

TRANSPORT FOR LONDON
SAFETY, HEALTH ENVIRONMENT COMMITTEE

**SUBJECT: LONDON UNDERGROUND QUARTER 3 SHEC
 REPORT**

MEETING: 4 MARCH 2008

1 PURPOSE

- 1.1 To inform members of the key health, safety and environment (HSE) matters during the last Quarter.

2 DECISION REQUIRED

- 2.1 None.

3 BACKGROUND

- 3.1 A full report on HSE activities and performance is produced annually. These quarterly reports are to update the Committee on any significant matters from the reporting quarter.

4 INFORMATION

4.1 Executive Summary

4.1.1 What went well

A local incident investigation course has been developed and is being implemented in support of improved root causes analysis of all incidents.

Improvements in assurance arrangements continue. Verification Activity Plan (VAP) training was completed by 500 staff across LU. Sampling of VAPs will continue ensuring quality of risk based assurance for PPP and Major Projects is maintained.

Significant improvements made to the number of staff attending periodic medicals (up by 30%),

Platform Train Interface (PTI) incident trend has been stable when normalised by forecast increase in customer journeys thorough out 2007/08.

The reduction in numbers of staff absent and the total time off as a result of stress anxiety and depression has been sustained for 18 consecutive periods.

The number of staff absent and the total time off as a result of back pain has been improving throughout 2007/8.

TfL's Occupational Health musculoskeletal services were praised in the House of Lords.

30 Health Fairs were completed in 2007 with positive feedback from staff
The 2007 Health Fairs won the 2007 Employee Benefits Award for Best Healthcare Strategy.

All categories of Workplace Violence were reduced by 23% overall compared to 2006/7 figure.

Paper recycling target (35%) exceeded (39%) for second consecutive year.

Noise & vibration complaints (88) were the lowest for a year.

The Mayor congratulated TfL on its Energy Pledge which resulted in a 9% Head Offices electricity saving and an 850 000 kWh (2%) saving on stations compared to last year.

4.1.2 Areas for Improvement

There were 13 incidents of trains stopping at a closed station (and doors being opened in error). Metronet and Tube Lines are working with LU to provide visible station closed indication.

There were 13 overdue improvement actions; LU (3) Tube Lines (5); Metronet BCV (3) and Metronet SSL (2). Recovery plans are in place. Tube Lines are still investigating 3 CIRAS Reports from Q1 & Q2.

4.1.3 Significant Plans for Next Quarter

The full evaluation of the Medical Assistance Programme pilot will be reported on in Q4.

A new Energy Challenge which will include both depots and stations will be launched on 1 April 2008.

4.2 Progress against LU Safety Improvement Plan (SIP)

Progress against safety improvement programme activities continues; the following items are of note in quarter 3.

Objective 1: Reduce priority residual risks to as low as reasonably practicable

Track Improvement Programme

Metronet (SSL and BCV) and Tube Lines are maintaining the number of un-regularised sub-standard track conditions at an acceptably low level. Good progress continues to be made on reducing the numbers of regularised sub-standard track conditions across the Network. The LU Group are developing a revised plan for dealing with these as it is their view (and that of ORR/HMRI) that many of the faults have little safety significance. Once finalised the revised plan will be submitted to the Board HSE Committee (May 2008) for approval, before being formally submitted to the ORR/HMRI.

Corporate SPAD Reduction Programme

Signal sighting improvement works continue on the Bakerloo and Central lines. Upgrade of signals on the Bakerloo line is due for completion within the next 6 months. Work on Central line signals is planned to be completed in early 2009. The review of the Train Operator selection process has been completed. This revised process is being used for the Train Operator recruitment campaign which started at the end of January 2008.

Workplace Violence

The workplace violence programme has contributed to the overall improvement in the number of workplace violence incidents. The programme is being developed to cover 2008/9 which will be reported next quarter. The electronic incident reporting, EIRF, forms have been redesigned to improve reporting of workplace violence incidents. The new form will come into use on the 1 April 2008.

Objective 3: Continue to streamline health and safety standards and assurance arrangements

Step Free Access

Step Free Access (SFA) qualitative design reviews (QDR) have progressed well and fire strategies have been agreed by suppliers' and LU. All projects are being undertaken in accordance with the SFA Good Practice Guide.

Regulatory Reform (Fire Safety Order)

One to one Group Station Managers (GSMs) briefings continue and work is ongoing to update all of the surface station workplace risk assessments in a similar way to the sub-surface stations. Both will be completed by 31 March 2008.

Deliver Training of LU Verification Activity Plans (VAP)

Around 500 staff across LU have completed verification activity plan (VAP) training in support of developing risk based assurance for PPP and other major projects. Sampling of VAPs will continue to ensure

quality is maintained. Future training sessions are available for booking via SAP.

Objective 4: Further enhance the health and safety competencies of LU managers and staff

Incident Investigation

A pilot session of the local incident investigation course was held in September 2007. Courses were delivered in October and December 2007. Positive feedback was received from both courses. Further courses are planned for January, February and March 2008, after which demand for further courses will be assessed and arranged, if required.

Implementation of the LU Rule Book

12 month monitoring of compliance with the new Incident Management (Rule Book 2) process has begun. A status report will be issued at the end of the monitoring period (30 May 2008) which will include suitable actions against improvements which have been identified during the 12 month review.

Competence Management

Competence booklets for stations, trains and service control have been developed. Assessor conversion training started in December 2007 and 390 assessors have been on the course to date. Competence Management Implementation Coordinators have been allocated to each line to assist with the implementation and the roll out of the new Competence Management System.

Safety Critical Communications

Progress to implement improvements to safety critical communications (SCC) continues. A SCC module has been incorporated into training interventions and into trains and stations Continuous Development Programmes (CDP). Development of continuous development training for the Service Control function is progressing as is the identification of assurance actions to measure the overall effectiveness of the SCC programme.

4.3 Health of the Management System

The total number of improvement actions monitored on LUSATS remained stable over the quarter. 65 actions were extended (33 LU; 27 Metronet; 5 Tube Lines). 13 actions remain overdue, all have corrective action plans in place.

LU had three overdue LUSATs actions:- The commissioning of OPO equipment at Acton which is being held at red until work is completed in February 2008; non compliance by CONNECT to an Engineering Regulatory Notice requiring the appropriate procedures to be followed for accessing and working in signal control rooms at New Cross. Further investigation has shown that the issue applies at many other locations and the Regulatory Notice is being reissued and extended to reflect this.

As a result further time is required to reach full compliance; the third action relates to the requirement for LU Engineering Directorate to determine if it is reasonably practical for all vehicles operating on the LU network during Traffic Hours to be provided with equipment in the cab which gives an indication to the Train Operator of the status of traction current. The report is being finalised and will be issued by the end of January 2008.

Tube Lines had 5 overdue improvement actions; one in relation to installation of rollback protection on Jubilee line which is being held at red and 4 actions from an incident investigation into a Fractured Wheel Set. Recovery plans are in place.

Metronet BCV had 2 overdue improvement actions relating to an Engineering Regulatory Notice and a HMRI improvement notice for Depot 630 Volt Shore Supply Installations; Metronet SSL had 3 overdue actions: one from a formal investigation into an incident at Rickmansworth. The other two were from Metronet investigation reports concerning issues surrounding the authority to Work Certificates and to the requirement to review and revise as required the track design process. Recovery plans are in place.

24 audits were planned overall during the quarter and 30 have been completed or are ongoing. Other work including audit revisits and follow up, and work for TfL has also been undertaken. Trends in stations and train operations audits remain consistent.

Metronet have further reduced the number of planned audits from 300 to 288. Up to period 9 170 audits were planned and of these 151 have been completed. The shortfall in completion is mainly due to a shortage of auditor resource where auditors are out based in various MR divisions and undertake audit work as one element of their role. As a consequence Metronet have reviewed their audit programme to identify shortfalls in delivery and implement recovery actions. LU have reviewed the revised programme and are content that it is satisfactory.

11 CIRAS reports were received in the quarter, 4 are closed and 7 remain under investigation. 3 under investigation by Tube Lines remain overdue from quarters 1 and 2.

4.4 HSE Performance

4.4.1 Health

The lowest number of operational staff (100) absent from work since 2003/4 due to stress, anxiety and depression occurred in Period 10. The number of station staff absent halved (from 81 to 41); P10 also saw the lowest number of train staff absent (35) since 2003/4. This improving trend has continued over the last 18 periods.

The number of staff absent due to back pain continues to reduce. P10 had lowest number of staff absent (76). Number of working days lost has decreased during 2007/8 from 910 to 742. Service Control staff have shown the greatest improvement (70 days lost reduced to 24 days over the last 6 periods). Stations have sustained an improving trend over the last 12 periods.

The House of Lords praised TfL's Occupational Health achievements in providing effective musculoskeletal services. The Health Minister said "On Occupational Health services we can learn a great deal from TfL".

1271 staff attended 30 Health Fairs in 2007, a 9% increase over 2006. The fairs, organised by Operational Support and Occupational Health, won the 2007 Employee Benefits Award for Best Healthcare Strategy.

375 medical examinations were undertaken and 159 questionnaires were completed, which is just over 90% of those scheduled. This is a significant increase on previous quarter (41%) and is due to Occupational Health running a successful programme to clear some of the backlog of medical examinations.

378 drug and alcohol tests were undertaken in this quarter, with 2 positive results, 1 for drugs and 1 for alcohol.

4.4.2 Safety

Analysis has shown that the increasing number of customer journeys has more than a pro-rata effect on PTI incidents. Normalising the number of PTI incidents per million customer journeys to take this into account shows the PTI trend is stable.

All other Safety Key Performance Indicators remained stable in the quarter with the exception of a significant reduction in employee major injuries (8 to 4).

The overall improving trend in the number of workplace violence incidents continued with significant declines in ticket disputes, down by 135 (37.5%), train service disputes down by 25 (49%) and Hooliganism/vandalism down 23 (74%).

Incidents of lift failures requiring customers to be cross transferred to adjacent lifts continued to increase with 18 such incidents in Q3. 50% of the Q3 total of 45 lift power winding incidents occurred at 2 locations:- Holland Park and Lancaster Gate. These are being investigated and will be reported on next quarter.

Two Formal Investigations were commissioned during Q3 – Hanger Lane (12/10/07) near miss following signal failure and Whitechapel (13/11/07) release of refrigeration coolant gas. The Hanger Lane FIR has been issued and the Whitechapel FIR is scheduled for review by the Directors Assurance Review Team in Q4.

LU issued 1 Safety Alert regarding Electrolux Refrigerators following the incident at Whitechapel.

4.4.3 Environment

Station Energy Challenge

At the end of Q3, 14.1% less energy was used compared to that used in 2000/01. The leaders of the Station Energy Challenge at the end of Period 10 were:

- Line: Bakerloo
- Group: Charing Cross Group
- Premiership Station: Charing Cross
- Championship Station: Chalk Farm
- First Division Station: Lancaster Gate
- Second Division Station: Heathrow Terminal 4

A new Energy Challenge for launch on 1 April 2008 is being developed to include depots as well as stations.

The number of environmental complaints received in Q3 (234 complaints) was comparable to previous quarters and similar to the number of complaints received during Q3 2006-07. The primary reasons for complaints during Q3 were cleanliness/litter (41%), noise and vibration (38%) and graffiti (13%).

Approximately a third of all environmental complaints received in Q3 were associated with noise and vibration (N&V). The number of N&V related complaints received in Q3 (88 complaints) was the lowest received since Q3 2003/04. However, the change in pattern in noise and vibration complaints noted in Q1 and Q2 continued. The bulk of these complaints (60% in Q3; 53 complaints), were associated with PA announcements. Up until Q1 (2007/08) the majority of N&V complaints were associated with contractors activity. 35% of N&V complaints received in Q3 (32 complaints) were associated with contractor activity.

4.5 MAJOR INCIDENTS

There were no major incidents in the quarter.

5 IMPACT ON CRIME AND DISORDER

Objective 2 of the LU Safety Improvement Plan ensures security arrangements are strengthened as far as reasonably practicable. LU Operational Security and the British Transport Police (BTP) are working in partnership with the Crime and Disorder Partnership Unit to deliver the requirements of section 17 of the Crime and Disorder Act.

6. IMPACT ON SUSTAINABILITY

Actions to maintain and improve sustainability are included in our environmental action plan which is reported on by exception in Section 4.4.3.

7. RECOMMENDATION

The Safety Health and Environment Committee is recommended to NOTE the content of the report.

TRANSPORT FOR LONDON

SAFETY, HEALTH AND ENVIRONMENT COMMITTEE

SUBJECT: SURFACE TRANSPORT QUARTER 3 SHEC REPORT

DATE: 4 MARCH 2008

1. PURPOSE

To inform Members of the key HSE matters during the last Quarter.

2. DECISION

The Safety, Healthy and Environment Committee is asked to NOTE the content of this report.

3. BACKGROUND

A full report on HSE activities and performance is produced annually. These quarterly reports are to update the Committee on any significant matters from the reporting quarter.

4. INFORMATION

4.1 Summary

4.1.1 What Went Well

Surface Transport

A quarterly ST trainers' forum aimed at sharing information and best practice across the modes was established. The intended outcome is to further enhance the Safety Training Manager's role in co-ordinating health and safety training across ST.

The agreed actions from the internal operational H&S training audit were completed this quarter to the auditors' satisfaction. The audit is now closed. The work carried out in connection with this, has provided the business units involved with a simple Training Management System.

The HSEMS review project for public transport directorates continued with the project board providing required strategic input. Specific focus was placed on completing the LBL's HSEMS as its present structure lends itself to a complete system implementation. LBL will serve as a model for the remaining modes.

Reports from ST Directorates & Modes

London Buses

A route risk assessment workshop was undertaken and was well attended by bus operators. The workshop's remit is to review current practice in route risk assessment with a view to developing a common approach. A second workshop is planned for next quarter.

LBSL safety governance meeting (Safety Co-ordination Meeting) undertook a review of its safety objectives at the end of the second quarter. Of the 33 agreed objectives, 97% were either met or had the majority of objectives met. The one objective that was not met relates to the review and updating of the Organisation and Arrangement document for LBSL, it will now be completed during Q4.

The inaugural Bus Operator's Forum, Safety Sub-Group meeting took place. The meeting was attended by directors of bus companies and draft terms of reference were approved. It was agreed that the main purpose of the group is to ensure LBSL and bus operators continue to work collaboratively to improve safety on the bus network.

The programme of bus station and stand risk assessments and audit of bus stations by LUL's SQE, continued. In addition, over 60% of the fire risk assessment programme is now complete.

Tender evaluation for the procurement of 20 hydrogen vehicles (cars/vans/bikes) was completed. Four suppliers were selected as preferred bidders to enter into final contracts. The negotiations for signing a contract with the refuelling infrastructure provider are ongoing.

A further 5, single-deck hybrid vehicles, entered service on route 129 on 21 November. 60 vehicles from a variety of manufacturers will be in service by December 2008.

The project to introduce a new incident-reporting system in place of ATLAS continued with a procurement strategy in place, other key milestones were also achieved. Vendors will be approached to submit Pre Qualification Questionnaire (PQQ) during Q4. A project workshop, involving bus operators, took place to review operators' incident reporting requirements.

London Streets

All audits of the London Streets Directorates and COO against the RoSPA QSA system were completed and reports issued. Arrangements are being made with RoSPA for the independent audit of the HSEMS to take place early 2008.

The audit of RND's CDM procedures has taken place with a draft report of the findings issued. An outline audit programme for 2008/2009 has been prepared and will be presented at the next Streets Health and Safety Consultative Committee for consideration and comment.

With the exception of one document, Driving and Riding at Work, all documents covering health and safety elements of the HSEMS are complete and available to managers and staff via Source.

The electronic Display Screen Equipment (DSE) self-assessment system, DSEasy, now has 714 users registered. Of this total, 62.6% have had their cases reviewed by an assessor and closed on the system following the on-line training and self assessment. Plans are in place for the remainder to be completed and for the system to be rolled out across the whole of Surface Transport.

As part of London Streets' in-house CDM co-ordinator function (CDM-C), 562 projects are being covered across all Streets areas and 137 for other Surface modal areas. The projects being undertaken by Streets directorates are covered by a combination of permanent and agency staff. A review of the permanent staff resources required is currently taking place.

A training programme to ensure Streets staff are aware of HSEMS environmental procedures has commenced.

The Environmental Impact Assessment procedure aspect of the HSEMS was trialled on Streets projects ahead of its approval. This helped to determine the level of appraisal/assessment required in line with statutory procedure and best practice.

TPED

An internal audit of the Bus Enforcement department of TPED was carried out to measure compliance with the TPED HSEMS. Audit of the Traffic Enforcement and Policing departments is planned.

The evaluation of a possible replacement for the IDENTISAFE personal alarm system for Revenue Inspectors continued with staff and union representatives.

London Trams (LT)

London Trams is actively leading the UKTram work aimed at addressing issues of concern to the tramway sector as a result of the introduction of the Railways and Other Guided Transport Systems (Safety) Regulations 2006 (ROGS) and the removal of Her Majesty's Railway Inspectorate's approval role in October 2008. In particular London Trams, with support from TfL Planning has been developing proposals for discussion with the Office of Rail Regulation (ORR), Department of Transport and Minister covering:-

- The impact of ROGS on statutory approvals under enabling Acts and Orders;
- The availability of national tramway standards against which Safety Verification schemes can be benchmarked;
- The availability and certification of competent persons; and
- The requirement for a tramway equivalent of the Railway Safety and Standards Board.

Following discussions with the Minister in January 2008, proposals will be brought forward in March / April for addressing these issues at a national level.

LT has developed additional management procedures covering the application of CDM and the management of Change under ROGS. These procedures will be reviewed and implemented within LT's SMS in Q4.

LT is currently reviewing the impact of ROGS on the allocation of safety duties under the terms of the Tramlink Concession. It is anticipated that, by virtue of the Tramlink Vesting Order, the primary safety duties remain with Tramtrack Croydon Limited and First Tram Operations Ltd. LT is also reviewing the possibility that the regulations may have unintended consequences for other parts of Surface and is in discussion with the ORR to ensure that such issues are addressed in forthcoming sector specific guidance.

Client CDM training took place for members of staff with input into construction projects. A review of training needs will be carried out in conjunction with the next review of the Safety Management System to ensure LT has the necessary competences to meet its developing role.

VCS

Following the completion of a training plan for the new post of Night Services Controller, formalised training was carried out and monitored by Duty Operations Managers. This initiative is intended to take accounts of the risks associated with this post.

LRS

The programme of unannounced H&S pier audits by LUL continued with 6 out of 7 audits completed. Pier planned general inspections (PGIs) by LRS managers are up to date and passenger boat audits progressed as planned.

PCO

Following a successful application to the Climate Change Fund (CCF), PCO received £1.2m for a low carbon taxi programme. The programme will commence in April 2008 and will contribute towards efforts to reduce carbon dioxide (CO₂) emissions from taxis and Private Hire Vehicles (PHVs) through a Smarter Driving programme and Micro-Hybrid Black Cab development programme.

4.1.2 Areas for Improvement

Reports from ST Directorates & Modes

London Buses

The 2007/08 audit programme of contracted bus operators was progressed with 13 (65%) audits completed. All reports were submitted to bus operators for action where appropriate. As more emphasis is being placed on incident reporting and route risk assessment, an increased number of actions are arising from these areas.

London Trams (LT)

Further to the Railways and Other Guided Systems (Safety) Regulations 2006, issues have been raised with the Office of Rail Regulation regarding the

introduction of the Regulations for tram systems in October 2008. Significant implications to London Trams include:

- The extent of the duties to be carried out by the Independent Competent Person
- The lack of Safety Authorisation and Certification for tram systems.

LRS

The Surface Safety Team undertook a review following a Maritime and Coastguard Agency (MCA) report into an incident in which a boarding passenger fell from Tower Pier into the river in August 2007. A recommendation was made by the MCA that rescue ladders extend at least two rungs below the waterline. All LRS piers were surveyed. As a result, extension to rescue ladders was also necessary at Festival Pier. Work to extended rescue ladders at both Piers is complete.

4.1.3 Significant Plans for Next Quarter

Surface Transport

Of the three vacant posts within the safety team, one has been filled and the successful candidate will start in February. The recruitment process for the others continues.

Reports from ST Directorates & Modes

London Buses

The Mayor formally announced the award of contracts for the Hydrogen Bus Project in November 2007, including the bus supplier and bus operator. Contract negotiations are ongoing with the preferred refuelling supplier. Designs of hydrogen refuelling and maintenance facility are in progress.

Streets

Arrangements have been made with RoSPA for the independent audit of the HSEMS to take place in May 2008.

LBL (East Thames Buses and Dial-a-Ride)

The HSEM system was submitted to LBL for formal review. As elements of the system are accepted by LBL, they will be used as the starting basis for HSEMS for Surface's public modes.

TPED

A new absence reporting process, provided by Active Health Partners (AHP), is being trialled by TPED on behalf of TfL. It is anticipated that this initiative will contribute towards improving the health and well being of TPED staff whilst it is being trialled.

PCO

Agreement was reached to audit SGS, the contractor carrying out taxi inspections, before April 2008 so that the audit falls within the first year of the contract. An audit workbook has been developed and is now with the PCO for

final approval. There is confidence that the audit programme will be completed by the end of the financial year.

As part of the PCO's Low Carbon Taxi programme, a fuel efficient driving information campaign is being developed which will complement Travel Demand Management's Smarter Driving public marketing campaign. The PCO will embark on a campaign to advise drivers of black cabs and PHVs on reducing their fuel consumption through improved driving techniques and vehicle maintenance.

VCS

VCS is currently undertaking emergency plan refresher sessions for all VCS staff before extending these to coach station tenants.

LRS

Following customer risk assessments at Woolwich Ferry and Greenwich Pier, it was recommended that new customer risk assessments on the other seven piers are required. Surface Transport Safety Team will assist in undertaking the assessments.

4.2 Progress Against HSE Plan

Progress against individual modes' Health and Safety objectives were reviewed at respective governance meetings. Surface Transport Safety Team continues to work with modal leads to track progress against agreed objectives.

4.3 Health of Management System

Details of the HSEMS development project for public transport directorates/ modes and Streets is provided in Section 4.1.1.

4.4 HSE Performance

4.4.1 Safety

Surface Transport

A total of 1,063 injuries to customers were reported during Q3 across all ST modes, a marginal fall of 2% when compared with Q2. Of the total, 73% were reported as minor injuries and 26% as major which is equivalent to 1.46 and 0.53 incidents per million customer journeys respectively. London Buses accounted for the majority (98%) of all customer injuries.

There were 10 fatalities on the bus network during the quarter. These comprised 3 deaths by natural causes and 3 further passenger and 4 pedestrian fatalities. Details are provided in Section 4.5.1 below.

Surface Transport staff reported a total of 88 injuries in Q3, a rise of 33% from Q2. Major injuries represented 17% of the total with LBL and TPED accounting for 82% (72) of all staff injuries.

Staff assaults have seen a slight increase of 7% from 45 in Q2 to 48 assaults at the end of Q3. TPED continues to account for the majority of staff assaults with 79% of all incidents recorded against its staff.

4.5 Major Incidents

4.5.1 London Buses' Major Incidents

Fatalities on London Buses

I.Route 82- Metroline

On 6 September 2007 a male suffered a fall on a stationary bus and later died of his injuries. A coroners hearing is awaited.

II.Route 25- East London Bus Group

On 9 October 2007 a male pedestrian was fatally injured following a collision with a bus at Romford Rd, E12. A coroner's hearing is awaited.

III.H17- London Sovereign

On 01 November 2007 an elderly male passenger fell onto the pavement whilst alighting a stationary bus. The male was taken to hospital where he subsequently died.

IV.Route 151- London General

On 12 November 2007 a male pedestrian was fatally injured following a collision with a bus at Thornton Rd, Surrey. The incident is under investigation.

V.Route N68- London Central

On 24 November 2007 a male pedestrian was fatally injured following a collision with a bus at Tottenham Court Rd, WC2. The victim was reported to be running from a fight in the street. The incident is under investigation.

VI.Route N159- Arriva London South

On 08 December 2007 a male was involved in a fight on a bus which continued on the pavement at Selsdon Park Rd, Croydon. The incident is under investigation.

VII.Route 4 – Metroline

On 07 December 2007 a female pedestrian was fatally injured in a collision with a bus at Macdonald Road, N19. The incident is under investigation.

Fire Incidents Involving Buses

Three routes (215, 86 and 25) reported bus fires incidents. In all cases, no injuries were reported. All incidents were investigated and reviewed at the LBSL safety governance meeting.

Bridge Strikes Involving Buses

Two incidents of low bridge strikes were recorded during the quarter. In both cases, the buses were running out of service and no injuries were reported.

London Trams: Passenger collision with Tram – Phipps Bridge stop

An incident occurred on 1 November 2007 when a female member of the public stepped out into the path of a tram as it left the tram stop. The female suffered a broken shoulder and some minor injuries. RAIB have indicated that they will not be investigating this incident.

5. IMPACT ON SUSTAINABILITY

PCO

Ground-based transport is responsible for 22 per cent of London's CO₂ emissions and taxis and Private Hire Vehicles account for four per cent of the transport share. The Smarter Driving programme is expected to deliver CO₂ savings of 14,000 tonnes over the two year period of the campaign. The roll out of micro-hybrid taxis, (subject to the successful testing of prototype vehicles), is estimated to deliver CO₂ savings of up to 184,000 tonnes by 2025.

6. RECOMMENDATIONS

The Safety, Healthy and Environment Committee is asked to NOTE the content of this report.

TRANSPORT FOR LONDON
SAFETY, HEALTH AND ENVIRONMENT COMMITTEE

SUBJECT: LONDON RAIL QUARTER 3 SHEC REPORT

MEETING DATE: 4 MARCH 2008

1 PURPOSE

1.1 To report to the SHEC on the key HSE matters during the last Quarter.

2 DECISION REQUIRED

2.1 The SHEC is asked to NOTE the report.

3 BACKGROUND

3.1 A full report on HSE activities and performance is produced annually. These quarterly reports are to update the Committee on any significant matters from the reporting Quarter.

4. INFORMATION

4.1 Summary

4.1.1 What went well

- i) The commencement of London Overground services with the new operators London Overground Rail Operations Limited (LOROL) on 11 November 2007.
- ii) On Docklands Light Railway (DLR) there were no reportable staff assaults in Quarter 3. The Employee Major Assault Rate remained at zero and the employee minor assault rate was 6 per 100,000 hours worked. This represents the 6th consecutive period decrease.
- iii) The role out of new and updated Construction, Design and Management (CDM) procedures at DLR.

4.1.2 Areas for Improvement

- i) Although there has been a decrease in the amount of contractor RIDDOR incidents since the last report – there is still room for improvement.

4.1.3 Significant Plans for Next Quarter

- i) Development and preparation of next years safety improvement plans.

- ii) Continued development of London Rail Management Systems and its publication on Source.
- iii) Preparation and management of the Office of Rail Regulation (ORR) intervention audit on Docklands Light Railway.

4.2 Progress Against HSE Plan

- i) Docklands Light Railway Limited:
Good progress is being made with all objectives.
- ii) Serco Docklands:
Progress is being made with all objectives. However, one objective relating to the Serco Docklands Environmental Management System and attaining accreditation with ISO 14001 will not be achieved by the target date. Accreditation will therefore be carried over to next year's plan.
- iii) London Overground Infrastructure
Progress is being made with all objectives.

4.3 Status of the Management System

The London Rail Management system is in the process of being reviewed. The review is in response to changes in the organisation of the company and the appointment of the London Rail Concession. The DLRL Management system review is now complete. Work is underway to publish all London Rail HSE Management system documentation on Source.

4.4 HSE Performance

4.4.1 Health

There were no significant staff occupational illness and/or sickness issues within London Rail during Quarter 3. Overall sickness and absence rates remain low. The number of days lost due to sickness absence for Rail are London Rail core: 21, DLRL: 26 and London Overground:133. This equated to an overall absence rate of 1.1 days per full time employee during Quarter 3. This data includes one case of long term sickness in the London Overground directorate that accounts for 60 lost days. These figures represent a very small increase in sickness/absence on the previous Quarter.

4.4.2 Safety

- i) London Overground Infrastructure

Since the beginning of the main works on the London Overground Infrastructure worksites there have been a total of 4 RIDDOR injuries in 653,451 hours worked. These are injuries categorised as reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR). This equated to an accident rate of 0.61 per 100,000 hours worked. This is above the target of 0.59 but with a number of additional controls now in place the accident rate is expected to be below the target rate by the next Quarter.

ii) London Overground (LOROL)

Data regarding the operation of London Overground services is only available for period 9. Accordingly, detailed accident rates and trend analysis is not available for Quarter 3. However, it is worth noting that there were no significant safety related incidents reported during the first period of operation.

iii) Docklands Light Railway

During Quarter 3 there were three RIDDOR injuries on DLR major projects. The total number of RIDDOR related accidents for major projects on DLR at the end of this Quarter was fifteen in 2,433,712 hours worked. This equated to an accident frequency rate of 0.61 per 100,000 hours worked and is above the target rate of 0.59. This rate is expected to be below the target rate by the end of the end the next period.

4.4.3 Environment/Sustainability

i) London Rail Development (LRD)

- LRD has continued to develop its emissions model. The model is being updated to link directly to outputs from Railplan, the principal network model used by LRD for demand forecasting. This will make the model more user-friendly and allow the outputs to be consistent with other social benefits used in the business case analysis. LRD has also been reviewing the Transport for London emissions model to ensure the outputs of the rail modelling are consistent with the modelling for other modes. Following completion of this review, the LRD model will be audited by a third party to ensure that the assumptions and methodology used are robust.
- LRD is providing input into various work streams being undertaken by the Railway Safety and Standards Board (RSSB), including the response to the Government's new shadow Climate Change Committee (CCC) Call for Evidence on the development of carbon budgets. LRD is also continuing to be represented on the Carbon Reduction Working Group, which has the responsibility of developing a trajectory for reducing carbon emissions from traction energy by the rail industry.
- LRD also provided input to an industry letter to the Office of Rail Regulation regarding environmental metrics. There has also been involvement in RSSB's work developing a range of sustainability metrics (economic, social and environmental) that measures the performance of rail in Great Britain and benchmarks it against other modes of transport and other European rail operators.

ii) Docklands Light Railway (DLR)

- DLR is developing a pilot project for regenerative braking. Detailed work is underway to determine procurement options and pricing, and a full business case is being developed. A pilot project is necessary because the technology required to implement regenerative braking on DLR is currently

not widely adopted across the industry, and there is also a risk to performance. If the pilot is successful, the scheme could be rolled out across the network.

iii) London Overground Rail Operations Limited (LOROL)

- Various requirements for environmental reporting on an annual basis are included in the concession agreement. The agreement also requires the operator to undertake a pilot project improving the sustainability of one station (Willesden Junction). If successful, the concept could be rolled out across the London Overground network.
- LOROL have begun to develop a Sustainability Action Plan in Quarter 3. The aim of this will be to improve all aspects of sustainability (environment, social and economic issues). Key Performance Indicators are being developed for each activity to ensure delivery against the targets can be quantitatively assessed. The document will continue to be developed as new initiatives are created and targets achieved.

iv) London Overground Infrastructure (LOI)

- LOI's £2.1m outline bid to promote renewable energy at stations and New Cross Gate depot remains 'under consideration' by the TfL Climate Change Fund Approvals Group awaiting confirmation of details. In addition to this, LOI are exploring an option for developing a sub-metering system to monitor energy use and thus identify areas for potential energy saving at stations and depots.
- The Main Works Contractor is nearing completion of the operational noise and vibration assessment in order to demonstrate compliance with the project's specification.
- A Code of Construction Practice has been developed for the Phase 1A works. This document sets out the environmental controls that will be implemented during the execution of the works. The document should shortly be agreed with the Local Authorities prior to inclusion in the tender documents.

4.5 MAJOR INCIDENTS

No incidents to report.

5.0 RECOMMENDATION

The Safety Health and Environment Committee is recommended to NOTE the content of the report.

TRANSPORT FOR LONDON

SAFETY, HEALTH AND ENVIRONMENT COMMITTEE

SUBJECT: CORPORATE DIRECTORATES QUARTER 3 SHEC REPORT

DATE: 4 MARCH 2008

1.0 PURPOSE

To inform Members of the key HSE matters during the last Quarter.

2.0 DECISION REQUIRED

The Committee is asked to note the contents of this report.

3.0 BACKGROUND

A full report on HSE activities and performance is produced annually. Quarterly reports are to update the Committee on significant matters from the reporting Quarter.

4.0 INFORMATION

4.1 SUMMARY

4.1.1 What went well

- The final reports from the external auditor, Det Norske Veritas (DNV) for Corporate Directorates and Group HSEMS audits were issued. A programme addressing resource and timelines for implementation of recommendations for Corporate Directorates has been agreed.
- Work got underway with TfL Occupational Health to review current stress reduction programmes and initiatives and in parallel to analyse sickness absence data to confirm 'stress' trends within the Mode. The end-outcome of this work will be to scope out a stress management initiative in Q4 that can be agreed with key stakeholders and launched within one of the Mode's Directorates starting 2008/09 Q1.
- The Dseasy programme continued its roll-out to programme and a joint training session was held with Surface Transport Street Management to reinforce administrator competencies.

- The transfer of responsibility for safety in Prestige from London Underground (LU) to the Fares and Ticketing Directorate continued successfully into Q3.
- Scope and contents of the internal safety inspection programme for the TfL Property Portfolio managed by Group Facilities were defined and implemented.

4.1.2 Areas for improvement

- Work starting in Q3 will ensure that 'driving and cycling at work' is addressed in order to deliver employer duties of care in an aligned manner – see also, Section 4.2.

4.1.3 Significant Plans for Next Quarter

- A start will be made to implement the programme to address external audit recommendations for Corporate Directorates.
- Group HSE will continue its work with Group Procurement to ensure that HSE is appropriately embedded across the procurement cycle.
- A DRAFT Health and Safety Consultation arrangements document will be put to the Group HR Director and Group HSE Director ahead of the document being sponsored by the Managing Director Group Services and General Counsel. The document will then be rolled out to trades union stakeholders for consultation.

4.2 PROGRESS AGAINST HSE PLAN

- **Corporate Directorate HSE Management System**
The Standard, Occupational Driving Assessment, will be updated to address requirements arising from the Transport at Work Policy and to incorporate outputs from the 'Driving/Riding Whilst at Work' TfL Working Group.
- **Specific areas of risk**
The Dseasy programme continued roll-out across the Mode to programme.

4.3 HEALTH OF MANAGEMENT SYSTEM

- Work will get underway during Q4 to align the HSE Management System to the Mode's recently expanded organisation.
- Existing Standards within Group Facilities Departmental Safety Management System (DSMS) covering Electrical Safety and Work Access are under review. A new Standard covering Emergency Management is under development.

4.4 HSE PERFORMANCE

4.4.1 Health

- Staff within the Mode generated 3219 days of sickness absence during Q3, an equivalent of 1.4 days per person. This is consistent with Q2 and continues to represent a substantial reduction in sickness absence on equivalent absolute and normalised previous year Q3 data.
- The top three sickness absence generator categories comprised (in descending order) mental illness, cold and flu symptoms and musculo-skeletal disorders (MSDs). Stress generated 417 days of sickness absence, nearly 13% of the total.

4.4.2 Safety

- **Employee safety** - there were 23 minor accidents/incidents involving employees.

Customer safety - there were 4 accidents/incidents involving customers.

Contractor safety - there was 1 minor incident involving a contractor.

Third Party safety - there were no accidents or incidents involving third parties.

4.4.3 Environment/Sustainability

- The TfL Climate Change Fund (CCF) Approvals Group met and supported the following projects: (i) Taxis and Private Hire Vehicle Carbon Strategy Implementation, £1.2m over two years; (ii) London Underground – Low Carbon Approaches for Stations, £3.2m over three years (subject to review at the end of phase 1); (iii) London Development Agency Green Homes, £1.0m over two years, for transport elements of the project.
- A draft first annual report on TfL's progress in delivering the Mayor's Climate Change Action Plan (CCAP) was prepared and will be finalised in Q4.
- In conjunction with the C40 cities and Clinton Climate Initiative, a pan-Greater London Authority (GLA) Building Energy Efficiency Programme is underway. The project, led by TfL and involving the Metropolitan Police Authority (MPA) and London Fire Emergency Planning Authority (LFEPA) aims to make up to 100 of the Group's buildings more energy efficient, and to guarantee the energy savings. Eight suppliers have been shortlisted, and final suppliers selection was due to take place in late January. London is likely to be the first of the C40 cities to

implement. It is estimated that energy efficiency measures identified and delivered by the project could save up to £1.5m/y.

- A new cross modal group was established to develop a resource use and recycling campaign for TfL.

4.5 MAJOR INCIDENTS

There were no major incidents in the Quarter.

5.0 IMPACT ON SUSTAINABILITY

Addressed under 4.4.3 above.

6.0 RECOMMENDATION

The Committee is recommended to NOTE the contents of the report.

TRANSPORT FOR LONDON

SAFETY, HEALTH AND ENVIRONMENT COMMITTEE

SUBJECT: CORPORATE DIRECTORATES QUARTER 3 SHEC REPORT

DATE: 4 MARCH 2008

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