

## 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, Thursday 10 December 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

#### Staff

Cathy Behan	Head of Health, Safety and Environment, Surface Transport
Martin Brown	HSE General Manager, London Rail and Corporate
Howard Carter	General Counsel
Steve Charlick	Network Enforcement Manager, London Underground
Jill Collis	Director of Health, Safety and Environment
Steve Crofts	Head of Health and Safety Improvements, Crossrail
Graham Daly	Head of Enforcement and On Street Operations, Surface Transport
Garret Emmerson	Chief Operating Officer, Surface Transport
Vernon Everitt	Managing Director, Customer Experience, Marketing and Communications
Djamila Guernou	Head of Contact Centre Operations (for minute 58/12/15)
Ben Plowden	Director of Surface Strategy and Planning
Clive Walker	Director of Internal Audit
Helen Woolston	TfL Sustainability Co-ordinator (for minute 54/12/15)
James Varley	Secretariat Officer

#### **46/12/15 Chair's Announcements, Apologies for Absence and Declarations of Interest**

No apologies for absence were received from Members. Dr. Alice Maynard and Leon Daniels were unable to attend the meeting.

David Morris declared an interest as Chair of the Confidential Incident Reporting and Analysis System (CIRAS). Shaun McCarthy declared an interest in items 13 and 17 – Appointment of Independent Adviser. There were no other interests to be declared that were relevant to the items on the agenda.

### **47/12/15 Minutes of the Meeting of the Safety, Accessibility and Sustainability Panel Held on 13 October 2015**

The minutes of the meeting of the Safety, Accessibility and Sustainability Panel held on 13 October 2015 were approved as a correct record and signed by the Chair.

### **48/12/15 Matters Arising and Actions List**

Analysis of platform train interface data had been undertaken. The data would be further analysed to identify incidents where the risk of injury was compounded by the train moving following an incident occurring.

**[Action: Jill Collis]**

Steve Charlick and Graham Daly updated the Panel on the trial of staff body worn cameras which had commenced. The trial involved 60 cameras issued to uniformed Revenue Protection Inspectors and Revenue Control Inspectors. Initial feedback had been positive with changes on behaviour from staff and customers being noted. Protocols were in place for secure storage of data from the cameras and disclosure of data in response to requests for access to the data.

**The Panel noted the Actions List.**

### **49/12/15 Rail and Underground Quarterly Health, Safety and Environment Performance Report – Quarter 2 2015/16**

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

The London Rail 10 year strategy to continuously improve health, safety and environment performance had been launched, which aligned activities to the nine areas of the strategy.

Work had taken place to promote health and well being which was mainly focussed on frontline staff.

Additional security measures on the Emirates Air Line had been introduced to prevent unauthorised access to the towers and staff had received further training to enhance security.

An exemption order from the Department for Transport on compliance with the Rail Vehicle Accessibility Regulations for Docklands Light Railway had been issued. The gap between trains and platforms was slightly larger than that prescribed in the

regulations. Boarding ramps on platforms would be available as appropriate. Engagement had taken place with stakeholders who had supported TfL's application.

The amount of demolition waste being recycled remained at a high level and a programme was being developed to reduce overall levels of waste.

The Panel was given an update on the recent fatal incident at London Bridge. Two Passenger Help Points were activated at London Bridge station notifying the Control room that a customer had fallen on the stairs leading from the Borough High Street entrance of the station to the Northern line concourse. CCTV was reviewed with the British Transport Police and it was confirmed that the customer lost their balance and fell down the steps.

Details of the data publishing regime would be provided to the Panel in response to a question raised over data availability. **[Action: Jill Collis]**

**The Panel noted the report.**

## **50/12/15 Surface Transport Quarterly Health, Safety and Environment Performance Report – Quarter 2 2015/16**

Garrett Emmerson introduced the Surface Transport Quarterly Health, Safety and Environment Performance Report.

The target to upgrade 400 crossings with pedestrian countdown by April 2016 had already been surpassed. The cost of upgrading the Crossings would be provided to the Panel. **[Action: Garret Emmerson]**

The East West Cycle Superhighway opened on 27 August 2015. Some disruption to traffic had occurred in the construction phase and this would be kept under review as the works progressed.

Work was progressing on the transformation of the Elephant and Castle Northern Roundabout. The switchover from a roundabout to two-way working had taken place and this represented a major milestone in the delivery of the project.

The Panel noted that the Zero Emissions Capable (ZEC) licensing requirement would apply to taxis from 1 January 2018 and modified proposals would apply to private hire vehicles. The variation in proposals for taxi and private hire addressed the ability for the market to satisfy the demand.

The programme of work to support the future of electric vehicle charging points continued with a focus on addressing the needs of taxi, private hire and commercial fleets which would require space for charging points and possible improvements to the power network. In addition, work would take place to identify solutions for on street charging in residential areas that lacked suitable driveway and parking areas for users to recharge their vehicles. Michael Liebreich requested a meeting with Ben Plowden to review possible solutions. **[Action: Ben Plowden]**

The Panel recognised the need for the contract for the charging network to encourage innovation to attract users. A briefing would be provided to the Panel on the development of the charging network in due course.

**[Action: Leon Daniels]**

**The Panel noted the report.**

## **51/12/15 Crossrail Quarterly Health, Safety and Environment Performance Report – Quarter 2 2015/16**

Steve Crofts 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.

Accident frequency rates had reduced in Quarter 2, however it had been observed that they were increasing in Quarter 3 and would be reported at the next meeting.

The Crossrail safety 'Golden Rules' had been updated and the monitoring regime was being aligned to the new requirements.

The Crossrail 'Have Your Say' employee engagement survey had shown positive feedback from staff and contractors. It had been made available in the seven most commonly spoken languages on Crossrail. The use of a range of languages would be analysed to judge whether it had been cost effective and the results would be provided to the Panel.

**[Action: Steve Crofts]**

Action plans had been prepared and progress was being monitored. It was noted that gender diversity in contractors was difficult to monitor and a wider paper on gender diversity in construction contracting would be presented to the Panel.

**[Action: Jill Collis]**

**The Panel noted the report.**

## **52/12/15 Progress in Tackling Work Related Violence**

Jill Collis introduced the paper, which provided an update on the improving trend in work related violence on London Underground. This was continually monitored and a further update would be given when the Fit for the Future Stations programme had been fully embedded. The Panel welcomed the work taking place and encouraged the naming of people convicted of assaulting TfL staff.

**The Panel noted the paper.**

## **53/12/15 Update on Promoting Safer Cycling Behaviour**

Ben Plowden introduced the paper, which provided an update on the work undertaken by TfL to ensure cyclists use the road in as safe and responsible a way possible.

Promotional activity had taken place with a focus on those areas receiving new cycling infrastructure. This involved engagement with local businesses to offer 'Commuter Cycling Skills' sessions for employees. Work also took place with the boroughs and

cycle training industry to ensure any training offered complied with Bikeability standards.

Operation Safeway was an ongoing initiative to reduce the number of Killed and Serious Injuries (KSI) collisions in London. Further work would take place to look at the relationship between cycling traffic offences and the nature of accidents caused by cyclists. **[Action: Ben Plowden]**

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

## **54/12/15 Sustainability Update**

Helen Woolston introduced the paper, which presented the sustainability activity to date in 2015/16 and plans developed for 2016/17.

Reporting of sustainability activity was increasing and would be included in future Annual Reports.

The Panel asked for environmental and air quality data to be included in regular reports. **[Action: Helen Woolston / Jill Collis]**

The Panel Members would be invited to a briefing on the New Tube for London procurement process to discuss sustainability matters within the Invitation to Tender. **[Action: Secretariat]**

**The Panel noted the paper.**

## **55/12/15 Legal Compliance Report**

Howard Carter introduced the report, which summarised actual and alleged breaches of HSE legal obligations between 1 April 2015 and 30 September 2015.

The low number of employment tribunal cases continued. There had been a small increase in the number of cases lost and this was being investigated to identify any underlying factors. The procedure for employment tribunal cases had changed with conciliation taking place at an earlier stage. The next report would include a review of the effectiveness of the conciliation process. **[Action: Howard Carter]**

Work was taking place to address the requirements of the Modern Slavery legislation.

**The Panel noted the report**

## **56/12/15 Resilience Report**

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

The recent resilience exercise on the Docklands Light Railway had gone well, as had Exercise Strong Tower, a “live play” national counter terrorism exercise, which involved multi-agency participation. Preparations were underway for a bigger exercise to take place on London Underground in May 2016.

The Panel commended staff at Leytonstone LU station for their handling of the recent stabbing at the station. The Panel was informed that following the recent events in Paris, TfL had maintained its levels of preparedness which had been in place since the London 2012 Games.

**The Panel noted the report.**

## **57/12/15 Key Findings from Internal Audit Reports**

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

The trend of increasing numbers of 'Improvement Required' conclusions to audits had been identified and it was noted that this was not unexpected due to the audits targeting areas of known risk. Further analysis would be undertaken to identify any underlying issues. **[Action: Clive Walker]**

**The Panel noted the paper.**

## **58/12/15 Review of Complaint Handling**

Vernon Everitt introduced the item, which presented the findings and recommendations of an external audit of TfL's complaint handling process. This was the result of a wider piece of work around the London Assembly's second report on TfL's customer service.

The audit was carried out by The Foundation, an organisation with extensive experience of assessing complaint handling. The audit highlighted TfL's genuine appetite to continuously improve.

The Customer Contact Centre handled the majority of complaints and considerable work had taken place to ensure it delivered a high quality and customer-focused service. Complaints underwent analysis to identify the root causes so that TfL could continuously improve. The action plan included further training to enable front line operational staff to be able to resolve customer queries and complaints immediately.

Benchmarking against other organisations was undertaken to ensure consistently high levels of satisfaction and work was taking place to work with train operating companies to create joint protocols.

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

## **59/12/15 Independent Adviser Appointment**

Shaun McCarthy declared an interest and left the room for the discussion of the item.

Howard Carter introduced the paper, which asked the Panel to consider the renewal of the contract of Shaun McCarthy, one of the Advisers who support the Safety, Accessibility and Sustainability Panel.

**The Panel noted the paper and endorsed the reappointment of Shaun McCarthy as an Adviser for a term of 12 months, from 17 June 2016 to 17 June 2017.**

## **60/12/15 Any Other Business**

There being no further business, the meeting closed at 1.15pm. The next scheduled meeting would be held on Thursday 10 March 2016 at 10.00am.

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

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