

Safety, Health and Environment Quarterly report

Quarter 1 2024/25

(1 April 2024 - 22 June 2024)

Safety, Sustainability and Human Resources Panel Meeting:
4 September 2024



Table of Contents

Safety, Health and Environment Quarterly Report.....	3
Introduction and Executive Summary	3
Mayor’s Transport Strategy and Scorecard	4
Safety	5
Road safety performance	5
Public transport performance	9
Capital performance	11
Security	14
Work-related Violence and Aggression (WVA) performance	14
Health	16
Sickness absence.....	16
Presentation at the Society and Faculty of Occupational Medicine Conference	16
Environment	18
Air Quality	18
Climate Emergency	19
Green Infrastructure and Biodiversity	21
Sustainable Resources	22
Making it Happen.....	22

Safety, Health and Environment Quarterly Report

Introduction and Executive Summary

Summary

This Safety, Health and Environment (SHE) Quarterly Report summarises our performance in Quarter 1 of 2024/25, identifies strategic trends, and describes progress in delivering our strategic SHE programmes. The data referenced covers the period from 1 April 2024 - 22 June 2024, unless otherwise specified.

Quarter 1 results

Road Safety

In Quarter 1, there were 895 people killed or seriously injured in road traffic collisions, against a target of 899. The data behind these scores is further explained in the safety section of this report.

We are continuing to implement interventions aligned to our Vision Zero Action Plan to ensure the reduction of road danger under the Safe System pillars of speeds, streets, vehicles, behaviour, and post-collision response.

Safe Speeds

We completed our target of lowering speeds on more than 140km of roads in March 2024 and the TfL Road Network now has a 20mph speed limit on 264km of roads.

TfL Travel for Life

The annual TfL Travel for Life Top School Awards ceremony was held at Kia Oval on 21 May 2024. The ceremony was to recognise 27 London schools for their efforts to increase sustainable active travel. Seven

schools were named overall winners in their categories including Best Campaign to reduce car use, Best Newcomer and Best Long-Term Excellence.

Public Transport

Sadly, there were three reportable customer fatalities on our public transport network in Quarter 1.

Further information about these incidents is explained in the public transport section of this report.

In Quarter 1 there were also 38 reportable serious injuries to our customers across our public transport network, a decrease of 33.8 per cent in comparison to Quarter 1 of 2023/24. Eight of our colleagues were seriously injured on our network in Quarter 1; four on London Underground and one each on Buses, Dial-a-Ride, DLR and the Elizabeth line.

Capital

There were a total of six injuries (all minor) reported during Quarter 1 for Capital. Injuries to colleagues working in Capital continue to remain at a low level as we work towards our zero harm ambitions.

This quarter the Capital SHE Strategy was launched, placing SHE at the heart of everything we do. It provides a framework to deliver improvements in SHE performance across the value chain for capital and asset management.

Security

There is a concerted effort to tackle work-related violence and aggression (WVA) towards our people and those of our operators and contractors as it is unacceptable.

In Quarter 1, there were 2,363 incidents of WVA reported across all modes. This is 139 lower compared to Quarter 1 last year. There

were 152 fewer incidents reported by staff on London Underground and staff on the Elizabeth line reported 24 fewer incidents.

Occupational Health and Wellbeing

In Quarter 1, our Occupational Health and Wellbeing (OHW) team saw an increase for referrals to occupational health. The majority were because of lower limb and back pain. Stress formed the third most common reason for referral.

During Quarter 1, the Wellbeing team were announced as the Inside Out award winners for Physical Wellbeing Initiative of the Year.

Environment

In April 2024, we concluded a two-year workstream leading on the development of the International Association of Public Transport (UITP) climate change adaptation framework.

In May 2024, we restarted our annual air quality monitoring in driver cabs across eight Tube lines, which has since been completed. We have restarted air quality monitoring at 24 London Underground stations, which will run through to 31 August. The results from cabs and stations are due to be published later in 2024.

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 our ambitious Vision Zero objective to eliminate death and serious injuries from London's transport network by 2041.

Measure	Q1 Target	Q1 Actual
People killed or seriously injured in road traffic collisions	899	895
People killed or seriously injured in road traffic collisions in or by a London Bus	65	69
Customers killed or seriously injured	45	41
Colleague killed or seriously injured	4	8

Figure 1: Quarter 1 2024/25 Scorecard

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



Road safety performance

In Quarter 1, 13 people were killed on London's roads with a further 882 seriously injured totalling 895 people killed or seriously injured in this period. This was a reduction in those killed or seriously injured compared to Quarter 1 2023/24 (942).

Six people were killed while walking, five people while riding a motorcycle, one car occupant and one person in a vehicle classified as 'other'. This is lower than the 23 fatal injuries which were recorded in Quarter 1 of 2023/24. There was a fall in pedestrian deaths with six recorded in Quarter 1 2024/25 compared to the nine recorded in the preceding Quarter 4 2023/24. There was also a reduction in car casualties with one recorded in Quarter 1 2024/25 compared to six recorded in Quarter 1 2023/24.

We met our Quarter 1 target of 899 people killed or seriously injured on London's roads. This target represented the trajectory required to meet the 2030 MTS target of a reduction of 70 per cent against the 2010-14 baseline.

Significant bus related pedestrian incidents Quarter 1

On 26 March 2024, a pedestrian was struck by a bus along Barking Road (Newham) and subsequently died on 31 March.

On 16 June 2024, a pedestrian was struck by a bus on St Paul's Way in Mile End, near the junction with Burdett Road. The pedestrian subsequently died some days later. Both incidents are under investigation. In line with our Vision Zero Action Plan, we have continued to implement interventions to improve street safety under the Safe System

pillars of speeds, streets, vehicles, behaviour and post-collision response.

Safe Speeds

We completed our target of lowering speeds on more than 140km of TfL roads in March 2024. The TfL Road Network now has a 20mph speed limit on 264km of roads.

In Quarter 1, we lowered the speed limit on 3.8km of A406 North Circular Road in Enfield and Waltham Forest from 50mph. The new 40mph speed limit came into operation in July 2024.

In the coming months, we will analyse the speed monitoring data collected at locations where the speed limit has been reduced to identify if, and where, physical interventions to slow approaching vehicles are required to complement the new speed limits.

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

Public consultation started on 22 May on walking and cycling improvements between Finsbury Park and Nag's Head, introduced on an experimental basis as part of the Cycleway 50 works. This included the Safer Junction locations of Holloway Road/Tollington Road/Camden Road and Holloway Road/Parkhurst Road/Seven Sisters Road. This consultation ran until 14 August 2024.

Further design and survey work is continuing at pace on the Battersea Bridge scheme, with construction due to start in Quarter 3 2024/25.

Design work continues on the remaining junctions covered by the programme. We have a target to complete public consultation and engagement on 10 of these locations by the end of 2024. Public consultation on safety improvements at Hogarth roundabout in Hounslow started on 11 July 2024. Detailed traffic modelling is underway on the Monument Junction scheme, and early engagement with statutory stakeholders has been taking place in July and August ahead of further public consultation in Quarter 3 2024/25.

Pedestrian Safety

Construction started in June 2024 on the A23 Brixton Hill near the junction with St Saviours Road introducing a new signalised pedestrian crossing at a location with a poor safety record and an identified pedestrian desire line.

Detailed design work is continuing at locations where we plan to deliver road safety schemes later in this financial year, including at Redcliffe Gardens in Kensington and Chelsea, King's Cross Road junction with Pentonville Road in Camden, A23 Streatham High Road at the junction with Gracefield Gardens in Lambeth and on the A20 Amersham Road junction with Parkfield Road in Lewisham.

Public engagement took place in July 2024 on safety improvements at the junction of A503 Seven Sisters Road and Wilberforce Road, with plans to implement an improved cycle crossing into Finsbury Park and improvements to a nearby pedestrian crossing.

Cycleway expansion

We launched 10 new Cycleways across London in June, designed to make cycling safer and easier around the capital. The new

routes add another 35km to London's growing strategic cycle network.

Alongside London boroughs, our continued work to develop Cycleways in London means the strategic cycle network has more than quadrupled in size from 90km in 2016 to 390km in June 2024. Delivering high-quality new Cycleways will support Londoners of all backgrounds and abilities to cycle safely, encouraging greater diversity in cycling.

Safe Vehicles

Bus Safety Strategy

More than 1,550 buses now meet the Bus Safety Standard and we have the following safety features fitted to the London bus fleet:

- 4,120 buses fitted with Intelligent Speed Assistance, which uses a digital speed limit map to help the driver comply with the speed limit by restricting the top speed of the vehicle
- 1,507 buses fitted with Acoustic Vehicle Alerting System, which alerts vulnerable road users to quiet-running buses
- 1,553 buses fitted with Camera Monitoring Systems, which replace external wing mirrors to improve drivers' indirect vision and eradicate the risk of mirror strikes

These numbers will continue to increase as new buses enter the fleet. We have also commenced a retrofit programme to install these key Bus Safety Standard features on older buses, to realise further safety benefits.

We are continuing our wide-ranging research and innovation programme across areas such as pedal application error, customer injuries and driver fatigue. On the latter, we have begun to install fatigue detection technology on vehicles as part of a trial which will help TfL to understand fatigue risk in bus

operations by route and vehicle type, location, day and time, roster and operator. As more vehicles are fitted driver alerts will be activated and then management interventions applied. This will help us to understand the most effective management interventions.

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

Direct Vision Standard

Since the introduction of the Direct Vision Scheme (DVS) in March 2021, we have issued heavy goods vehicle (HGV) safety permits to cover at least 244,365 unique vehicles. At least 156,217 of these were issued for zero-star rated HGVs that were required to have fitted Safe System features, addressing blind spots and improving the driver's indirect vision from their cab.

The focus now for the DVS is on the updated requirements that will apply from 28 October 2024. These include an increased minimum star rating threshold from one to three stars for HGVs to operate in London, and a strengthened Progressive Safe System for HGVs that do not meet the minimum standard. This will deliver a key commitment to raise the DVS standard in our Freight and Servicing Action Plan.

Recognising that an estimated 216,000 vehicles will need to be made compliant by road hauliers, we have worked closely with the road freight sector since September 2023 to monitor and understand operator readiness for the new requirements. Together with the Walking and Cycling Commissioner, we have discussed how to best to help the industry to make their vehicles compliant ahead of the forthcoming launch. We opened applications for safety permits that incorporate the new Progressive Safe System from 24 June.

We are continuing to review the outcomes of this work and we provided an update to London Councils Transport and Environment Committee in July 2024 to confirm the level of industry readiness and the final grace period that should apply.

E-scooter rental trial in London

The trial has been operating for three years and there are now 10 boroughs taking part and around 4,000 e-scooters available for hire. For the period ending 2 June 2024, 105,000 trips were made taking this to a total of 4.1 million trips. The average e-scooter trip duration is 13 minutes and the average distance travelled is 1.9km. The second phase of the trial is gathering further data to inform policy on rental e-scooters and trialling further innovations including using artificial intelligence to improve parking compliance.

TfL entered into mutual termination with Dott, a micromobility operator in April 2024, with Dott citing financial sustainability and the unregulated nature of dockless e-bike operators as its rationale. Voi, another operator publicly voiced similar concerns in June. We continue to work closely with operators and participating boroughs to make improvements to the trial.

Safe Behaviours

TfL Travel for Life

On 21 May 2024, we held our annual TfL Travel for Life Top School Awards ceremony at Kia Oval to recognise 27 London schools for their efforts to increase sustainable active travel, with seven schools recognised as overall winners in their categories including Best Campaign to reduce car use, Best Newcomer and Best Long-Term Excellence. There were 200 nominations overall from schools, parents and borough officers.

We are also on track to deliver the greatest number of TfL Safety sessions since pre-coronavirus pandemic. The sessions are offered to all 10-11 year olds in London to prepare them for independent travel as they move on to secondary school. We have seen over 1,394 schools or 70,000 year 6 students. This is equal to 86 per cent of all 10–11-year-olds in London.

Lowering speeds

New speed limit changes came into force on parts of the A406 in the boroughs of Waltham Forest and Enfield. To raise awareness of the upcoming changes, we ran lowering speeds local borough comms consisting of digital banner advertising and digital audio, from 17 May to 16 June in these areas.

Our marketing Wave 25 tracker that evaluates the performance of our campaigns shows an increase in all metrics including:

- 44 per cent of all Londoner respondents strongly agree that speed limits of 20mph help prevent deaths and serious injuries on London’s roads (target 44 per cent March 2024)
- 72 per cent of driver respondents agreeing a speed that feels slow when you are driving can kill or seriously injure a pedestrian or cyclist
- 65 per cent of drivers agreeing “I need to think more about how fast I am driving on the road.”

Motorcycle and moped training

TfL offer two free motorcycling training courses for those who live, work or study in London. These courses are delivered by TfL's training partners.

Between the beginning of April and end of June, TfL delivered over 230 courses - this includes 179 riders completing 1-2-1 Motorcycle Skills and 51 riders completing Beyond CBT.

We are currently working on a new behaviour change campaign which will highlight how to keep motorcycle and moped users safe on London’s roads, and to help reduce the number of pedestrians killed or seriously injured involving motorcycle and moped riders contribute to. Our Stakeholder advocacy and engagement team are working to secure stakeholder feedback on the campaign.

Enforcement

The Metropolitan Police Service (MPS) undertakes significant and wide-ranging activity to reduce road danger and prevent harm to all road users.

Between April 2022 and May 2024, the MPS and City of London Police (CoLP) enforced 1,872,194 road traffic offences through roadside enforcement activity, safety cameras or as a result of video evidence (dashcam or headcam footage) submitted by members of the public. Ninety-four per cent of all road traffic enforcement action taken by the MPS and CoLP was for priority offences.

The Vision Zero priorities for police include speeding, drink and drug driving, mobile phone offences, not wearing a seatbelt, dangerous and careless driving as well as unlicensed and uninsured drivers and riders. Eighty-five per cent of total offences enforced were speeding.

Total enforcement figures for June 2024 were not available at time of publication and will be provided in the next report. TfL's Vision Zero Enforcement dashboard, which brings together data from the MPS and CoLP, will also be updated with the full year data.

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

Post Collision Learning

Victim support

Since the launch of our new pilot support service for victims of the most serious road traffic collisions in London, approximately 60 people have been supported or are currently in the care of the service. Brake and RoadPeace have reported positive feedback from those supported.

We have been able to expand the scope of the pilot to victims and families whose collision pre-dates the pilot launch, as well as victims of serious injury collisions beyond those being investigated by the Serious Collision Investigation Unit. We continue to monitor all aspects of the pilot including the timing of the referral and take up of the service during different stages of grief and recovery.

Public transport performance

Customer and colleague injuries have risen in line with increasing passenger numbers and activity as ridership returns to pre-pandemic levels. Recent data shows changes to travel patterns that Thursdays tend to be the day of the week with most customers and Mondays with the fewest.

All injuries

In Quarter 1 2024/25, the total number of customer injuries was 5.95 per cent lower than Quarter 1 2023/24, and the number of colleague injuries remains the same compared to last year. In Quarter 1 2024/25, the number of customer injuries was 20 percent lower than Quarter 4 2023/24, and 13.3 per cent lower for workforce injuries.

Fatalities

There were three reportable fatalities on our public transport network in Quarter 1, all taking place on London Underground .

On 19 April 2024, a person was reported on the track at East Acton station and subsequently found deceased.

On 19 May a person accessed the track at Colindale Underground Station and was subsequently found deceased.

On 6 June 2024, a person was found deceased between Tottenham Court Road and Goodge Street stations. **Serious Injuries**

Quarter 1 saw 46 serious injuries on our network. There were 38 serious injuries to customers, below the target of 45 for Quarter 1. Eight serious injuries were to colleagues which was above the Quarter 1 target of four.

Slips, trips and falls continue to be the predominant injury type, accounting for 56.5 per cent of all serious injuries across all modes, while 45 per cent of serious injuries occurred on London Underground.

Improvement Activity

We continue to focus on areas of highest risk on the network in relation to actual or potential injury.

Escalators

We have continued work to prevent escalator incidents and during school holidays we displayed our 'Keep Kids' Feet Clear of Edge' poster and play regular PAs (both of which are reinforced by station colleagues when they see children travelling on the network) to raise awareness of children's footwear being caught in escalators. In addition, we have undertaken research with Transport Research Laboratory to better understand customer behaviour the output of which will inform the approach that we take to influence customer behaviour.

We have started a trial of a trip switch on an escalator at South Kensington which will stop an escalator in the event an entrapment occurs. We are considering the feasibility of tactile skirting and using different coloured and stiffer brushes on the sides of escalators to deter customers from standing too close to the escalator sides for new escalators. We continue to work with Network Rail, and other train operating companies and escalator manufacturers to share the work that the different organisations are undertaking, and the learning associated with this to ensure that an industry wide approach is being taken on this issue.

For slips, trips and falls occurring on escalators, we are refreshing our plans for the top 10 stations that see incidents to look at potential mitigation measures. This will be complemented by our 'Take Extra Care After Drinking Alcohol' campaign and we are ready to upweight the communications of this during summer when we know that the number of incidents that have intoxication as a contributory factor increase. Specific interventions will include the prominent display of posters, the broadcast of announcements and the use of travel ambassadors to support regular staff.

Managing intoxication across our network

As an integrated transport authority, we have an important role in making sure our customers reach their destination safely following the consumption of alcohol.

We cannot prevent customers becoming intoxicated, but we can anticipate the impact and try to mitigate the effects. As part of our intoxication strategy, we aimed to reduce the negative impacts linked to intoxication; this includes reducing customer injuries as well as the number of staff assaults and workplace violence incidents relating to intoxication.

The strategy included working with the London Ambulance Service again to play announcements at hotspot stations reminding customers to take extra care when travelling after drinking alcohol. We also joined up with our internal workplace violence and aggression and marketing teams to promote safe travel and issued guidance and reminders to station staff on how to deal with and prevent incidents from occurring.

To support frontline colleagues in helping vulnerable customers, we sourced three new external partners / Business Improvement Districts and continued to work with our previous partners to deploy trained volunteers and medics at intoxication-related customer injury hotspots.

In preparation to mitigate against intoxication spikes this summer, we are planning an upweight our customer safety comms as well as staff briefings especially as the warm weather approaches with key events in Quarter 2 2024/25, such as the UEFA European Football Championship. We are hoping to see a further reduction in intoxication-related incidents with continued focus on partnerships, trend and hotspot analysis across the network.

Platform Train Interface (PTI)

We have brought all our PTI workstreams together into one comprehensive plan. Interventions consider infrastructure changes, customer communications and training and briefing station colleagues and train operators to ensure a holistic approach to preventing and responding to incidents.

We are also looking at wider artificial intelligence options to alert in the event of an incident at the PTI and are working with the TfL Open Innovation team to approach metros and other rail operators in the UK and worldwide to share how PTI risk is managed and learn from the mitigation measures that other rail operators.

Capital performance

Quarterly performance

In Quarter 1, there were no incidents which required reporting under the Reporting of Injuries Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR). As a result, the RIDDOR accident frequency rate for Capital has reduced to 0.02, This is below the target of 0.06.

In total, there were six injuries reported during Quarter 1, none of which were registered as Lost Time Injuries. This is consistent with the number of injuries that occurred during the same period in 2023/24, with five occurring.

Of these incidents, two were directly employed TfL colleagues and four were from our supply chain. There were no common trends or patterns that could be identified between the incidents themselves.

This results in the All-Injury Frequency Rate for TfL Colleagues in Capital increasing to 0.23, above the target of 0.08 and TfL's contractors rate increasing to 0.64 above the target of 0.40.

Although performance data demonstrates a slight increase in the rates of minor injuries, it demonstrates an improvement in the overall safety performance of the Capital directorate by the reduction of major injuries resulting in either RIDDOR or lost time. This performance is also favourable in comparison to similar client organisations, with TfL Capital's incident, lost time and RIDDOR frequency rates significantly below the sector average.

Significant Capital incidents

There have been no significant incidents that have occurred because of activities undertaken by the Capital directorate.

However, as part of the Telecommunications Commercialisation Programme for Technology and Data there were two fire incidents. One at Charing Cross on 27 May 2024 and the other Edgware Road on 20 June 2024. These fires occurred following works being carried out by a contractor.

These incidents have been reported to the Office of Rail and Road (ORR) as RIDDOR reportable Dangerous Occurrences and recorded under operations in the TfL performance data. The suppliers involved have been very proactive to share their investigation findings. TfL issued a SHE Alert, and a Formal Investigation has commenced to understand the root causes, and to look at any wider issues of how we can effectively assure ourselves on the work of others on our infrastructure.

Confrontations associated with the Ultra Low Emission Zone (ULEZ) still feature highly in Quarter 1. With incidents including an assault, eggs and white spirit thrown, a car kicked, and vehicles blocked in, as well as faulty cameras stolen after a confrontation. We continue to work with our supply chain, the MPS and the wider Greater London

Authority (GLA) Group to identify ways of reducing these incidents as well as undertaking training and briefing sessions on reducing conflict and conflict resolution.

Improvement Activity

The Four Lines Modernisation project held two sessions with colleagues to share and discuss some of the wider lessons learnt from the Sandilands Tram overturning tragedy.

Our electrical contractor Wingate are replacing lighting at King's Cross. They now deploy defibrillator units to their site teams, and these will be available to TfL staff and public too if needed.

On 17 May Capital colleagues took part in the Piccadilly Line Challenge from Ruislip to Cockfosters (walk, run cycle or tube), in aid of the charity Railway Children – supporting the world's most vulnerable children.

CCO SHE Strategy

We launched the Capital SHE Strategy in Quarter 1. This strategy places safety, health and the environment at the heart of everything we do, providing a framework to deliver improvements in SHE performance across the value chain for capital and asset management.

The strategy supports TfL's aims of 'Everyone home safe and healthy every day' and 'Tackling the climate and ecological emergency', with an overall ambition of: Preventing Harm. Capital will lead by example to reduce all forms of harm and embrace solutions to protect and enhance our environment.

The strategy supports this ambition by focusing on three SHE outcomes:

- Improve Capital's SHE performance

- Deliver on TfL's Safety and Health and Green strategic priorities and success measures
- Build a proactive SHE culture

This three-year strategy sets out how we will achieve the outcomes with a clear trajectory to meet TfL's 2030 strategic targets.

SHE Culture

To improve our safety, health and environmental performance, we are working to establish a more positive and proactive SHE culture across the organisation. This means ensuring SHE is at the heart of everything we do, so that colleagues feel responsible and enabled to improve the way we operate.

SHE Culture Assessments

Over the past year, teams have been completing assessments to measure their SHE Culture and understand where improvements can be made.

In Quarter 1, over 2,000 colleagues took part in the assessment process across our London Underground Operational Planning, Elizabeth line, Licensing and Regulation, and Crime, Policing and On-Street Services teams. In addition, three teams published action plans to target improvements in their SHE Culture.

SHE Culture Programme

Alongside local improvement plans, we are delivering a series of business-wide projects to improve TfL's SHE Culture.

This includes a focus on: improving our approach to SHE leadership; building a just and fair culture where colleagues feel fairly treated and enabled to report; and creating a learning organisation where colleagues are

empowered to share lessons to drive continuous improvement.

In Quarter 1:

- 106 SHE Leadership Engagement Tours were completed, which aim to improve leadership visibility and engagement on SHE
- 48 colleagues completed our new online training courses on SHE Leadership Engagement and Just & Fair
- Five Confidential Incident Reporting & Analysis System (CIRAS) reports were received

Security



Work-related Violence and Aggression (WVA) performance

Volume of WVA incidents in Quarter 1

During Quarter 1, there were 2,363 incidents of WVA reported across all modes. This year's Quarter 1 total is 139 lower compared to Quarter 1 last year. Staff working on London Underground reported 152 fewer incidents and staff on the Elizabeth line reported 24 fewer incidents.

In Quarter 1, there were 1,075 incidents of WVA reported by staff working on the bus network (46 per cent of all reported incidents). 1,015 incidents of WVA were reported by London Underground staff (43 per cent of all reported incidents) and 272 incidents were 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

During Quarter 1, there were 31 work-related violence with injury offences reported to the police across rail modes (London Underground, London Overground, DLR, Elizabeth line and London Trams); this was one less than during the same period in the previous financial year.

It is currently not possible 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 which we are working to resolve.

Solved rate for WVA offences investigated by the police

Between December 2022 and November 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 work-related violence, sexual and public order recorded offences was 17.1 per cent – 0.6 per cent higher than the previous 12-month period. The comparative public transport solved rate for violence, sexual and public order was 8.3 per cent across the same time period.

Work-related crime solved rates were higher for violence and sexual offences (23.2 per cent) compared with public order offences (11.1 per cent). The solved rate for public order offences rose by one per cent.

Staff willing to support police investigations

The percentage of staff willing to support a police investigation between December 2022 and November 2023 (on rail modes only) was 68.1 per cent for violence, sexual and public order recorded offences, 3.3 per cent lower compared to the previous 12-month period. There are many reasons why victims choose not to support an investigation including their confidence in the judicial system and the likelihood of a successful outcome. We are working to better understand the reasons so we can address them and support our colleagues through the judicial process.

Insight into WVA triggers

In Quarter 1, 348 of the reported WVA incidents were classified as physical assaults. This compares to 409 physical assaults reported in the same quarter last year, which represents a 15 per cent decrease. The biggest decrease in physical assaults was reported by staff working on the London Underground Network where 42 fewer physical assaults were reported. We are closely monitoring this to understand if the

fall is linked to our roll out of Body Worn Video (BWV) as essential kit.

The proportion of incidents involving a customer who was believed to be intoxicated was 8.5 per cent. This is a proportional decrease of 2.4 per cent compared to Quarter 1 last year.

Progress against the WVA action plan

Our TfL Work-Related Violence and Aggression Strategy sets out our commitments to our people and the key activity we will undertake to eliminate WVA and support those who experience it. This financial year we have taken three significant steps to support this.

We have a new WVA measure and target on our Operations Scorecard - to reduce the number of physical WVA incidents against directly employed TfL colleagues by 10 per cent. This will ensure regular scrutiny on our performance and help us as an organisation retain our focus on our activity to eliminate WVA.

In recognition of how important our local managers are to our work to eliminate WVA and support those who experience it, a new People Leadership Objective to 'Drive delivery toward our vision of eradicating work-related violence and aggression' has been cascaded to senior operational leaders for this performance year.

In May, our Annual WVA Delivery Plan was approved by the TfL Operations leadership team. This contains 50 specific activities we will undertake this year, to support delivery of our WVA strategy including increasing our Transport Support and Enforcement night team, implementing a new approach for high risk/repeat offenders, reviewing how we support repeat victims and strengthening offender management.

Significant Prosecutions in Quarter 1

Cromwell Bus Station – Route K1

On 18 July 2022 while waiting at traffic lights, a bus driver on route K1 was approached by a man who had missed the bus who began shouting and then punched the driver in the face, leaving him with a swelling and bruise below his eye. The MPS identified a suspect who was charged with committing actual bodily harm.

On 26 April 2024 (after a significant delay due to the time it is taking for cases to be heard at the Crown Court), the suspect was sentenced to 20 months in prison. The judge commented that the offence was made more serious by the fact that it was committed against a person providing a public service.

King's Cross London Underground Station

On 4 June 2023, a man barged past a Customer Services Assistant and threatened him with further violence after being challenged for sleeping on a platform bench. The colleague was wearing BWV and the BTP identified the suspect from the footage.

A man was arrested and charged with Common Assault. On 13 March, the suspect entered a plea of "Guilty" and was sentenced to prison for seven weeks.

Acton Town London Underground Station

On 13 January 2024 at Acton Town a train operator was punched in the face by a man after he was awoken on a terminating train. Station staff assisted our colleague and the BTP arrested the man at the scene.

The suspect was charged with Common Assault and on 25 April 2024 was ordered to pay fines, costs and compensation totalling £815.

Health



Sickness absence

Mental health and musculoskeletal conditions continue to be the main causes of colleague absence, followed by coughs and colds. This is in line with the national picture.

Figure 15 of the annex to this document provides an in-depth view of the related data.

In Quarter 1 the most common reasons for referral to occupational health were lower limb and back pain, with stress forming the third most common reason for referral. However neurological and cardiovascular diseases also feature in the top 10 reasons for referral to occupational health and this highlights the importance of our employee health checks in reducing future risk of cardiovascular disease.

Wellbeing peer support and mental health for people leaders training

Quarter 1 was busy in training peer supporters, with approximately 80 Wellbeing Colleagues and 60 Trauma Support volunteers being trained. Feedback from both trainings was very positive, with reported increased knowledge on mental health, confidence in providing peer to peer support and signposting to the right resources. In addition, Mental Health toolkit for People Leaders masterclass was delivered to over 200 people leaders and evaluated using pre and post measures on mental health knowledge, confidence in having wellbeing conversations, ability to recognise signs of poor health, with statistically significant improvements in all areas.

Health and Wellbeing checks

Wellbeing Technicians continued with the provision of health and wellbeing checks across TfL. In Quarter 1 approximately 250 checks took place across eight different locations. The average employee age was 45, and 76.3 per cent were male. Smoking rates improved in comparison with data from last year, with eight per cent smokers (vs 15 per cent last year). However, 79.8 per cent of employees reported not eating a healthy and balanced diet, and 78.3 per cent did not meet the recommended minimum level of exercise per week, which is 41.4 per cent worse than national average. 70.4 per cent were overweight or obese, 42 per cent had elevated blood pressure, 13.5 per cent had elevated glucose levels, which is 1.5 per cent higher than checks from last year. 40.6 per cent of employees were referred to GPs or other services for further testing or investigation. The top three reasons for referrals were: blood pressure, cholesterol, and mental health.

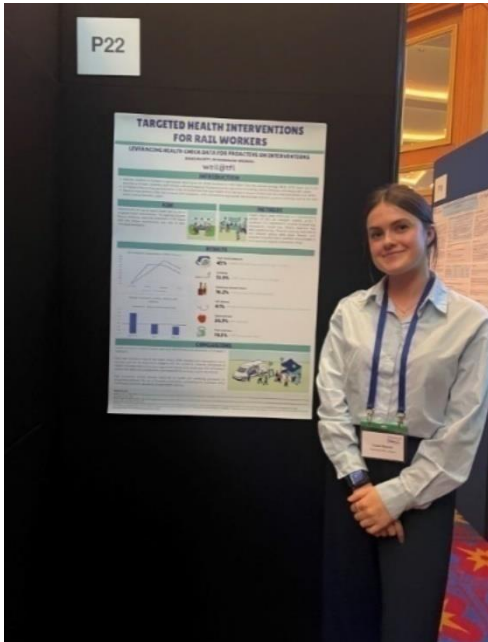
Pilot

We have initiated a wellbeing pilot to trial a variety of interventions in two areas of the business and we will measure to see if wellbeing and employee engagement improves in these areas. Learning from the pilot will be used to make a business case to extend the initiatives to other areas of the business.

Presentation at the Society and Faculty of Occupational Medicine Conference

On 21 and 22 June our Wellbeing colleagues attended a conference in Belfast on 'leading occupational health into the future'.

Presenting a paper titled 'Targeted health interventions in rail workers' we showed how data collected by our Wellbeing team can be used to proactively improve health checks and interventions.



Inside Out Awards

On 13 June the Wellbeing team were announced as the Inside Out award winners for Physical Wellbeing Initiative of the Year. There were several large public and private sector organisations who made the shortlist and so competition was tough. The award was in recognition of a number of initiatives including on site health checks, which provide colleagues with detailed information on their physical and mental health. The checks include signposting to other services such as smoking cessation or to their GP. Another major initiative has been the metabolic disease (obesity and type 2 diabetes) programme which over the last three years has been taken up by over 300 colleagues leading to weight loss and in some cases reversal of diabetes.

Environment



Air Quality

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 Six Month Report, published on 25 July, evaluates the impact of the London-wide scheme in the first six months of its operation. The data shows that the scheme has been highly effective at reducing the proportion and number of older, more polluting vehicles on London's roads. It also shows:

- The ULEZ expansion is working better than predicted, with London's air quality continuing to improve at a faster rate than the rest of England and pollutant emissions in 2023 reducing dramatically, compared to a scenario without the London-wide expansion
- Particulate Matter (PM)2.5 exhaust emissions from cars in outer London are estimated to be 22 per cent lower than without the expansion
- Within the outer London ULEZ area, NOx emissions from cars and vans are estimated to be 13 and seven per cent lower than a scenario without the expansion. This is equivalent to removing 200,000 cars from the road for one year
- Overall, NO2 concentrations in outer London are estimated to be 21 per cent lower than without the ULEZ and its expansions

- 96 per cent of vehicles seen driving in London are now compliant, with a 53 per cent reduction in non-compliant vehicles in only six months

The total scrappage fund increased to £160m in August 2023 and to £210m in February 2024, in recognition of the continued high demand for the scheme and importance of the scheme in supporting Londoners to change to less polluting vehicles. The most recent available data, up to 7 July 2024, shows that nearly 54,000 applications have been approved and more than £186m has been committed.

TfL has called upon remaining Londoners who wish to utilise the ULEZ scrappage scheme to submit applications by 7 September to guarantee they will be processed, as the scheme will be closed after this date. The scheme has already supported nearly 54,000 applicant to switch to cleaner and greener modes of transport.

A number of ULEZ support offers were also secured to help Londoners (irrespective of whether they received a scrappage grant) save money and use greener, cleaner forms of transport. This includes offers from over 30 partners receiving money off hire and subscription services for bikes, e-bikes, cargo bikes and e-scooters, discounts on car clubs and many other great deals. To date, there have been over 2,000 redemptions of the ULEZ support offers.

This is in addition to a set of temporary exemptions ("grace periods") to support disabled people, community transport minibuses, people using wheelchair accessible vehicles, and businesses and charities with brand-new compliant vehicles or a retrofit solution on order. Over 7,200 applications have been accepted to date for these grace periods.

In March 2024, the Mayor launched an expanded ULEZ scrappage scheme that gives applicants the option to donate their non-compliant vehicles to Ukraine, via a trusted partner, for humanitarian purposes. Those who choose to donate their vehicle receive the same level of grant payment that is available to those who choose to scrap their vehicle. The most recent available data shows that 300 vehicles have been accepted for donation to Ukraine since this option became available (from 15 March 2024).

Air Quality on London Underground

Our robust programme to tackle Tube dust in our stations, focuses on enhancing our cleaning, research, and monitoring, as well as using innovative technologies to reduce dust. Results from 2023 monitoring rounds have shown that dust levels on the London Underground have been falling over the last four years. In line with this programme, a trial of air filtration units went live in May at Baker Street station and is due to complete in September 2024. The aim of the trial is to test the effectiveness and practicality of this type of technology at tackling dust on the Tube. Data will be collected and monitored throughout to ascertain the effectiveness of this technology.

In May, we restarted our annual air quality monitoring in driver cabs across eight Tube lines, which has now completed. In July we are restarting monitoring at 24 London Underground stations, this will run through to 31 August. Results from cabs and stations are due to be published later in 2024.

Climate Emergency

Zero-emission Buses

We exceeded our target for the end of March of having 1,400 zero-emission buses in our fleet. We now have over 1,600 buses that operate using electric energy or hydrogen

instead of fossil fuels and remain on target to increase that number to 1,900 by the end of this financial year. London continues to have the largest zero-emission bus fleet in western Europe, having grown from just 30 buses in 2016. Since March this year, four further routes have converted to zero-emission – namely routes 152, 276, 307 and 384. Our opportunity charging trial on route 358, expected to launch in the Autumn, will continue to build on the electric bus charging infrastructure network by using pantograph technology. This commitment to leverage technology, where it can accelerate positive outcomes, is a core tenant in our vision to be a strong, green heartbeat for London.

Building Decarbonisation

Our Net Zero Matrix team is a multidisciplinary team, leading on our wider work to decarbonise and achieve the Mayor's target of a net zero London by 2030. The team commissioned a series of feasibility studies to explore the options and opportunities for phasing out fossil fuel-based heating systems and implementing energy efficiency measures to improve building performance. These studies have been conducted at a range of operational sites from different transport modes in partnership with Arcadis. The first package looked at 19 buildings, including depots, maintenance buildings, track offices and train crew accommodations. The studies are now complete and are being reviewed. A prioritisation exercise to determine which sites will progress to the next stage of design, is currently underway. The results of this exercise will also help to inform which sites are most suitable for a Department of Energy Security and Net Zero Phase 4 Public Sector Decarbonisation Scheme application, which is expected to be open for grant funding applications later in 2024.

LEDs

We continue to transition our network to LED lighting to make it brighter, safer and more energy efficient. To date, 95 per cent of bus shelters, 67 per cent of street lighting on the TfL Road Network and 47 per cent of London Underground stations have been converted to LED lighting. LED lighting consumes approximately 57 per cent less energy than fluorescent lighting while providing brighter light into our public spaces, making them safer for our customers, especially those travelling at night.

Keeping materials in use: connecting schools with digital devices

As of June, we have distributed over 800 repurposed laptops and iPads to 38 London state schools. Since 2020, our colleagues have been repurposing our decommissioned IT equipment as part of the Devices for Schools initiative. Approximately 79 per cent of the total embodied carbon of equipment like this comes from the sourcing of its components and the energy used in manufacturing, therefore finding opportunities for re-use helps significantly reduce the environmental impact of these products. The next phase of Devices for Schools aims to connect up to 60 schools with 6,000 iPads, laptops, and computers.

Power Purchase Agreements

Our first Power Purchase Agreement tender is a vital step towards ensuring that our operations can be net-zero carbon by 2030. The tender encourages the market to increase the volume of new renewable energy supplying the National Grid, thereby providing 'additionality' (new renewable generation). We are progressing with the procurement and contract award is expected in late summer.

ORR review

The ORR has updated their environmental guidance associated with its licence conditions for railway licence holders. As part of assuring the implementation of the new guidance, the ORR undertook a review of railway licence holders' environmental arrangements, supported by infrastructure consultants AECOM. The review process has been ongoing since July 2023, with 60 licence holders reviewed, 30 of whom were sampled for a quality review and five were invited for interview. The results were positive for TfL, with the full report providing a useful quality matrix scoring guide and recommendations that we can use, review, and take forward.

Tolworth Roundabout

The works on Tolworth roundabout, completed in May, included the installation of over 6,000 square metres of Sustainable Drainage Systems (SuDS) catchment.

The risk of flooding in London increases year on year – a higher risk of more frequent and intense storms means the network of sewers and drains are at or near capacity in many areas.

SuDS can help reduce the risks of flooding. They do this by managing and slowing the rate of surface water runoff into our waterways and sewage systems. SuDS also have a variety of other benefits, including helping to reduce the levels of pollution entering our waterways and can support biodiversity.

Last financial year, we delivered 8,000 sq. meters of catchment into highway SuDS, exceeding our annual commitment of 5,000. This year, we have a TfL scorecard target to deliver 9,000 sq. metres of catchment into SuDS.

Gallows corner carbon champion

Reducing our carbon impact at Gallows Corner in Romford has resulted in the project being awarded Carbon Champion status by the Institution for Civil Engineers.

Following a carbon modelling assessment, the team responsible for the Gallows Corner Flyover project is choosing to refurbish the flyover rather than replace it, meaning its carbon impact is anticipated to be reduced by around a third.

The project is now our third to be awarded Carbon Champion status. A project needs to have achieved, or be projected to achieve, quantifiable carbon savings to be awarded this status.

UITP framework

In April, we concluded a two-year workstream leading on the development of the UITP climate change adaptation framework. This sets out seven clear stages that organisations in the public transport sector should follow to begin and develop their adaptation journey and enhance organisational maturity. We included case studies to show practical examples of how organisations across the globe are adapting to climate change. The four recommendations of the framework are:

- Public transport organisations should exercise a leadership role in developing a new mindset, leading to greater awareness and a strategic approach on climate change adaptation across the sector and beyond
- Public transport organisations should develop holistic climate risk management to implement appropriate adaptation measures
- Public authorities should support cities and public transport systems by developing a policy toolkit dedicated to climate change adaptation

Funding organisations should dedicate appropriate funding and financing to support

adaptation to climate change of public transport systems.

Green Infrastructure and Biodiversity

Wildflower verges

Our Green Infrastructure and Biodiversity Plan sets out the steps we are taking to support London's response to the ecological crisis by protecting, connecting and enhancing the city's green infrastructure and biodiversity. Wildflower verges encourage biodiversity, supporting pollinators such as bees and butterflies, who in turn help wildflowers to thrive. Many other insects, birds and small mammals' habitats are also enhanced by these verges which create a supply of food, nectar and shelter. This spring, we met our target to double our wildflower verges for a second year in a row from 130,000 square metres in 2023 to 260,000 square metres, which is equivalent to 36 football pitches. We will continue to maintain these verges to ensure they remain safe for all road users.

Planting street trees

Tree canopy, the area covered by trees' leaves, covers approximately 19 per cent of our estate and has an important role to play to support climate adaptation in London. Trees in our city can help with reducing surface water flood risk in built-up areas and can also provide shade and cooling in warm weather. We have completed an assessment of the most suitable methodology and tools to use to model changes in tree canopy cover over time. The next step will be to proceed with the modelling work which will help us identify tree planting opportunities and draft a Tree Canopy Cover Plan by March 2025. This plan will detail how we will increase tree canopy cover across our estate by 10 per cent by 2050, compared with the 2016 baseline. Our 2023/24 street tree-planting programme saw a net increase of 236 street trees, which takes our total to 25,031 street

trees now planted across London. This means we have met the Mayor's target of a one per cent annual increase in the amount of street trees planted since 2016.

Funding for habitat bank

For all our projects that go through planning, we are under a legal obligation to increase biodiversity by at least 10 per cent for that site. Ideally, biodiversity net gain will occur on the site under development, however where this is not possible, we are able to deliver this on other parts of our estate, or purchase 'offsets' from another provider. To help reduce the costs of delivering biodiversity net gain, we are working on a bid to the GLA for funding that would allow us to create our first habitat bank. A habitat bank would enable us to deliver biodiversity units on our estate to support development projects and may also have potential to generate revenue through the sale of surplus units.

Sustainable Resources

Removal of Polychlorinated Biphenyl (PCBs) from London Underground

The Environment Agency visited London Underground in June to view the last of the PCB removal work from signalling assets which is due to be completed in December 2024. PCB removal from all other assets is complete.

Making it Happen

Sustainability Awareness toolkit launch

In May, we launched the Sustainability Awareness Toolkit to the whole organisation. This toolkit is a presentation with talking points that anyone can use at a team meeting or away day to inform and support meaningful discussions about helping TfL to become a more sustainable organisation.

Following the Sustainability Summit, and Sustainability Awareness Training for Directors and senior leaders in autumn 2023, this toolkit has been created to provide a 20–30-minute presentation to cascade the basics about sustainability throughout TfL.

Carbon Literacy update

We have now trained over 5,000 of our colleagues in Carbon Literacy, since we began offering the course in July 2022. This milestone highlights our commitment to sustainability and the collective effort of our volunteer trainers and coordinators across the business. Our Carbon Literacy training programme was also Highly Commended at the 2024 Chartered Institute of Highways and Transport awards, in the sustainability category, which took place in June 2024.