tuvi.

Work-related violence and aggression (WVA) towards our people and those of our operators and contractors continues to be at unacceptable levels. During Quarter 1, there were 2,467 incidents of WVA reported across all modes. This is an increase of 64 reported incidents compared to the same period in 2022/23. Fare evasion continues to be the most common trigger for WVA accounting for 47 per cent of all incidents this quarter.

Our Occupational Health team continues to run events aimed at giving staff the tools to better look after their overall health. In April we launched a third cohort of our Reset Health programme which is aimed at reversing conditions of diabetes/prediabetes and overweight/obesity. Further information on the progress of this programme will be detailed in future reports.

We continue to respond to the climate emergency and implement our wider Corporate Environment Plan. In response to continuing levels of illegal air pollution we have continued work in this quarter to rapidly expand the Ultra Low Emission Zone to the whole of Greater London.

London reached a major milestone with more than 1,000 zero emission buses. London has the largest zero emission bus fleet in western Europe with more than one in nine buses now zero emission. Our buses have the lowest CO<sub>2</sub> emissions per passenger kilometres compared to other global cities. We are on track to have a fully zero-emission fleet by 2034 and this could be accelerated to 2030 with Government funding. Converting London's bus fleet to zero-emission by 2034 will save an estimated 4.8m tonnes of carbon or an estimated 5.5m tonnes of carbon by 2030.

# Mayor's Transport Strategy and Scorecard

Our role is to enable London to move safely and sustainably, in line with the goals of the 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 all loss of life and serious injury 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 1 2023/24 Scorecard**

Measure	Unit	Q1 Target	Q1 Actual
People killed or seriously injured in road traffic collisions	Killed or seriously injured people	865	942
People killed or seriously injured in road traffic collisions in or by a London Bus	Killed or seriously injured people	56	73
Customers killed or seriously injured	Killed or seriously injured customers	48	46
Workforce all injuries	Killed or seriously injured colleagues	4	4

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

## Safety



### Road safety performance

In Quarter 1, 23 people were killed on London's roads, with a further 919 seriously injured, totalling 942 people killed or seriously injured in this period. This was a reduction in those killed or seriously injured (942) compared to Quarter 1 last year

2022/23 (983), with notable reductions in pedal cycle (242 in Q1, 2023/24 compared to 314 in Q1 2022/23) and motorcycle casualties (187 in Q1 2023/24 compared to 229 in Q1 2022/23).

Approximately 79 per cent of people killed or seriously injured were people walking, cycling or riding a motorcycle. Figure 1 shows that during Quarter 1 we missed our scorecard target for people killed or seriously injured on London's roads, Q1 target of 865 compared to actual casualty figures of 942.

The Q1 target of 865 represented the trajectory required to meet the 2030 MTS target of a reduction of 70 per cent against the 2010-14 baseline (see Appendix D of the 2022 Casualties in Greater London report<sup>1</sup>).

In line with our Vision Zero Action Plan, we have continued to implement interventions to improve street safety under the Safe System pillars of speeds, streets, vehicles, behaviour and post-collision response.

### Safe Speeds

Over 142km of the TfL Road Network now has a 20mph speed limit. The remainder of the programme to lower limits on a total of 220km of our roads has been accelerated to bring forward the delivery programme from three years to two.

We have recently installed new raised pedestrian crossings on the A10 Great Cambridge Road in Enfield, to complement the recent introduction of a new 30mph speed limit, a reduction from 40mph.

Construction works are also underway at six sites across Westminster to install raised pedestrian crossings and speed tables. Two of the six sites are complete, at Vauxhall Bridge Road by Chapter Street and St Johns Wood Road by Pavillion Apartments, with

<sup>1</sup> <https://content.tfl.gov.uk/casualties-in-greater-london-2022.pdf>

the remainder to be completed over summer 2023, subject to co-ordination of utility and highway works.

A further 65km of our roads is scheduled to have a new 20mph speed limit introduced by the end of this calendar year, at locations in Bromley, Croydon, Greenwich, Lewisham, Southwark, Lambeth, Wandsworth and RB Kensington and Chelsea, as well as a new 30mph speed limit on A4180 Ruislip Road in Ealing (reduced from 40mph). These projects are in detailed design.

The remainder of the programme is scheduled for delivery by March 2024, at locations in Wandsworth, Richmond, Merton, Sutton, Hounslow and Enfield. To align with a Healthy Streets project on Albert Road in Newham, a new project has been initiated to introduce a new 20mph speed limit in and approaching the north and south Woolwich Ferry terminals. These projects are approaching the end of concept design.

### **Safe Streets**

The 44<sup>th</sup> Safer Junction programme scheme at the York Road roundabout in Wandsworth was completed in early May 2023, delivering safety improvements for motorcycle users. Construction on the Holloway Road / Drayton Park junction started in late April 2023 and will deliver safety improvements for pedestrians, with new and improved crossings due for completion in spring 2024.

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.

A consultation was launched on 24 April asking people to have their say on newly unveiled plans to transform Catford town centre, reducing road danger and making it easier and safer for people walking, cycling and using the bus in Catford.

### **Safe Vehicles**

#### *Direct Vision Standard*

Since the introduction of the Direct Vision Standard (DVS), implemented to help save lives and prevent life-changing injuries, we have issued more than 259,683 permits. Over 155,379 of these were issued for zero-star rated heavy goods vehicles (HGV) that have now had safe systems fitted, addressing blind spots and warning other road users of the danger.

The [consultation](#) on the next phase of the DVS scheme launched on 14 February and concluded on 3 April.

After considering all of the responses received and the issues raised, we made a number of modifications to our proposals. London Councils' Transport and Environment Committee (which is the decision-making authority for the HGV Safety Permit Scheme) approved our recommendations at its 8 June 2023 meeting, allowing the next phase of implementation to begin.

#### *E-scooter rental trial in London*

London's e-scooter rental trial celebrated its second anniversary in June 2023. The largest trial running nationally, it has 10 participating boroughs, a fleet of approximately 5,000 vehicles to hire and a network of more than 600 parking bays. The trial has focused on safety throughout, with operators supporting Vision Zero.

Since launching, more than 2.5 million journeys have been made, covering more than 6.46 million kilometres, and recently published data from the first 18 months of the trial showed that fewer than 0.001 per cent of trips resulted in serious injury. There were no fatalities and 22 serious injuries reported by operators over this period.

Rental e-scooters are the only way to legally ride an e-scooter on public roads or in other

public places. The DfT's updated guidance allows local authority rental e-scooter trials to continue until 31 May 2024. In response to this, we launched a competitive procurement for operators to run the next phase of the London trial.

Contracts with current e-scooter operators Dott, Lime and TIER were temporarily extended to continue the trial to enable the procurement for the next phase to be completed. The extension follows the recent Government announcement of plans to create a new vehicle category in legislation for low-speed zero-emission vehicles, which would include e-scooters. Continuing the trial of rental services will ensure we continue to learn about e-scooters and the role they can play in London's transport. The safety requirements for vehicles in the trial exceed the requirements set by the DfT and will continue to be considerably more robust than those for the most common private e-scooters.

## 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 April – May 2023, the MPS dealt with:

- 138,531 road traffic offences through enforcement action<sup>2</sup> (95 per cent of all road traffic enforcement action taken by the MPS was for priority offences)<sup>3</sup>;
- 124,388 speeding offences (including 95 per cent through safety cameras, four per cent through mobile safety cameras, one per cent through

roadside enforcement). We are working towards having the capacity to enforce up to one million speeding offences by 2024/25.

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

### *Marketing and Education*

Demand and attendance on both our motorcycle safety training courses remains strong. Between Period 1 and Period 2 of 2023/24, 286 riders have completed 1-2-1 Motorcycle Skills and 160 riders have completed Beyond Compulsory Basic Training (CBT) which is aimed specifically at those who ride for work. Since the inception of our motorcycle courses, 5,000 individuals have been trained across the two courses. Information on all our motorcycle training courses can be found here.

### *Motorcyclists Compulsory Basic Training*

People riding low-powered motorcycles of up to 125cc account for the majority of seriously injured people and a large proportion of those killed in motorcycle collisions in London. These small bikes can be ridden on a CBT licence. We collaborated with Motorcycle Industry Association, the National Motorcyclists Council, other transport authorities and road safety charities to call on the Government to consider making changes to CBT for motorcycles to reduce danger on roads in a letter to the Secretary of State for Transport.

We sent this letter on 18 July 2023 to encourage Government to make improvements to CBT in line with the consultation that took place in 2016, which

<sup>2</sup> 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).

<sup>3</sup> 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.

DfT issued a response to in 2017 suggesting a range of improvements. These have, so far, not been implemented.

In December 2022 Government announced the creation of the Motorcycle Strategic Focus Group, which is managed by DfT and the Driver and Vehicle Standards Agency, and considers a range of issues affecting motorcyclists in the context of wider policy. One of the areas of focus for this group is road safety strategies. As such we hope that this letter will provide an opportunity to encourage Government to act on this matter. Additionally, the development of the letter has helped shape a powerful and productive partnership with the other organisations who are signatories on this issue.

### **Post Collision Learning**

Since the publication of the '[Inequalities in road danger in London \(2017-2021\)](#)' report we have been engaging with London borough councils that have shown the highest rates for casualty location and casualty rate. This engagement brings together both local and strategic knowledge to assist in further investigating why certain locations and Londoners are at higher risk of being killed or seriously injured and will support action-planning.

### **Bus Safety Strategy**

We have developed a new Bus Safety Strategy, to be published in September, which brings together existing and new actions across the Safe System pillars to reduce casualties on the bus network.

The strategy includes the continued rollout of the Bus Safety Standard, with new safety technologies and features being installed both on new buses and existing vehicles through our retrofit programmes. We now have over 1,000 buses which meet the current Standard, and we are undertaking research and development work to identify

new safety measures for inclusion in the Standard beyond 2024.

The strategy brings together the breadth of collaborative working across the London bus industry to improve safety and demonstrates how the industry is pulling together to achieve Vision Zero for the London bus network.

We have put together an extensive programme concentrating on driver health, wellbeing and fatigue management, and continue to develop and deliver new initiatives in this area in collaboration with our bus operators. We continue to focus on innovation and recently launched our latest Innovation Challenge, with a focus on reducing on-board bus customer injuries. We will work with product suppliers to trial and evaluate a range of safety solutions over the coming months.

### **Public transport performance**

We had no reportable fatalities on our network in Quarter 1. However, the metric does not include deliberate acts.

We are saddened to report that 59 customers were seriously injured across our public transport network in Quarter 1. Thirty-nine of these serious injuries were due to slips, trips and falls – of these, 24 occurred on London Underground and 17 happened on buses as passengers were alighting or lost balance when brakes were applied. Four customers incurred serious injuries at the platform-train interface and a further three customers sustained a serious injury while travelling on escalators.

Overall incidents are lower this quarter than in Quarter 4 2022/23.

### **Major incident details as below:**

We take every incident on our network very seriously.



We would like to highlight one serious incident that occurred in Quarter 1:

On 8 June, the wheelchair of a passenger, who arrived at the bus stop as the bus was preparing to depart, became caught on the rear wheel arch of the bus as it left the bus stop. The wheelchair user and their chair remained upright, and the driver brought the bus to a safe stop without any serious injuries.

The replacement of wing mirrors with camera monitoring systems, already fitted to over 970 vehicles as part of the Bus Safety Standard, will help reduce blind spots and provide enhanced visibility for our bus drivers, particularly in poor weather and lighting conditions, and reduce the likelihood of similar future incidents.

### **SHE Management System**

A major milestone was reached on 1 June 2023 when we completed a three-year project to update and completely overhaul our SHE management system. Managing safety, health and environmental risks is at the heart of everything that we all do. This is why we have created the new management system: to provide a place for all things relating to SHE, where colleagues can access digital content to help them better understand what they must do to comply with our instructions and guidance and enable them to access the tools they need to do this.

Over the launch period, the new site had around 45,000 hits and more than 2,500 new users, and feedback from colleagues has been very positive. The new management system is now fit for purpose and gives us a firm foundation on which we can continuously improve our performance.

### **SHE Culture**

A strong SHE culture is a key element of managing SHE risks. We have developed and piloted a SHE Culture Maturity Model and

process for measurement and improvement planning. In Quarter 1, we began a programme of rolling this out to target areas within the business. An overview of this programme will be brought to the Panel meeting in November 2023.

### **Slips, Trips and Falls**

Slips, trips and fall incidents represent a long-standing issue across our network and the wider public transport industry.

In response to this continuing challenge, the next Bus Safety Innovation Challenge will be focused on innovative solutions to reduce bus customer injuries as a result of slips, trips and falls. In preparation for this, we have carried out a review of CCTV data around slip, trip and fall incidents to gain deeper understanding of why these incidents happen.

In addition, we have been working in partnership with the global market research agency 2CV on a research project into customer behaviours, environmental, social and personal factors that may affect safety outcomes. Insights from this work will be used in engagement with innovators to develop trial solutions which aim to address some of the issues we have identified.

On London Underground, slip, trip and fall incidents are common on escalators. To address this, the Escalator Safety Steering Group took the decision to produce a programme of Quick Win Solutions at the top 10 stations for slip, trip and fall incidents on escalators following workshops at these stations. The programme is being reviewed and a plan will be developed for rollout. These include initiatives such as reducing visual distraction to ensure that safety messages on location specific issues 'cut through' and are more noticeable to customers, ensuring station colleagues are deployed in specific areas of stations (where

possible) to encourage vulnerable customers and customers carrying luggage to use lifts rather than stairs / escalators.

### **Intoxication**

We know from past years that intoxication-related incidents spike across London Underground throughout June and July. Due to the good weather in the early summer, we brought our planned summer intoxication strategy forward.

This campaign includes a refreshed customer information campaign, with bespoke London Underground intoxication posters as well as additional whiteboard posters for events, reinforcing the messages around carrying open containers of alcohol. We have also briefed station colleagues on incident hot spots, intoxication-related insights from previous years as well as reinforced messages on the use of body-worn cameras, incident reporting and our process for interacting with vulnerable customers.

### **Platform-Train-Interface**

The Platform-Train-Interface (PTI) is a key point of risk in passenger journeys. We have begun a collaboration with the Rail Standards Safety Board (RSSB) and the wider rail network to tackle this issue. In addition, we recently completed the Line Operations PTI plan for London Underground, however it is yet to be ratified (there will be a full network PTI group meeting on 13 September to discuss this). The focus will be on ensuring effective action planning and tracking is in place, and on raising station colleague and train operator awareness of the PTI risk and their role in managing it.

### **Fatigue Management Programme**

#### *Pilot Studies*

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 engagement sessions. We are planning to pilot the approach across different bus stations, maintenance depots and office control centres in 2023/24. Subject to this pilot and evaluation being successful, we will consider rolling the interventions out further.

#### *Fatigue Management Education*

As part of our ongoing proactive approach to managing fatigue and its impacts on our colleagues, we have developed a fatigue and shift work awareness guide specifically for the families and friends of our colleagues. This has been produced to help them support their family member or friend in understanding and managing their rest periods to help reduce the potential consequences of fatigue. We are working to ensure this is issued as standard to all new colleagues during their onboarding process and will be hosted on our website. Additionally, through our internal communications, this guide is being made available to all colleagues.

### **Capital**

Capital includes activity under the Chief Capital Officer as well as maintenance activity for which the Chief Operating Officer is responsible. In Quarter 1, our Capital teams worked a combined total of 1.9 million hours; a decrease of 0.7 million hours from the previous quarter.

#### **Quarterly performance**

In Quarter 1, there were two incidents which reached the over seven days absence threshold and as such were reported under the Reporting of Injuries Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR). As a result, the RIDDOR accident frequency rate for the Capital area has risen from 0.07 to 0.1 at the end of Quarter 1. During the same period there were three 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 4 2022/23, 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 10 injuries reported during Quarter 1, eight less than reported during the previous quarter. As such, the long-term trend of workforce injuries in Capital continues to decline as we work towards our zero harm ambitions.

### **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:

**Piccadilly Line Upgrade:** A person operating a drill struck a high voltage cable in a duct within a tunnel wall. Fortunately, there was no injury, as the cable was not 'live' at the time. This incident is the subject of an ongoing investigation so that lessons are learnt and shared in our organisation and with our suppliers.

**Four Lines Modernisation:** The new communications-based train control system continues to have a very good level of reliability in service. The software defects previously reported continue to be managed. Mitigations have been put in place to support Service Controllers, and plans have progressed for revisions in the software to rectify the problems. The ORR continues to be informed of progress with this.

### **Capital Safety, Health and Environment Improvement Plan**

The Capital Safety, Health and Environment Improvement Plan has delivered two significant projects this quarter.

Firstly, our engineering and asset strategy teams have focused on educating our teams on environmental impacts and how to

effectively reduce these. A specific outcome of this improvement is for us to have a consistent approach to carbon baselining, meaning the amount of carbon dioxide we emit before any activity to reduce these, and the reduction of emissions across new projects. Topics covered so far include carbon management and reduction, green infrastructure, biodiversity and insights into climate adaptation and flooding.

Secondly, an interactive focus to bring SHE issues to life on site, titled the LEGO campaign, or Learn, Engage, Get Out has launched. Following educational and practical sessions in May, the months of June and July were our Get Out months, where we encouraged as many of our capital and engineering people to get out to site, particularly where their roles are normally more office based. Our aim is to improve engagement with the people who are delivering our capital projects, show them we are supporting them and for us all to take the opportunity to learn and improve.

### **Christian Tuvi inquest**

On 18 September 2019, one of our contractor colleagues, Christian Tuvi, died as a result of injuries sustained while working at Waterloo Underground station. Mr Tuvi's death was a tragedy, and our thoughts remain with his family and friends. We have been in regular contact with Mr Tuvi's family since his death to offer support.

The inquest into Mr Tuvi's death took place in June 2023 at Southwark Coroner's Court before a jury. London Underground was one of the Interested Parties in the inquest, and a representative of London Underground gave evidence at the inquest. London Underground's suppliers and the ORR also gave evidence. The jury concluded that Mr Tuvi died of an accident and gave a narrative of the circumstances of his death.

The coroner issued a Prevention of Future Deaths report to the ORR and DfT concerning the provision of training to our contractor's operatives to inch moving walkways and escalators. This issue has now been resolved with KONE the principal contractor. We continue to focus on improving safety and will implement new safety measures which will keep our colleagues and contractors safe.

# Security



## 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 1

During Quarter 1, there were 2,467 incidents of WVA reported across all modes. This is an increase of 64 reported incidents compared to the same period last year.

In Quarter 1, there were 1,186 incidents of WVA reported by staff working on London Underground (48 per cent of all reported incidents), 1,019 incidents of WVA reported on the bus network (41 per cent of all reported incidents) and 262 incidents reported by staff from all other modes (on-street, Elizabeth Line, London Overground, DLR and London Trams).

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

Between June 2022 to May 2023 there were 152 VWI offences reported to the police on the bus network; a similar level to the number of VWI offences reported in the previous 12 months (145 offences). On rail modes (London Underground, London Overground, DLR, Elizabeth line and London Trams) there were 74 VWI offences reported to the police; equally a similar level to the previous 12 months (71 offences).

### Solved rate for WVA offences investigated by the police

Between December 2021 to November 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. The lower solved

rate is a result of a combination of factors: an increase in reported WVA offences increasing demand on investigative resources; an increase in public order offences where fewer evidential opportunities exist; and a decline in victims wanting to participate in the criminal justice process, particularly bus drivers. We have a programme of engagement with bus operators underway to improve bus drivers' confidence to report and support police investigations. We are doing more to increase the uptake of body worn video which is particularly important for verbal assaults due to the audio recording. Increasing the solved rate continues to be an area of focus.

Solved rates were higher for violence offences (17 per cent) compared with public order offences (11 per cent). The solved rate varies by mode with a solved rate of 15 per cent for London Underground and 13 per cent for bus-related offences and all other rail modes.

### 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 71 per cent compared to the previous 12-month period. There are many reasons that victims choose not to support an investigation including their confidence in the judicial system and the likelihood of a successful outcome. We are working with our police partners to better understand the reasons so we can address them and support our colleagues through the judicial process.

### Insight into WVA triggers

In Quarter 1, 404 of the reported WVA incidents were classified as physical assaults. This compares to 365 physical assaults reported in the same quarter last year and represents a 10.6 per cent increase.

Fare evasion and ticket disputes continue to be the most common trigger for WVA accounting for 47 per cent of all incidents, this is a similar level to Quarter 4 2022/23.

There has been an increase of 13 per cent in the proportion of reported WVA incidents that were triggered by customer anti-social or aggressive behaviour, between Quarter 1 2022/23 and Quarter 1 2023/24. There has also been a rise of three per cent in the proportion of reported WVA incidents where the perpetrator is believed to have been intoxicated, from 190 in Quarter 1 2022/23 (eight per cent) to 268 in Quarter 1 2023/24 (11 per cent).

### **Progress against the WVA action plan**

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

In 2019, we introduced Transport Support & Enforcement Operations Officers (TSEOs) to support our frontline colleagues as part of our WVA Strategy. They play a key role in tackling WVA by dealing with anti-social behaviour and enforcing TfL byelaws. In May, following a review of their working practices, TSEOs began to work across the entire London Underground station footprint including on platforms and in ticket halls, either side of the gateline. Since working on this in Quarter 1, our TSEOs have made 600 interventions for gateline offences and reported 300 offences for prosecution.

In total in Quarter 1, our TSEOs carried out over 1,900 station/network visits, dealing with over 3,200 non-compliant individuals. Of these, 572 individuals refused to comply and were denied entry or to travel and 350 individuals were removed from our services for their antisocial behaviour. Officers reported 660 individuals for prosecution.

## **Significant Prosecutions in Quarter 1**

### **Harrow-on-the-Hill Underground station**

In May 2023, a London Underground colleague was viciously assaulted at Harrow-on-the-Hill Underground station. The suspect was arrested and pleaded guilty to grievous bodily harm, sentencing has now been adjourned to the end of October.

### **Pimlico station**

On 22 October 2022, a colleague approached a man who was seen on CCTV to be smoking and littering at Pimlico station. The man became aggressive, slapped the colleague in the chest and the face. Through CCTV images and body worn video evidence the man was arrested. He was sentenced on 8 June 2023 to a community order and to pay compensation and costs totalling £364.

### **North Greenwich bus station**

On 2 July 2022 at North Greenwich bus station a member of revenue staff was verbally abused. The case was heard at Bexley Magistrates' Court on 26 June 2023. Having originally entered a plea of not guilty, on the day of the trial, the defendant changed his plea to guilty, also making the request to the court to not be present while the body worn video footage of his actions was played. He was sentenced to pay costs, a fine and victim compensation totalling £1,200.

### **White City station**

On 10 October 2022 at White City station a customer service supervisor was assaulted. The incident was witnessed by three of the victim's colleagues on duty at the time. All involved attended Westminster Magistrates' Court on 19 June 2023 supported by the WVA team and the British Transport Police staff assaults unit. The defendant pleaded guilty to the assault and was sentenced to six weeks in prison.



## Health



### Sickness absence

Mental health and musculoskeletal absence remain the main reason for long term absence. Covid-19 is the main reason for short term absence. This is the case in general across the UK.

Figure 11 of the annex to this document provides an in-depth view of the related data.

### Reset Health

Following the success of the previous cohorts of employees who joined the Reset Health programme which aims to reverse the conditions of diabetes/prediabetes and overweight/obesity we launched a third cohort in April. Through the generosity of the Staff Welfare Fund (Transport Benevolent Fund) we were able to offer 100 places for our employees. The response was overwhelming so much so that Reset Health quickly contacted their charity partners who were able to offer a further 100 free places.

Even at this early stage of the 12-month programme it is exciting to report that some employees with Type 2 diabetes have already been able to reduce the amount of medication which they require to control their condition.

The team at Reset Health also identified a number of employees who may have sleep apnoea. This is an underdiagnosed condition which is associated with an increased risk of safety related incidences. Through our Medical Assistance Programme, we will be able to help this group to get timely investigations and treatment.

### Well@TfL

Our Wellbeing Technicians have been conducting health checks most recently at

Acton Depot where in total, approximately 120 colleagues benefited from the initiative, including those working night shifts (27.4 per cent of participants were shift workers, with an additional 16.4 per cent working only at night). Of those who took part in the checks, around 20 per cent were smokers, with nine per cent using e-cigarettes and vaping. This is higher than the UK estimate of 14.1 per cent (ONS, 2019), although in line with the estimated number of smokers amongst people in routine and manual occupations (23.4 per cent) (ONS, 2019). In response we are working with members of the Greater London Authority (GLA) public health team to develop a clear smoking cessation pathway which we can offer to interested colleagues.

Nearly 41 per cent of those tested were referred to their GP as a result of one of their test results. This really demonstrates the benefit of these checks, and our wellbeing technicians will follow with this group in the next few months to see if they were able to see their GP and resolve the health issues. Early treatment and lifestyle changes for undiagnosed conditions will in the long run lead to improvements in health.

The Well@TfL bus and the technicians are now moving on to other sites and information will be available on our SharePoint site.

### Occupational Health IT System

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



## **Occupational Health Building Move**

The OH department will be moving from its current location at 200 Buckingham Palace Road to a self-contained building in Borough High Street. This will provide the OH team with a newly purpose built location.

Collaboration between the assigned contractors and various design teams have taken place to ensure the building meets the sustainability and wellness aspirations of TfL. Through additional work with the Design Council, the OH department have managed to secure a supplementary grant to help enhance the overall look and feel of the building ensuring that sustainable materials are used as far as possible.

## Environment



### One step further towards 100% renewable energy by 2030

Our first Power Purchase Agreement tender is a vital step towards ensuring that our operations can be net zero by 2030.

We had an encouraging response to the standard Selection Questionnaire, and this has allowed for the competitive process to progress to the Invitation to Tender stage.

The next major milestone is the initial outcome of the tender evaluations which is scheduled for September, with contract signature still on track for early 2024.

This tender encourages the market to increase the volume of renewable energy supplying the national grid.

### LED upgrades across our network

We are replacing traditional lights across our network with LED lighting.

More than half of lights in bus shelters have been converted to LED. The new lighting uses around 57 per cent less energy, while providing 10 per cent brighter light, making the shelters less expensive to operate while making them more welcoming and safer for everyone across the network.

LEDs use much less energy and do not need to be replaced as frequently, meaning they consume less carbon in energy, materials and maintenance and are therefore cheaper to run. They are a slightly brighter, clearer light offering improved visibility and greater safety for everyone on the network.

We have replaced fluorescent tubes with brighter LED tubes at more than a quarter of Tube stations, which uses half the energy to

run, resulting in a 60 per cent carbon reduction. The fluorescent tubes last 15,000 hours whereas our new LED tubes last 100,000 hours – saving on maintenance.

We have recently upgraded Neasden depot with approximately 500 LED lights. The new LED lights will last seven to eight years compared to the old fluorescents, which typically only last one year.

### Introduction of the new DLR (B23) trains

Two new DLR replacement B23 trains have been delivered, coupled and commissioned at Beckton depot. Next year, we will carry out testing to secure regulatory approval so they can enter passenger service. We are also able to confirm that we will be receiving 11 additional trains to supplement the original order of 43 trains. This means a total of 54 new trains are planned to be introduced from 2024, with the full fleet installed by 2026.

The new trains feature a walk-through design, latest audio and visual real time travel information, air conditioning and mobile device charge points. In addition, the new trains have a 20 per cent greater capacity than the existing trains but being only seven per cent heavier, giving lower energy consumption per passenger. The trains also have improved accessibility with a variety of seating types, large spaces for wheelchairs/ mobility scooters, and helpful lighting to indicate open/closed doors.

When all 54 new trains are introduced by 2026 it will help boost overall capacity by more than 60 per cent.

### Delivering our Electric Vehicle Infrastructure strategy

In May, we awarded Zest a contract to roll out 39 new electric vehicle charging bays across 24 locations in south and southwest London by the end of 2024 including outer London boroughs such as Sutton and

Bromley. The charging infrastructure will be placed in parking bays near key routes used for essential road journeys typically made by high mileage, commercial users – including taxis and freight.

## Meeting our Carbon Literacy targets

We closed out Quarter 1 having mobilised nearly 10 coordinators and 60 volunteer trainers to work together to train 3,000 colleagues by the end of 2023/24 in Carbon Literacy. Since summer 2022, we have trained nearly 1,000 colleagues and remain confident we will achieve our target.

Our Carbon Literacy course is peer to peer led accredited training which raises awareness about carbon and our opportunity as TfL and as individuals to drive down our carbon emissions to help mitigate and adapt to climate change.

## Increasing Green Infrastructure and Biodiversity in London

Following successful trials across north London, we have now delivered an additional 74,000 square metres of wildflower verges this spring. This takes the total of wildflower verges across our road network to almost 130,000 square metres, equivalent to 18 football pitches. The programme is a key part of our forthcoming Green Infrastructure and Biodiversity Plan, which will set out how London's transport authority will respond to the ecological crisis.

As well as increasing biodiversity on roadside verges, we are also working to implement new Sustainable Drainage Systems (SuDS) across London, with a particular focus on SuDS that include green infrastructure, such as rain gardens. The MTS includes a target to deliver an effective surface area of 50,000 square metres to first drain into SuDS features rather than conventional drains and sewers. We are committing to delivering 5,000 square metres of catchment a year along our road network as part of this target.

We also planted over 400 trees in 2022/23, meeting the MTS target of one per cent year-on-year increase in trees across our road network.

## Delivering our Climate Change Adaptation Plan

Our first mandatory submission under the Taskforce on Climate-related Financial Disclosures will be included in our Annual Report. We are also preparing for our fourth Adaptation Reporting power submission to Department for Environment, Food & Rural Affairs next year.

In line with our Climate Change Adaptation Plan, we have continued to engage with key third-party stakeholders on climate change adaptation. For example, we helped develop the RSSB's Adaptation Maturity Matrix for the rail sector, as well as inform the design of a future new Adaptation Handbook for the transport sector.

We have also prioritised funding for several key projects that will deliver SuDS, to help us meet our Adaptation Plan commitment of 5,000sqm of catchment draining into SuDS each year.

## London-wide Ultra Low Emission Zone (ULEZ)

The ULEZ was expanded London-wide on 29 August 2023, ensuring five million more Londoners can breathe clearer air. This included installation of signage and enforcement camera infrastructure to support the expansion.

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. Since then, criteria have been expanded first to Londoners on child benefit and now to all Londoners with a non-compliant car or motorcycle as well as small businesses. Small businesses and charities can now scrap or retrofit up to three vehicles each and payment levels for van and minibus scrappage have increased by £2000 to

£5,000 and £7,000 respectively, and retrofit by £1,000 to £6,000. The payments for those replacing vans or minibuses with electric versions have also increased. Wheelchair Accessible Vehicle scrappage payments have also doubled from £5,000 to £10,000. These changes have been supported by the Mayor committing an additional £50m to the scrappage scheme, taking the total funds to £160m.

There is also a new grace period of up to six months for London based sole traders, businesses and charities who have ordered compliant vehicles but have been informed that delivery will be after 29 August. There will also be a grace period of up to three months for those who have booked a retrofit appointment for a non-compliant light van or minibus before that date.

### **Managing Tube dust safely**

We have been working for many years to reduce Tube dust, and will continue to do so.

We continue to assess and grade our Tube network and prioritise locations for cleaning. In addition to our cleaning regime, we are also enhancing our collection of data to further inform our work. Our monitoring has shown that dust levels on the Tube remain well below limits set by the HSE, and further monitoring – carried out by an independent company – will be published later this year. From this spring, track cleaning supervisors also started carrying out air quality monitoring from within the train operator's cab every two months).

We have commissioned academic studies by independent researchers from Imperial College London to better understand any health impacts of Tube dust on our colleagues and customers. We will share any intermediate and final study results as they become available, and expect the first of these studies to be published later this year.