

## Transport for London

### Minutes of the Safety, Accessibility and Sustainability Panel

Conference Rooms 1 and 2, Ground Floor, Palestra,  
197 Blackfriars Road, London, SE1 8NJ  
10.00am, Tuesday 13 October 2015

#### Members

Charles Belcher	Chair
Michael Liebreich	Vice Chair
Sir Brendan Barber	Member
Richard Barnes	Member
Baroness Grey-Thompson DBE	Member
Bob Oddy	Member

#### In Attendance

Brian Cooke	Board Member
Shaun McCarthy	Adviser
David Morris	Adviser
Dr Alice Maynard	Chair of IDAG

#### Staff

Cathy Behan	Head of Safety Surface Transport
Martin Brown	HSE General Manager, London Rail and Corporate
Mike Brown	Commissioner (for Minute references 38-39/10/15 )
Nick Brown	Managing Director, London Underground and London Rail (for Minute reference 38-39/10/15)
Howard Carter	General Counsel
Jill Collis	Director of Health, Safety and Environment
Leon Daniels	Managing Director, Surface Transport
Vernon Everitt	Managing Director, Customer Experience, Marketing and Communications
Steve Hails	Crossrail Director of Health and Safety
Sam Longman	Policy Manager for Environment Planning (for Minute reference 40/10/15)
Elaine Seagriff	Head of Transport Policy, Planning (for Minute reference 40/10/15)
Mike Shirbon	HSE Audit Manager, Internal Audit
Clive Walker	Director of Internal Audit
James Varley	Secretariat Officer

### 32/10/15 Chair's Announcements, Apologies for Absence and Declarations of Interest

No apologies for absence were received.

The Chair welcomed Mike Brown to his first meeting of the Panel as Commissioner.

David Morris declared an interest as Chair of the Confidential Incident Reporting and Analysis System (CIRAS). There were no other interests to be declared that were relevant to the items on the agenda.

### **33/10/15 Minutes of the Meeting of the Safety, Accessibility and Sustainability Panel Held on 7 July 2015**

The minutes of the meeting of the Safety, Accessibility and Sustainability Panel held on 7 July 2015 were approved as a correct record and signed by the Chair.

### **34/10/15 Matters Arising and Actions List**

**The Panel noted the Actions List.**

### **35/10/15 Rail and Underground Quarterly Health, Safety and Environment Performance Report – Quarter 1 2015/16**

Jill Collis introduced the Rail and Underground Quarterly Health, Safety and Environment Performance Report.

Incidents of workplace violence had been reducing on London Underground. The majority of incidents were related to ticket disputes. This was being closely monitored as the Fit for the Future – Stations programme came into effect, which would result in higher numbers of staff visible at stations. A new reporting application was being introduced for hand held electronic devices that would make reporting incidents easier. An update on workplace violence would be provided to the next meeting of the Panel.

**[Action: Jill Collis]**

Accident frequency rates and RIDDOR incident frequency rates continued to reduce. Lost time injury rates in the Capital Programmes Directorate continue to be a focus and progress was generally positive.

On the West Anglia lines, ticket barriers were being installed and there was an expectation that workplace violence reporting would increase due to revenue related disputes. Mitigating actions, such as additional staff training, were taking place.

The trial of the Mental Health First Aid programme was taking place, with 28 staff undergoing training. This was being led by the Staff Network Group for Disability and further information on the metrics used to evaluate the programme and promotional activity would be provided to the Panel.

**[Action: Jill Collis]**

The number of Platform Train Interface incidents had remained stable over the quarter and the Panel would be provided with data relating to the severity of occurrences when trains were static and when they had moved.

**[Action: Jill Collis]**

Work had taken place to reduce the risk of slips, trips and falls to customers. Additional signs had been introduced as well as the use of symbols and painted combs on escalators to increase customer awareness of potential risks and to encourage

customers to adopt safer behaviours eg holding escalator hand rails. Work on risk reduction on escalators, both static and moving would be presented to the Panel meeting on 10 March 2016. **[Action: Jill Collis]**

**The Panel noted the report.**

## **36/10/15 Surface Transport Quarterly Health, Safety and Environment Performance Report – Quarter 1 2015/16**

Leon Daniels introduced the Surface Transport Quarterly Health, Safety and Environment Performance Report.

The Safer Lorry Scheme had been introduced and in the first four weeks of operation, 1,373 vehicles had been stopped and 140 offences recorded.

TfL had also been engaged with vehicle manufacturers to encourage and support new designs that increased levels of visibility for drivers. Operation Safeway had worked well and cyclists were invited to sit in cabs of heavy good vehicles to understand the visibility issues that drivers faced.

A recent manufacturing fault had been identified with battery cells on the first 250 New Routemasters to be introduced into service. The battery packs contained a number of cells, some of which would, due to inconsistencies in the manufacturing process, degrade and had an adverse effect on the cells surrounding them. The cells were being replaced at no cost to TfL. All other New Routemasters in the fleet had been fitted with batteries from a different supplier and had not experienced these failures.

The design of the New Routemasters was being updated to incorporate opening windows in response to customer feedback. Existing vehicles would be retro-fitted with the new windows. Research had shown that the air conditioning system maintained temperatures consistent with buses with opening windows, although the customer perception was that temperatures were higher.

TfL had announced the next stage of its programme to support electric vehicles. Battery technology had continued to improve since the launch of Source London and work was taking place to understand what TfL could do to stimulate demand for electric vehicles.

The Panel was given an update on the actions of Volkswagen in relation to diesel emissions software on its car engines. The software enabled the engine management system to be aware of and react to being run in emissions test conditions in the United States of America. It was estimated that up to 1.2 million vehicles in Europe were fitted with the software. TfL's emissions testing and modelling was based on 'real world testing' with vehicles being run at test tracks in order for emissions readings to take place. TfL also tested buses on specific routes in London. It was also noted that there were vehicles on London's roads that had, through deliberate intervention by owners or operators, become non-compliant with emissions regulations. The Panel would be invited to a briefing session to discuss the matter further. **[Action: Leon Daniels]**

Pedicabs remained an unregulated industry. The complexity of obtaining legislation that had an appropriate enforcement regime meant that it was not a viable option for TfL to pursue. In addition, pedicabs were not a national or London wide issue in that they

were mainly located in the areas of Westminster frequented by tourists. TfL would look into raising public awareness of the unregulated nature of the industry with the intention of suppressing demand.

**The Panel noted the report.**

### **37/10/15 Crossrail Quarterly Health, Safety and Environment Performance Report – Quarter 1 2015/16**

Steve Hails introduced the Crossrail Quarterly Health, Safety and Environment Performance Report. Good progress was being made against the Crossrail Health and Safety Objectives for 2015/16

The 'Have Your Say' survey had been rolled out and the results would be reported back to a future meeting of the Panel. **[Action: Steve Hails]**

**The Panel noted the report.**

### **38/10/15 Draft Health Safety and Environment Report 2014/15**

Mike Brown introduced the paper and draft Health, Safety and Environment Report 2014/15 which had been previously reviewed by the Advisers.

The Panel commented on the use of benchmarking for employee absence figures and suggested using an alternative comparator. This would be investigated and the report updated prior to publication if possible. In addition, it was noted that captions would be added to the pictures and illustrations. **[Action: Jill Collis]**

**The Panel noted the paper.**

### **39/10/15 Annual Health, Safety and Environment and Resilience Assurance Letters**

Mike Brown introduced the paper and Assurance Letters. The current assurance process had served the organisation well, however, a sufficient level of maturity had been reached and a new process would be developed. The Panel would be given an update on the approach to be used for the future at its meeting on 10 March 2016.

**[Action: Jill Collis]**

The Commissioner confirmed that the letters gave appropriate comfort and understanding of assurance and that the Panel would be informed of any areas of concern.

In response to a question, the Commissioner outlined the main priorities for the future which included: air quality, road safety, developing intelligence on light goods vehicle usage and addressing increasing passenger numbers on the Rail and Underground networks.

**The Panel noted the paper and Assurance Letters.**

## **40/10/15 Transport Emissions Road Map**

Sam Longman and Elaine Seagriff introduced the paper and presentation which provided an update on the initiatives to improve air quality in London, with particular focus on reducing CO<sub>2</sub> and NO<sub>2</sub> emissions.

The Ultra Low Emissions Zone would provide the opportunity for a step change in the work to clean up London's air. It would be a significant contributor to air quality improvements but it was recognised that pollution from heavy rail, especially diesel locomotives and Heathrow, from both road vehicles and aviation would still need to be addressed.

TfL was expanding beyond regulating what it could control, to also acting as an influencer and facilitator to encourage positive actions to reduce emissions.

The Panel would receive an update on progress against the Road Map at the March 2016 meeting and the opportunity for further involvement in the Road Map process.

**[Action: Leon Daniels]**

**The Panel noted the paper.**

## **41/10/15 Resilience Report**

Leon Daniels introduced the report, which provided an update on developments with resilience matters relevant to TfL since the last meeting.

The transport arrangements during the Rugby World Cup had been successful and the temporary closure of the A316 during the matches proved effective.

**The Panel noted the report.**

## **42/10/15 Key Findings from Internal Audit Reports**

Clive Walker and Mike Shirbon introduced the paper, which informed the Panel of the Internal Audit Reports related to Safety, Accessibility and Sustainability, issued during the first quarter of 2015/16.

**The Panel noted the paper.**

## **43/10/15 Travel Demand Programme**

Vernon Everitt introduced the paper and presentation, which provided an overview of activities to assist customers to avoid congestion where possible. This would allow TfL to get greater capacity from its existing network.

The key to assisting customers was the provision of accurate, timely and highly localised data. The mobile app market was the main provider of information to customers, with TfL providing advice where appropriate to ensure customers were able

to obtain the most useful information. It was recognised that other communications channels also played a role.

TfL was able to monitor customer behaviour changes and understood that the constant evolution of communication channels meant that the evaluation of effectiveness process had to reflect ongoing developments.

The Panel noted that in order for the transport network to cope with increasing demand from the expansion of London in the future, a degree of behaviour change would be required to optimise the additional capacity that existed but was under-utilised. The current model of demand management was supply-lead and Members suggested that a longer term strategy should consider how a demand lead approach could be implemented. **[Action: Vernon Everitt]**

**The Panel noted the paper and presentation.**

**44/10/15 Leveraging Our Data for Maximum Impact**

Vernon Everitt introduced the paper, which set out how TfL used data to deliver better policy, operational, efficiency, and customer service outcomes.

The importance of data was recognised and was being treated as an asset class. Its usefulness was at an early stage of being exploited and a number of opportunities existed in the areas of road safety, environment and accessibility which would drive further engagement with app developers.

**The Panel noted the paper and presentation.**

**45/10/15 Any Other Business**

In response to a question from the Panel, Jill Collis undertook to look into the impact of human resource and staff policies around recruitment of disabled ex-forces personnel and on lifting plans for disabled or pregnant staff impacted on the inclusion agenda.

**[Action: Jill Collis]**

There being no further business, the meeting closed at 1.00pm. The next scheduled meeting would be held on Thursday 10 December at 10.00am.

Chair: \_\_\_\_\_

Date: \_\_\_\_\_