

Appendix 1

Safety, Health and Environment Quarterly report

Quarter 2 2023/24

15 November 2023



EVERY JOURNEY MATTERS

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Safety, Health and Environment Quarterly Report

Introduction and Executive Summary

This Safety, Health and Environment (SHE) Quarterly Report summarises our performance in Quarter 2 of 2023/24, identifies strategic trends, and describes progress in delivering our strategic SHE programmes. The data referenced covers the period from 25 June to 16 September 2023, unless specified.

In Quarter 2, 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.

On Monday 18 September 2023, we brought together road safety charities, policing partners, the emergency services, London councillors, civil servants and Assembly Members for the third Vision Zero Summit. The event signified five years since the publication of the Vision Zero Action plan, which sets out our commitment to eliminate deaths and serious injuries from London's transport network.

At the summit, we announced a new, much-needed one-year pilot of support for victims of road crashes. It will be delivered through a partnership with the charities Brake and RoadPeace, the Metropolitan Police Service (MPS), the City of London Police, and the Mayor's Office for Policing and Crime (MOPAC) which is co-funding the pilot. Attendees were provided with an insight into the service before it launches in November. The summit also heard personal stories from the sister of a victim to road trauma, Tesse Akpeki and a case worker from Brake, Louise

Beams, which highlighted the value of post-collision support.

In September our new Bus Safety Strategy was published. It evaluates progress against our Vision Zero targets for the bus network and estimates the gap between the activity that is currently underway and achieving our targets.

Also in September, along with other delivery companies we launched a new road safety charter, to help keep motorcycle delivery riders and other Londoners safe on the roads. The charter is aligned with the Mayor's Vision Zero shared goal of eliminating death and serious injury from the transport network by 2041.

In Quarter 2, we tragically had two reportable fatalities on our public transport network. Our thoughts remain with the families and friends of the victims. Sadly, 53 customers were seriously injured across the TfL public transport network in Quarter 2. This is 10 per cent fewer than the 59 customers that were reported in Quarter 1 of 2023/24 (from 1 April to 24 June 2023) (Q1).

The Platform-Train-Interface (PTI) is a key point of risk in passenger journeys. We have developed a Line Operations PTI plan for London Underground. The plan is due to be published in the beginning of November 2023.

There was a total of 11 injuries reported during Quarter 2 for Capital. The most common cause of these was manual handling incidents. Injuries to colleagues working in Capital continue to decline as we work towards our zero harm ambitions.

Sadly, this quarter there were a significant number of incidents involving violence and aggressive behaviour towards our staff including contractors working at Ultra Low Emission Zone (ULEZ) sites. During Quarter

2, there were 2,437 incidents of work-related violence and aggression (WVA) reported across all modes. This is a decrease of 36 reported incidents compared to the same period last year and a decrease of 30 reported incidents from Q1. We continue to encourage our teams to report such incidents, so that appropriate action can be taken by management or the police.

Our Occupational Health team continues to run events aimed at giving our colleagues the tools to better look after their overall health. Reset Health and their Roczen programme has been recommended by National Institute of Care Excellence (NICE) as one of the four digital programmes in the NHS to deliver specialist weight management services alongside medications (GLP-1 RAs). This is positive news as it highlights the efficiency of the programme and our team's delivery of the initiative.

ULEZ expanded London-wide on 29 August, bringing cleaner air to the five million people who live in outer London. In August 2023, the Mayor added an extra £50m to the £110m scrappage scheme to take this to £160m. The scheme was first open to support low income and disabled Londoners, small businesses and charities in the run up to ULEZ expansion and from 21 August the scheme was opened to all Londoners with non-compliant cars or motorcycles.

In addition, the Mayor announced a short-term grace period for London-based sole traders, micro and small businesses and charities to give them time to comply with ULEZ requirements. The deadline for applications is 29 May 2024, but the new vehicle order or retrofit booking needs to have been made before 29 November 2023 to be eligible.

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 all loss of life and serious injuries from London's transport networks by 2041.

Figure 1: Quarter 2 2023/24 Scorecard

Measure	Unit	Q2 Target	Q2 Actual
People killed or seriously injured in road traffic collisions	Killed or seriously injured people	880	969
People killed or seriously injured in road traffic collisions in or by a London Bus	Killed or seriously injured people	59	60
Customers killed or seriously injured	Killed or seriously injured customers	48	51
Workforce all injuries	Killed or seriously injured colleagues	5	4

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

Safety



Road safety performance

In Quarter 2, there were a total of 969 people killed or seriously injured on London's roads. Among the 27 people killed were 15 people walking, five people riding a motorcycle, four people cycling and three car occupants. Quarter 2 casualty figures are an increase compared to Q1 (942). There was an increase in those killed or seriously injured while walking (302 in Q2, 256 in Q1). There was a

decrease in those cycling (242 in Q2, 314 in Q1) and riding a motorcycle (187 in Q2, 229 in Q1). This pattern is similar to what was observed in Q2 of 2022/23 compared to Q1: an increase in killed or seriously injured casualties for those walking but decreases in those cycling and riding a motorcycle. This period those walking, cycling and riding a motorcycle accounted for 79 per cent of the total killed or seriously injured casualties.

During Quarter 2 we did not meet our scorecard target for people killed or seriously injured in road traffic collisions on London's roads. The target for Quarter 2 is 880 and there were 969 people killed or seriously injured.

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

Safe Speeds

In Quarter 2, we completed works to deliver raised crossing points in the City of Westminster to complement the 20mph speed limit in the borough. A new 40mph speed limit came into force on 1.8km of A4 Bath Road in Hillingdon, alongside pedestrian safety measures and a new 20mph speed limit was introduced in West Wickham town centre in Bromley.

Works are now underway to lower the speed limit to 20mph on sections of our roads in the boroughs of Kensington and Chelsea, Greenwich and Lewisham.

Lamp column mounted banners have now been installed across these corridors to help raise driver awareness of the new 20mph speed limit and to complement the newly launched radio and digital advertising campaign.

Outcome definition work is taking place on identifying where complementary speed reducing features such as green infrastructure, lane reallocation and raised crossing points can be installed to provide a self-enforcing speed limit where it has recently been introduced, in line with Department for Transport guidance on setting speed limits.

Safe Streets

Construction is underway at the Holloway Road/Drayton Park junction, the 45th junction on the Safer Junctions programme. This will deliver safety improvements for pedestrians with new and improved crossings. The first phase of these works at the junction of Hornsey Road/Hornsey Street was completed in early September. Works now continue at the Drayton Park/Palmer Place junction, with the scheme due to be completed in spring 2024.

In June we published the consultation report on the proposed safety improvements in the area around Battersea Bridge. We received 983 responses to the consultation in total and we intend to proceed with the scheme as proposed with some changes to bus lane hours following feedback received during the consultation. Further design and survey work is continuing at pace on this scheme following the tragic cyclist fatality on Battersea Bridge in August 2023.

We are also continuing with design and outcome planning work on the remaining Safer Junctions and we are committed to public engagement on potential changes to 10 further Safer Junctions by the end of 2024.

Safe Vehicles

[Bus safety strategy](#)

In early September we celebrated the milestone of achieving 1,000 buses meeting our Bus Safety Standard.

On 7 September we published our new Bus Safety Strategy that sets out how we will achieve Vision Zero for the bus network. It reviews progress against our Vision Zero targets for the bus network and estimates the gap between the activity that is currently underway and achieving our targets. The strategy sets out what our focus should be for the next few years to close this gap, address risk and improve the safety of our buses for all road users and bus customers.

The strategy sets out key activities such as retrofitting technology onto the existing fleet, including: Intelligent Speed Assistance technology to limit the bus to the posted speed limit, Responsive Acoustic Vehicles Alerting System to alert pedestrians to the presence of quiet running buses, and camera monitoring systems which replace wing-mirrors with superior quality vision (eliminating blind spots and removing a hazard projecting from the bus) in all weather and lighting conditions. It also includes fitting 500 buses with fatigue detection technology and sets out plans for research and action on industry wide issues such as pedal application error and fatigue.

We will also actively seek out new products and solutions to resolve challenges and emerging risks through the launch of the fourth Bus Safety Innovation Challenge focusing on customer injuries.

You can find the Strategy on our website here: <https://content.tfl.gov.uk/bus-safety-strategy.pdf>

You can see the press release here: <https://tfl-newsroom.prgloo.com/news/tfl-sets-out-bold-new-strategy-for-making-buses-safer>
Direct Vision Standard (DVS)

Since the introduction of the DVS scheme, we have issued more than 259,683 permits. At least 160,028 of these were issued for

zero-star rated heavy goods vehicles (HGVs) that will have now fitted the Safe System, addressing blind spots and improving the driver's direct and indirect vision from their cab. Over 138,693 penalty charge notices were issued where HGVs entered London without a permit or were not compliant with the Safe System requirements as of summer 2023.

Earlier in 2023 we consulted on the next phase of the DVS scheme, the new Progressive Safe System (PSS) and enhanced threshold for HGVs to operate in London. In June, TfL and London Councils' Transport and Environment Committee confirmed their decision to adopt the enhanced requirements, meaning that vehicles with a DVS rating of less than three stars will now need to be fitted with the PSS from October 2024. The new PSS takes advantage of technological and regulatory developments over recent years such as improved blind spot sensor technology becoming more widely available.

We also recently published our updated DVS operator's guidance and technical standards for HGV drivers to support them in procuring, fitting and operating the PSS in practice. Our focus now is on supporting the road freight sector to update their vehicle safety systems where necessary ahead of the new requirements becoming mandatory in October 2024.

E-scooter rental trial in London

TfL, London Councils, participating London boroughs and e-scooter operators Dott, Lime and Voi launched the second phase of the rental e-scooters trial in the capital on 25 September 2023.

The operators were selected earlier this summer following a competitive procurement process, where their ability to meet strict safety requirements and high operating standards was carefully assessed.

The trial's next phase will look to build on its existing success by gathering more data to inform policy on rental e-scooters and trialling further innovations. This includes trialling new technology such as Artificial Intelligence to improve parking compliance and exploring the use of pavement riding detection technology and audible vehicle alerts.

Over the past two years, TfL and London Councils have worked with participating London boroughs and operators to improve the use of geofencing technology and increase the number of parking bays, with more than 600 parking bays now available across the trial area. This effort to improve the customer experience for rental e-scooter users will continue throughout this next phase. The trial currently runs in 10 London boroughs who have chosen to take part. The next phase will see an expansion in coverage, including to the south of Lambeth with around 190 new parking bays later this year.

Safety will continue to be at the heart of the London trial, with rental e-scooters offering a number of safety benefits over private e-scooters (which remain unlawful on public roads). These include:

- A lower maximum speed of 12.5mph
- Lights at the front and the rear of the vehicles that are always on throughout any rental
- GPS controlled parking and no-go zones
- A unique identification number plate on every vehicle
- A higher standard for fire and battery safety management

With fewer than 0.001 per cent of trips so far resulting in a serious injury, the London trial's strong safety record to date demonstrates the benefits of clear standards and elevated safety requirements for e-scooters.

Safe Behaviours

New lowering speeds campaign

Since March 2020, when 20mph speed limits were introduced on the TfL Road Network within the central London Congestion Charging Zone, collisions resulting in death or serious injury have decreased by 24.9 per cent. This reduction should be seen in the context of a Greater London Authority-wide reduction in killed or seriously injured of around 16.5 per cent over the same period. The figure demonstrates that reducing speeds potentially leads to greater benefits than on roads where speeds have not been reduced. Post-implementation speeds in scheme areas have also exceeded expectations, showing reductions of between 1.7 and 5 mph (between 15 and 20 per cent reduction), in spite of reduced traffic levels as a result of the coronavirus pandemic.

In September, we launched a local communication Lowering Speeds campaign to inform road users of specific changes to speed limits in their areas, encouraging compliance while also highlighting the positive outcomes the programme has already achieved. This campaign follows our Lowering Speeds education campaign to educate road users, particularly drivers, on the rationale behind the introduction of 20mph speed limits, also highlighting the positive outcomes the programme has already achieved.

New Motorcycle road safety charter

On 12 September, we, along with delivery companies launched a new road safety

charter, to help keep motorcycle couriers and other Londoners safe on the roads.

TfL and meal and grocery delivery companies have committed to improving road safety in London with the launch of a new voluntary Meal and Grocery Delivery Company Motorcycle Road Safety Charter. This Charter, signed by Deliveroo, Getir, Just Eat, Stuart and Uber Eats, consists of 10 road safety principles that aim to keep motorcycle couriers and other Londoners safe on the road.

You can view the press release here:

<https://tfl.gov.uk/info-for/media/press-releases/2023/september/tfl-and-delivery-companies-launch-new-road-safety-charter-to-keep-motorcycle-couriers-and-other-londoners-safe-on-the-roads>

Marketing and Education

Attendance on both our motorcycle safety training courses remains strong. Since April 2023, over 609 riders have completed 1-2-1 Motorcycle Skills and 259 riders have completed the 'Beyond CBT' training course throughout 2022. Since the inception of both courses, we have trained over 6,000 riders.

Enforcement

The MPS undertakes significant and wide-ranging activity to reduce road danger and prevent harm to all road users.

In April – August 2023, the MPS dealt with:

- 377,148 road traffic offences through enforcement action¹ (94 per cent of all road traffic enforcement action taken by the MPS was for priority offences)².

¹ 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).

² 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

- 326,512 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.

Post Collision Learning

In September, in collaboration with charities Brake and Roadpeace, as well as the Metropolitan Police Service (MPS), City of London Police (COLP) and the Mayor's Office for Policing and Crime, (MOPAC), we announced a new one-year pilot to improve support for victims of the most serious road collisions in London.

The service, launching on 13 November, will be delivered by Brake and RoadPeace. It aims to enhance the ease of access and quality of support available through the provision of in-person support for those who need it.

Brake are recruiting dedicated London face-to-face caseworkers who can provide trauma-informed emotional and practical support for each victim and their family, including help navigating the justice system, advocacy and help accessing specialist services if needed. RoadPeace will connect victims with others who have been through a similar experience for peer support, via dedicated London support groups, their telephone befriending service and an eight-week trauma support programme for families bereaved by road deaths.

The pilot is being delivered in partnership with the MPS and City of London Police. Those who are eligible for the service are

victims who have experienced a bereavement or catastrophic injury, and their loved ones and they will be offered direct referral to the service by the police. This removes the onus on victims of making contact, with the aim of ensuring more victims are connected with support.

Over the one-year pilot period, we will evaluate how the service is working. This will inform the future approach beyond the trial.

<https://tfl.gov.uk/info-for/media/press-releases/2023/september/tfl-mopac-announce-victim-support-service-to-improve-support-for-those-affected-by-road-traffic-collisions-in-london>

Public transport performance

Tragically, there were two reportable fatalities on our public transport network in Quarter 2. We are also saddened to report that 53 customers were seriously injured across the TfL public transport network in Quarter 2. Twenty-eight of these serious injuries were due to slips, trips and falls – of these, 11 occurred on London Underground and 13 happened on buses when passengers lost balance as the buses were in motion, brakes were applied or tripping over when alighting.

Six customers sustained a serious injury while travelling on escalators and a further two customers sustained serious injuries when using the stairs. Overall incidents are slightly higher this quarter than in Q1. This may be due to corresponding increase in passenger journeys between Q1 and Quarter 2.

Major incident details as below:

We take every incident on our network very seriously. We would like to highlight the serious incidents occurring in Quarter 2:

Tragically, two fatalities occurred on our London Underground network in August, linked to two separate trespass incidents. We take unauthorised access to TfL's network seriously and continue to focus on controls to reduce the likelihood of such access occurring. Unfortunately, we do experience incidents of trespass and where this happens, we investigate the circumstances and lead up to the event to prevent reoccurrence.

The first incident occurred on 19 August where a member of the public was discovered at Elephant & Castle sidings having sustained fatal injuries. An investigation is underway into this incident to review its root causes and the operational response, and we will develop recommendations to reduce the potential for similar incidents to occur in the future.

On 21 August, a member of the public who was running away from the police following a road traffic incident accessed the London Underground track near East Acton station, tripped while running and was struck by a train, sustaining fatal injuries. We are in the process of conducting an investigation into the incident is underway to establish the facts and the appropriate next steps. Both these deaths will be subject of a coroner's inquest, and we will provide any assistance that may be required.

Sandilands

In Q1, we reported the outcome of the sentencing hearing in relation to the Sandilands tram tragedy in 2016. Significant changes and progress have been made in safety management since 2016 in tram operations and systemically in TfL. In Quarter 2 we have continued to review the sentencing remarks to identify further opportunities and actions to strengthen our safety management and embed lessons in our existing ways of working. A separate paper on actions and learnings following the

sentencing outcome will be considered by the Panel at its meeting on 15 November.

Platform-Train-Interface

The 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 have developed a Line Operations PTI plan for London Underground, completed end of October 2023. The plan focusses 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

We continue to support our colleagues' health and wellbeing as well as managing the risks from fatigue. We have now completed the procurement of a supplier to provide a programme of in-person interactive workshops to help support our night workers during the course of their night shifts. This piece of work is now moving into the delivery phase. We are aiming to deliver the first of the tailored support sessions to our office control centre colleagues by the end of December 2023. Subject to evaluation of this iteration we will then, if necessary, adapt based on lessons learnt and then deliver to two different operational locations next year.

We have also published our fatigue and shift work awareness guide specifically for the family and friends of TfL colleagues, to help them support their loved ones. This was published on our website from 25 October and made available to all of our colleagues internally.

Capital safety performance

Capital includes activity under the Chief Capital Officer as well as maintenance activity for which the Chief Operating Officer is responsible. In Quarter 2, our Capital

teams worked a combined total of 1.8 million hours; a decrease of 0.1 million hours from the previous quarter.

Quarterly performance

In Quarter 2, there were three 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 0.10 to 0.13 at the end of Quarter 2 following a sustained fall in the number of hours worked.

There were three lost time injuries reported, which are injuries which cause an employee to be absent for one or more shift. This is the same number reported during the previous quarter, resulting in the Lost Time frequency rate remaining relatively stable at 0.22.

In total, there were 10 injuries reported during Quarter 2, with manual handling incidents the most prevalent. Common root causes included lack of communication, poor task design and incorrect use of equipment. Although one more injury was reported compared with the previous quarter, the long-term trend of workforce injuries in Capital continues to decline as we work towards our zero harm ambitions.

In addition to identifying specific actions in response to each incident, common learnings and key themes from the quarter have been shared across our Capital teams to ensure the systemic route causes are fully addressed.

Significant incidents, updates and initiatives

The following section summarises significant incidents that have occurred during the

quarter, along with updates and safety initiatives from our Capital teams.

We are very sorry to report that a colleague working for one of our contractors was seriously injured in a collision on 16 October. The colleague was carrying out work at a bus stop when a car collided with the stop. We regret to report that they sadly passed away on the morning of 24 October after having spent some time on life support. Our thoughts remain with his family and friends.

Violence, aggression and antisocial behaviour:

Unfortunately, this quarter, we have seen a significant number of incidents involving violence, aggression against our staff, or antisocial behaviour, including at our ULEZ sites. Our teams are encouraged to report all such incidents so they can be followed up appropriately by our teams and the police. We are working with our suppliers to facilitate the sharing of good practice, and we have also made our Urban Safety training available to our suppliers to ensure all colleagues know how to deal with such incidents.

Safety, Health and Environment Culture Assessment:

This quarter, the Capital Delivery, Construction and Programme Management teams completed the SHE Culture assessment, which provided colleagues with an opportunity to have their say on our safety, health and environment culture. Over 500 colleagues completed the assessment as part of the improvement plan initiative, with the results indicating that the high level of responsibility they feel for managing SHE.

During the next quarter, workshops will be run within each department with the aim of building targeted improvement plans to improve SHE cultural maturity. The

Engineering & Asset Strategy team will also be completing the assessment in the coming months.

Four Lines Modernisation Programme:

The Programme has now worked over two million hours since its last reportable RIDDOR incident. With such a range of activities over a variety of locations, this is a notable achievement.

Renewing track and protecting our assets

Following track renewal and bridge component replacement at a bridge over Regents Canal on the Metropolitan line, inspection of the underside of the bridge was required. Eliminating risks from work on water in a staffed boat, our Engineering team took an innovative approach and engaged a contractor with a remote-controlled boat fitted with high resolution cameras to take videos and images, all operated from the towpath. The operation was completed in under an hour, minimising disruption to canal traffic and risk to colleagues.

Security



Work-related Violence and Aggression (WVA)

WVA towards our people and those of our operators and contractors is unacceptable. Concerted action is underway to tackle it. Since September, we have mandated body worn cameras for frontline colleagues.

Volume of WVA incidents in Quarter 2

During Quarter 2, there were 2,437 incidents of WVA reported across all modes. This is a decrease of 36 reported incidents compared to the same period last year, and a decrease of 30 reported incidents from Q1.

These figures are likely to rise, as we have been unable to source MPS recorded WVA data since May 2023. This data includes incidents reported directly to the Met, mainly by bus drivers that have not been reported to TfL.

In Quarter 2, there were 1,135 incidents of WVA reported by staff working on London Underground (44.5 per cent of all reported incidents), 1,048 incidents of WVA reported on the bus network (43 per cent of all reported incidents) and 254 incidents reported by staff from all other modes (on-street, Elizabeth line, London Overground (LO), DLR and London Trams).

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

Between September 2022 to August 2023, there were 110 VWI offences reported to the police on the bus network; slightly lower than the previous 12 months (137 offences); however, this figure is likely to rise as we have been unable to source MPS recorded WVA data since May 2023. On rail modes (London Underground, LO, DLR, Elizabeth line and London Trams), there were 88 VWI offences reported to the police; slightly

higher than the previous 12 months (76 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 13 per cent – four percentage points 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. A programme of engagement with bus operators is underway to improve bus drivers confidence to report and support police investigations. We are doing more to increase the uptake of body worn video (BWV) 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 (16 per cent) compared with public order offences (nine per cent). The solved rate varies by mode with a solved rate of 16 per cent for London Underground, nine per cent for bus-related offences and 16 per cent 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 70 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 2, 419 of the reported WVA incidents were classified as physical assaults. This compares to 338 physical assaults reported in the same quarter last year and represents a 24 per cent increase.

Fare evasion and ticket disputes continue to be the most common trigger for WVA accounting for 43 per cent of all incidents. However, this is a slight reduction of four per cent from Q1.

The proportion of incidents triggered by aggressive or anti-social behaviour from a customer or from a negative reaction to customer engagement have increased slightly from Q1 to 41 per cent of all reported incidents. However, the proportion of reported incidents that involved a customer believed to have been intoxicated decreased from 11 per cent in Q1 to nine per cent in Quarter 2.

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.

BWV cameras are a proven deterrent against WVA. They reduce the risk of an incident occurring, and, if one does, the evidence they provide is more likely to lead to positive judicial outcomes. Since 2019, we have rolled out BWV to our customer facing, frontline staff to use on an optional basis.

With an increasing number of WVA incidents taking place on our network, including a rise of the proportion of physical assaults, reflecting the rise in violent crime nationally, in August we announced to our people and

our Trade Unions our intention to make BWV part of our Essential Kit. Since September, all frontline operational colleagues are completing relevant training and gaining access to the BWV system. From January 2024 all staff will be expected to wear a BWV when on duty in a customer facing staff.

We believe this will help protect our people and make our network a safer place for all our customers.

Significant Prosecutions in Quarter 2

Brixton bus garage:

In January 2023, a male had been asleep on a bus in Brixton bus garage, he walked into the canteen area and violently assaulted a bus engineer. The victim attended hospital and had a total of 10 stitches and has permanent scarring to his head.

The male was sentenced on 27 September 2023 at Inner London Crown Court to 21 months' imprisonment and will serve 10 and a half months. The rest to be served on licence. The male also received a Criminal Behaviour Order banning him from any private areas of bus and train stations owned or operated by us.

Green Park London Underground station:

On 7 December 2022, a colleague was assaulted by a male at Green Park station who spat at them after passing through the barrier without a ticket. The colleague activated their BWV camera and captured the assault. A spit kit was also used, which assisted in identifying the offender.

The offender was found guilty of assault on 6 July 2023 and was sentenced to a Community Order - ordered to comply with a curfew between 7pm and 6am and monitored with electronic tagging.

Seven Sisters London Underground station:

During January and February 2023 on three separate occasions, a male assaulted and threatened two colleagues at Seven Sisters station after being woken up when found sleeping on the platform. The first two offences were captured on BWV.

The male was found guilty on 8 August 2023 and was sentenced to eight 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.

Data from the RSSB Health and Wellbeing dashboard shows that in Q2, compared to Q1 there was an increase in sickness absence attributed to infectious diseases and “other” causes but a decrease in absence for all other reasons including mental health and musculoskeletal disorders (MSD).

RSSB have also devised a health and wellbeing index (HWI). The HWI gives a set of prominent health concerns a fatality weighting, similarly to the Fatalities Weighted Injuries. For example, one MSD case is equivalent to 0.004 of a fatality in terms of cost to the company, the individual and wider society both financially and in quality of life. HWI can be used to determine where to focus and invest in health and wellbeing intervention.

For this calendar year between January to May 2023, mental health and cardiovascular conditions made the largest contribution to total HWI for the company. This could indicate a need to focus on these two areas of health, or a positive reporting culture around these areas. A high HWI for mental health is in line with other participating companies.

TfL already have a number of measures in place to support colleagues experiencing mental health symptoms. Prevention of absence as a result of mental health

symptoms is harder to achieve as causes are often not related to work but the wellbeing strategy (due to be published in March 2024) will consider further measures to reduce absence as a result of mental health.

Cardiovascular disorders may arise as a result of a number of lifestyle issues and our work with Reset Health and the well@tfl wellbeing checks is aimed at reducing cardiovascular risk.

Additionally, opportunities to advise and signpost individuals in relation to their lifestyle and taking a preventative approach is also taken during attendance for periodic medicals or a management referral.

Reset Health

Reset Health and their Roczen programme has been recommended by NICE as one of the four digital programmes in the NHS to deliver specialist weight management services (alongside medications). This means the programme will be part of a national pilot to deliver Roczen programme alongside weight management medications to selected health systems in the coming months. These health systems are a combination of institutions, people, resources delivering health to groups in population. The news is testament to the efficacy of the programme and TfL, with a group of 200 participating employees, is certainly a part of this trend setting successful journey. This is the third TfL cohort of employees who have been onboarded and are taking advantage of the programme.

Well@TfL

Close to 500 Health and Wellbeing checks (well@tfl checks) across eight locations took place in the last six months. The well@tfl checks are highly commended and very popular, with the service being booked for more than a year ahead. Wellbeing Technicians are scheduled to visit 15 more

locations this and next year, offering an opportunity for Health and Wellbeing checks to colleagues across stations, depots and offices on the network. The utilisation of the service is close to 95 per cent, with nearly 100 per cent of available slots booked and very few missed appointments. The referral rate is close to 50 per cent suggesting that the service can 'catch' people early, before they develop a more serious condition.

As the data from checks is being analysed, the Wellbeing team start to see trends, identify key risks in individual locations and therefore, design and implement targeted interventions to address those risks. For example, the Acton site noted higher than national average smoking rates (20 per cent vs. 14 per cent national average (ONS, 2022)), which triggered a smoking awareness campaign; scheduled for early next year.

Health Surveillance

We continue to focus on taking care of our colleagues, with health being a particular priority area for us. In particular we are committed to protecting colleagues from potential health risks and ensuring we have controls in place to prevent harm when at work. One way of checking the controls is via our Health Surveillance programmes. During Quarter 2 we have been ensuring those who are exposed to dermal and respiratory risks through their work undergo the relevant Health Surveillance regime. We have identified single points of contact within teams to upskill them on the legal requirements to Health Surveillance and empowered them to raise the profile and ensuring all those in scope are included.

To complement this work, in Quarter 3 we will be focusing on those who are exposed to noise levels which require Health Surveillance. The work will consist of a communication campaign targeted to specific teams and tracking of the numbers of Health Surveillance undertaken by

colleagues. This focus will continue for the rest of the work year.

Environment



London-wide Ultra Low Emission Zone

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

The Mayor has funded a £160m scrappage scheme which was launched on 30 January 2023 to support low income and disabled Londoners, small businesses and charities.

At the end of July, the scrappage scheme opened up to London families receiving child benefit and in response to points raised by London's businesses, eligibility was expanded so that all small businesses with fewer than 50 employees and charities operating in London were allowed to scrap or retrofit up to three vans or minibuses instead of one.

On 4 August, scrappage grant payments increased for vans, minibuses, wheelchair accessible vehicles and retrofits as well as grants to replace non-compliant vans and minibuses with electric vehicles. At the same time the Mayor announced that, with over £60m left in the fund and having ensured that those that needed it most had early access to support, from 21 August the scrappage scheme would be expanded so that any London resident with a non-compliant car or motorcycle could access the scrappage scheme plus all small businesses and sole traders could scrap or retrofit up to three vans and charities up to three minibuses. To support this, the Mayor has funded an additional £50m for the scheme to take this to a £160m scrappage scheme.

A new short-term grace period was also launched so that London-based sole traders, micro and small businesses and charities could also apply if they have a new van or minibus on order, or a non-compliant van or minibus being retrofitted. Applications for this grace period can be submitted at any

time before 29 May 2024, but the new vehicle order or retrofit booking needs to have been made before 29 November 2023 to be eligible. The grace period will apply from the date the application is accepted for a maximum of six months (up to 29 May 2024 - whichever is earliest).

Our journey 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. The tender encourages the market to increase the volume of renewable energy supplying the national grid. The Invitation to Tender stage of the procurement process has now closed. The evaluation and negotiation stages are expected to conclude by the end of November. Contract award remains on track for early 2024.

LED upgrades across the TfL network

Work is ongoing to replace traditional lighting with LED lighting across our operations. Latest figures show that LED lighting has demonstrated an energy saving of approximately 71 per cent across converted sites, while also providing 10 per cent brighter light. LEDs also need replacing less frequently than traditional lighting, lasting on average 100,000 hours, compared to the 15,000 hours of their fluorescent predecessors. There are significant cost savings in their maintenance, as well as significant carbon savings through using less energy and materials.

We replaced traditional lights with LEDs at 116 Tube stations, equating to approximately 37 per cent of lighting across the Tube network, as well as converting all platforms and approach slopes on the Waterloo & City line. 91 per cent of lights in bus shelters have now been converted to LED, making the shelters less expensive to operate while making them more welcoming and safer for everyone. We also increased

the number of LED lit lamp columns on our roads to 65 per cent.

Meeting our Carbon Literacy targets

With 512 employees attending Carbon Literacy training in Quarter 2, there are now over 800 colleagues trained since April 2023, and we are on track for the target of 3,000 colleagues trained this financial year.

Significant steps to ramp up delivery of Carbon Literacy have been made in Quarter 2 to meet our targets. Increasing our network of volunteer in-house trainers to 77 has enabled us to increase the number of courses available to 10 per week (up from four per week), which will enable around 400 colleagues to be trained per period from October.

Feedback from attendees showed that, when asked about their confidence on the subject, 16 per cent of delegates rated themselves “good” or “excellent” before the session, increasing to 88 per cent after the session.

The TfL Youth Panel Sustainability Exploration recommendations

The TfL Youth Panel was established in 2009 and consists of around 25 volunteers, aged 16 to 25, who regularly travel in London. The Youth Panel plays an important role in helping create a transport network that works for them and other young people across our city.

For the past year, the Youth Panel has been exploring the connections between environmental sustainability and equity, diversity and inclusion with interviews, workshops, desktop research and public hearings. To conclude this work, the Youth Panel has developed a set of policy recommendations for how we could improve the environmental sustainability of our network and operations. These were

published as part of a report launched at the London Transport Museum in October 2023.

Increasing Green Infrastructure and Biodiversity in London

We are in the process of developing our first pan-TfL Green Infrastructure and Biodiversity Plan. This sets out our vision to protect, connect and enhance our green infrastructure including biodiversity, habitats and ecosystem services across our entire estate. It also sets out the actions needed to achieve this vision. We anticipate that this Plan will be published in the New Year.

We have met our commitment this year to deliver 5,000 square metres of catchment draining into Sustainable Drainage Systems (SuDS), through the work delivered at Tolworth roundabout and Old Street.

We commissioned an ecological assessment of 10 trackside Sites of Importance for Nature Conservation (SINCs) and nine roadside verges to determine their potential to support biodiversity offsetting. The study found that both our SINCs and verges have potential to deliver biodiversity enhancements that could be used for offsetting. The results of this study are being used to inform our approach to meeting the Environment Act 2021 biodiversity net gain requirements.

Delivering our Climate Change Adaptation Plan

In line with our Climate Change Adaptation Plan, we recently completed an assessment of the physical climate risks for three case study sites – King’s Cross, Stratford and South Harrow. This found that surface water flooding and extreme heat were the greatest risks to the three sites, and the report set out a series of recommendations to help us bridge the gap between our emergency response and preparedness and our long-term climate change adaptation ambition.

We have also appointed consultants to develop London's first surface water flooding strategy. The first milestone was a brief report to inform business planning in September, and we expect it will take up to a year to develop the strategy and associated implementation plan. The initiative now also has a full-time project officer and secretariat to support this important work. As part of this initiative, we are supporting a multi-party funded project to develop SuDS opportunity modelling across the whole of London. This will allow us to prioritise those locations where SuDS will be most effective.

Our new Environmental Evaluation tool

We have recently completed an extensive upgrade programme to our Environmental Evaluation tool. The tool is used to identify and manage environmental risks and opportunities throughout our project lifecycle. Delivering our transport infrastructure in a sustainable way is key to achieving the ambitions within our Corporate Environment Plan and the Mayor's Transport and Environment Strategies.

The new tool delivers upgraded environmental assessment question sets, incorporating recent legislative changes, such as biodiversity net gain, as well as changes needed because of our enhanced understanding of specific risk areas, such as climate change adaptation. The user-friendly, digital tool takes advantage of workflows to guide our colleagues through the process step by step.

Managing air quality on the London Underground

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

We continue to work on setting up our air filtration trial at Baker Street station.

We have continued to work with Imperial College on their research into potential health impacts of Tube dust on London Underground workers. A dedicated Senior SHE Manager has now joined the organisation to lead on corporate air quality, including London Underground, going forward, continuing to develop the Tube dust programme and build relationships across the organisation.