

Date: 21 February 2024

Item: Safety, Health and Environment Report – Quarter 3 2023/24

This paper will be considered in public

1 Purpose

- 1.1 This paper summarises key information reported in the second Quarterly Safety, Health and Environment (SHE) report for the 2023/24 financial year.
- 1.2 Quarter 3 (Q3) covers the dates 17 September – 9 December 2023. Most data presented covers this date range, except for some road safety and work-related violence data. It is clearly highlighted when data falls outside this period.

2 Recommendation

- 2.1 **The Panel is asked to note the report.**

3 Key information presented in the Q3 report

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

- 3.1 The report shows that our safety scorecard measures of number of people killed or seriously injured on the roads and number of people killed or seriously injured on or by a London bus have not been met for Q3 2023/24.

4 Safety

Road safety performance

- 4.1 In Q3, there were 914 people killed or seriously injured in road traffic collisions. While this was a decrease in those killed or seriously injured in Quarter

2 of 2023/24 (Q2) (970), we missed our scorecard target of 851 for people killed or seriously injured on London's roads.

- 4.2 We continue to strive for improvement although, we missed our colleague injury targets this quarter where the target was six killed or seriously injured colleagues, and the actual was seven. We also missed our targets for customers killed or seriously injured where the target was 45 and the actual was 50. We continue to implement interventions that are in accordance with our Vision Zero Action Plan, ensuring the reduction of road danger.

Safe Speeds

- 4.3 In Q3, 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.

Safe Streets

Safer Junctions

- 4.4 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.
- 4.5 Further design and survey work is continuing at pace on the Battersea Bridge Safer Junction scheme with construction due to start in mid-2024.

Safe Vehicles

Bus Safety Strategy

- 4.6 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.
- 4.7 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.

Safe Behaviours

New Speed Behaviour Change Campaign

- 4.8 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 Road Safety Week between 19 to 25 November 2023 where the theme was speed.

Post Collision Learning

- 4.9 In November 2023, in collaboration with the Mayor's Office for Policing and Crime, we 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.

Public Transport

- 4.10 While we continue to strive for improvement, in Q3 we tragically had two reportable fatalities on our public transport network which is the same as the number reported in Q2. There were no customer fatalities on our public transport network during Quarter 3 of 2022/23. Sadly, 48 customers were seriously injured across the TfL public transport network in Q3. Of these, 31 were serious injuries due to slips, trips and falls.

Colleagues seriously injured

- 4.11 The six colleagues who were seriously injured on our network during Q3 worked in different business areas and their injuries were sustained in a variety of different ways.

Fatalities involving a bus

- 4.12 During Q3, there were sadly three other pedestrian fatalities in collisions involving a bus. All fatalities occurred in November 2023. Our thoughts remain with the families and friends of those who died.

Capital

- 4.13 In total, there were eight injuries reported during Q3. The most prevalent incidents included slips, trips, falls and workplace violence directed towards colleagues by members of the public. This is two less than what was reported in Q2.

Significant incidents, updates and initiatives

- 4.14 The most significant incidents in TfL Capital in Q3 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).

Initiatives

- 4.14 In November 2023, the TfL Piccadilly Line Upgrade (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.
- 4.16 The Silvertown Tunnel project being delivered by Riverlinx won four awards at the New Civil Engineer Tunnelling Awards for 2023.
- 4.17 We are sorry to report that a sub-contractor working for one of our contractors was carrying out work at a bus stop on the A4020 Uxbridge Road near the junction of Greenford Road, when a car collided with the stop. Sadly, they passed away on the morning of 24 October. Our thoughts remain with their family and friends.

5 Significant incidents after Quarter 3

- 5.1 Since the end of Q3, very sadly, 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, on the bus network on A301 Waterloo Road, Hackney, Victoria bus station and most recently at Mile End station. Our thoughts remain with their families and friends.

- 5.2 Investigations are ongoing in relation to these incidents and we are supporting the relevant investigating authorities (Metropolitan Police Service, British Transport Police, Office of Rail and Road, Health & Safety Executive and the Rail Accident Investigation Branch) with their enquiries where relevant. We will continue to do all in our power to ensure that everyone can travel safely on our transport network. Overall learnings from these investigations will also be considered and brought to this Panel for future discussion.

6 Security

Work-related Violence and Aggression

- 6.1 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 cameras for frontline colleagues and this came into full effect as of 31 January 2024.

Insight into WVA triggers

- 6.2 During Q3, there were 2,473 incidents of WVA reported across all modes. This is an increase of 36 reported incidents compared to Q2, and 278 more than Quarter 3 of 2022/23. Fare evasion and ticket disputes continue to be the most common trigger for WVA accounting for 46 per cent of all incidents.

7 Health

Sickness and absence

- 7.1 In Q3, the Occupational Health and Wellbeing team undertook a deep dive into sickness absence as a result of Musculoskeletal Disorders (MSDs) in the track team. So far 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.

New building

- 7.2 On 4 December 2023, 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@TfL

- 7.3 The Health and Wellbeing checks continue to be a very popular initiative across TfL, with service being booked until the end of 2024. Based on the needs and risk factors identified in individual locations, the Wellbeing team is currently working on the development of targeted interventions.

8 Environment

Quarter 3 Carbon emissions

- 8.1 Total TfL operational carbon emissions for Q3 were 186 kilotonnes of CO₂e. Despite reductions being seen in many areas, this is approximately the same as Quarter 3 of 2022/23. This is primarily because of a higher carbon intensity associated with our grid supplied electricity.

Climate Budget

- 8.2 We submitted our 2024/25 Climate Budget to the Greater London Authority in November 2023. 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.

Public Sector Decarbonisation Scheme application

- 8.3 The Public Sector Decarbonisation Scheme fund is available to organisations to apply for to support the transition away from fossil fuels. In November 2023, 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 have been successful.

London-wide Ultra Low Emission Zone

- 8.4 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.

Managing air quality on the London Underground

- 8.5 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.
- 8.6 We are moving forward with setting up our air filtration trials at Baker Street and Green Park stations, aiming to start in March 2024.

List of appendices to this report

Appendix 1: Q3 Safety, Health and Environment Report

List of Background papers

None

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