

# Safety, Health and Environment Quarterly report

## Quarter 3 2023/24

(17 September - 9 December 2023)

21 February 2024



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# Safety, Health and Environment Quarterly Report

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## Introduction and Executive Summary

### Summary

This Safety, Health and Environment (SHE) Quarterly Report summarises our performance in Quarter 3 of 2023/24, identifies strategic trends, and describes progress in delivering our strategic SHE programmes. The data referenced covers the period from 17 September to 9 December 2023, unless specified.

### Road Safety

In Quarter 3, 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.

We continue to implement interventions that are in accordance with our Vision Zero Action Plan, ensuring the reduction of road danger under the Safe System pillars of speeds, streets, vehicles, behaviour, and post-collision response.

In Quarter 3, there were further 20mph and 30mph speed limits introduced on sections of our roads. The projects implementing these changes are scheduled to be complete by the end of March 2024. Further context of the projects is explained in the safety section of this report.

In October 2023 a workshop was held, focusing on the reduction of road danger and health inequalities. This was a collaboration between public health representatives and those who work on transport policy within boroughs. Research on inequalities in road danger was presented and discussed.

In December 2023, TfL was awarded the 2023 Premier Award at the Prince Michael International Road Safety Awards for TfL's Vision Zero approach to road safety. This was presented to TfL after receiving three individual awards for the Direct Vision Standard, the Bus Safety Standard and the fitting of Intelligent Speed Assistance on vehicles in the transport fleet.

### Public Transport

While we continue to strive for improvement, tragically in Quarter 3 there were two reportable customer fatalities on our public transport network.

Additionally, there were sadly also three pedestrian fatalities in collisions involving a bus (figure 1 and 2 of the data annex, bus involved fatalities are included in the road killed or serious injured section of the annex). All fatalities occurred in November 2023. Our thoughts remain with the families and friends of those who died. Further information about these collisions are explained further in this report.

Sadly, 48 customers were seriously injured across the TfL public transport network in Quarter 3. This is similar to Quarter 2 of 2023/24 (from 25 June to 16 September 2023).

### Capital

There was a total of eight injuries reported during Quarter 3 for Capital. The most common cause of these was slips, trips, falls and workplace violence directed towards colleagues by members of the public. The injuries to colleagues working in Capital continue to decline as we work towards our zero harm ambitions.

In Quarter 3, there were some significant achievements by the Programmes and Project such as the Central Line Improvement Programme (CLIP) and

Drones. More detail on this is provided later in the report.

Some of the most significant incidents in TfL Capital in Quarter 3 have been those relating to vandalism and work-related violence and aggression (WVA) directed towards both people and assets that perpetrators believe to be connected with the expanded Ultra Low Emission Zone (ULEZ).

### **Security**

There were 2,473 incidents of WVA reported across all modes in Quarter 3. This is an increase of 36 reported incidents compared to Quarter 2. We continue to encourage our teams to report such incidents, so that appropriate action can be taken by management or the police.

### **Occupational Health and Wellbeing**

Our Occupational Health and Wellbeing team continues to run events aimed at giving our colleagues the tools to better look after their overall health. In Quarter 3, the team conducted a deep dive into sickness absence as a result of musculoskeletal disorders (MSD) in the track team.

On 4 December 2023, the Occupational Health and Wellbeing team moved to a new location at 31 Borough High Street.

### **Environment**

ULEZ expanded London-wide on 29 August, bringing cleaner air to the five million people who live in outer London. In August 2023, an extra £50m was added to the £110m scrappage scheme to take this to a £160m.

Data up to 14 January 2024, indicates that the Mayor's £160m scrappage scheme has significantly supported London residents, small businesses and charities prepare for the ULEZ.

We have introduced a total of 1,300 zero-emission buses operating across all areas of

London. Fourteen per cent of our fleet has been converted and we remain on track to convert the entire fleet by no later than 2034.

### **Significant incidents after Quarter 3**

Sadly, since the end of Quarter 3, there have been seven further fatalities on our public transport network, all involving members of the public. These occurred at Walthamstow bus station, Piccadilly Circus, Stratford underground station, and on the bus network on A301 Waterloo Road, Hackney, Victoria bus station and most recently at Mile End station. Further information about these incidents are explained in the public transport section of this report.

At time of writing, each of these incidents remains under investigation, including investigation by our regulators (Health and Safety Executive for the Walthamstow fatality, the Office of Rail and Road and the Rail Accident Investigation Branch (RAIB) for the Stratford fatality). Details will be provided in the next quarterly report.

# 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 network by 2041.

**Figure 1: Quarter 3 2023/24 Scorecard**

Measure	Q3 Target	Q3 Actual
People killed or seriously injured in road traffic collisions	851	914
People killed or seriously injured in road traffic collisions in or by a London Bus	54	63
Customers killed or seriously injured	45	50
Colleague killed or seriously injured	6	7

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

## Safety



### Road safety performance

In Quarter 3, there were a total of 914 people killed or seriously injured on London's roads (figure 1, data annex). While this is a five per cent decrease on Quarter 3 of the previous financial year, we are tracking above our Quarter 3 target of fewer than 851 people. Among the 25 people killed were 12 people walking, six people riding a motorcycle, three people cycling, two car occupants, one bus/coach occupant, and one goods vehicle occupant.

We have a stretching ambition for reducing road casualties in London. We are targeting a 70 per cent reduction from our 2010-14 baseline in people killed or seriously injured on London's roads by 2030. In 2022, the latest published annual data, the number of people killed or seriously injured on London's roads was 19 per cent below the baseline (figure 3, data annex). This marks good progress from the baseline, but there is still more to do to achieve our ambition.

Quarter 3 casualty figures have decreased compared to Quarter 2 (970). This pattern is similar to that observed in Quarter 3 of 2022/23 compared to Quarter 2 of 2022/23: an increase in killed or seriously injured casualties for those walking but decreases in those killed or seriously injured while cycling and riding a motorcycle. In Quarter 3, those walking, cycling and riding a motorcycle accounted for 81 per cent of the total killed or seriously injured casualties.

Despite progress being made, tracking above our Q3 targets is a concern for us, which is why we continue to work to improve safety on London's roads. In September 2023 we held our third and largest Vision Zero Summit to highlight the great initiatives that have been delivered since we launched our Vision Zero Action Plan in 2018, and to discuss further ideas to eliminate deaths and serious injuries from London's transport network by 2041. Attendees heard from Tesse Akpeki who explained how the hit and run collision which tragically killed her brother has affected her and her family, and why support is vital in the aftermath of traumatic road incidents.

In October 2023, we hosted a workshop which focused on reducing road danger and health inequalities, bringing together public health representatives and those who work on transport policy within boroughs. This workshop included discussion on the Health

Inequalities Strategy and TfL research that has been carried out around inequalities in road danger within boroughs, highlighting the relationship between road risk and levels of deprivation, age and sex.

We have continued to implement interventions to reduce road danger under the Safe System pillars.

## **Safe Speeds**

The second phase of the programme is nearing completion, and we remain on track to implement a 20mph speed limit on 220km of our roads by May 2024. Currently, 215km of London's roads are subject to a 20mph speed limit.

In Quarter 3, we introduced a new 20mph speed limit on sections of our roads in the boroughs of Kensington and Chelsea, Greenwich and Lewisham as well as a 30mph speed limit on the A4180 Ruislip Road in Ealing. A new 20mph speed limit came into operation on 18 December 2023 on sections of our roads in the boroughs of Southwark, Lambeth, Wandsworth and Merton.

We have also continued extensive design work for future lower speed limits on selected roads in over eight London boroughs.

You can find further information on Safe Speeds on our website here: <https://tfl.gov.uk/corporate/safety-and-security/road-safety/safe-speeds>

## **Safe Streets**

### *Safer Junctions*

We have made improvements at 44 of the 73 most dangerous junctions that form this programme. Construction work continues on the Holloway Road/Drayton Park Safer

Junction scheme, with the scheme on track to be completed in spring 2024.

Further design and survey work is continuing at pace on the Battersea Bridge Safer Junction scheme with construction due to start in mid-2024. Construction on the Lambeth Bridge roundabouts, which includes the Millbank/Lambeth Bridge/Horseferry Road Safer Junction location is also due to start in summer 2024, with advance works to relocate a significant palm tree undertaken in November 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 locations by the end of 2024. To date we have achieved this on five schemes, including Chelsea Embankment/ Cheyne Walk/Battersea Bridge Road, York Road roundabout, Chelsea Embankment / Grosvenor Road / Chelsea Bridge Road, Arthur Street / King William Street and Holland Park roundabout. We intend to engage on a number of further schemes during 2024 including Seven Sisters Road/Woodberry Grove, Hogarth Roundabout and Cannon Street/King William Street (Monument Junction).

### *Road Safety Schemes*

Design work continues on more than 40 schemes across London, at locations where there is an identified road safety concern.

Construction was completed in December 2023 at the junction of A205/Lancaster Avenue in Lambeth to improve a pedestrian crossing and reduce vehicle speeds. Construction of a new pedestrian crossing in Grosvenor Place in Westminster began in early January 2024. Construction also started on a new pedestrian crossing on Cavendish Road in Clapham in November 2023 and is

due for completion by the end of March 2024.

## Safe Vehicles

### Bus safety strategy

Since the launch of the Bus Safety Strategy more than 1,300 buses now meet the Bus Safety Standard, which itself has won the CITTI award for Road Safety and a prestigious Prince Michael International Road Safety Awards. In addition, the fourth bus safety innovation challenge has been launched and we are already considering submissions.

Where new solutions have proved effective, we have continued to add them retrospectively to the existing fleet. This retrofit programme includes Intelligent Speed Assistance (ISA), Responsive Acoustic Vehicles Alerting System (to alert pedestrians to the presence of quiet running buses) and camera monitoring systems to replace wing-mirrors with superior quality vision in all conditions, eliminating blind spots and removing a hazard projecting from the bus.

We have also begun fitting fatigue detection technology to 500 buses. This large-scale project will examine the profile of fatigue risk; for example, time of day, types of routes or geography. In addition, we will examine the most effective interventions for drivers at risk of fatigue.

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

### *Direct Vision Standard (DVS)*

Since the introduction of the DVS scheme, we have issued more than 287,701 permits. At least 170,112 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.

In September, we published our updated DVS operator's guidance and technical standards for HGV drivers to support them in procuring, fitting and operating the Progressive Safe System 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.

In October 2023, we launched '1 year to go' communications to prompt and remind operators and drivers of HGVs over 12 tonnes entering London of the tightening DVS that will be introduced in October 2024. Highlighting the imminent nature of the changes taking place, the communications encourage them to prepare themselves ahead of these changes by finding out if their vehicles are compliant.

### *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-scooter trial in the capital on 25 September 2023.

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

There are currently 10 London boroughs participating in the trial with more than 800 parking bays and around 5,000 vehicles available to rent. In the period starting 18 December 2023, 80,000 trips were made bringing the total to 3.4 million trips made from 7 June 2021 to 14 January 2024. More

information on the trial can be accessed here:  
<https://tfl.gov.uk/modes/driving/electric-scooter-rental-trial>

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.

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**

### *Lowering speeds campaign*

TfL's Lowering Speeds communications approach is twofold. Firstly, we circulate London-wide communications to educate all Londoners on the benefits and safety reasons behind the introduction of 20mph speed limits across London. In addition, we send out local communications in specific London boroughs to raise awareness among local drivers and riders of the changes to speed limits in their area, including those where we launched new speed limits during this quarter.

### *New Speed Behaviour Change Campaign*

In September 2023, we launched a new road safety campaign to tackle speeding among pan-London drivers. The campaign aims to challenge socially accepted driving norms by reframing drivers' perception of what counts as speeding, particularly on 20/30mph roads. The multi-channel campaign was live across TV, radio, social media and roadside posters throughout October and November, with increased activity to support this year's Road Safety Week between 19 to 25 November 2023 where the theme was speed.

### *Meal and Grocery Delivery Motorcycle Company Road Safety Charter and Forum*

On 12 September, we launched our Meal and Grocery Delivery Motorcycle Company Road Safety Charter. The charter consists of 10 road safety principles that aim to keep motorcycle couriers and other Londoners safer on the road, including a commitment for signatory firms to attend TfL's six-monthly forum. It was signed by five firms in the meal and grocery delivery industry: Deliveroo, Getir, Just Eat, Stuart and Uber Eats.

On 24 November, we hosted our third Meal and Grocery Delivery Motorcycle Company Road Safety Forum, attended by all five signatory firms and facilitated the discussion of progress around the implementation of the charter, including successes, challenges, and new ideas to improve road safety for motorcycle couriers. Members of the Metropolitan Police Service (MPS) and representatives from Driving for Better Business also attended to offer their thoughts and support.

### *Motorcycle Safety Training*

Attendance on both of our motorcycle safety training courses remains strong. Since April 2023, over 900 riders have completed 1-2-1 Motorcycle Skills and 344 riders have completed the 'Beyond CBT' training, a course aimed at those who ride for work. Since the courses were introduced, over 6,000 riders have taken part in the training.

### *Travel for Life*

In October, we continued the roll out of our rebranded education programmes under the umbrella brand *TfL Travel for Life*. Our educational programmes provide free guidance and resources for education

settings across London, as well as face-to-face support, to help encourage young people to travel safely and responsibly, to make informed choices about sustainable and active travel, and to help improve their school environment and the community around them. Delivered in partnership with the London Transport Museum and London boroughs, the accreditation scheme has recognised over 1500 schools, and we have awarded over 670 gold schools this year.

### *Enforcement*

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

In April – October 2023, the MPS dealt with:

- 558,338 road traffic offences through enforcement action<sup>1</sup> (94 per cent of all road traffic enforcement action taken by the MPS was for priority offences including speeding)<sup>2</sup>.
- 485,381 speeding offences (including 95 per cent through safety cameras, four per cent through mobile safety cameras, and 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 November 2023, in collaboration with the Mayor's Office for Policing and Crime, we

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<sup>1</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).

launched a new one-year pilot to improve support for victims of the most serious road collisions in London. The service, which enhances the accessibility and quality of support available to victims and their families, is being delivered by charities Brake and RoadPeace.

Brake have recruited dedicated London face-to-face caseworkers who 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 connects 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 people affected by the most serious collisions and those experiencing a bereavement or catastrophic injury. They are directly referred to the service by the police, removing the onus from victims to seek support, 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.

You can see the press release here: [https://tfl.gov.uk/info-for/media/press-releases/2023/september/tfl-mopac-announce-victim-support-service-to-](https://tfl.gov.uk/info-for/media/press-releases/2023/september/tfl-mopac-announce-victim-support-service-to)

<sup>2</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.

[improve-support-for-those-affected-by-road-traffic-collisions-in-london](#)

## **Public transport performance**

Since the coronavirus pandemic, customer and colleague injuries have been increasing, reflecting the increases in ridership since coming out of the pandemic. Comparisons in trends are therefore compared to a pre-pandemic baseline. In Quarter 3, the average number of customer injuries per period was 1.09 per cent lower than the three-year pre-pandemic baseline. In Quarter 3, the average number of colleague injuries per period was 13.91 per cent lower than the three year pre-pandemic baseline (figure 8, data annex).

We are saddened to report there were two reportable customer fatalities on our public transport network in Quarter 3 (figure 5, data annex), this is the same as the number reported in Quarter 2, with no customer fatalities on our public transport network during Quarter 3 last year.

On 11 November, a 92-year-old passenger fell on a route 13 bus, while preparing to alight. They were taken to hospital and diagnosed with a broken femur.

Unfortunately, they died in surgery following the incident. This incident is under investigation by the operator who will report back to us once this is completed for our review.

On 16 November, a customer fell on the stairs at Fairlop station shortly after midnight. The customer was assisted by station colleagues at the time and taken to hospital. We were informed a few days later that, sadly, the customer had died. An investigation is under way.

In addition, there were sadly also three pedestrian fatalities in collisions involving a bus (figure 1 and 2 of the data annex, bus involved fatalities are included in the road killed or seriously injured section of the

annex and are counted in our road killed or serious injured measure).

On 6 October, a route 170 bus, while preparing to serve a bus stop near Clapham Junction station, collided with a pedestrian who had stepped from the pavement into the road. The pedestrian suffered life threatening injuries and tragically died in hospital several days later. This incident is being investigated.

On 1 November, a route 65 bus travelling along Upper Ham Road in Richmond upon Thames collided with a pedestrian who was waiting on a central crossing island in the middle of the road. Tragically, the pedestrian died at the scene. An investigation is in progress.

On 3 November, a route 131 bus that was turning left into Tooting High Street from Mitcham Road, collided with a pedestrian. The pedestrian was taken to hospital, but sadly died the following day. This incident is being investigated.

## **Significant incidents after Quarter 3**

On the evening of 15 December, in Walthamstow bus station, a route 212 bus collided with an elderly pedestrian. Sadly, the pedestrian sustained fatal injury. The Health and Safety Executive is investigating which we are fully supporting.

On 18 December, a customer aged 86, travelling with their daughter, fell down the stairs at Piccadilly Circus after losing their balance letting other customers past. The customer sustained serious head injuries and was taken to hospital by ambulance. On 25 January 2024, TfL were informed that the customer had sadly passed away on 23 December 2023 from the injuries sustained. An investigation was conducted and has since been concluded.

On 26 December, a member of the public tragically died after falling on the tracks at Stratford Underground station and being struck by trains. We are carrying out an investigation, and are fully supporting the investigations being carried out by the ORR and RAIB.

On 4 January 2024, a route 388 bus that was on diversion on Morning Lane in Hackney, collided with an elderly pedestrian crossing the road. The pedestrian sustained a head injury and subsequently sadly died in hospital. The incident is under investigation.

On 5 January 2024, a pedestrian was struck by a bus on route C10 at the junction of the A301(Waterloo Road) and A3202 (Westminster Bridge Road). Emergency services attended and took the pedestrian to hospital with severe leg injuries. Tragically, the pedestrian died on 19 January. The incident is under investigation.

On 17 January 2024 at Mile End a customer alighted a Central line train ran across the platform and fell. The customer sustained loss of consciousness and a serious head injury. They were taken to hospital by ambulance. but sadly, on 2 February 2024 the customer passed away from the injuries sustained. An investigation into the incident is underway.

On 29 January 2024, a female pedestrian was involved in a collision with a route 13 bus as it set off from a bus stop on Terminus Place outside Victoria bus station, and sadly died at the scene. The bus also collided with the bus station infrastructure. The incident is under investigation.

Sadly, there were also 48 serious injuries to our customers across our public transport network, and seven of our colleagues.

Of the 48 customer serious injuries 31 (64.5 per cent) are attributed to slips, trips and falls, five (10.5 per cent) occurred at the Platform Train Interface, with stairs and escalators among the other injury types for the remaining 12 (25 per cent). This is broadly comparable with Quarter 2 where we had 28 slips, trips and falls.

The seven colleagues who were seriously injured on our network during Quarter 3 worked in a number of different business areas and their injuries were sustained in a variety of different ways.

We continue to work to improve our safety performance across our network. Aiming to eliminate all deaths and serious injuries from London's transport network by 2041, we have recently launched our Safety and Health Strategy. In this, we outline a few activities to improve our performance, manage our risk and protect our customers and colleagues.

We are developing our Vision Zero strategy and plan for our public transport network. Our recently launched Bus Safety Strategy outlines specific actions to be taken to achieve our Vision Zero goals. It is the culmination of collaboration by the Bus Safety Development team with colleagues from across the business and our bus operators who have come together to make sure safety continues to be our top priority.

This Bus Safety Strategy sets out what we must do to reach our Vision Zero goals for the bus network. We are also reacting to emerging risks for both customers and colleagues; our plan to reduce the risk of, and the harm caused by escalator entrapments considers a few key areas on which to focus.

Improving our infrastructure, working to understand how we can more effectively positively influence customer behaviour and

how we can better support our colleagues all form part of this approach to reducing harm on our escalators.

### **Public Accessible Defibrillators**

All London Underground, Overground stations and Dial-a-Ride services now have public access defibrillators. This is following a joint rollout programme delivered by TfL in conjunction with the Greater London Authority (GLA) and the London Ambulance Service NHS Trust. Every defibrillator on our network includes a heart-shaped QR code. When scanned, these QR codes take you straight to a video on the GLA's website which shows you how to perform CPR and use the defibrillator. These instructions have been put together by the London Ambulance Service, as part of their London Lifesaver training.

Every second counts when saving a life and access to defibrillators and CPR can significantly increase a person's chances of survival following cardiac arrest. In addition to having first aid trained colleagues, our customers and colleagues will now have quick access to a defibrillator across the Tube and Overground network.

### **Strategic 'deep dive' on track access**

We continue our strategic 'deep dive' on the key safety risk of safe track access. By reviewing data, policies, procedures and processes and the strength of our existing controls we will be able to ensure that our approach to managing this risk is holistic, we share learnings across all relevant parts of our network and any interventions or improvement activity considers all key risk groups and activities.

Track access improvements continue in London Underground as we near the completion of training for all operational staff who go onto the track during the day. All relevant grades have obtained a new qualification and competency to safely access the track, with the guarantee that

train movements have stopped, and traction current is switched off. This simpler and consistent approach will be the only way for operational staff to access the track from April 2024.

### **Capital safety performance**

Capital includes all activity under the Chief Capital Officer as well as maintenance activity for which the Chief Operating Officer is responsible. During Quarter 3 the organisational structure of the Capital directorate has continued to change as part of the wider 'Our TfL programme'.

In Quarter 3, our Capital programmes and projects delivered a combined total of 0.8 million site-based hours: a decrease of 0.2 million hours from the previous quarter.

### **Quarterly performance**

In Quarter 3, there were no incidents which reached the threshold for reporting 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 fallen from 0.06 to 0.04 at the end of Quarter 3.

There were no lost time injuries reported, which are injuries which cause an employee to be absent for one or more shift resulting in the Lost Time frequency rate falling to 0.10 in Quarter 3.

In total, there were eight injuries reported during Quarter 3. The most prevalent incidents included slips, trips, falls and workplace violence directed towards colleagues by members of the public.

This is a reduction of incidents in the quarter by two. This continues with the long-term reduction trend of workforce injuries in Capital, 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 most significant incidents in TfL Capital in Quarter 3 have been those relating to vandalism and WVA directed towards both people and assets that perpetrators believe to be connected with the expanded ULEZ. The workers of our suppliers are facing significant threats, and this is also a major concern for those TfL colleagues who are carry out work in public areas. Vandalism of assets has posed risks to members of the public, such as exposure to live electrical conductors and risk of being struck by signal poles being felled.

In December, a significant incident was the detonation of an improvised explosive device on a ULEZ camera in Sidcup. The blast was powerful but thankfully no one was physically injured. The MPS are investigating and have made two arrests.

Supported by TfL, suppliers are sharing information on how they are managing the risks posed. Within TfL, the SHE Capital team have been working with Compliance, Policing, Operations and Security team to develop "TfL Capital specific" guidance on WVA.

On the Piccadilly Line Upgrade (PLU) Programme, a live 50-volt cable was cut after it had been certified as "dead" by TfL engineers. There were no injuries, but this incident is being followed up with a thorough local investigation.

The DLR Rolling Stock Replacement Programme carried out testing of a new train

during a track possession. As part of the testing process the train slid and overshot its designated stopping point. Although this took place during a testing activity with no safety risk to others, the reasons need to be fully understood and an investigation is in progress to identify root causes.

On 15 October, on the A4020 Uxbridge Road near the junction of Greenford Road, a TfL sub-contractor was installing posters in a bus shelter when they were struck by a vehicle. The contractor was taken to hospital with life-threatening injuries and sadly passed away on the morning of 24 October. They had been working for a third-party contractor who manage the advertising on our bus shelters. This incident is subject to ongoing investigation by the MPS.

### **Initiatives**

#### **Piccadilly Line Upgrade (PLU) and Supplier SHE Engagement**

In November, the TfL PLU client team for the Platform CCTV project were supported by SHE in arranging a collaborative event with TfL Construction and our supplier AD Comms Limited. The aim was a joint forum to provide all suppliers on the project an insight into SHE obligations, culture and support available to them. The event generated positive feedback from colleagues in PLU and our external suppliers. Events such as this help to break down organic barriers and get people working together and to reduce instances of harm.

#### **Significant Programme/Project Achievements**

During Quarter 3 there were some notable achievements by the Programmes and projects supported by and in collaboration with members of the SHE directorate which are summarised below.

#### **Central Line Improvement Programme (CLIP)**

CLIP had its first fully refurbished train roll out of Acton Depot and into service. This Programme will extend the life of the Central line fleet that began life in 1992, with direct benefits to our customers and finances.

### **Drones**

The first use of a drone as part of the Asset Data Improvement Programme took place at Oval station. As part of the Built Environment Renewals, the drone will collect data as part of site surveys to allow greater understanding of our assets and the ability to better plan works for the future. The drones can also assist in reducing safety risks from working at height, while making savings in time. There are 80 site locations programmed to be completed this financial year with over 2,000 to be surveyed in total over the next few years.

### **Colindale – Pre-Construction Beacon Gold Award**

The “Pre-Construction Beacon” award is a voluntary scheme where a project is assessed on various criteria at the pre-construction/ design and planning stages.

The Colindale project is only the second project to submit itself for the process and has achieved a “Gold” award. Special mention should be made of the efforts to minimise environmental impacts and attain a high degree of sustainability. Hopefully this will be translated into a successful construction phase starting shortly, resulting in an operational station that will enhance the experience of travelling public and colleagues who work there.

### **Silvertown Tunnel**

The Silvertown Tunnel project being delivered by Riverlinx won four awards at the New Civil Engineer Tunnelling Awards for 2023. The Riverlinx team were recognised for their outstanding work in the categories of Young Tunneller of the Year, Innovation in Tunnel Boring Machinery & Systems,

Tunnelling Contractor of the Year, and Best Tunnelling Project of the Year (over \$200M). One of their key suppliers Banagher Precast Concrete also won the Tunnelling Specialist Supplier of the Year for their work on Silvertown.

Bank Station Capacity Upgrade (BSCU).

The BSCU project received “Highly Recommended” as Transport Project of the Year in the British Construction Industry Awards 2023. This was in recognition of the inclusion of delivery skills on the design team, which had led to better outcomes for the project, as well as the focus on culture in the resulting delivery team. The BSCU project team also won Tunnelling Project of the Year (\$50M to \$200M) in the New Civil Engineer Tunnelling Awards for 2023.

# 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 video (BWV) cameras for frontline colleagues and this came into full effect as of 31 January 2024. Mandatory face-to-face conflict management training for customer facing staff is also progressing at pace.

### Volume of WVA incidents in Quarter 3

During Quarter 3, there were 2,473 incidents of WVA reported across all modes. This is an increase of 36 reported incidents compared to Quarter 2, and 278 more than Quarter 3 last year.

This figure may rise slightly (up to two per cent) as the number of incidents reported solely to the MPS (but not directly to TfL) have not yet been provided.

In Quarter 3, there were 1,161 incidents of WVA reported by staff working on London Underground (47 per cent of all reported incidents), 1,073 incidents of WVA reported on the bus network (43 per cent of all reported incidents) and 239 incidents reported by staff from all other modes (on-street, Elizabeth line, London Overground, DLR and London Trams and project workers).

### Police recorded work-related violence with injury offences

Between December 2022 and November 2023, there were 109 work-related violence with injury offences reported to the police across rail modes (London Underground, London Overground, DLR, Elizabeth line and

London Trams); slightly higher than the previous 12 months (77 offences).

It is currently not possible for TfL to provide a 12-month summary of crimes reported to police which were committed on the bus network due to an error in the provision of this data since May 2023. This has now been resolved and we will include this data in the next report.

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

Between June 2022 and May 2023 (figures are reported six months in arrears to allow time for progression through the criminal justice process), the solved rate across rail modes for violence and public order recorded offences was 16 per cent – four 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. We are doing more to increase the uptake of 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 (23 per cent) compared with public order offences (10 per cent).

The solved rate for sexual offences was 15 per cent, which was equal to the previous 12-month period.

### Staff willing to support police investigations

The percentage of staff willing to support a police investigation (on rail modes only) was 69 per cent for violence and public order recorded offences, down from 74 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. For sexual offences, 85 per cent of offences (on rail modes only) were supported which was up from 76 per cent within the previous 12-month period.

### **Insight into WVA triggers**

In Quarter 3, 411 of the reported WVA incidents were classified as physical assaults. This compares to 297 physical assaults reported in the same quarter last year and represents a 38 per cent increase.

Fare evasion and ticket disputes continue to be the most common trigger for WVA accounting for 46 per cent of all incidents. This represents a rise of four per cent from Quarter 2.

The proportion of incidents involving a customer who was intoxicated was 8.8 per cent. This is a reduction of 0.5 per cent from Quarter 2 and 1.7 per cent less than in Quarter 3 last year.

The proportion of WVA incidents identified as Hate Crime or other forms of discrimination has risen from 7.1 per cent in Quarter 2 to 9.3 per cent in Quarter 3. Eighteen of these incidents relate directly to the conflict in the Middle East.

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

Our [WVA Strategy](#) sets out our commitments to our people and key activity we will undertake to eliminate WVA and support those who experience it.

BWV cameras are a proven deterrent against WVA. From 31 January 2024, BWV moved from being optional to becoming part of our essential kit. Frontline staff will be expected to wear a BWV when on duty in a customer facing environment. Training is being rolled out and BWV access granted to over 3,500 colleagues and additional cameras have been provided at over 300 locations. Technical support services have been enhanced and ongoing engagement campaigns are providing practical and technical information for staff. The Railway Safety and Standards Board states that there is solid proof that conflict management training generates crucial benefits for workers. These include changes in staff behaviour and wellbeing, self-awareness, confidence, coping mechanisms, decreases in sickness absence and improved retention.

In September, the Customer Operations Leadership team approved a one-year programme of mandatory conflict management training for customer-facing operational teams working in high-risk locations for WVA across London Underground, Bus Operations and River Services. The 2024 one-year programme will target those most at risk of WVA (working in our top 25 WVA hotspots) while we work on a pan-TfL long term approach.

### **Encouraging greater interaction and kindness on London buses**

The Neighbourly Lab teamed up with TfL and University of Sussex to look at Encouraging greater interaction and kindness on London buses. Their report found that two in 10 (23 per cent) people acknowledge their bus driver when boarding, and fewer than one in 10 (eight per cent) do so when alighting the bus. A pilot project in Hammersmith found that installing simple signs encouraging people on buses to greet their bus driver prompted a seven per cent

increase in the behaviour, this would equate to 140 million more potential interactions across a year (based on 2019/20 bus data from the Department for Transport).

## **Significant Prosecutions in Quarter**

### **3**

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

On 21 May, at Harrow-on-the-Hill London Underground station, a colleague was viciously assaulted in an unprovoked, violent attack. On 13 December, a man was sentenced to three and a half years imprisonment for the offence and a previous unrelated violent offence. He was also given an indefinite restraining order to not approach our colleague or enter certain stations.

#### **Mile End station**

On 21 June, at Mile End station, a colleague was assaulted by a man who had pushed through the gate line. The man pleaded guilty to the offence and on 8 November was sentenced to prison for six weeks and ordered to pay £154 to the victim.

#### **Brixton Bus Garage**

On 21 January 2023, a colleague was brutally assaulted by a man known for sleeping on buses in the engineering areas of Brixton and Norwood garages. On 27 September 2023, a man pleaded guilty to the assault and was sentenced to prison for 21 months and issued a Criminal Behavioural Order, banning him from private areas of bus and train stations owned or operated by TfL.

# 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.

In Quarter 3, the Occupational Health and Wellbeing team undertook a deep dive into sickness absence as a result of MSDs in the track team. So far in this financial year, over 3,000 sick days have been taken in the track team as a result of MSDs with an average duration of absence of 31 days. Referrals to Occupational Health from track in relation to MSDs have been mainly due to back pain and lower limb problems.

In response to this data we are working with Vita Health Group, our physiotherapy provider, to look at ways to reduce absence due to MSD through a combination of manager information and guidance emphasising the importance of early referral to Occupational Health and also through prevention of MSD in employees. We will report on further steps and outcomes.

The new Wellbeing Peer Support Network (consisting of Supporting Colleague Network and Wellbeing Champions) will officially launch in February 2024. The Wellbeing team is currently running a number of induction sessions with potential candidates, which aim to explain the role and responsibilities of peer supporters, set expectations and boundaries, as well as provide explanation on the structure of the group. The Wellbeing team is also reviewing different training opportunities for Wellbeing Colleagues, with an aim to offer the group

opportunity in upskilling in having a wellbeing conversation as well as communication and health promotion. The new SharePoint page explaining the role of the group, listing all peer supporters and ways to engage or reach out to them launched in January.

Visit the page here:

<https://transportforlondon.sharepoint.com/sites/health-and-wellbeing/SitePages/Wellbeing-Colleagues.aspx>

The Wellbeing team is making improvements to trauma peer support. In addition to the current Trauma Support Group, the plan is to introduce Trauma Risk Management (TRiM), which is peer support, focusing on a structured approach, including risk assessments following a traumatic event. TRiM peer support will consist of Practitioners and Managers, who will be trained in offering guidance and trauma assessments. Both TRiM training as well as upskilling current Trauma Support Group members will take place in 2024.

## Well@TfL

The Health and Wellbeing checks continue to be a very popular initiative across TfL, with service being booked until the end of 2024. Data analysis from the first 400 checks in seven locations, showed that the majority (252) of individuals taking part in checks work in operational roles. Checks were accessed by colleagues working different shift patterns, with 47 working only nights.

Based on the needs and risk factors identified in individual locations, the Wellbeing team is currently working on the development of targeted interventions.

## **New building**

On 4 December, the Occupational Health and Wellbeing team moved to a new location at 31 Borough High Street.

The new design has many features of a "WELL building". The WELL building standard believes that buildings should be developed with people's health and wellness at the centre of design. WELL is grounded in a body of medical research that explores the connection between the buildings where we spend more than 90 per cent of our time, and the health and wellness impacts on us as occupants. The building has many of the salient features of a WELL building. Features include cork floor, Graphenstone paint walls and recycled plastic surfaces. The aim is that employees who visit the department feel supported and relaxed when doing so and that the ethos of Well@TfL can be felt.

## **Four Lines Modernisation Programme – Wellbeing Event**

The TfL and Thales parts of the Four Lines Modernisation Programme held two wellbeing events at our Endeavour Square office. There were several stalls on a variety of wellbeing topics, which included the Lighthouse Charity, Railway Mission, Super Well-being, massage and TfL colleague network groups. There was also a guest speaker at two pre-booked sessions discussing "The Power of Self Care".

While it could be argued that these events are not necessarily essential to the delivery of the Programme objectives, there is a recognition of the pressures that this type of Programme creates during its long period of delivery, so the care and wellbeing of our people is significant to the overall outcome. A similar event on a smaller scale was also held at the Neasden Depot site.

# Environment



## Quarter 3 Carbon emissions

Total TfL operational carbon emissions for the quarter were 186 kilotonnes of CO<sub>2</sub>e. Despite reductions being seen in many areas, this is approximately the same as Quarter 3 in 2022/23. This is primarily because of a higher carbon intensity associated with our grid supplied electricity.

Traction electricity consumption was higher than 2022/23 primarily due to the Elizabeth line commencing full service. Gas usage and non-traction electricity were less than last year – partially due to measures to reduce energy consumption but also due to milder weather. Bus tail-pipe emissions were also less than the previous year – reflecting the continued good work to electrify the bus fleet. See Figure 19 in data annex for further information.

## Climate Budget

We submitted our 2024/25 Climate Budget to the GLA in November. This forms a key section of the wider TfL Budget submission. It includes measures funded through the TfL Business Plan that support our operational carbon emissions reduction, increased climate resilience and adaptation, as well as unfunded measures. This year the submission also included measures that support greenhouse gas emissions reductions, climate resilience and adaptation in parts of the city outside the TfL estate and fleet. The Climate Budget also allows us to re-baseline the trajectory of our operational carbon emissions to 2030 each year and better understand the gap to our net zero target. Next year the submission will also include emissions from our supply chain.

## Public Sector Decarbonisation Scheme application

The Public Sector Decarbonisation Scheme fund is available to organisations to apply for to support the transition away from fossil fuels. In November, we submitted a new round of applications, asking for £20m in grant funding with a commitment of topping up with available funding in our Business Plan. This funding will be used towards projects that remove the requirement of fossil fuels from our sites and enable us to invest in cleaner and greener technology for heating our buildings. We look forward to hearing whether our applications are successful.

## Green Finance Fund

To accelerate our decarbonisation journey, we have submitted applications to the Mayor's Green Finance Fund, applying for a total of £33.5m of this loan facility. In December, we were given approval for three project loans including accelerated introduction of LED lighting on our roads and building decarbonisation improvements at Neasden Depot and 200 Buckingham Palace Road. The application for LED lighting at London Underground stations has yet to be decided following its presentation to the GLA Credit Committee on 21 December 2023.

## London-wide Ultra Low Emission Zone

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

The First Month Report was published in October 2023, which shows that the scheme has been highly effective at reducing the proportion and number of older, more polluting vehicles on London's roads.

The data shows a 10 per cent increase in vehicle compliance in outer London, with 95 per cent of vehicles seen driving in London on an average day now meeting the ULEZ standards, up from 85 per cent when the public consultation to expand the scheme

London-wide launched in May 2022. This means vehicle compliance rates in outer London have nearly caught up with inner London.

There are fewer older, more polluting cars seen driving in the zone. On an average day, there were 77,000 fewer unique non-compliant vehicles (i.e. individual vehicles detected travelling in the zone at least once) seen detected in the London-wide ULEZ compared to June 2023. This is a 45 per cent reduction in non-compliant vehicles.

As with the First Month evaluation reports for the previous iterations of the ULEZ, this report does not cover the impact of the scheme on air pollutant emissions and concentrations. This is because a longer period of time is needed to undertake these assessments. We will continue to monitor the impact of the ULEZ and we will report on preliminary analysis of air quality impacts in the Six Month Report, with a fuller analysis in the One Year Report.

Data up to 14 January 2024, shows that the Mayor's £160m scrappage scheme has significantly supported London residents, small businesses and charities prepare for the ULEZ. Over 46,600 applications to scrap older, more polluting vehicles have been approved, committing over £158m of the fund. An additional £50m in funding has been proposed in the Mayor's Draft Consolidated Budget for the GLA Group, which would bring the total funding pot to £210m. This means that millions in scrappage funds are still available to support those who need it.

This is in addition to the grace periods available to support disabled people, not-for-profit community transport providers, and businesses and charities with brand-new compliant vehicles or a retrofit solution on order. Over 6,200 applications have been accepted to date for these grace periods.

## **Managing air quality on the London Underground**

We continue to develop our air quality programme across the London Underground network. This includes continuing to monitor and assess air quality on the network to ensure we remain within Health and Safety Executive (HSE) legal air quality limits and to enable us to prioritise locations for cleaning.

We are moving forward with setting up our air filtration trials at Baker Street and Green Park stations, aiming to start in February 2024.

We have continued to work with Imperial College London on their research into potential health impacts of Tube dust on staff, which includes both short-term and longer-term studies.

## **Transitioning to renewable energy**

A vital step towards achieving net-zero in our operations is transitioning to renewable energy. We continue to progress the tender for our first power purchase agreement contract which will support the increase of renewable electricity supplying the national grid. We are currently finalising the Invitation to Tender stage of the procurement, and this will be followed by negotiation and Best and Final Offer stages.

TfL is also seeking to secure renewable power through the development of solar farms on the peripheries of the London Underground network, to be directly connected through private wire. To allow for scalability, TfL plans to appoint a delivery partner to a single supplier framework, with this partner responsible for developing projects. TfL is currently in the document preparation stage and plans to go out to tender in 2024.

TfL has an ongoing programme to harness waste heat from London Underground vent

shafts and pumped water sites. Current activity is focused on accelerating the delivery of an initial ventilation shaft site, and to identify an appropriate energy supplier. Alongside developing this site, work continues in parallel to bring forward future waste heat opportunities across TfL's estate. We expect this work programme to be shaped by the forthcoming Heat Zoning Regulations.

### **Zero Emission Buses and Taxis**

On our roads, we have introduced a total of 1,300 zero-emission buses operating across all areas of London. Fourteen per cent of our fleet has been converted and we remain on track to convert the entire fleet by no later than 2034.

Our black cabs are also going green, having reached a major milestone this quarter of 50 per cent of vehicles now zero emission capable. Since 2018, all new taxi licenses have had to be for zero emission capable vehicles and TfL has been providing taxi delicensing grants for this to happen, helping to remove more than 4,000 older, more polluting vehicles from the fleet.

To further assist this transition, we have already supported the delivery of three rapid charging hubs across London and delivered 300 rapid or ultra-rapid electric vehicle charging points. We are currently looking into more opportunities across the city to deliver more charging infrastructure, to create a greener more connected London. On 28 November, the GLA and Places for London announced the intention to introduce five new ultra-rapid charging hubs for the city, capable of delivering a full charge to electric vehicles in 10-30 minutes. We are currently seeking a partner to deliver all five of these sites via a joint venture partnership.

### **LED upgrades across the TfL network**

To make our network brighter, safer and more energy efficient we continue to upgrade lighting with LED technology. While demonstrating an average energy saving of approximately two thirds, this lighting also provides 10 per cent brighter light, making our public spaces more welcoming and safer for passengers. Over 90 per cent of lights in bus shelters have been converted to LED and 67 per cent of street light columns are now using LED. On London Underground, 118 stations now have LED lighting. This includes the Oxford Circus station which was completed in October 2023, making it a brighter, more welcoming and energy efficient space for those travelling to the West End.

### **Increasing Green Infrastructure and Biodiversity in London**

We are on track to meet our first annual target for Sustainable Drainage Systems from our Climate Change Adaptation Plan published in spring 2023. With a target of 5,000 square metres to be delivered per year in London, we are on track to exceed this by 60 per cent in this financial year by delivering almost 8,000 square metres of catchment (land) drainage on our projects at Tolworth Roundabout and Old Street Underground station. The new installations include permeable paving, a green roof and rain gardens, which will support local biodiversity, as well as reducing risk of surface water flooding.

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 the potential to deliver biodiversity enhancements that could be used for offsetting. The results of this study are being

used to inform our approach to biodiversity net gain requirements.

### **Climate change adaptation**

On 5 October, we participated as a key contributor to a first of its kind landmark rail sector workshop. This forum agreed the emissions scenarios to use in climate risk assessments and project design, which is the first time this has happened in the UK for a single sector. These scenarios are aligned with our existing practice on this issue.

We also hosted the first of a series of workshops with all London boroughs on 6 October 2023 with the aim of assessing and identifying to reduce our highways climate risks. The results of this series will feed into our fourth Adaptation Reporting Power submission to the Department for Environment, Food and Rural Affairs at the end of 2024.

### **Personal Protective Equipment (PPE) recycling**

A six-month PPE recycling scheme is under trial in TfL Capital, in collaboration with our PPE provider Hayley Rail, and Avena Group (specialists in secure clothing, garment, and textile disposal). This is a new, low-cost scheme to TfL where all end-of-life PPE items can be placed in a specialist recycling bin located at our Endeavour Square office. PPE items will be collected by Avena and either recycled into alternative materials such as soundboards, insulation, geotextiles, or converted into pellets for refuse derived fuel.

By utilising this scheme, TfL will be:

- saving 13.5kg of CO<sub>2</sub> for every 1kg of textiles recycled;
- saving 1000 litres of water for every 1kg of textiles recycled;
- diverting items from incineration routes; and
- reducing greenhouse gases.

Avena have estimated that TfL will save 40,404kg of CO<sub>2</sub> equivalent and 3,120 litres of water per annum with this scheme, when compared against the general waste disposal of PPE.

Should the trial be successful, we will look to roll the initiative out across all of our project offices.

### **PLU – depots and stabling litter picking**

The PLU Depots and Stabling team held an end of year in December which included some environmental improvements by way of litter picking around Oakwood station and Cockfosters depot. They had notified the local authority beforehand as it was in a public area, and not within depot or station confines. Along with the usual litter the team also discovered a samurai sword and a handgun. They arranged for the MPS to attend to collect the weapons. A great result removing weapons that could have had fatal consequences for Londoners.

### **Meeting our Carbon Literacy targets**

A total of 1,412 employees attended training for Carbon Literacy in Quarter 3, bringing the total number of trained colleagues to 2,182, in this financial year. Training capacity increased from October, with 75 active, in-house, volunteer trainers delivering an average of 10 courses per week. With slots filling rapidly each month, 550 staff were booked on for training in January. We remain on track to have trained 3,000 colleagues this financial year.

On 4 December, we celebrated the global Carbon Literacy Action Day with the Carbon Literacy Project, a day designed to catalyse action on climate change through training and positive action. On this day we shared our Chief Officers' carbon pledges, held a live online question and answer session with

colleagues, facilitated three training sessions and shared our progress on social media and at a live event hosted by the Carbon Literacy Project with other organisations from around the globe.

### **Sustainability Awareness Training**

To support our business leaders to deliver sustainability initiatives across the organisation, we delivered a series of training sessions focused on leadership in sustainability. This training was designed to give our business leaders a deeper understanding of sustainability and how it impacts the work of their teams. This interactive session equips people leaders with the tools needed to deliver our ambitious TfL strategy, in the context of our significant global challenges.