

**Transport for London
Safety and Sustainability Panel**

Subject: Quarterly Health, Safety and Environment Performance Reports – Quarter 2, 2013/14

Date: 4 December 2013

1 Purpose

- 1.1 To inform the Safety and Sustainability Panel of the key health, safety and environment matters during Quarter 2, 2013/14
- 1.2 The Panel is asked to note the report.

2 Background

- 2.1 Full reports on health, safety and environmental performance are produced annually. Quarterly reports are produced to update the Panel on any significant matters from the previous quarter. Transport for London (TfL) has three main delivery businesses, Rail and Underground, Surface Transport and Crossrail, with support from the Specialist Service Directorates. To reflect this, the quarterly business reports have been amended to provide a combined Rail and Underground Report, with the Surface Transport and Crossrail Reports as before. Any key activities related to the specialist directorates will now be highlighted on an exception basis, in this cover page; there are no items to be raised.

3 Information

- 3.1 The Quarter 2 2013/14 Health, Safety and Environment Performance Reports for each business area are attached as follows:

Appendix 1 Rail and London Underground
Appendix 2 Surface Transport
Appendix 3 Crossrail
Appendix 4 Statistical Data

4 Recommendation

- 4.1 The Panel is asked to note the report.

5 Contact

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London Rail and Underground Quarterly Health, Safety and Environment report

1 Summary

What went well

- 1.1 The majority of London Underground (LU) and London Rail (LR) health, safety and environmental performance indicators remain stable or are improving with exceptions noted below. No regulatory enforcement notices were received. It has been 274 days since the last major incident on LU and 603 days on LR.
- 1.2 The number of customer major injuries sustained on LU infrastructure was rising at the end of 2012/13. Throughout 2013/14 these have been reducing and have now returned to the levels of a year ago. There were 30 per cent fewer incidents this quarter compared to last. This is as a result of a renewed focus on identifying mitigation measures and trying to influence customer behaviour. Slips, trips and falls (81 per cent) remain the main cause of incidents. There was only one customer major injury on London Rail, where there have also been improvements in the quarter, where a greater focus on customer safety communications and a reenergised approach to investigation in line with the LU, is having a positive impact.
- 1.3 Work continues to improve the trend in the number of lost time injuries (LTIs) associated with LU capital programmes, the adverse trend in the LTI frequency rate on the Stations Capacity programme was reversed. LU continues to work with its principal contractors at Tottenham Court Road, Victoria and Bond Street stations to improve safety performance at a site level. This is through reviewing and revising site health and safety plans, focussing on site specific topics and general topics e.g. hand injuries. Following a concentrated effort across all sites to encourage safe behaviours, good “housekeeping”, and adherence to safe systems of work, there has been a measurable improvement in safety performance. Specifically, the Victoria Station Upgrade has achieved six periods without a lost time injury and Bond street two periods. The good practice identified is being shared across the Crossrail and Stations portfolios. BCV Upgrades and Power Cooling and Communications programmes have maintained a zero lost time injury rate. The Permanent Way programme lost time injury rate is the lowest it has been for 8 periods.
- 1.4 The LU supplier HSE maturity assessment benchmarks LU suppliers against a range of criteria as part of the drive to achieve world class HSE performance. The assessment will be repeated each quarter. The first assessment showed that:
 - while suppliers demonstrate that they are going over and above in leadership and behaviours in some respects, there remain areas of the foundations of good HSE management that have not been fully addressed.

- suppliers are strong on conveying rules and required ways of working, but are less effective in enforcing compliance.
- incident management scored well; suggesting that LU's efforts in working with suppliers to improve the quality of their incident investigations has paid dividends. Suppliers are slightly weaker in ensuring that recommendations arising are effectively implemented.
- More focus is needed by suppliers on drawing together information from all sources e.g. performance data, inspections, audits etc to drive improvement plans and continues improvement.

Each supplier has a dedicated report to help them focus their improvement activities.

- 1.5 LU continued to deliver good recycling rates; 92 per cent of station and depot waste was recycled or recovered, exceeding the target (90 per cent). This was largely due to more waste going to energy recovery. The sub-surface upgrade project (98 per cent), stations (95 per cent) and permanent way (99 per cent) teams continue to deliver excellent construction and demolition waste recycling resulting in 93 per cent of all project waste recycled. This exceeded the target (90 per cent).
- 1.6 The Paddington Integrated Project team installed solar panels at Paddington suburban station – the first solar panels on an LU station. The array of 120 panels will use solar power to provide electricity to the station (30,000 kWh annually). London Tramlink have successfully installed a trial refurbishment of two Tramstops using LED lighting with positive feedback from tram operators, customers and neighbours.
- 1.7 LU's target for noise and vibration complaints arising out of works is 0.7 complaints per 100,000 hours worked. This target was met in the quarter (0.43 complaints per 100,000 hours worked). Work continues to reduce the number of complaints. Noise associated with people's behaviours during late night works continues to be a cause of complaints. This issue will be highlighted during safety hours for the relevant teams to ensure that noise is managed more effectively.
- 1.8 The number of graffiti complaints received by LU was low which means co-operation with the British Transport Police in reducing graffiti incidents has been successful. This should also prevent further crimes. LR also have effective co-operation with BTP and continue to maintain their successful approach of removing graffiti as soon as possible, which has helped to maintain attacks at a low level.
- 1.9 A campaign to target the increase in the number of protection related incidents that had been observed during quarter 1 in the LU projects teams commenced. This reengages protection masters with the purpose and significance of their role. At the end of the quarter it had delivered a significant reduction in the number of incidents.
- 1.10 The programme of LU health fairs continues. Clinicians continue to promote NHS Health Checks and information materials cover stress and resilience, nutrition and healthy eating, health and shift work and managing conditions such as diabetes, and hypertension

1.11 Occupational Health continues to work in collaboration with the LU train suicide stakeholder group on a programme of workshops with the Samaritans to provide suicide awareness training to LU station staff. DLR have been working with the Mental Health Unit of the BTP and the Samaritans. There have been a number of instances of platform staff intervening with potentially suicidal customers to encourage them to seek help away for the network.

Areas for improvement

1.12 The major injury indicator which tracks customer and employee/supplier major injuries per million hours on LU and LR infrastructure exceeded the aim for the quarter. Due to the number of injuries occurring in the first half of the year being greater than those occurring in the same period last year; it is likely this measure will remain above target. This remains a stretch target. The improvement seen in the number of customer major injuries noted above contributes to the bringing this measure closer to target. The measures previously reported to address the increases in Major Injury rates continue to be implemented.

1.13 The number of lost time injuries occurring in LU's operation teams increased in the quarter. This was as a result of an increased number of staff experience trauma due to a higher than normal number of customer suicide attempts and a number of instances of work-related violence. Trauma support continues to be provided and the work-related violence reduction programme including revised training for staff continues to be implemented.

1.14 The high number of LU platform train interface (PTI) incidents continued as a result of persons caught in doors across the network, and due to falls between the platform and train. The changing profile of the PTI following the introduction of new level access rolling stock on the sub-surface lines is contributing to this. A programme of additional mitigation measures such as trialling gap fillers, different methods of highlighting the platform train interface, and enhanced customer announcements is being implemented. The results of the trials are expected in Quarter 4.

1.15 Eleven internal and two supplier audits were completed within LU. Areas audited include asbestos management; the process for managing concessions against standards; safety management within rolling stock depots and arrangements for planning safe system of work within construction projects. Action plans are in place against all audit findings and actions are tracked to completion.

1.16 The Occupational Health team is working with local LU managers in areas where stress was identified as a concern from the staff Viewpoint survey results. Interventions are being developed which are tailored to meet the individual areas needs. LR has been developing a similar approach.

Key deliverables in the next quarter

1.17 A three month rolling lost time injury rate will be introduced on LU capital programmes scorecards to enable the effectiveness of interventions to be more readily monitored

1.18 LU is developing a new indicator to monitor asset damage occurring as a result of works from its capital programmes. It will monitor the number of incidents and provide an indicator of the future potential for harm to persons.

1.19 The TfL Environment Strategy will be published.

1.20 Launch of a new process for London Underground and London Rail aimed at recovering costs of fly tipping from offenders and raising awareness amongst residents that LU/LR will pursue offenders for costs.

1.21 The strategy within LU for raising physical activity levels of employees based on the Shift into Sport programme will commence starting with promoting stair climbing and gym membership discounts; Local health champions are trained to signpost colleagues to activity and set up activity groups such as walking, cycling, running; Shift into sport road shows will be held to promote the scheme and health benefits of activities

2 Major incidents

2.1 No major incidents occurred on London Underground or London Rail in the quarter.

Surface Transport

Quarterly Health, Safety and Environment report

1 SUMMARY

What went well

- 1.1 Provisional data for quarter 2 of 2013/14 shows that the number of people killed or seriously injured (KSI) on London's roads was 38.2 per cent below the 2005-2009 baseline. Year to date data shows KSIs is 32.8 per cent below the baseline.
- 1.2 The full year forecast for 2013/14 is a reduction in KSIs of 27.3 per cent from the baseline, in comparison to the target reduction against baseline of 21.3 per cent. This forecast is based on longer term trends in KSI casualties, towards the target of a 40 per cent reduction in KSIs from the baseline by 2020. The full year forecast is, therefore, slightly ahead of target with two further quarters to report.
- 1.3 The programme of work to introduce the innovative Pedestrian Countdown at Traffic Signals (PCaTS) technology at traffic signals across London is progressing well with 89 of the 200 identified sites completed. The programme is on target to be completed by March 2014. PCaTs technology improves pedestrians' understanding of pedestrian traffic signals by letting them know exactly how much time they have left to cross after the green man 'invitation to cross' goes out.
- 1.4 TfL organised and facilitated the joint Construction Health & Safety Forum at City Hall in collaboration with London boroughs. Representatives from the construction industries were updated on initiatives currently being adopted and trialled in the Highways and Streetworks sector. The forum is helping to improve construction safety in the Capital.
- 1.5 A new joint VOSA and Metropolitan Police Service (MPS) Heavy Goods Vehicle (HGV) Task Force, announced by the Mayor, Sir Peter Hendy, and Stephen Hammond (Transport Minister) on September 4 as a key measure to make cycling safer by reducing the risks posed by lorries on London's roads, is now operational. The new Task Force includes TfL funded police officers and VOSA enforcement officers funded by the DfT to increase enforcement of the regulations for construction HGVs.
- 1.6 The level of bus-related crime so far this year (April – September) was 5.4 per cent lower than the same period last year (542 fewer offences). There were notable reductions in criminal damage (20.6 per cent), robbery (17.5 per cent) and violence against the person offences (7.7 per cent).
- 1.7 Operation Safer Travel at Night (STAN) resulted in 73 arrests for touting and over 2,700 minicabs and taxis stopped and checked by police in operations over three weekends. The initiative uses highly visible patrols to detect and apprehend touts, provide education and crime prevention advice. Vehicle and licence checks were also carried out by Taxi and Private Hire compliance officers. Planning is underway for the second phase of operation over the festive period.

- 1.8 Road Space Management undertook 50 pro-active inspections of signal maintenance contractors in relation to the safety of signal maintenance work on site. The inspections helped to reinforce key aspects such as the use of Personal Protective Equipment and Traffic Management.
- 1.9 The average number of working days lost due to staff sickness was unchanged at 1.78 per employee in quarter two. A total of 5,507 working days were lost. Surface Transport is increasing its collaboration with Occupational Health Services to further encourage employees to access services they need.

Areas for improvement

- 1.10 The majority of safety and security scorecard measures are above target with the exception of Category One road defects made safe within 24 hours where 97.3 per cent were made safe against a target of 97.5 per cent. There has been a significant improvement in performance in-period but year to date results remain below target. The indications are that performance will continue to improve.
- 1.11 TfL is investing heavily in cycling programme and the aim is to make cycling as safe as possible, with measures such as improved cycle routes and junctions across London and the proposed "Safer Lorry Charge" to improve the safety features of HGVs in the capital. The safety of all road users is and remains a key priority for us. There are a number of safety campaigns targeting both drivers and cyclists underway across London which highlight the issues which could cause collisions. TfL is asking everyone to look out for each other, take care and follow the rules of the road to remain safe. Despite the cycle fatalities in weeks commencing 4th and 11th November, year on year figures show a 24.9 reduction in cyclist KSIs when compared to 2012.
- 1.12 The MPS has raised concerns about 'cash for crash' fraud, in particular induced collisions involving buses as the 'victim' of these offences. This type of offence is generally committed by organised gangs who work together to deliberately cause a collision with an innocent road user. The true scale of this problem is still unclear, however current research undertaken by the Insurance Fraud Bureau in November 2012 identified that the financial loss is in excess of £392 million per year, estimating that 1 in 7 collisions being fraudulent. The MPS has worked alongside a number of the bus operators but has recently raised the issue with TfL and are in the process of conducting a scoping trial to identify the scale of the problem involving buses.
- 1.13 As a result the windstorm on October 28, a total of 35 TfL trees failed or had to be removed as a result of damage. A further 33 third party trees had to be removed from the TfL road network (TLRN). The majority of TfL trees lost were street trees but some were from woodland areas. The main focus of the arboricultural clearance work, however, was branch failures from both TfL and third party trees. TfL fared well in comparison to other authorities; this is attributed to the robust inspection and management regime in place.

Key deliverables in the next quarter

- 1.14 To progress work to determine a framework for publishing bus safety statistics on the external website.

- 1.15 To continue the 2013/14 programme of bus operators' assurance audit.
- 1.16 To continue the development of the Pedestrian and Motorcycle Safety Action Plans, as well as the refresh of the existing Cycle Safety Action Plan. All three plans are due to be published in early 2014.
- 1.17 The Cycle Safety Action Plan will learn from the cycle fatalities experienced in November 2013, and across recent years, to identify remedial action to improve safety for cyclists in London. The plan will set an ambitious programme of activity to address issues such as road layout and HGV and construction vehicle design.
- 1.18 TfL is already delivering a broad range of activity to improve cyclist safety through working with the freight and construction logistics industries, and it will continue to forge these relationships to raise standards of safety on London's roads.
- 1.19 The first meeting of the Road Safety Steering Group was held on September 30, bringing together a wide-ranging group of road safety stakeholders including the Metropolitan Police, London councils, bus operators and the Department for Transport. The group identified road safety priorities including enhanced engagement with boroughs, further lobbying opportunities and greater communication of road safety activity. The group will meet again in January 2014.
- 1.20 With the commencement of the winter season, LoHAC contractors' winter service plans have been approved and resources are in place including gritting fleets and salt stocks. Salt stocks exceed those recommended in the revised national guidance.
- 1.21 To continue work with Learning and Development to produce an H&S e-Learning training and assessment programme for line managers in TfL as part of the Managing Essentials pilot. This will be in addition to the H&S training programme for managers within Surface Transport.
- 1.22 The third annual Surface Safety Awards designed to acknowledge employees who have gone beyond call of duty to ensure the health, safety and wellbeing of self will be held.
- 1.23 TfL PiP (Plugged-in Places) funding for the installation of charge points has now ceased as OLEV (Office for Low Emission Vehicles) has launched several new grant funding opportunities for public bodies and Train Operating companies. This funding will run up to the end of 2014/15 and there are no plans at present for TfL to use this. This is because TfL is currently in the process of transitioning Source London to a new operator. TfL aims to identify a new operator and award the contract to the preferred bidder by the end of 2013. Following this there will be a six month mobilisation period, with the new operator taking over the scheme from Summer 2014.
- 1.24 To continue Environmental Audits for a number of road construction sites, bus stations, bus operators' garages, Dial-a-Ride depots and Victoria Coach Station.

2 Major incidents

- 2.1 A cycle hire scheme member was involved in a fatal collision with a lorry on July 5 on Whitechapel High Street. The investigation and coroner's inquest did not find fault with TfL's assets or operation.

- 2.2 A bus driver was killed on August 8 when his unattended bus rolled forward and crushed him on Colville Street, W11. The investigations by the bus operator and the police continue.
- 2.3 A car driver was killed on August 24 when his car was deflected into the path of a bus after colliding with another car on Green Lanes, N13. Investigations by the bus operator and the police continue.
- 2.4 A driver was killed on August 24 when his car swerved into the path of a bus on The Ridgeway, EN2. Investigations by the bus operator and the police continue.
- 2.5 The investigations of two previous fatal incidents involving buses were concluded as follows:
 - 2.5.1 The route 43 bus collision with a pedestrian in December 2012 on King William Street, EC4, did not find any fault with the driver. A verdict of accidental death was recorded by the coroner.
 - 2.5.2 The route 307 bus collision with a motorcyclist in April 2013 on Enfield Road, EN2, resulted because the 70 year old motorcyclist encroached into the path of the bus after suffering a heart attack. The coroner issued the death certificate on this basis.

In all of the cases, there were no recommendations made by Coroner's Courts for TfL or the bus contractors involved.

Crossrail

Quarterly Health, Safety and Environment report

1 Summary

What went well

- 1.1 Good progress is being made against our H&S Objectives for the Health & Safety Performance Index (HSPI) and Gateway. The aim is to achieve an HSPI score equal to or greater than 2 in 85 per cent of contracts. Currently we are well on the way to achieving this, with 53 per cent already achieving and 88 per cent scoring above 1.9. HSPI Phase 2 proposed for later this year will help ensure that the focus is on activities that make a greater impact on H&S performance at site.
- 1.2 Crossrail launched its 'Have Your Say' survey to help better understand Health and Safety issues on the programme, over 5300 surveys were completed and the results were collated and given to each site to implement improvements.
- 1.3 Following the success of the drama-based Road shows carried out across the programme between April and June, the Improvements Team organised a Behaviour Influences Behaviour workshop that was attended by Behavioural Specialists from various Principal Contractors. The workshop was designed to share practice and to look for innovative ways to ensure early identification of at-risk behaviours in order to prevent future harm. It also sought to provide a roundtable discussion on the measurement of effective behavioural programmes on Crossrail.
- 1.4 An HSE event, 'Working Well Together' was hosted at Crossrail's Tunnelling and Underground Construction Academy on 14 August. The event was organised by Morgan Sindall to raise awareness of key health and safety issues facing the construction/infrastructure industry and to give practical advice on how to avoid risks on sites. The event was well attended with guest speakers from the HSE, CITB and Crossrail, with short training sessions available to all as well as various exhibitors.
- 1.5 Audits continue to be carried out in accordance with the Health and Safety Assurance audit schedule; no audits are overdue. Audit topics in the past quarter included lifting operations, breaking ground, management of hazardous substances and internal assurance arrangements. A total of 18 audits were carried out in this quarter and 40 CARs raised. All 40 have been closed out.
- 1.6 A programme of monthly surveillance checks against BS6164 "Code of Practice for Health & Safety in Tunnelling in the Construction Industry" commenced in period 5.
- 1.7 Five emergency exercises were completed in Quarter 2. These were desk top exercises selected by the project teams to simulate significant unplanned incidents

and formulate appropriate response arrangements which are subsequently available for cascading to other project teams.

- 1.8 An improved RIVO Safeguard Reporting module went live in Q2 2013/14, allowing better incident and inspections data capture for analysis purposes. Training on the new features has been rolled out and User Group meetings held to collect feedback and provide further support.
- 1.9 Leadership Programme – Frontline Leadership Programme continues to recruit supervisors and appropriate mentors from the Principal Contractor population. There are now over 100 engaged in the programme with 35 scheduled for future courses.
- 1.10 The six monthly LRQA visits by external auditors for Crossrail's Management Systems (Environmental, Quality and Health & Safety) took place in July. Only One corrective action was identified and has now been closed.
- 1.11 The Crossrail Sustainability Awards were held on 25 July. There was a good response from contractors with a number of strong entries on environmental issues.
- 1.12 A community investment event was held during July in collaboration with Stepney City Farm which saw volunteers from the local area spend a week with our contractors learning about local history and archaeology.
- 1.13 Crossrail continues to roll out the Green Line Recognition scheme. The scheme focuses on setting out a framework and creating a standard for environmental communications on Crossrail sites. The aim is to see a step change in environmental behaviour and therefore, environmental performance.
- 1.14 Two new contracts (C350 at Pudding Mill Lane and C405 at Paddington) were awarded and a further contract (C410 Bond Street Spray Concrete Lining works) reached the required standard and is awaiting its award.
- 1.15 The review of data on Crossrail's excavated material has continued and the information has been compiled into the Crossrail Excavated Material Strategy which was presented to the Environment Agency.

Areas for Improvement in the quarter

- 1.16 Behavioural Based Safety programmes –these are still being assessed and plans are in place to continue to engage PCs to ensure that their behavioural programmes are effective.
- 1.17 Improvements are required in the quality of accident investigations undertaken by Crossrail's supply chain. An assessment of what constitutes best practice is being carried out and will be presented at the Crossrail Safety and Health Leadership Team (SHELT) forum next quarter

- 1.18 Health & Safety Performance Index (HSPI) Phase 2 is now underway with the process to allow for the creation of bespoke KPIs for each Principal Contractor being developed locally – rather than the current generic KPIs.
- 1.19 Crossrail is continuing to roll out environmental training to staff within the delivery teams. Going forward, this will include training on emissions controls to allow delivery teams to check compliance on sites with Crossrail's requirements on emissions control.
- 1.20 Crossrail has developed an environmental observation form to encourage non-environmental staff to carry out environmental inspections on site. Training will be provided to delivery team staff on carrying out the observations.

Key Deliverables in the next Quarter

- 1.21 Completion of the fourth round of the Gateway assessment scheme and publication of results in October.
- 1.22 Crossrail will be running their Health and Safety "Stepping Up" week – a week of health and safety focused communications and activities planned to coincide with the European Healthy Workplaces Campaigns (formerly known as "European Week for Safety and Health at Work). Each contract has nominated a Target Zero lead to co-ordinate events. The plans for the week are specific to each contract and are targeted at their particular needs. The week will commence and conclude with leadership messages and throughout the week will focus on activities and sessions intended to make step changes in site and work conditions and the identification and management of risk on site. The week will also be used to communicate key messages and be used as an opportunity to engage in dialogue with all members of the team.
- 1.23 Eighteen audits are scheduled for quarter 3, covering management of work equipment, control of hand arm vibration syndrome, site induction, competence & training, H&S communications and site signage.
- 1.24 The programme of Surveillance Checks against BS6164 will include control of fire & smoke, lifting equipment, machinery guarding in tunnels, assurance of Tunnel Safety Cards, fire suppression in tunnels and response to emergencies. Surveillance Checks of the management of safety, health & environment in Facilities will commence in period 9.
- 1.25 A further 3 Emergency Exercises are planned for the quarter, including a barge collision and the failure of a tower crane.
- 1.26 The Occupational Health and Wellbeing Strategy for Crossrail has continued with a number of focussed campaigns across the project. Crossrail has contributed to the Construction Sub-group for the department of Health's Public Health responsibility Deal, and will actively participate in the launch event in October 2013.

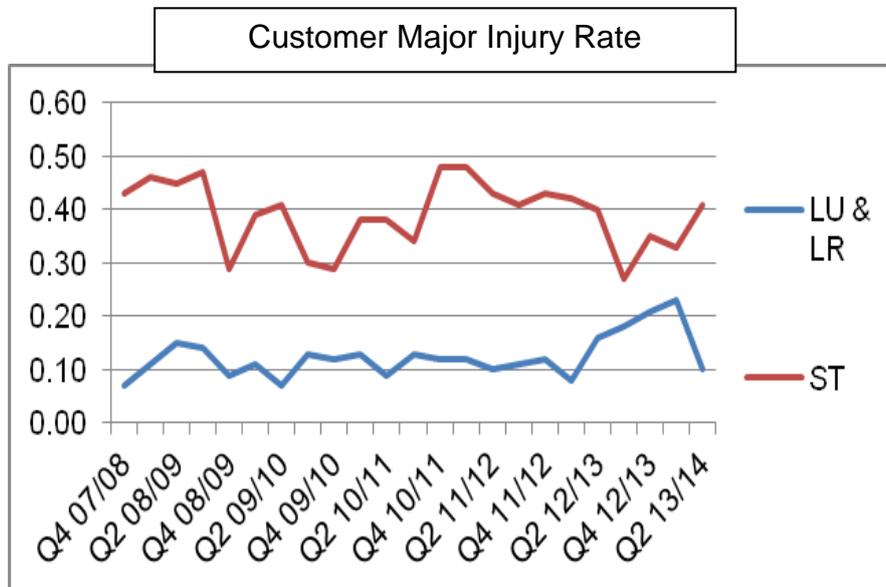
- 1.27 The next round of Supplier Performance Appraisal is underway. Full appraisal will be complete by the end of November.
- 1.28 Performance against the target to reduce construction energy by 8 per cent will be updated, following receipt of reports from contractors.
- 1.29 The Wallasea ecology works are due for completion. In total, so far 130 water voles and over 8500 reptiles have been carefully moved out of the way of the works and 20 badger setts have been closed under licence.
- 1.30 Crossrail's Sustainability report for 2013 will be launched in November.

2 Major Incidents

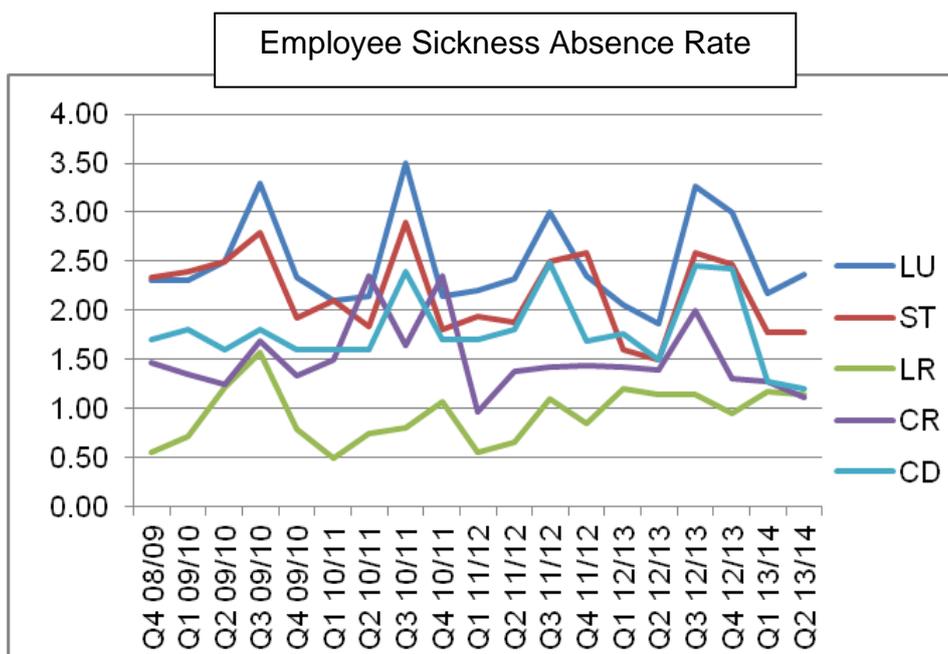
- 2.1 There were no major incidents in Q2

Statistical Details

Quarterly Health, Safety and Environment Report

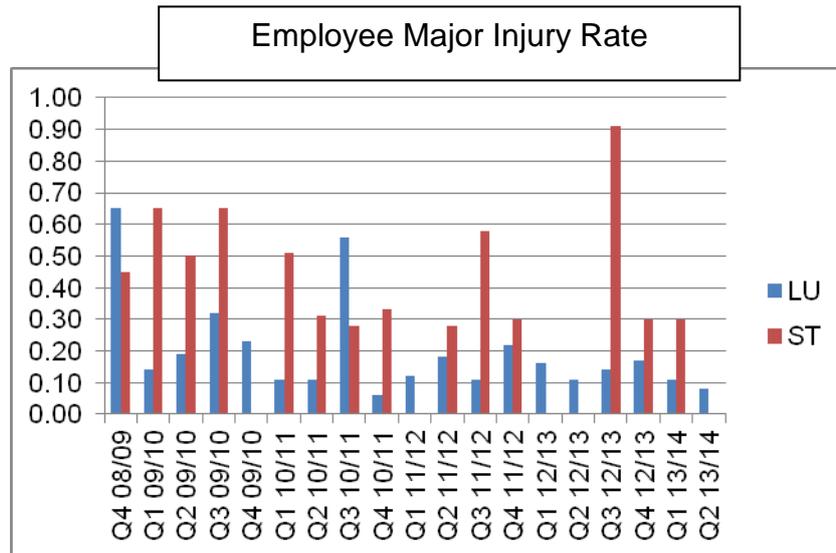


This chart provides the rates for Customer Major Injuries in Rail and Underground and Surface Transport, per million passenger journeys. Customer Major Injuries on LU and Rail reduced in Quarter 2, although slips, trips and falls continue to be the most significant element, and this is a key part of the safety Improvement plan for 2013/4. ST has risen this quarter, but with no noteworthy change in the pattern of incidents.

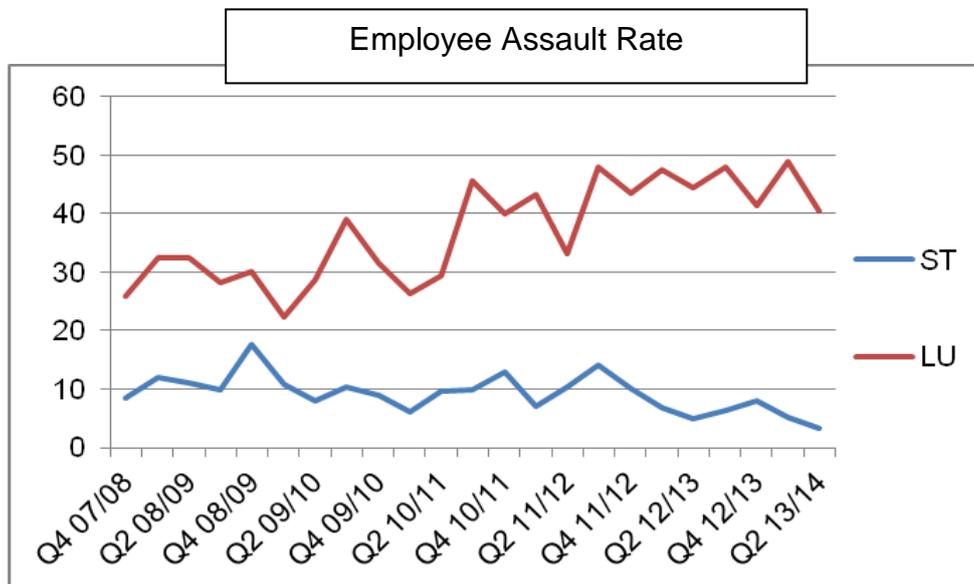


This chart provides the details of sickness absence per 1000 employees. As has been the case for a number of years there is clear seasonal pattern. The rates within the 5 businesses show a relatively

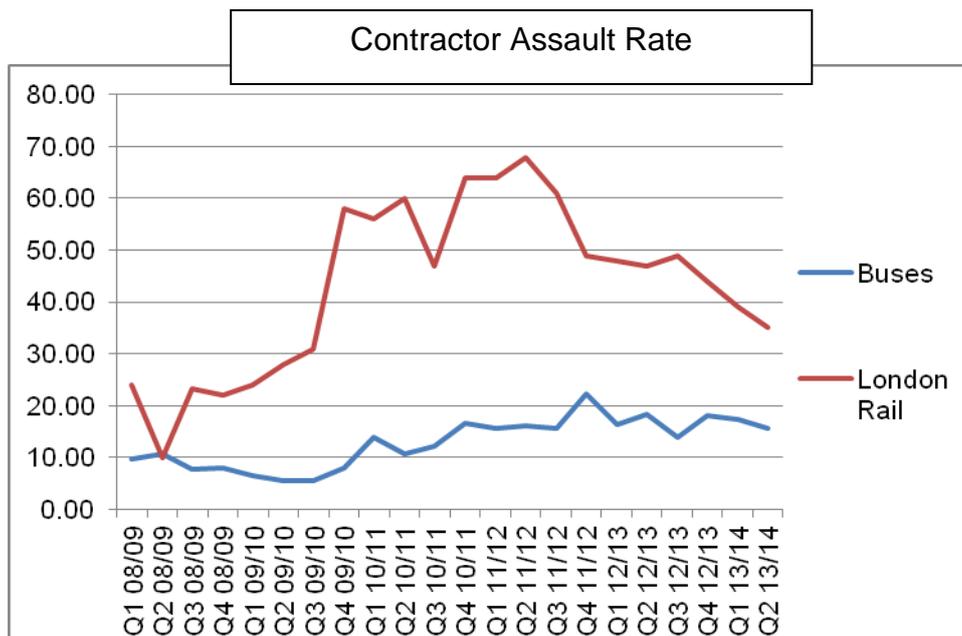
consistent rank order too. The most common causes of staff sickness absence were Coughs and Colds, Gastrointestinal and Musculoskeletal.



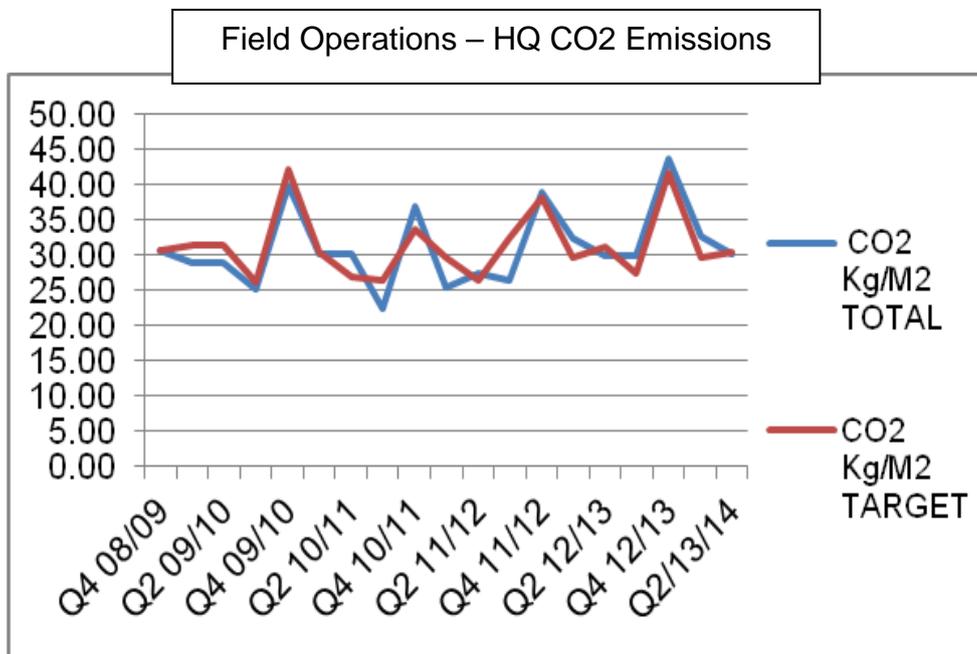
This chart provides the rate of major Injuries per 1000 employees. This is a rate per quarter, and is not a moving average. As can be seen there are some quarters with no Major Injuries, there is a zero rate. As the employee numbers are smaller in ST, there is a slightly greater volatility. There are no particular trends in this data.



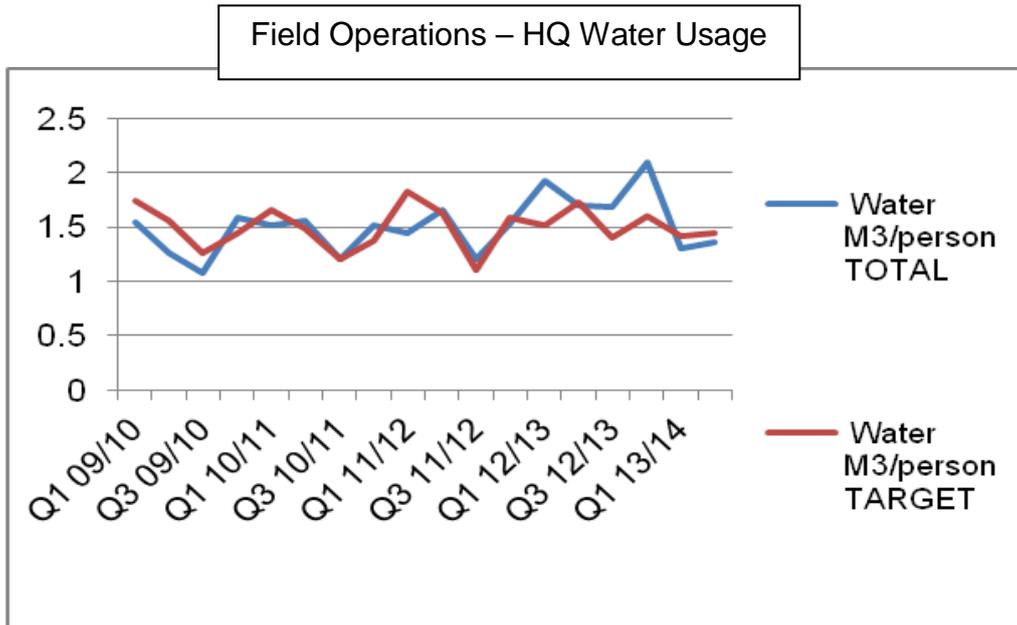
This chart shows employee assault rates per 1000 staff for Surface Transport and London Underground. The main difference in the rates is explained by a significantly higher rate reporting of verbal assaults in LU. The more recent trend for LU has been falling while the ST rate is stable and showing signs of falling.



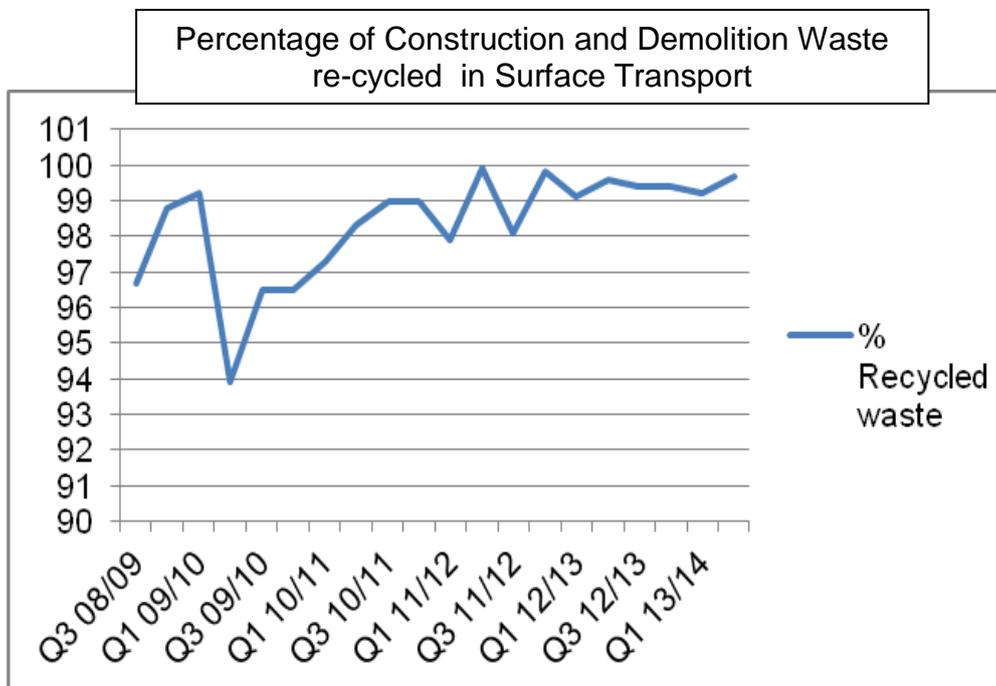
This chart shows the rates for Assaults (both physical and verbal) per 1000 Contractors. These staff are primarily those in London Rail (with those involved in revenue protection a significant proportion) and London Buses (primarily the Bus Operators), where most customer facing staff are contractor staff. The reporting of verbal assaults is known to be much higher in London Rail businesses, than it is in Surface Transport. While the Buses rate has been static for some time, but is falling slightly, while Rail seems to be on a consistent falling trend; this is a positive sign, but is being checked to ensure it is not a reporting defect.

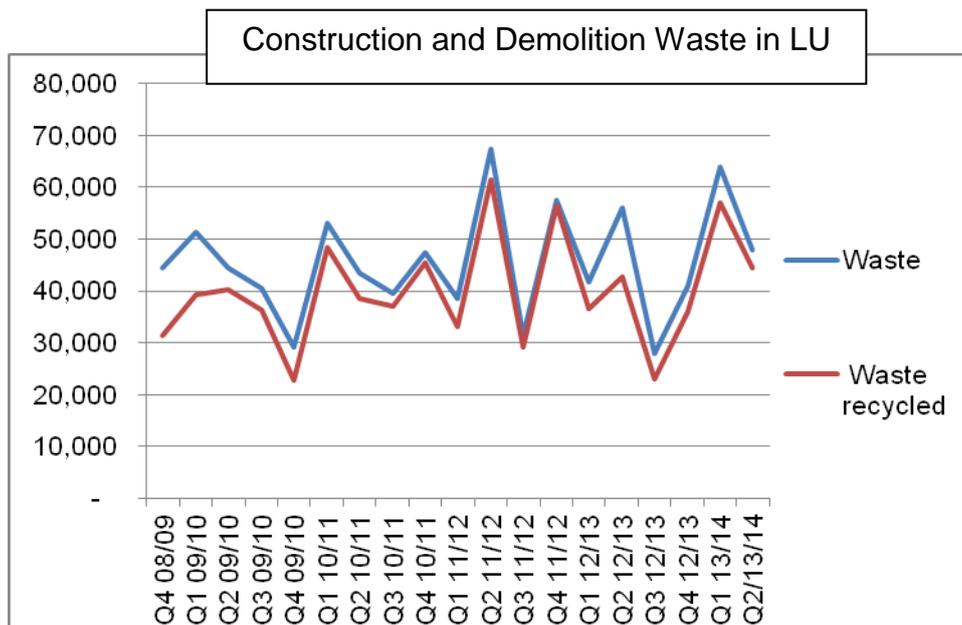


This chart shows the carbon emissions at the HQ buildings that make up the TfL estate, and over which we have direct control. They are measured in Kg of CO2 per square metre. As might be expected there is a clear seasonal trend. The targets are also shown, and in this quarter the actual emissions were just below target.

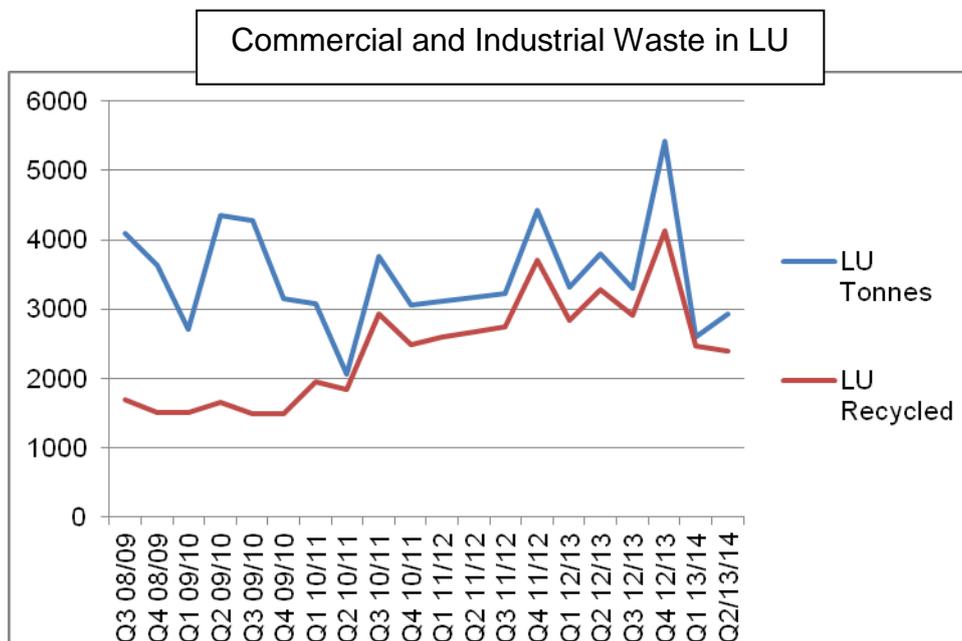


This chart shows the water usage measured in cubic metres measured against the numbers of persons in the various TfL HQ buildings over which we have control. The targets which have been set are also shown, and in the quarter actual water use per person was again below the target. For the second quarter water use per person is lower than target.





This chart shows the quantity of construction and demolition waste produced and the amount recycled in London Underground in Tonnes. Construction & Demolition recycling rate for quarter 2 was 93% and exceeds the 2013-14 target (90%). The rate for the same quarter 2012/13 was 81%. Excellent recycling rates were achieved by the CPD teams, particularly in Periods 5 and 6. SUP achieved over 98% recycling in Periods 5 and 6, Stations achieved over 95% recycling for Periods 4, 5 and 6 and the P-Way team achieved over 99% recycling in Period 6.



This chart shows the tonnage of Commercial and Industrial waste produced and recycled and reused in London Underground in Tonnes. LU recycled or recovered 92% of station and depot waste in quarter 2 2013/14. This was an improvement on 2012/13's recycling/recovery rate of 83% due to more waste going to energy recovery. 75% of station and depot waste was recycled. The 2013/14 recycling and recovery target is 90%. Scrap metal figures or dedicated paper recycling were not available for this quarter. These will be added retrospectively.