

Transport for London

Minutes of the Safety, Sustainability and Human Resources Panel

Conference Rooms 1 and 2, Ground Floor , Palestra,
197 Blackfriars Road, London, SE1 8NJ

10.00am, Thursday 28 September 2017

Members

Michael Liebreich (Chair)
Dr Nina Skorupska CBE (Vice Chair)
Kay Carberry CBE
Bronwen Handyside

In Attendance

Cassie Sutherland GLA Policy and Programmes Manager (for part)
David Howell Chair, CIRAS (for part)
Ellen Mellington Head of CIRAS (for part)

Present

Peter Blake Director of Service Operations, Surface Transport
Tom Breen Crossrail Head of Health and Safety (Improvements)
Staynton Brown Director of Diversity and Inclusion
Howard Carter General Counsel
Jill Collis Director of Health, Safety and Environment
Leon Daniels Managing Director, Surface Transport
Sam Longman Policy Manager for Environment, Planning
Claire Mann Director of Bus Operations, Surface Transport
Lilli Matson Director of Transport Strategy, Surface Transport
Gareth Powell Director of Strategy and Contracted Services, Surface Transport

Robert Kemp Senior Audit Manager
Mark Wild Managing Director, London Underground
Tricia Wright Human Resources Director

Secretariat

James Varley Secretariat Officer

43/09/17 Apologies for Absence and Chair's Announcements

Apologies for absence had been received from Baroness Grey-Thompson DBE and Dr Mee-Ling Ng OBE.

44/09/17 Declarations of Interests

Members confirmed that their declarations of interests, as published on tfl.gov.uk, were up to date and there were no interests that related specifically to items on the agenda.

45/09/17 Minutes of the Meeting of the Safety, Sustainability and Human Resources Panel held on 26 June 2017

Following a request from Gareth Powell, the Chair agreed that minute 33/06/17 be amended. The sentence stating 'Mitigating actions were taking place around the operation of the driver safety device on the older vehicles in the fleet' would be replaced with: 'Modifications have taken place to ensure that safety devices could not be overridden within non-driving end cars on the Stadler fleet.'

A timeline of the fatigue management audit work would be provided to Members.

[Action: Gareth Powell]

The amended minutes of the meeting were approved as a correct record and would be signed by the Chair in due course.

46/09/17 Matters Arising and Actions List

A meeting had taken place to discuss work on the gender pay gap.

The Panel noted the Actions List.

47/09/17 Tram Derailment at Sandilands, Croydon on 9 November 2016

Leon Daniels introduced the paper, which provided an update on activities underway and planned following the derailment on 9 November 2016.

The consultation draft of the Rail Accident Investigation Branch (RAIB) report had been received and officers were considering its content. The purpose of the consultation was to form consensus on the facts of the event and not to debate the opinions formed in the investigation.

The other investigations, by the Office of Road and Rail, the Metropolitan Police Service and SNC-Lavalin (commissioner by TfL), were ongoing. The publication of the SNC-Lavalin report was guided by the RAIB report, as this provided the agreement of facts. The Panel noted the importance of timing of publication of the TfL SNC-Lavalin report and the need to ensure that consultations with stakeholders were set up as soon as possible to avoid unnecessary delays. The Panel would be provided with an indicative timetable of the publication of reports.

[Action: Leon Daniels]

Contact with families of the deceased was through the British Transport Police.

A number of additional safety measures had been introduced, which included additional speed restrictions and signage, increasing the size of speed signs, fitment of an over-speed warning device and installation of an in-cab driver protection device. In-cab data recording technology would provide information which would only be stored locally on the tram and downloaded in the event of an incident. FirstGroup, the tram operator, had

been in discussion with drivers and the trade unions on this matter. Members requested further information on the in-cab eye monitoring system. **[Action: Leon Daniels]**

Work was also being undertaken to explore the development of systems for monitoring and managing tram speed. The closed circuit television systems in trams had also been upgraded.

Decisions on safety systems took place at a joint panel attended by FirstGroup and TfL.

It was confirmed that following the audit of FirstGroup's fatigue management process, a number of recommendations had been made and responsibility for rostering and related issues remained with FirstGroup. Further information on the outcome of the audit and actions would be reported to the next meeting of the Panel. **[Action: Leon Daniels]**

The Panel noted the paper.

48/09/17 Review of CIRAS Report and Themes

Jill Collis introduced the report and Members received a presentation from Ellen Mellington, Head of CIRAS and David Howell, Chair of CIRAS.

CIRAS, the Confidential Independent Reporting Analysis System, was an independent organisation providing a confidential reporting service, initially in the rail industry and widening its remit to cover buses and trams. CIRAS had its own Board and was not dependent on any of its Members.

London Underground had been a Member for approximately 18 years. The scheme was extended to staff working for contracted services in buses in the last year. FirstGroup, as a contractor operating trams, had used another third party reporting line but had recently joined CIRAS. All the TfL contracted rail companies also used CIRAS.

CIRAS had taken part in extensive engagement to ensure a high level of awareness of its service. When an individual raised an issue with CIRAS, this was investigated and a report with recommendations was prepared and discussed with the relevant organisation and actions would be proposed. The process was confidential and the individual raising the concern would not be identified. Reports from CIRAS contained an explanation for the individual's choice to use the service rather than use other reporting mechanisms, such as through line management and trades union representatives.

A report would be provided to a future meeting on how TfL created a uniform approach to safety culture across the organisation and how this was monitored.

[Action: Gareth Powell]

In addition, the Panel requested information on the Health and Safety structure in TfL and how this connected with front line operational staff and information on how health and safety could be further incorporated into bus contracts. **[Action: Gareth Powell]**

The Panel noted the paper and presentation.

49/09/17 Private Hire Vehicle Safety Performance

Peter Blake introduced the paper, which summarised the latest performance and key activities to ensure public safety when using a private hire vehicle (PHV).

There had been significant growth and innovation in the private hire industry in recent years. There were approximately 88,000 PHVs licensed by TfL at the end of August 2017.

Collision data showed a reduction of 18 per cent in the number of people killed or seriously injured in taxis and PHVs from the 2005-2009 average to the total for 2016. The number of slight injuries had increased by 122 per cent. This was against a substantial increase in the number of PHVs and PHV licensed drivers.

At present, it was not possible to segment the data by operating company as PHV drivers could work for more than one company, while driving either the same vehicle or a number of different vehicles.

The PHV vehicle compliance rate target level was 80 per cent. A significant contributing factor to failing compliance was failure to show the correct paperwork, such as insurance documents, at inspections.

Discussions were taking place with the police with regard to ensuring electronic devices, such as satellite navigation systems, were used in a safe manner.

An update would be provided to the meeting of the Panel on 28 February 2018 which would include details on the number of licences which have been revoked.

[Action: Leon Daniels]

The Panel noted the report.

50/09/17 Health, Safety and Environment Performance - Quarterly Report

Jill Collis introduced the report, which described health, safety and environment (HSE) performance across the TfL businesses and Crossrail for quarter one 2017/18 (1 April - 24 June 2017).

The Office of Road and Rail had issued an improvement notice in relation to how London Underground assessed, documented and managed risk to lone working staff at surface level stations. This followed an incident at Canning Town station, where a customer was fatally injured falling down stairs in a non-public area. Work to address the matter would be completed by 30 October 2017.

An update would be given at the next meeting of the Panel on the work undertaken to mitigate customer injuries.

[Action: Jill Collis]

Mark Wild updated the Panel on the terror related incident at Parsons Green station on 15 September 2017. Staff at the station had opened the gate-line immediately and evacuated the station. The command structure protocols were put in place and staff had implemented the appropriate procedures, as a result of training and practice.

The Panel asked that its thanks to be passed to all staff involved in dealing with the Parsons Green incident. **[Action: Mark Wild]**

An audit of Earth Structures in London Underground had resulted in a conclusion of 'poorly controlled'. This had been reported to the Commissioner and to the Audit and Assurance Committee. The cause was a process failure, in that inspection reports on earth structures such as embankments and bridges should have been countersigned by appropriate staff. Additional resource was being put into the inspection process.

The Panel noted the report.

51/09/17 Bus Safety Programme Update

Gareth Powell and Claire Mann introduced the paper, which provided an update on progress of the Bus Safety Programme.

The programme was launched in February 2016, with the purpose of addressing the number of collisions and number of injuries occurring on the bus network. The programme was separated into six workstreams.

Trials of safety measures were due to commence in November 2017 and the Transport Research Laboratory (TRL) had been appointed to independently trial each safety measure. As a result of the tripartite meetings, Unite was also involved at the TRL trials and was part of the process of providing information to staff.

A Safety Performance Index (SPI) had been developed to replace the safety scorecard for benchmarking safety. The SPI would be introduced as a performance management tool from summer 2018. Audits would allow for TfL to interview and assess bus operator staff and management and this would give an indication of the maturity of their safety systems.

The next round of driver training, which included various safety aspects, was being developed. TfL would deliver the training programme to driver instructors within the bus operating companies.

The TfL response to the London Assembly's "Driven to Distraction – Making London's Buses Safer" report was being drafted and Members would be given the opportunity to review and comment on the response. **[Action: Gareth Powell / Claire Mann]**

Members asked how SPIs could be used to influence the behaviour of bus operators and if financial penalties would occur for failures to meet targets. Using SPIs to create positive behaviours, particularly around reporting incidents needed to be carefully managed within the bus contracts. In response to a request from the Chair, he would be provided with an example copy of the new bus contract. **[Action: Gareth Powell]**

The Panel noted the paper.

52/09/17 Bus Driver Facility Improvements

Leon Daniels introduced the paper, which updated the Panel on the bus driver facility improvement programme.

Toilet facilities had been made available at the last remaining route, though it was noted that not all routes had toilet facilities at both ends. The Chair requested that the Panel receive biannual updates on the programme. **[Action: Leon Daniels]**

The Panel noted the paper.

53/09/17 Human Resources Quarterly Report

Tricia Wright introduced the report, which updated the Panel on activities during quarter one 2017/18 (1 April 2017 to 24 June 2017).

The Viewpoint staff survey was due to close shortly and the Panel would receive an update at a future meeting.

The Panel discussed the need to better understand how effective TfL was at recruiting and retaining staff to achieve diversity targets. Specific data sets would provide a better measure and more detail of the actions being taken and timescales used to address imbalances in workforce diversity was requested. **[Action: Tricia Wright]**

The Panel noted the report.

54/09/17 Direct Vision Standard for Heavy Goods Vehicles

Lilli Matson introduced the paper, which updated the Panel on the Direct Vision Standard (DVS) scheme and progress towards delivering the commitment.

The DVS drove safer vehicle design, which would reduce the number of killed and seriously injured on the roads. It was a complex piece of work carried out with the Department for Transport and the European Commission.

The target date for introduction of the DVS was 2020 and only vehicles with a 'three star' rating against the DVS would be allowed on London's roads by 2024.

The Panel noted the paper.

55/09/17 London Environment Strategy – Consultation Response

Sam Longman and Cassie Sutherland introduced the paper, which set out the response to the Mayor's draft London Environment Strategy (LES).

One of the key aims of the draft LES was for London to be a zero carbon city by 2050. It was closely aligned to the Mayor's Transport Strategy.

The Panel considered the draft response and suggested that more detail should be provided on electric vehicle charging infrastructure.

The Panel noted the paper.

56/09/17 Member Suggestions for Future Agenda Discussions

Howard Carter introduced the paper.

The Panel requested that the following items also be added to the Forward Plan:

Cycle Safety **[Action: Leon Daniels]**

Flood Planning **[Action: Alex Williams / Sam Longman]**

Public Reporting of Incidents **[Action: Jill Collis]**

The Panel noted the paper.

57/09/17 Any Other business the Chair Considers Urgent

There were no urgent items.

58/09/17 Date of Next Meeting

Wednesday 22 November 2017 at 10.00am.

59/09/17 Exclusion of Press and Public

The Panel agreed to exclude the press and public from the meeting, in accordance with paragraph 3 of Schedule 12A to the Local Government Act 1972 (as amended), in order to consider the exempt appendix to the item on Review of CIRAS Report and Themes.

60/09/17 Close of Meeting

The meeting closed at 1.20pm.

Chair: _____

Date: _____