

Board

Date: 16 October 2024

Item: Report of the Meeting of the Safety, Sustainability and Human Resources Panel held on 4 September 2024

This paper will be considered in public

1 Summary

- 1.1 This paper provides a summary of the items considered by the Safety, Sustainability and Human Resources Panel, at its final meeting on 4 September 2024.

2 Recommendation

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

3 Panel Agenda and Summary

- 3.1 The papers for the meeting of the Panel held on 4 September 2024 were published on 27 August 2024 and are available on the [TfL website](#) with a link to the video recording of the meeting on [TfL's YouTube channel](#).
- 3.2 The main matters considered by the Panel were:
- (a) London-wide Ultra Low Emission Zone (ULEZ) - Six Months Report;
 - (b) Action on Inclusion – 12 Months On;
 - (c) Enterprise Risk Update - Attraction, Retention, Wellbeing and Health of our Employees (ER02);
 - (d) Safety, Health and Environment Report - Quarter 1 2024/25;
 - (e) Our Colleague Quarterly Report; and
 - (f) Risk and Assurance Report Quarter 1 2024/25.
- 3.3 A summary of the items considered is provided below. The more detailed minutes of the meeting will be published ahead of the next meeting of the Safety and Security Panel.

4 Issues Discussed

- 4.1 Lilli Matson, TfL's Chief Safety, Health and Environment Officer, read the following statement at the meeting:

'On behalf of TfL, I would like to issue a point of clarification and a make a sincere apology to the family of Melissa Burr. Melissa was tragically killed at Victoria bus station on 10 August 2021. In the Quarterly Safety, Health and Environment report which was reported to the Safety, Sustainability and Human Resources Panel on 24 May 2023, we made an error in describing the circumstances in which Melissa died. The error was that it stated that Melissa walked between two buses, but this was incorrect. This wording was erroneously based on preliminary information that had been obtained at the time the incident initially occurred, and prior to any investigation having been carried out. It did not fully reflect the circumstances and should not have been used. Following the outcome of the investigation, it is clear that Melissa had not been walking between two buses and was using the crossing. None of the tragic events that took place on that day were in any part due to the fault or actions of Melissa.

We know that the inaccurate reporting of what happened to Melissa has caused deep distress to Melissa's mother and family, and on behalf of myself and TfL, we are truly sorry. We have contacted Melissa's mother and apologised to her for the error in reporting and we have corrected the inaccurate description in the original report. We will be updating the Quarterly Safety report with revised wording which we have shared with Melissa's mother.

We have also taken steps to ensure that this doesn't happen again going forward. Once again, we are truly sorry for the error and the subsequent distress and pain that this has caused to Melissa's family. I will be sharing this apology with all Board Members, including the Mayor of London as Chair of TfL.'

- 4.2 Dr Lynn Sloman MBE, as Chair and on behalf of the Panel, also expressed regret that incorrect information on the incident had been published and recognised that the consequences for the family of anyone who was killed or seriously injured on the transport network were far reaching. The Panel thanked the family of Melissa Burr for drawing this matter to its attention. This would help TfL in the way it dealt with such matters in the future.

London-wide ULEZ - Six Months Report

- 4.3 The Panel noted the paper, which provided a summary of the key findings from the recently published London-wide ULEZ six months monitoring report.
- 4.4 Compliance levels of cars and vans had increased since the introduction of the London-wide ULEZ. The gap between compliance levels in inner and outer London had effectively been closed, meaning the benefits of high levels of compliance benefitted the whole city. NOx and PM2.5 emissions had also seen reductions against what would have been expected without the ULEZ expansion.

Action on Inclusion – 12 Months On

- 4.5 The Panel noted the item, which provided an update on the delivery of the priorities identified for the first year of implementation in the Action on Inclusion Strategy and next steps.
- 4.6 The strategy had been launched on 28 June 2023, with the first year being the time to build foundations, and to launch products tools and resources for colleagues. Feedback from colleagues in Operations showed that the message had not landed consistently across TfL, driven by factors such as not all colleagues in Operations had similar levels of access to email communication and rostering opportunities to release people for class-based work. The format of the approach would be reviewed and amended if appropriate and tested to measure effectiveness. Work was taking place to develop effective channels of communication for Operational colleagues. Consideration was also being given to how TfL could influence its suppliers and contractors.

Enterprise Risk Update - Attraction, Retention, Wellbeing and Health of our Employees (ER02)

- 4.7 The Panel noted the paper, which set out activities to manage risk in relation to TfL being unable to continue to attract and retain colleagues with the skills and expertise required or to prioritise wellbeing, that could result in TfL being unable to deliver effectively for London in the future.
- 4.8 Higher levels of staff turnover had been seen in areas that contained critical or scarce skillsets and mitigations were being developed and implemented to address the risk. The risk rating was Adequately Controlled.
- 4.9 Work was underway to understand what roles were genuinely critical and hard to fill. Retaining key skills was acknowledged to be a challenge and elements of the employee value proposition had been further refined to allow for temporary changes to be made to help address the needs of colleagues.

Safety, Health and Environment Report - Quarter 1 2024/25

- 4.10 The Panel noted the key information reported in the Quarterly Safety, Health and Environment report for Quarter 1 of 2024/25 (1 April to 22 June 2024) including performance updates against Scorecard targets.
- 4.11 On incidents of workplace violence and aggression, 2,363 were reported across all modes, which was 139 lower compared to Quarter 1 of 2023/24.
- 4.12 There was a pattern of significant growth in cycling. While this had seen an increase in absolute numbers of serious injuries, the risk per journey had come down year-on-year and there had also been a fall in fatal injuries. There was a link between these reductions and the introduction of safer cycling infrastructure.

Our Colleague Quarterly Report

- 4.13 The Panel noted the quarterly update, which provided an update on key activities across the Chief People Office for the period June to September 2024, including performance updates against Scorecard targets.
- 4.14 The questions for the annual Viewpoint colleague survey had been prepared and the Board would be updated on engagement after the survey had closed. Work was taking place with the Greater London Authority on the Group Mentoring Programme and, in response to a suggestion from the Committee, Board Members would be invited to participate as mentors.
- 4.15 The latest cohort of graduates, apprentices and interns would join TfL in the week commencing 9 September 2024. With 326 people, this would be the largest intake to date.
- 4.16 Consultation on the Job Families approach for non-operational areas was commencing with the trade unions. The outcomes of the consultation would be used to inform the consultation approach for operational areas.

Risk and Assurance Report Quarter 1 2024/25

- 4.17 The Panel noted an overview of the status of and changes to Enterprise Risk 1 (ER01) – Inability to deliver safety objectives and obligations, Enterprise Risk 2 (ER02) - Attraction, retention, wellbeing and health of our employees, and Enterprise Risk 3 (ER03) – Environment including climate adaptation.
- 4.18 The report also summarised the findings from the associated assurance activity of these risks based on second line of defence audit work by the Quality, Safety and Security Assurance team and third line of defence work by the Internal Audit team within TfL's Risk and Assurance Directorate for Quarter 1 of 2024/25.
- 4.19 Members noted that an audit of DLR Risk Management and Project Competencies had a Requires Improvement conclusion. Following on from the previous audit of Fire Safety Management, it was suggested that senior staff engage with KeolisAmey to understand if there were any underlying issues.

List of appendices to this report:

None

List of Background Papers:

Papers submitted to the Safety, Sustainability and Human Resources Panel on 4 September 2024

Contact Officer: Andrea Clarke, General Counsel
Email: AndreaClarke@tfl.gov.uk