

**Date:** 24 July 2024

**Item:** Safety, Health and Environment Annual Report 2023/24

---

## **This paper will be considered in public**

### **1 Summary**

- 1.1 This paper summarises the key information and trends reported in the Safety, Health and Environment (SHE) Annual Report for the 2023/24 financial year.
- 1.2 The financial year covers the dates 1 April 2023 to 31 March 2024. Most data presented covers this range, except for some road safety and work-related violence data. It is clearly highlighted when data falls outside this period.
- 1.3 The year 2023/24 saw TfL continue to make positive strides towards its safety, health and environment goals. While good progress is reported, there remain a number of areas in terms of our safety, health and environmental performance where we need to make significant progress and where continued organisational focus and investment is required.

### **2 Recommendation**

- 2.1 **The Board is asked to note the Safety, Health and Environment Annual Report 2023/24.**

### **3 Report Overview**

- 3.1 The report shows that people killed or seriously injured on our roads and customer injuries scorecard measures for 2023/24 have not been achieved but the floor target was met.
- 3.2 We numerically achieved our scorecard target for the total number of injuries sustained by our colleagues; however, this measure is automatically deemed as failed as a result of the fatal injury of a colleague working for a sub-contractor in a road collision while working.

#### **Safety**

- 3.3 This year London saw a 30 per cent reduction in road users killed on London streets in 2023 compared to 2010-14 baseline, and a 24 per cent reduction in road users killed or seriously injured in 2023 compared to 2010-14 baseline.
- 3.4 While this is positive progress, and reflects the joint work of London boroughs, TfL and the Metropolitan Police Service, there is further to go towards Vision Zero and shows that we must continue to focus our efforts in this area.

- 3.5 In efforts to tackle speed, we launched an educational campaign in July 2023 explaining to road users why we are lowering speed limits to 20mph on our roads, highlighting the positive outcomes the programme has already achieved.
- 3.6 In September 2023, we published our new Bus Safety Strategy. This sets out actions we will take to deliver a safe bus network in London with no-one killed on, or by, a bus by 2030 and no-one killed or seriously injured on, or by, a bus by 2041.
- 3.7 Continuously improving public transport safety is our priority and efforts are being made to tackle the causes of injury to customers travelling on our network. The majority of fatal or serious injuries to customers have been due to slips, trips and falls, this being a factor in two fatalities.
- 3.8 On the London Underground, areas where there is the greatest risk of slips, trips and falls, including escalators has been our focus. Campaigns for escalator safety interventions including posters, public announcement, using travel ambassadors to support regular staff at higher risk times and locations and testing innovative approaches to promoting safer behaviours.
- 3.9 Safety improvements at bus stations continue to be prioritised. Improvements are specific to particular stations and include features such as new islands with raised kerbs, extending the bus stop platforms and providing better pedestrian crossings within bus stations.
- 3.10 Performance in our Capital delivery area in 2023/24 was strong and we saw a continued reduction in the number of injuries to colleagues working on our Capital projects. There were 22 injuries reported; a reduction of 49 per cent compared with 2022/23. This included five lost time injuries, which caused a colleague to be absent for one or more shift.
- 3.11 To improve our safety, health and environmental performance, we have continued to deliver our SHE culture programme with a focus on culture assessments, leadership and 'Just and Fair'.
- 3.12 In 2023/24, we started rolling out assessments to enable teams to build targeted plans to improve SHE culture across the organisation.

## **Security**

- 3.13 To improve workforce safety, we have continued with our strategy to tackle work-related violence and aggression (WVA). Our strategy sets out our commitments to our colleagues and key activity we will undertake to eliminate violence and aggression and support colleagues who experience it.
- 3.14 Last year, there were more than 10,000 reported incidents of violent or aggressive behaviour by members of the public towards our staff.
- 3.15 In 2023/24 we made significant progress on some of our key commitments to keeping our colleagues safe, most notably with the requirement to wear body worn videos as a mandatory part of our essential colleague kit.

- 3.16 Fare evasion and ticket disputes continue to be the most common trigger for WVA accounting for 45 per cent of all incidents.
- 3.17 We have issued new guidance for all staff on 'working staff to stay safe' when dealing with aggressive customers and are rolling out new conflict management training for those most at risk, while the longer-term training needs assessment is undertaken.
- 3.18 In January 2024, body-worn video cameras became part of our essential kit for operational colleagues working in a customer-facing environment. These cameras are a proven deterrent against WVA.
- 3.19 There is continuous work being done to tackle violence against women and girls. There are targeted actions and strategies to ensure that women and girls are safe, and feel safe, on our network, giving them confidence to travel.

## **Health**

- 3.20 This year, short-term absence and sickness among our people was dominated by coughs and colds. Although, in 2022/23 Covid-19 was the main reason for short term absence and sickness. This change is probably because people may no longer be testing for the virus, thus the data is impacted.
- 3.21 Mental health and musculoskeletal conditions remain the largest cause of long-term absence. This is consistent with previous (non-Covid) years and is in line with patterns experienced in other companies.
- 3.22 This year we have seen an increase in referrals to the medical assistance programme, which is likely related to long NHS waiting times.
- 3.23 In 2023/24 our Occupational Health and Wellbeing teams progressed a number of initiatives, such as Well@TfL and the Roczen health programme.
- 3.24 We are committed to protecting colleagues from health risks at work. Our health surveillance scheme, monitors colleagues who might be exposed to certain risks, such as chemicals or noise. This helps early detection of ill health caused by work.
- 3.25 In December 2023, we were awarded Outstanding Occupational Health Team 2023 at the Society of Occupational Medicine Awards. The award cited our 'exemplary dedication to inclusivity' and projects that 'instigate a cultural shift towards greater health awareness, and proactively identify and prevent health conditions'.

## **Environment**

- 3.26 As part of our ongoing commitment to improve London's air, we completed the expansion of the Ultra Low Emission Zone (ULEZ) London-wide on 29 August 2023.

- 3.27 In 2023/24, we have achieved significant progress against our Corporate Environment Plan. We continue to drive decarbonisation initiatives across the business to support London in achieving net-zero carbon by 2030.
- 3.28 In February 2023, we launched our first power purchase agreement procurement. This aims to procure approximately 10 per cent of our required electricity from renewable energy sources.
- 3.29 The Carbon literacy training programme remains a high priority. We exceeded our scorecard target to train 3,000 colleagues in 2023/24, with more than 4,000 people trained as of 31 March 2024.
- 3.30 In the delivery of our Climate Change Adaptation Plan we are continuing to adapt our systems to reduce the impacts of climate change and ensure resilience in the face of more extreme and frequent weather events across London.
- 3.31 We are improving air quality in London through operating the ULEZ and shifting our own fleet to zero-emission, as well as the vehicles under our control.

### **List of appendices to this report**

Safety, Health and Environment Annual Report 2023/24

### **List of Background papers**

None

Contact Officer: Lilli Matson, Chief Safety Health and Environment Officer  
Email: [LilliMatson@tfl.gov.uk](mailto:LilliMatson@tfl.gov.uk)