

## TRANSPORT FOR LONDON

### SAFETY HEALTH AND ENVIRONMENT COMMITTEE – OPEN SESSION

THURSDAY 6 SEPTEMBER 2007 AT 10.00 AM  
PICK ROOM, 5<sup>TH</sup> FLOOR NORTH, 55 BROADWAY, LONDON SW1H 0BD

#### AGENDA

<b>Item</b>	<b>Sponsor</b>
1. Apologies for Absence and Declarations of Interest	-
2. Minutes of the Meeting held on 5 July 2007	-
3. Matters Arising and Actions List	-
4. Road Safety Update (Oral)	Chris Lines
5. Draft Health and Safety Plans 2008/09	Richard Stephenson
6. HSE Assurance Letters	Richard Stephenson
6.1 Surface Transport - Streets	David Brown
6.2 Corporate Directorates - Planning Directorate	Howard Carter
7. Quarterly Update on Sustainability Matters	Richard Stephenson
8. Business Quarterly HSE Reports	
8.1 LUL	Tim O'Toole
8.2 Surface Transport	David Brown
8.3 Rail	Ian Brown
8.4 TfL Corporate	Howard Carter
9. Any Other Business	

**Date of next meeting: Tuesday 13 November**

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## **63/07/07 Appointment of Advisers**

Dave Wetzel introduced Gordon Sellers and Brian Wilkinson.

The new advisers introduced themselves and explained their professional backgrounds to the members, who welcomed them to the Committee.

## **64/07/07 Annual HSE Assurance Letters**

Richard Stephenson introduced the item. He explained to the Committee that although significant progress had been made there was still room for some improvement.

### London Underground (LU)

Mike Strzelecki introduced the LU Assurance letter and explained that the safety management system in TfL was based on the LU model. In response to a question, he confirmed that the Infracos attended the LU HSEC meetings and took the issue seriously.

The Health, Safety and Environment consultation framework comprised 3 tiers – a top level forum, councils and local committees. There were 160 health and safety representatives across the mode who received training from the unions and management. The infracos used similar models although contractors were understood to have a less complicated system.

### Surface Transport

David Brown introduced the Surface Transport letter for the public transport element of Surface Transport and indicated that the letter for the remainder of Surface Transport including Streets and Congestion Charging would be presented to the September Committee meeting.

**David  
Brown**

### London Rail

Ian Brown introduced the London Rail Assurance letter. Serco's processes on the DLR were similar to those outlined by LU. An HSE audit was being carried out for London Overground before it goes live.

### Corporate Directorates

Howard Carter introduced the Assurance Letters for the Corporate Directorates. The letter from the Planning Directorate was to be revised and would be submitted in September.

**Howard  
Carter**

The Commissioner explained that preparing the Assurance Letters had been a very useful exercise and provided a link between himself and the Committee.

**The Members of the Committee noted the assurance letters.**

**65/07/07 Safety on London Buses**

David Brown gave a presentation and informed the Committee that the number of incidents in which the driver was considered blameworthy was relatively low. In 2006 it was 3 incidents out of a total of 24 and for the current year, it was 2 incidents out of a total of 11 to date.

In response to a question, a note would be circulated to members about the longer term underlying trends. However some of the data could not be considered reliable as it was indirectly obtained.

**David  
Brown**

There were no specific figures available for the number of killed and seriously injured incidents in which alcohol had been a contributory factor. Demographic breakdowns of the statistics were also difficult to obtain.

Kelvin TOPSET, a specialist company in incident investigation, had been employed to provide an independent investigation service into incidents. It was recognised as important to understand the root causes of an incident and not only to focus on who was at fault.

**The Committee noted the presentation.**

**66/07/07 HSE Reports**

**London Underground**

Mike Strzelecki briefed SHEC on the LU report and highlighted the following issues:

- Safety certification and authorisation had been received from Her Majesty's Rail Inspectorate.
- The new Rulebook had been published and was widely recognised as a significant improvement on the old one.
- Efforts to reduce Workplace Violence were ongoing and a reduction in attacks on staff had been noted. Staff training and a publicity campaign against violence had proved successful. The Committee were invited to visit the Workplace Violence unit.
- The numbers of passenger suicides were also reducing. A

**Mike  
Strzelecki**

campaign had been run at Mile End station where a telephone to the Samaritans had been installed and staff had received training in how to recognise and deal with someone in distress.

- An incident involving a train operator error at Camden Station was still under investigation. However it appears that there was very little risk of collision.

### Surface Transport

David Brown briefed SHEC on his report and highlighted the following issues:

- 86 managers had completed the British Safety Council level 2 courses.
- As a result of their financial situation, attention was being paid to Tramlink Croydon to ensure there was no effect on the safety and maintenance regimes.

### Rail

Ian Brown briefed SHEC and highlighted the following issues:

- Docklands Light Railway Limited had submitted their Safety Authorisation documents in accordance with Railways and other Guided Transport Systems Regulations.
- There had been an increase in the number of recorded assaults, mostly verbal, on DLR. Steps were in hand to reduce the risks.

### TfL Corporate

Howard Carter briefed SHEC on this paper. Work would take place to ensure that the HSE implications of the work of the major projects business unit were more fully covered in the Committee's report.

**Howard  
Carter**

**The Committee noted the HSE reports.**

### **67/07/07** **Any Other Business**

There being no further business the meeting closed.

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

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

**SAFETY, HEALTH AND ENVIRONMENT COMMITTEE - OPEN SESSION  
6 SEPTEMBER 2007  
ACTIONS LIST**

**Actions from the Last Meeting**

<b>Minute No.</b>	<b>Description</b>	<b>Action By:</b>	<b>Target Date</b>	<b>Status/ note:</b>
64/07/07	Provide Streets HSE Assurance letter.	David Brown	06.09.07	Completed – on agenda.
65/07/07	Safety on London Buses - Circulate note on underlying trends.	David Brown	TBC	To be completed.
66/07/07	Arrange visit to workplace violence unit.	Mike Strzelecki	TBC	Secretariat in discussion with LU about suitable dates.
66/07/07	Major projects to be included in TfL Corporate HSE reports.	Howard Carter	-	Noted. Future reports will include projects.

**Actions from Previous Meetings**

<b>Minute No.</b>	<b>Description</b>	<b>Action By:</b>	<b>Target Date</b>	<b>Status/ note:</b>
47/11/06	Road Safety Presentation.	David Brown	06.09.07	Completed - on agenda.
41/11/06	Progress Health and Wellbeing pilots and develop Business Case with Group HRS.	Olivia Carlton	2007/08	To be completed - oral update to be provided at meeting.
52/03/07	Mike Strzelecki to review the final report for lessons learnt from the Cumbria train crash	Mike Strzelecki	TBC	Awaiting report to be published.
55/03/07	Mark Evers to consult with the Freight Unit with regard to the Mayor's Climate Change Action	Mark Evers	-	Completed – oral update to be provided at meeting.

	Plan.			
57/03/07	Report to the Committee any issues raised by the Independent Audit.	Howard Carter	TBC	Awaiting final Independent Audit reports.

**TRANSPORT FOR LONDON**

**SAFETY HEALTH AND ENVIRONMENT COMMITTEE**

**SUBJECT: Draft Health and Safety Plans 2008/09**

**MEETING DATE: 6 September 2007**

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**1. Purpose**

To inform members of the draft health and safety plans for 2008/09 and forwards.

**2. Decision required**

The SAFETY HEALTH AND ENVIRONMENT COMMITTEE is requested TO NOTE the content of this paper.

**3. Background**

The paper summarises the draft modal health and safety plans for 2008/09 and forwards.

The full drafts of modal health and safety plans have been reviewed by the SHEC advisors and can be made available to members on request.

**4. Information – Draft Health and Safety Plans for 2008/09**

**4.1 Occupational Health**

Information about sickness absence across TfL is monitored to identify the key areas for pro-active intervention. London Underground is funding a five year health improvement plan, now in its fourth year. The British Occupational Hygiene Society presented their 2006 Peter Isaac Award to Dr Olivia Carlton in April this year for her leadership of this plan. The plan's key priorities are musculoskeletal disorders, stress, anxiety and depression and the provision of information and encouragement to employees to improve their lifestyle health behaviours. The latter is achieved through a programme of locally based health fairs for which London Underground won the Employee Benefits 2007 Award for "Most Effective Healthcare Strategy". 2008/9 will bring the first five years of the programme to an end and the focus will be to evaluate its impact and plan for the next five years.

Surface Transport, London Rail and TfL Corporate Directorates have become much more active in addressing health issues in the last two years. Their use of TfL's occupational health services has markedly increased and TfL's recently improved arrangements for managing its obligations for display

screen equipment use are of particular note in working effectively. Health Fairs are organised locally. Peter Hendy, the Transport Commissioner, visited TfL's occupational health services in April 2007 and emphasised his commitment to ensuring that proactive interventions on health are offered across all modes of TfL. A health fair programme to meet this need is currently under discussion and will be implemented in 2008/9.

## 4.2 Safety of Staff and Customers

### 4.2.1 London Underground

London Underground (LU) provides a key service for the capital. Each weekday over 3 million passenger journeys are made on the network. The operation, maintenance and improvement of the network presents a variety of hazards to customers and staff – each of which require suitable controls to ensure that risks are as low as is reasonably practicable. The efforts made by LU to control safety risk on our network ensure that London Underground is one of the safest forms of travel for customers and a safe workplace for our staff.

In addition to operational safety considerations, the security of the London Underground network is vital. LU operates an open system, and has already been targeted for terrorist attack. It is in this context that LU is striving to further reduce the risk and impact of such attacks. It is also essential that customers and staff do not feel at risk from more ordinary forms of crime whilst on the Underground network.

LU is committed to continuous improvement in safety performance. This Safety Improvement Plan (SIP) summarises our short and long term plans to improve safety and security on the LU network for customers, employees and suppliers.

The SIPs for LU, Metronet and Tubelines have been drawn up after joint consultation. This ensures coherent improvement programmes across all four companies so that priority areas are comprehensively addressed.

One of LU's six strategic business objectives is "to provide a safe and secure service for customers and a safe and secure environment for all those who work on the Tube."

To ensure this objective continues to be achieved, the SIP aims to:

- Reduce priority residual safety risks as low as reasonably practicable through
  - A long term review programme of major risks, in line with Line Upgrades and other PPP deliverables
  - A corporate signals passed at danger reduction programme

- Work to identify opportunities to improve the already low rates of work related injuries and injuries to customers, particularly in relation to any effects of the increase in customer numbers
- Enhancing the work of the Workplace Violence Reduction Unit
- Continuing the CoMet (Community of Metros) development of comparative indices of accident precursors to identify best practice
- Implementing identified HSE MS improvements
- Ensure security arrangements are strengthened as far as reasonably practicable through
  - Delivery of the programme to enhance security against terrorist attacks
  - Continuation of activities in support of the voluntary adoption of Section 17 of the Crime and Disorder Act 1998
- Continue to streamline health and safety standards and assurance arrangements
  - New draft standards relating to assurance that technical and operational safety risks attendant on project delivery and maintenance works have been properly considered and mitigated will continue to be implemented
  - Following work to maximise the benefits of the New Rule Book work will be undertaken to review and revise the Line Supplements and Defective in Service Instructions
- Further enhance the competencies of LU managers and staff to ensure the necessary standards are consistently achieved
  - Continue implementation of best practice incident investigation skills for local investigations
  - Continue to implement a risk based competence management system for safety critical workers
  - Develop and implement operational training aligned with the competence management system

It is important to emphasise, however, that these programmes are supported by and integrated with other programmes designed to achieve LU's five other strategic business objectives which are not described here.

#### 4.2.2 Surface Transport

Surface Transport has a duty to pay close attention to safeguarding the safety of every aspect of its activities, from office staff, to design and construction of transport infrastructure, to the end users of this infrastructure and those who live and work in the vicinity of such infrastructure. This safety plan marks the commitment of Surface Transport to continue and further improve its efforts for safer travel in all forms within and around London.

A re-structuring of Surface Transport safety took place in 2006/07 to create two critical roles, Head of Surface Transport Safety and Health and Safety Training Manager. Over the next years, the post holders will align Surface Transport health and safety objectives with TfL's strategic intent.

Surface Transport plans, co-ordinates and manages safety throughout all of its activities and to fulfill this duty addresses safety under four roles:

- As a highway and traffic authority for the TfL Road Network,
- As a provider of public transport in various forms
- As lead agency for implementing the Mayor's London Road Safety Plan, which has targets for casualty reduction on all roads in London, and
- As an employer of staff and through the use of contractors and consultants.

The principal areas of focus in 2008/09 and forwards will be:

- Ongoing review and development of HSEMSs to:
  - Form a basis for improved governance
  - Integrate environment
  - Support improvement of competence
- Continued work in Transport Policing and Enforcement Directorate to tackle crime and anti-social behaviour affecting customers, contractors and employees
- Infrastructure maintenance and development to improve road safety, security and accessibility
- Improved contractor management in relation to health and safety matters
- Improved consultation processes with key stakeholders
- Transport Priority Schemes to attract customers to public transport, which is a safer mode of travel

Because of its importance Road Safety is addressed in more fully below.

### London Road Safety Plan

This Plan was first published in November 2001 and set a framework for action up to 2010. A review of the Plan confirmed that past activity has been successful and recommended 'more of the same', including more speed cameras and technology in vehicles, and setting targets beyond 2010. Following the review and excellent progress with casualty reduction in London, the Mayor announced new lower casualty targets for 2010:

- A 50% reduction in all Killed and Seriously Injured (KSI) casualties
- A 50% reduction in pedestrian KSI
- A 50% reduction in cyclist KSI
- A 40% reduction in powered two wheeler KSI
- A 60% reduction in child (under 16 years old) KSI
- A 25% reduction in slight casualties

The reviewed Plan fulfils TfL's Road Network Performance (RNP) legislative responsibilities and responds to the Mayor's Transport Strategy. The Plan addresses all road collisions resulting in personal injury on the public highway

in London. It sets out proposals for joint working by TfL and the many agencies that have either an interest in, or a responsibility for, road safety. The Plan has been, and will continue to be, developed in consultation with key partners. It has targets for reducing casualties over a ten-year period and identifies objectives and procedures for achieving the target reductions by 2010 through joint working by the various interested agencies. There are also specific proposals for developing safety measures on the TLRN.

<b>Objective</b>	<b>Action</b>
Secure a commitment from Police for road safety resources for enforcing speed limits, vehicle defects, seatbelts	Additional police resources to be allocated to traffic work through the Traffic Operational Command Unit.
Work to further reduce speed related accidents	Continue to identify sites with high casualties and install cameras at the most dangerous sites; continue to work with the Metropolitan Police Service (MPS) in targeting mobile cameras. Install digital cameras on difficult tunnel sites. Progress the Intelligent Speed Adaptation project and development of time-distance cameras for enforcement of 20mph zones in residential areas
Review the layout of the Transport for London Road Network (TLRN) junctions and links to identify shortcomings for pedestrians that could lead to accidents	Identification of sites with high risk for pedestrians and proposals for remedial measures. New safety audit procedures adopted for the TLRN include consideration of pedestrians.
Reduce number of P2W incidents on the TLRN and Borough Partnerships Road Network (BPRN)	Continued study of P2W collisions and the continuation of publicity and adverts in cinemas and on TV.
Road Network Performance (RNP) department to encourage health authorities to provide information about child pedestrian safety to parents of pre-school age children.	Distribution of the Children's Traffic Club material to the parents of pre-school children. Recent launch of 'A-Z Tales' in schools for 6-7 yr olds.
RNP to review the design of TLRN junctions and links design to ensure they provide maximum protection for cyclists.	Identification of high risk sites for cyclists and proposals for remedial measures.
TfL to contribute to educational and attitudinal campaigns to improve awareness.	Pilot local awareness /enforcement campaigns.
A programme of local safety schemes for the TLRN to be devised and implemented	Develop and ensure use of ACCSTATS database as key source of information to inform future safety scheme – including extending use of ACCSTATS to Boroughs

### 4.2.3 London Rail

Services on a key part of London's overland rail network, will be radically transformed and extended by 2010. London Rail has announced that from 11<sup>th</sup> November 2007, 'London Overground' services will be operated by MTR Laing on the North London Railway. This service is currently operated by the private firm Silverlink Metro. The new operator will be brought closer to public control through a tightly managed contract with Transport for London. London Rail plans are in place to bring far-reaching improvements to this part of the rail network with a total of £1.4 billion of investment. The investment will see more staff, new trains, and both refurbished and new stations. A prominent feature of the stations will be enhanced safety and security features such as more closed circuit television.

In addition, London Rail continues to lead the drive forward on other major rail projects that will help to transform London over the next decade and will help to accommodate Olympic demand. These include:

- Extensions of the Docklands Light Railway (DLR) to Woolwich Arsenal and Stratford International,
- DLR line upgrades and enhancements
- Completion of East London Line Project (ELLP)

London Rail is committed to continuous improvement in safety and security as it implements all of these major improvements.

London Rail has an overarching HSE MS that is closely aligned with the TfL Group HSE MS. The system has recently been audited and the results will be used to ensure the ongoing development of safe systems.

Key safety objectives for London Overground are:

- Ensuring that appropriate processes and procedures are in place and followed for the main construction phase of the ELLP
- Monitoring the safety performance of the North London Line concessionaire
- Improvement to safety and security at National Rail and North London Line stations, including improvements to CCTV, public address systems, signage and Help Points.

Key safety objectives for DLR are:

- Ensuring that the 3 car upgrade is completed safely and that the safety benefits of reduced congestion and overcrowding are realised
- Safe realisation of the Woolwich Arsenal extension
- Introduction of radio and communications upgrades.

#### 4.2.4 Corporate Directorates

The Corporate Directorates will continue to work to improve the health and wellbeing of staff thereby reducing sickness absence.

In line with duties as an employer and the requirements of the Corporate Directorates HSE MS a structured programme of risk assessments will continue in 2008/09, supplemented by targeted assessment on Line Manager HSE training, risks across the procurement lifecycle and itinerant and home-working.

An HSE consultation framework being developed in 2007/08 will be implemented in 2008/09.

In addition to the H&S duties as an employer, the Corporate Directorates have H&S responsibilities that relate to their role serving the TfL 'Group'. The key H&S areas that the TfL Corporate Directorates will address in 2008/09 and beyond are:

- Improving awareness of the HSE policy and HSE management systems through improved communications and induction training
- Improving guidance and support to ensure HSE risks and benefits are identified and acted on during procurement, in line with the GLA/TfL Sustainable Procurement Policy
- Ensuring the 'designing out' of HSE risks, compliance with Disability Discrimination Act and improving the working environment in areas to be refurbished or newly fitted out
- Full roll out and implementation of Major Projects Business Unit's integrated Safety, Sustainability, Health and Quality Management System
- Introducing an HSE competency framework for HSE critical jobs across the TfL Group.

#### **5. Recommendation**

The SAFETY HEALTH AND ENVIRONMENT COMMITTEE is requested TO NOTE the content of this paper.

**Transport for London  
Surface Transport**

**To: The Safety Health and Environmental Committee**

**Subject: HSE Management System Assurance**

**Date: 13 August 2007**

**1. Introduction**

The purpose of this paper is to document the status of the health, safety and environmental management system for London Streets, Congestion Charging and Finance Directorates as of June 2007, thereby giving assurance to SHEC of Surface Transport's commitment to the management of HSE. Surface Transport comprises of the following non-operational modes, London Streets, Finance and Congestion Charging. Attachment 1 to this paper provides updates to the current status against all modes of Surface Transport.

**2. Status of HSE Management Systems**

This HSE Assurance Statement relates to the business activities of Surface Transport during the reporting year 2006/2007. During this year we continued to make progress in resourcing further the safety team and implementing specific functions. There is also now more focus on the governance with regard to HSE for Surface Transport.

Following consultation with all of the modes/Directorates concerned, the status of the Surface Transport modal/Directorate HSEMS, statements made in Attachment 1 can be fully endorsed.

**3. Continuous HSEMS Developments**

As part of the ongoing review and development of HSEMS, the following improvements continue to be taken forward:

- Improvement of the HSEMS procedures operating across all three areas against key findings of the internal review carried out in 2006 and simplification against good practice models;
- Integration of environment into the management system;
- Improved Governance arrangements continue to be implemented across the modes;

**Submitted by:**

**David Brown**



**Managing Director, Surface Transport**

**ATTACHMENT 1**

**SURFACE TRANSPORT NON-OPERATIONAL ASSURANCE STATEMENTS**

**1.0 HSE Policy**

London Streets, Congestion Charging and Finance Directorates have adopted the TfL Group Health and Safety Policy which was amended in August 2006. The policy has been made available to staff via the intranet and are drawn to their attention in various manners including at induction and the prominent display on notice boards.

**2.0 HSE Management Systems**

A HSEMS based on the Group HSE framework and requirements is in place across all areas. A full review of the HSEMS has recently been completed in-line with recommendations from an independent audit undertaken by RoSPA against their Quality Safety Audit (QSA) standards. This review took the opportunity to include where appropriate environmental considerations into relevant documentation. Additional documentation covering detailed environmental issues is being developed by the Surface Transport Environment Team. Gaps identified in the management system against the Group Planning Standard are being addressed with specific procedures to be introduced in 2007. All documentation forming the HSEMS is available to staff through Source.

Where identified as necessary, Directorates have developed 'local' procedures to supplement HSEMS documentation detailing the processes that Directorate staff need to employ.

Surface Transport continues to be compliant with core legislation and improved Governance arrangements have been or are in the process of being established within the modes/Directorates to ensure legal compliance is maintained. Each mode/Directorate is monitoring the implementation of the actions arising from the recommendations from the previous audit and are satisfied that these actions are being progressed in a timely manner.

**3.0 Management Competence**

The roles and responsibilities of managers and staff have been described within the Surface Transport and London Streets Organisation and Arrangements document. These are further supported through the HSEMS which gives detailed guidance on responsibilities enabling specific responsibilities to be fulfilled.

Individual H&S responsibilities have been identified within relevant technical job descriptions; job descriptions for non-technical positions contain general H&S responsibilities.

London Streets has identified specific H&S training requirements for staff, producing a training matrix. Directorates have either implemented or are in the process of implementing training programmes to deliver identified requirements.

An intensive training programme in preparation for the new Construction (Design and Management) Regulations has been delivered to senior managers and continues to be delivered to staff.

**4.0 HSE Objectives / KPIs**

London Streets health and safety objectives are monitored, reviewed and signed off annually at Directorate and corporate level through the safety committee structure. Targets are not currently set within the Directorates of Finance and Congestion Charging.

Health and safety KPIs on staff and contractor incidents are reported annually to SHEC.

## **5.0 Risk Assessments**

Each mode/Directorate has recently undergone an internal audit of their implementation of the risk assessment process operating across all areas. This resulted in each mode/Directorate reviewing their existing risk assessments and identifying areas of further development. The need for development has been fed into Directorate safety plans, where these exist, with progress monitored at Safety Committees.

Arrangements exist through the HSEMS procedures for specialist risk assessments to be undertaken by the Surface Transport London Streets H&S Team at the request of individual managers or members of staff.

## **6.0 Meetings**

The Streets Strategy Board is held every four weeks where a safety report is reviewed and issues of note discussed.

Within London Streets each Directorate has established Directorate H&S Committees that meet either monthly or quarterly, depending on individual Directorate requirements, which are co-ordinated to correspond with meetings of the Streets H&S Consultative Committee. Directorate meetings have an agreed terms of reference and are attended by management and where appropriate/available staff representatives. The Consultative Committee meets quarterly and is attended by management representatives from each Directorate and Trade Union representatives. Health and Safety is an agenda item at senior management meetings. HSE is a standing agenda item at the monthly COO-Streets meetings allows for improved governance when compared to previous arrangements.

Cascade/team meetings are held with London Streets staff at regular intervals where staff are encouraged to raise any H&S concerns with their manager(s) and H&S messages are communicated. Each Directorate has a regular 'newsletter' which is used to publicise/raise general H&S awareness.

No arrangements currently exist within Finance and plans are in place within Congestion Charging for the establishment of formal management/staff consultation.

A review of existing arrangements for Surface Transport staff Consultation has been carried out and future requirements are being finalised.

## **7.0 Incident Reporting and Investigation**

Procedures are in place for the reporting and investigation of accidents/incidents with staff accessing an electronic form via Source. This form is submitted to the Streets H&S Team who collate information on a central database and monitor trends.

Accidents/incidents involving contractor's staff or incidents arising out of their activities are in the first instance reported to the relevant contract or project manager before being forwarded to the London Streets H&S Team where they are recorded on the central database.

Information on accident/incident data is reported to and monitored by Directorate safety committees, the Streets H&S Consultative Committee and management/contractor review meetings. Data is also noted at quarterly SHEC meetings and monthly at COO-Streets meetings. An annual report is prepared for senior management measuring current years performance with previous.

A procedure covering the reporting of major incidents as defined by the Group HSE standard is in place. Since introduction this procedure has not needed to be activated.

## **8.0 Assuring HSE Performance**

Assurance of HSE continues to be undertaken through a combination of programmed internal audits, planned general inspections and independent audits of the HSEMS by RoSPA. Each mode/Directorate reports HSE performance information on a regular basis, typically to senior management meetings and SHEC. The results of internal and external audits feed into the mode/Directorate H&S plans. Progress against plans are reviewed/monitored at safety committees and COO-Streets management meetings. Internal audits are formally reviewed after six months with agreed actions closed out.

HSEMS procedures for planned general inspections, audits and review are in place. The arrangements for audit and review have been fully implemented across London Streets and in part within Finance and Congestion Charging.

## **9.0 Procurement Management**

London Streets has a well established procedure with health and safety forming part of the evaluation criteria for all contractors applying for inclusion on the approved list, administered by the London Streets Contract and Procurement Team. Contractors are checked in the first instance against the Contractors Health and Safety Assessment Scheme (CHAS), a national assessment scheme managed on behalf of Local Authorities by Merton Council. Documentation of contractors not registered under the scheme is forwarded to the London Streets H&S Team for evaluation using similar criteria to CHAS.

For major contracts such as the recently let Highways Maintenance and Works contract a 'panel' from across a number of TfL/Streets areas is established who undertake a review of submitted tenders.

Congestion Charging have their own Procurement Team in place which has a process in place for the formal evaluation of proposed contractor's health and safety competency during the bidding process. Finance does not procure operational contractors and therefore do not have procedures in place for evaluating contractor competence.

## **10.0 Actions from the review of the HSEMS**

Elements of the HSEMS are internally audited on an annual basis; an independent audit of the entire HSEMS is undertaken bi-annually; a review of the HSEMS is undertaken annually through the Group Assurance Letter process with the findings from all processes feeding into mode/Directorate action plans, monitored through Directorate safety committees, the Streets H&S Consultative Committee, the COO-Streets meetings and Directorate management meetings.

## **Corporate Directorates Chief Officer's HSE Assurance Letters**

### **Planning**

**To: The Commissioner / The Safety Health and Environment Committee**

**Subject: HSE Management System Letter of Assurance for Planning**

**Date: July 2007**

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#### **1. Introduction**

The purpose of this paper is to document the status of the health, safety and environmental management system for the Corporate Directorates in Planning and thereby giving assurance to The Commissioner/SHEC of our personal commitment to the management of HSE in line with TfL's HSE Policy.

#### **2. Status of HSE Management Systems**

During 2006/07 as part of a wider re-organisational change within TfL the Planning Directorate was formed from component parts migrating from Group Finance and Planning and Group Marketing and Communications. This HSE Assurance Statement relates to the business activities of the Planning constituents from predecessor parts of TfL during the reporting year 2006/07:

We confirm that the attached statements in Part 1 and those in Part 2 reflect the inherited status of compliance of Planning to the Corporate Directorates HSE MS requirements and, where compliance is not achieved, indicate the corrective actions planned.

Submitted by:

Name: Michèle Dix  
Title: Managing Director, Planning

Name: Malcolm Murray-Clark  
Title: Managing Director, Planning

## PART 1

### Planning 'General' HSE Responsibilities

#### 1. HSE Policy

The TfL Group HSE Policy has been adopted, along with a business specific HSE policy statement, and communicated to all employees

The TfL Group HSE Policy Statement was revised in August 2006 and issued to all Directorates for communication. It is available on notice boards and via 'Source', and is provided to new employees as part of the Corporate Welcome, with further work programmed to communicate the policy.

#### 2. HSE Management Systems

HSE Management Systems (HSEMS) are implemented in accordance with the criteria laid down in the TfL Group HSE Management System and cover all business activities.

The current suite of standards and procedures that comprise the TfL Corporate HSE Management System are 'in place' and implement the Group HSEMS. In 2006/07 two new standards relating to Occupational Driving and Personal Protective Equipment (PPE) have been introduced.

#### 3. Management Competence

Roles which require HSE competence have been identified and the level of HSE competence defined and assessed. Training programmes have been developed where required.

The 'responsibility matrix' in the HSEMS summarises key HSE responsibilities for employees. HSE competencies have not been defined. Job Descriptions do not fully address HSE competencies or cross-reference the Responsibilities Matrix.

Business Plans include work to build up HSE competencies

#### 4. HSE Objectives / Key Performance Indicators

HSE objectives have been set for the year with KPIs and targets used to monitor performance for the purpose of reporting to senior management. No Key Performance Indicators or targets have as yet been set to monitor performance against objectives. Reactive measurements, including injury rates and sickness absence are reported via the Business Management Review process and to SHEC through Quarterly and Year End Reports. Some teams have set and fulfil the objective to highlight HSE objectives and issues during team meetings, and most teams have Environment champions and implement related initiatives.

The Planning Directorate's Business Plan for 2008/09 onwards contain HSE Objectives, some of which are intended to be addressed during 2007/08.

#### 5. Risk Assessments

A programme of risk assessments is in place to ensure all risks are reduced to ALARP through implementation of control measures and ongoing review. A programme of risk assessments, updated annually, addresses workplace and specialist risk assessments. The programme is largely executed by Corporate HSE Advisors within Group HSE although some specialist risk

assessment support takes place within the larger departments within the Directorate.

#### 6. Meetings

A schedule of meetings is in place for the purpose of reviewing HSE performance and to communicate and consult with employees on HSE issues. Work is in hand with Group Employee Relations to optimise consultation as it relates to HSE and to put into place machinery that delivers closer working with trade union partners and compliance with the 1977 and 1996 Regulations.

#### 7. Incident Reporting and Investigation

All incidents are reported and investigated, in line with the HSE MS procedure, to identify root cause and corrective action.

Accidents are recorded in accident books. Additionally, to aid real time reactive measurement, an electronic Accident and Incident Report, made available on SOURCE, should be completed and emailed to the Corporate HSE Advisor. Full compliance with electronic reporting is yet to be achieved across the Mode. Investigations of incidents take place where warranted and actions closed out in an auditable manner.

#### 8. Assuring HSE Performance

An annual HSE audit programme is in place and monitored by management with reports communicated and actioned.

The first Corporate Directorates HSEMS audit, performed by external auditors Det Norske Veritas (DNV), occurred in Quarter 4 2006/07. The audit findings are detailed in a separate report, the recommendations from which will inform the provision of further support to the implementation of the HSE management system, particularly through the further engagement of line managers.

#### 9. Procurement Management

Contractors and suppliers are procured using a process that provides adequate assurance that HSE risks will be appropriately managed and environmental benefits realised.

Goods, Works and Services are currently procured in compliance with TfL Procurement Policy and processes. Compliance with all applicable health and safety legislation is a standard, contractual requirement.

#### 10. Actions from Review of Management System

The suitability and effectiveness of the HSE MS is regularly reviewed by senior management and the findings of the review communicated at senior management meetings

The Corporate Directorate HSEMS requirements have been reviewed against those contained within the TfL Group HSEMS in Quarter 3 2006/07. The findings have been incorporated into future revisions of the Corporate Directorate HSEMS.

## PART 2

### Planning's Specific HSE Responsibilities

The Corporate Directorate HSEMS contains requirements relating to the wider HSE responsibilities specific to each of the Directorates, these are addressed below for Planning.

Set objectives that are consistent with the mayoral environmental strategies and reviewed annually

Strategic objectives for health and safety are set by Group HSE and Group Transport Policy and Planning coordinate the setting of environmental objectives. As of the beginning of 2006/07 responsibility for setting environmental objectives passed to Group HSE in General Counsel.

Address HSE risks in a systematic manner in the Major Business Project Unit  
The Major Projects Business Unit is systemising its approach to HSE management within the overall context of the Corporate Directorates HSEMS.

Address HSE risks in a systematic manner in Borough Partnerships  
Where Planning are responsible for plans or a programme of projects, notably with the boroughs in the LIPs and BSP processes, they will ensure relevant HSE standards are integrated into the appropriate guidance, criteria and appraisal.

**TRANSPORT FOR LONDON**

**SAFETY HEALTH AND ENVIRONMENT COMMITTEE**

**SUBJECT: Quarterly Update on Sustainability Matters**

**MEETING DATE: 6 September 2007**

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**1. Purpose**

To update members on sustainability matters.

**2. Decision required**

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

**3. Background**

This is the first of what will be regular quarterly updates on significant sustainability related matters.

**4. Information**

**4.1 Greening our buildings and work place**

- The Climate Change Fund Approvals Group and Project Review Group supported the sustainable energy proposal for Palestra from Group Property and Facilities, which will involve the installation of fuel cell combined heat and power, combined cooling heat and power and measures to achieve Building Research Establishment's Environmental Assessment Method (BREEAM).
- Q1 also saw the launch of a TfL Environmental Champions initiative, to encourage staff to join a network of key staff volunteers driving local environmental improvements in TfL. In addition, Group HSE co-ordinated the Energy Pledge campaign, initiated on World Environment Day and designed to engage individuals with energy saving.

**4.2 Environment and our own operations**

- London Overground developed an emissions model and is supporting the Rail Safety Standards Board (RSSB) in the development of an industry wide model. The model will be compatible with a Group CO<sub>2</sub> model that is currently under development.
- A survey of bus operators was conducted which revealed that a proportion of biodiesel is used in the fuel at 75 per cent of depots.
- LU's first Biodiversity Action Plan (BAP) was agreed in April, and published in May. The Plan aims to conserve, and where possible to

enhance, the biodiversity value of LU property and to increase awareness amongst staff and the travelling public of biodiversity in London.

- In June 2007, LU completed a CoMET (Community of Metro Operators) environmental benchmarking study which compared our environmental monitoring, reporting and performance against other metro systems across the world. The report concluded that LU's monitoring and reporting system is comprehensive and reflects best practice. Areas identified for improvement included recycling of station and depot waste and improving the energy efficiency of technology and systems at stations, depots and for traction energy.

#### **4.3 Stepfree access**

- Q1 saw trials of step climber equipment for wheelchairs at Morden Underground Station, and of audio visual tube train information systems (developed by Inova). The Independent Disability Advisory Group (IDAG), set up in October 2006 to advise and guide TfL on transport solutions for disabled people, participated in the trials.
- London Rail let a contract to assess the feasibility of stepfree access at a number of stations, with the objective to recommend for potential measures to be included in the DfT's "Access for All" programme.

#### **4.4 Travel Demand Management and more sustainable modes**

- The Sutton town centre project was launched in April with excellent media coverage. Lessons learnt from the project have been reviewed and are being applied to other Travel Demand Management (TDM) plans, including the next town centre project.
- Excellent progress was also made in promoting travel plans to businesses in London. Sixty six SMEs (Small/Medium Enterprises) registered to develop a travel plan at the launch of the Enterprise SME product. During Q1, ITV, Danone UK and Grosvenor Properties also signed up to implementing travel plans.
- The "Why not walk it?" campaign was launched in April.
- TfL also supported the 'Revolve' London to Brighton eco-rally and the 'Cars not Carbon' awards during June.

#### **4.5 Sustainable procurement**

- Implementation of Supplier Diversity has continued apace with appropriate Supplier Diversity requirements gone into London Overground Operating Concession (April), East London Transit Main Work and, DLR Concession Re-let (June). The London Overground Ticket Vending Machines and Palestra Main Works contracts (May and June respectively) contain clauses regarding environmental sustainability as well as supplier diversity.

- A draft pan-TfL Ethical Sourcing Policy has been produced and circulated internally for comment.

## **5. Recommendation**

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

TRANSPORT FOR LONDON

SAFETY HEALTH ENVIRONMENT COMMITTEE (SHEC)

**SUBJECT:** London Underground (LU) Quarterly SHEC Report

**MEETING DATE:** 6 September 2007

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**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

- Implementation of the new LU Rule Book completed to programme on 31<sup>st</sup> May 2007.
- LU's incident investigation procedures are consistent with or better than best practice elsewhere in world.
- Continued reduction in number of staff and days taken off due to Stress, Anxiety & Depression.
- LU won the Employee Benefits 2007 Award for "Most Effective Healthcare Strategy", for the programme of Health Fairs.
- The lowest number of Lost Time Injuries (110) were recorded for any single quarter in the last 5 years
- No dragging incidents were recorded, the first time since quarter 2, 2004/5.
- LU's first Biodiversity Action Plan was published in April 2007.
- Expansion of the paper recycling scheme 36.5% of this waste stream is being recycled.
- 85% of LU station offices are now involved in the station office paper recycling scheme. Work is in progress to get 90% of stations involved by September 2007.

- LU's environmental monitoring and reporting system was benchmarked against other metros systems LU's system is comprehensive and reflects best practice.

#### 4.1.2 Areas for Improvement

- Management of LUSATS actions: LU (1), Tube Lines (1) and Metronet (12) all have overdue actions. 3 of Metronet's actions currently have no corrective action plans in place.
- Number of days taken off by Train Operators for stress, anxiety & depression. These increased by 18%. The stress reduction programme continues to focus in this area.
- Attendance at periodic medical examinations by operational staff (23% non-attendance); Service Level Agreements are in place to address.
- Return rates for confidential medical questionnaires by operational staff; 64% (105) questionnaires not returned. Service Level Agreements are in place to address.
- Reduction in the number of employee major injuries (6). Lost time injury analysis and following up is being undertaken.
- Assessment of local ambient noise levels prior to installation of train and station PA systems to reduce noise complaints. This is being addressed collaboratively by ED, S&SD, Operational Support and the Infracos.
- A noise abatement notice was issued to LU in respect of the PA system at Earl's Court Station. The notice prohibited recurrence of noise nuisance and set out a series of requirements for managing noise at the station. LU is in the process of appealing the notice.

#### 4.1.3 Significant Plans for Next Quarter

- Analysis of the number of employees with high blood pressure, diabetes and other conditions to review progress made on lifting working restrictions.
- Analysis of employee lost time injuries and customer slip, trip, & fall incidents on stairs and escalators.
- Finalisation of the workplace violence reduction strategy.

#### 4.2 Progress against LU Safety Improvement Plan (SIP)

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

##### **Oversight of the Metronet and Tube Lines track improvement programme**

Quarterly updates detailing the progress of Phase B of the programme, which is scheduled to be completed in 2010 will begin in July 2007. These will be included in the next report.

##### **Corporate SPAD Reduction Programme**

Signal sighting improvement work has been completed on all lines except the Bakerloo, Central and District lines. On the Bakerloo line, a six week trial of

LED signals in tunnels began at the beginning of June. The tender process for the work on the Central line continues with quotes awaited for all signals. The solution suggested initially for the District line did not meet LU Technical Standards. Work has subsequently been undertaken to find alternative solutions, and one has now been identified and is being developed with a target date of July 2007. The signal sighting improvements on the Piccadilly Line were completed in April 2007.

Improvement programmes focussing on recruitment and training have been developed. These include understanding the impact of fatigue and boredom on Train Operators; a review of the Instructor Operator Role; a review of the recruitment and selection process, including the success of previous revisions, and the development of improved performance management metrics for SPADs.

### **Workplace Violence**

A joint strategy paper and action plan with the British Transport Police has been developed for the continuation of the workplace violence mitigation programme. These will be presented at the next quarterly British Transport Police Community Safety and Performance Meeting in July 2007. The final strategy and action plan will be completed in August 2007. A review of the effectiveness of the measures implemented to date is ongoing and will be completed in August 2007.

The action in place to assist managers in providing earlier support to staff suffering assault was completed in April 2007. A training course is being designed and will be delivered as part of the new operational managers' training programme rolled out later this year. The course will be available to all new Duty Station Managers (DSMs).

To encourage the development of a more supportive culture in respect of employees who have been the subject of workplace violence, a number of options have been explored. Currently, the work to improve supportive management is divided into two stages. The first is to establish a Supportive Management Behaviour Inventory with an associated measurement index. The second stage is to ensure that recruitment, selection and performance management is undertaken using appropriate supportive management behaviour competencies. The work to establish the key supportive management behaviours will be finalised by 31 January 2008.

The review of Electronic Incident Reporting Form (EIRF) design was completed in April 2007. Consultation with all parties has since been completed and an implementation timetable produced. Depending on the ability to access funding, the re-design of the EIRF forms and reporting system will be completed by March 2008.

### **Risk Assessment Model and Processes**

The review of the collision between trains, collision with hazard, and derailment models is ongoing to the revised programme. LU actions are progressing to plan at present with data requests to Metronet and Tube Lines being issued. However, feedback from Metronet and Tube Lines indicates that

the target date may now be in doubt due to difficulties in fulfilling the data requests. LU is working to quantify the extent of possible slippage to determine what mitigation is possible. Work is also being scheduled to complete the review of the ventilation model which had been delayed pending the receipt of data from the Tunnel Cooling Project.

Objective 2: Ensure security arrangements are strengthened as far as reasonably practicable

Progress against this confidential element of the programme is reported separately through the overview database

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

**HSEMS Review**

The review of the revised Construction, Design and Management (CDM) Regulations, LU standards and the CDM aspects of the PPP Contract has been completed, and the changes to standards identified. The proposed changes are being consulted on with the Trade Union H&S Representatives, following which the draft standards will be entered into the PSC process.

The review of Planned General Inspections (PGIs) and Systems Checks has been completed, and has resulted in a decision not to change these processes at the current time. This is to allow changes to the station inspections regime within the Rule Book to be reviewed for their impact on PGIs and Systems Checks.

**Comparative indices of accident precursors**

The CoMET Benchmarking Report was received in March 2007. Areas to be considered further in 2007/8 are slips, trips and falls on stairs and escalators; further analysis will be presented in the Q2 report.

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

**Incident Investigation**

The development of a training course to ensure the implementation of best practice during incident investigation has been completed. A pilot course is scheduled for end of July 2007, and training delivery will commence by the end of September 2007.

Work is in progress with Operational Learning to revise the Station Supervisors and Duty Managers training modules for completing EIRFs. It is proposed to include the development of an e-learning module for Duty Managers in EIRF completion, and to provide one-on-one coaching on a targeted basis where it is demonstrated that an individual has a particular

development need. Programmes for this work, including a pilot course for Duty Managers Trains, are being developed.

### **Implementation of the LU Rule Book**

The implementation of the new LU Rule Book was completed to programme on 31<sup>st</sup> May 2007, and the monitoring of compliance with the new NA100 process has begun.

### **Competence Management**

There have been delays to work on the development of a generic competence management process. The roll-out to the Jubilee line, which is effectively the pilot, has taken longer than anticipated. A change to the order of the programme will see the Circle and Hammersmith Lines next into implementation. Full implementation is currently unlikely to be completed by the original target date (January 2008). Reprogramming will be undertaken on completion of the Jubilee line implementation.

## **4.3 Health of the Management System**

- LU's Safety Improvement Plan key objectives for 2007/8 have been entered onto LUSATS for tracking. This is covered by 6 entries with 57 actions. Tube Lines has also submitted its core 2007/8 safety improvement programme for monitoring on LUSATS; this is covered in one entry with a total of 33 new actions. Metronet is yet to submit its 2007/8 core safety improvement programmes for monitoring.
- London Underground has one overdue action this quarter, and has therefore not met the score card target of zero. This relates to the provision of suitable assurance that a robust change management process for changes to power control software is in place. Both Tube Lines (1) and Metronet (12) have the same number of overdue actions as last quarter. The Tube Lines action relates to the installation of rollback protection on the Jubilee line fleet, which remains outstanding from last quarter, whilst those on Metronet are in relation to Metronet incident investigation recommendations and the Emergency Direction Notice for permanent way assurance. Three of the Metronet actions have no corrective action programmes in place.
- A CoMET study lead by LU has recently been conducted into the management of safety-related incident investigations. The objective of the study was to provide LU with a clearer understanding of how other metros manage safety-related incident investigations, and to establish if LU safety-related incident investigations followed best practice. The study involved 12 metros and confirmed that LU investigation procedures are consistent with best practice or better. It also confirmed that there is no clear definition of a safety-related incident across metros.
- 33 safety and technical audits were planned and 31 have been completed in the quarter. Other work including audit revisits, follow-up and work for TfL has also been undertaken. An audit of the LU management of interfacing train and station operators has shown that

LU management arrangements are effective overall. Audit protocols for station, train and service control audits have been revised to include changes arising from the new LU Rule Book and other HSEMS standard revisions. A more detailed revision of the service control audit protocol has been undertaken to include numerical scoring of the audit, supporting benchmarking and trend analysis in line with the station and train operations audits.

- Additional audit work has been required to support the implementation of the CONNECT radio. Audit work is ongoing, and initial audits have considered the delivery of radio refresher training provided to train operators on the Piccadilly and Victoria lines. A follow-up audit on the Bakerloo line will be undertaken prior to CONNECT radio implementation on this line.
- Seven CIRAS reports were received in the quarter. 1 is closed, 6 remain under investigation.

#### 4.4 HSE Performance Statistics

##### 4.4.1 Health

- Overall, the number of staff taking time off due to Stress, Anxiety and Depression, and the number of working days lost has improved. The exceptions are Revenue Control, Support Managers and Station Supervisors. Control Room and Service Operators are also showing an improvement, which has been predicted as a result of 'hot spot' work.
- Train operators are showing a slight decrease in the number of staff taking time off, but there is an increase (18%) in the number of days taken, indicating that the episode durations are longer.
- An increase in the percentage of taking time off due to back conditions occurred in the quarter. The biggest increase is amongst Service Operators and control room staff, with 22 people being off in this quarter, compared to 10 this time last year.
- 32 health fairs are planned for 2007/8; to date, 11 have been held and positive feedback has been received.
- London Underground won the Employee Benefits 2007 Award for "Most Effective Healthcare Strategy", specifically for the programme of Health Fairs. The judges were particularly impressed by the focus of the health fairs to suit workforce demographics, and the quality of the supporting communication materials, which were considered to be very user friendly.
- 488 periodic medical examinations for operational staff were due and 335 were undertaken (74.7%); 166 questionnaires were due to be completed and returned to Occupational Health, however 61 were received and processed (36%). This return is on a par with the number of questionnaires returned over the last year. The Jubilee and Northern lines once again exceeded the number of due medical examinations, but for all other lines, there was a shortfall.
- 179 drug and alcohol tests were undertaken in the quarter, with one positive drug result in Operational Support.

##### 4.4.2 Safety

- LU did not receive any Regulatory Notices from the Office of Rail Regulation ORR/HMRI this quarter.
- There were 6 employee major injuries in the quarter. Four were fractures due to slips/trips and being trodden on, one was a dislocation and one a severed finger. There were 3 contractor major injuries in the quarter (1 Tube lines, 2 Metronet BCV).
- 34 customer major injuries were reported this quarter, 18 on JNP, 9 on SSR and 7 on BCV. A significant proportion of these incidents (32%) were on stairs and escalators. Further analysis into incidents on stairs and escalators is planned for next quarter.
- There were 110 Lost Time Injuries (LTIs) recorded in quarter 1, an average of 44 per period. This is the lowest number of LTI's recorded in any single quarter for the last 5 years. It is 11 less than the previous period average of 55. Although there is a downward trend in the number of LTIs, the 110 incidents resulted in 1400 working shifts lost, which is a cost to LU of approximately £188k (based on 2007/8 pay rates).
- Lower numbers of LTIs occurred at stations as a result of good performance on the Victoria, Northern, Circle & Hammersmith and District lines. 54 LTIs were reported, which compares with 75 in the corresponding quarter last year (a reduction of 28%). There was also a similar decline for Trains due to lower numbers of LTIs on the Bakerloo, Piccadilly and District lines. 53 LTIs were reported during quarter 1, which represents a reduction of 31% from 77 recorded in the corresponding quarter last year.
- There were 226 SPADs for this quarter, of which 174 were 'Category A'. The trend remains stable. The upward trend in 'Category B' SPADs continues with 43 recorded for this quarter. The trend in SPADs attributable to Service Control remains stable with an average of 3 per period. There was 1 'Category C' SPAD this quarter. The corporate SPAD mitigation programme continues with its focus in 2007/8 including recruitment and selection processes, and competence assurance.
- There were no recorded dragging incidents in quarter 1, the first time since quarter 2 2004/5.
- Workplace violence incidents were down by 15 (3.3%) from 446 to 431, compared with the same quarter of 2006/7. 24% of these incidents occurred on the Northern line. The number of threat incidents increased by 38% compared to quarter 1 2006/7. Staff at Victoria station are actively reporting all incidents involving ticket touts, thus recording 45% of all incidents involving ticket touts on the network.
- This quarter, there were 151 reported incidents of falls on stairs, the majority as a result of slips and trips. There was a significant increase in the number of incidents for period 3 (35% from 48 to 65 incidents). The cause of this increase is the recent wet weather experienced over the last 3 – 4 weeks of the quarter.
- LU reported 450 incidents to HMRI (as defined by Reporting Incident Diseases and Dangerous Occurrence Regulations) by the end of Q1. 385 (86%) were reported within 10 days. This is a similar level of

performance to last year, with 86% of reportable incidents reported within 10 days.

- The Rail Accident Investigation Branch (RAIB) are currently investigating one incident at Camden Town 10<sup>th</sup> June 2007 – unauthorised wrong direction move.

The RAIB has published its reports into the following incidents:

1. High Street Kensington 29<sup>th</sup> April 2006 – wrong direction move.
2. Notting Hill Gate 24<sup>th</sup> May 2006 – runaway track trolley.

#### 4.4.3 Environment

- Station Energy Challenge

The station energy saving target was changed at the beginning of the year from the percentage energy saving against the stations baseline to the actual percentage saving against the amount of energy used in 2000/01 – 15% reduction.

At the end of Q1, 13% less energy was used compared to that used in 2000/01. 33% of stations saved more energy during P3 compared to that used in P3 2000/01.

The Station Energy Challenge continues to be measured in the same way. The leaders at the end of Period 3 were

Line:	Bakerloo
Group:	Charing Cross Group
Premiership Station:	Charing Cross
Championship Station:	Chalk Farm
First Division Station:	White City
Second Division Station:	Woodford

- The number of environmental complaints received in Q1 (282) was higher than any quarter last year. The primary reasons for complaints were noise and vibration (50%), graffiti (20%) and cleanliness/litter (20%).
- A noise abatement notice (Section 60 notice) was issued to London Underground in respect of the PA system at Earl's Court Station. The notice prohibited recurrence of noise nuisance and set out a series of requirements for managing noise at the station. LU is in the process of appealing the notice.
- The primary reasons for Noise & Vibration (N&V) complaints have changed over the past year. Comparing 2005/06 figures to 2006/07 figures, complaints associated with asset N&V decreased by 28% and complaints associated with contractor N&V decreased by 20%. However, complaints associated with PAs and whistle noise increased by 57% (2005/06: 77 individual complaints; 2006/07: 121 individual complaints). This trend is continuing in 2007/08 Q1 i.e. more complaints were made about PA (train and station) and whistles during

Q1 than about noise associated with contractor activities or LU assets. This is the first time that this has been recorded in the past two years. The main areas of concern appear to be the installation of new PA systems, particularly on the eastern section of the Central line, and new announcements on the Piccadilly line trains. Complaints have been made about the loudness, frequency or timing of announcements. At stations where complaints have been received, restrictions on the PA loudness or timings of announcements have been put in place where possible.

- Commercial and industrial waste continued to grow in Q1, being higher than any quarter in the past two years (3,272 tonnes). The expansion of the paper recycling scheme resulted in 36.5% of this waste stream being recycled. LU is working with Metronet and Tube Lines to investigate how recycling can be further expanded across the network.
- A study will be undertaken during the summer to examine how waste is managed across the network in order to develop a long-term recycling plan. This will allow LU to further improve its recycling rate. This will focus in particular on customer waste.
- 85% of LU station offices are now involved in the station office paper recycling scheme. Work is in progress to get 90% of stations involved by September 2007.
- In June 2007, LU completed an environmental benchmarking study which compared our environmental monitoring, reporting and performance against other metro systems across the world. The report concluded that LU's monitoring and reporting system is comprehensive and reflects best practice.

#### 4.5 Major Incidents

- There were no trespass, medical or accidental customer fatalities reported in quarter 1.
- 10<sup>th</sup> June 2007 - wrong direction move at Camden Town  
Train 5 approaching Camden Town northbound was given the wrong signal and this was accepted by the train operator. During arrangements to resolve this issue, the reformed train 42 was incorrectly driven southbound on the northbound track.
- 15<sup>th</sup> June 2007 - wrong direction move at Hammersmith  
Westbound train 235 passed signal OZ4A at danger. As a result a wrong direction move (WDM) was authorised. However, it is alleged that the WDM was carried out without the correct operational procedures being followed.
- A westbound Central Line train derailed between Mile End and Bethnal Green at c. 09.01 hrs on 5 July 2007. As a result there were 20 customer casualties, 8 of whom were sent to hospital (1 reported with an ankle injury.) 520 customer were detained from the incident train. Services were partially suspended and normal service resumed on 7th July 2007. There was no damage to the interior of the train. There was some damage to track, signals and

power assets. An Emergency Direction and an Engineering Regulatory Notice have been served on Metronet BCV in relation to storage of materials on site.

**5 Impact on Equalities**

None.

**6 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.

**7 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.

**8 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 1 2007 SHEC Report

**DATE:** 6<sup>th</sup> September 2007

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#### 1. Purpose

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

#### 2. Decision

None

#### 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 Safety Training Manager has been appointed with responsibility for the strategic coordination of safety and environmental training across Surface. Work is underway to engage with Surface modal heads to develop a Terms of Reference; common strategy and associated guidance notes.
- Surface is now a registered centre for the delivery and assessment of the British Safety Council's Level 1 certificate, Health and Safety at Work.
- A further British Safety Council directors' and senior managers course was held on June 5. This initiative continues to reinforce the importance of HSE issues at a strategic level and supports the MD's vision, The Way Ahead.

##### Reports from ST Directorates & Mode

##### London Buses

- The Safety objectives for 2007/08 have been agreed. A Review of progress against objectives is regularly discussed at London Buses' safety governance meetings.
- Monitoring contractor safety performance is developing as an integral aspect of LBSL supplier-management practice. LBSL is currently progressing adequate level of monitoring across all contractors.
- The bus stations' health and safety audit programme for 2007/08 has been finalised by the LUL Safety Audit Team. It will include specific focus on

contingency planning for LBSL's bus stations and documented procedures for dealing with foreseeable incidents.

- The work stream within the iBus Project that deals with collation of data on locations and heights of low structures within the TfL-operating area is nearing completion. This initiative, which will give drivers warning of low bridge, should significantly reduce the likelihood of serious bridge strike incidents following seven collisions last year.
- The project to carry out a systemic review of incident-investigation processes adopted by bus operators has concluded. The Surface Safety Team will be working with key stakeholders to finalise the report and promote continual improvement to the process of investigating serious incidents on the bus network.
- The draft report into the fatal bus incident at Mortlake has been produced by the independent investigators, Kelvin TOPSET. Network Operations will work with interested parties to finalise the report and develop a programme of work to tackle its recommendations and any areas of improvement identified

#### **London Buses Ltd (East Thames Buses and Dial-a-Ride)**

- LBL's Safety Management System (SMS) has been completed and steps are being taken to identify roles and responsibilities. This will lead to training-needs analysis being carried out. A communication plan is being devised to ensure appropriate awareness of the SMS and include issuing it to all locations and simplified SMS statements for inclusion in introduction booklets.

#### **TPED**

- TPED continues the delivery of its health and safety training programme during the quarter (IOSH Managing Safety).
- TPED's HSMS use is increasing as managers become more familiar with its procedures and requirements.

#### **Trams**

- London Trams's (LT) safety objectives for 2007/08 have been approved by London Trams Management Board.

#### **PCO**

- PCO are developing a safety assurance process for the SGS taxi-licensing inspections. A further meeting between the Surface Safety Team, PCO and SGS is planned for early July.

#### **Streets**

- Consultation on the two additional procedures covering the Group HSEMS requirements for H&S planning and training are in the final stages of consultation with management representatives and staff. It is anticipated that these will be available via the intranet in August. All other H&S and HSE procedures forming the HSEMS for the areas under the COO and the Surface Transport Directorates of Finance and CC are available on Source.
- Courses covering individual responsibilities under the Construction (Design and Management) Regulations (CDM) continue to be delivered to Streets directorates.

- A series of half-day Health and Safety executive courses have recently been run for senior managers.

#### **4.1.2 AREAS FOR IMPROVEMENT**

##### **Surface Transport**

- The HSEMS gap analysis has shown that each Surface Transport mode requires around 40 procedures. Almost half of these procedures already exist with the other half to be developed.

##### **Reports from ST Directorates & Modes**

##### **London Buses**

- Incident reporting continues to require significant amounts of resource to ensure specific garages are reporting in a meaningful and timely way. A minority of garages continue to experience technical difficulties with the system. This is being managed on a garage-by-garage basis. However the quality of incident reporting has improved.
- The Surface Safety Team has identified 56 bus stations/stands/regional offices which require fire risk assessments to ensure compliance with the Regulatory Reform (Fire Safety) Order 2005. A programme work to complete all assessments has started.

##### **London Streets**

- The CDM-C function requires continuous input throughout the life of a project, a significant change from previous Legislation. Resources to cover the function are being stretched with an estimated 350 to 450 projects to be covered within the financial year.

#### **4.1.3 SIGNIFICANT PLANS FOR NEXT QUARTER**

##### **Surface Transport**

- The Surface Safety Team is putting in place a web-based self-assessment system for users of computer work stations called DSEasy. New starters will be prompted to click on to an on-line assessment website for an initial briefing on correct use of desk equipment and asked to fill out an on-line questionnaire. Any arising work station issues will be forwarded for action to the Surface Safety Team and logged as part of the electronic audit trail. Roll out will be incorporated into the relocation of staff to Palestra.
- Work has started on agreed actions arising from the interim training audit.

##### **Reports from ST Directorates & Modes**

##### **London Buses**

- A programme of work is underway to extend the retro-fit programme of fire suppression system to a further 18% of Dennis Trident double deck vehicles. This is expected to be completed by the end of this financial year. Vehicles not included in this round are expected to be modified as part of an on-going refurbishment and vehicle replacement programmes. Presently, 34% of the entire bus fleet are fitted with a fire suppression system.

- A business plan is being prepared to turn ATLAS into a web-based incident-reporting system. The Surface Safety Team continues to provide support to all operator garages for the timely reporting of all network incidents.
- Work is underway to develop the terms of reference for a Bus Operator Health and Safety Forum to be chaired by LBSL.
- The programme of bus operator health and safety assurance audits for 2007/08 will start in July. Emphasis will be on competence of drivers, accident investigation and measures to reduce on-bus operating risks.

#### **TPED**

- TPED's Health and safety sub-committees are being established for business units within the organisation. This will feed the main TPED health and safety committee.
- TPED are developing Environmental procedures for their HSEMS in liaison with the ST Environment Team.

#### **Trams**

- LT's quarterly governance meeting is to cease as safety is being adequately covered in the monthly Trams Management Board meeting. Minutes from the meeting will be circulated widely and to the MD.

#### **London River Services**

- London River Services (LRS) is to carry out changes to enhance traffic separation and improve pedestrian access at the Woolwich Ferry in light of recommendations from a safety report and customer risk assessment.
- LRS safety audits of piers by LUL SQE are to restart in July.
- The LRS Safety and Engineering Manager and SMS Review Project Coordinator are to meet in early July to update the LRS safety management system and analysis how to integrate environmental management.

#### **PCO**

- PCO and Surface Safety Team are currently reviewing risk assessments, starting with operational staff. This should be completed over the next three months.

#### **Streets**

- To work with Tunnel Managers to ensure tunnel emergency plans are reviewed and amended where necessary.
- To deliver programme of audits across Streets Directorates in preparation of independent RoSPA audit.
- The environmental procedures will be published on Source, with the approval of COO.
- An additional procedure on Environmental Impact Assessment (including non-statutory) is being consulted on.
- A training (awareness) programme for the environmental procedures is being developed for approval by Streets.

## **4.2 PROGRESS AGAINST HSE PLAN**

- The Surface Transport business plan for 2008/09 and forward in relation to safety was updated during the quarter to reflect new safety initiatives and projects planned for the coming years.
- Health and Safety objectives for respective modes have either been finalised or in the process of being agreed. Progress against these objectives will be reported in future reports.

## **4.3 HEALTH OF MANAGEMENT SYSTEM**

### **4.4 HSE PERFORMANCE**

#### **4.4.1 SAFETY**

The number of customer and employee major and minor incidents on London Buses' network was an average of 360 incidents per period, an increase of 14% when compared with last quarter. An initiative to train incident data inputters and weekly telephone support by London Buses is believed to have contributed to the increase in reported numbers of incidents.

### **4.5 MAJOR INCIDENTS**

#### **4.5.1 London Buses' Major Incidents**

##### **Routes 63 & 37 (London Central) – on 9 May**

On 9 May at 2150, a bus driver was crushed between two buses in Blackpool Road, SE15 (outside Peckham Garage). The driver was pronounced dead at the scene. The operator reported that a Route 37 bus was stationary in the middle of Blackpool Road when a Route 63 bus moved forward and collided with it. The driver of the Route 63 alleged that the vehicle surged forward.

##### **Route 209 - Metroline (Armchair) – on April 25**

The driver of a route 209 lost control of his bus hitting three pedestrians on the kerb at Mortlake Bus Stand, North Worple Way, Avondale Road, SW14. An elderly female pedestrian was confirmed dead at the scene with two other pedestrians were taken to hospital with significant injuries. The driver of the bus was arrested and is being charged with "causing death by dangerous driving". Network Operations has commissioned an independent incident investigator to conduct a full investigation into the cause. The incident continues under investigation.

##### **Route 71 (London United) -on April 24**

The driver of a Route 71 had a fatal collision with a pedestrian at Brook Street, Kingston, KT1. The driver was reported to be travelling between 5-10mph when the pedestrian, alleged to be intoxicated, staggered into the road. The operator has reported that the lights were red for pedestrians and the victim pushed his way through other waiting pedestrians on to the highway. The pedestrian was taken to hospital with suspected head injuries where he later died. Initial evaluation by bus operator suggests no blame lies with the driver.

**Route H32 (London United) - on 22 May**

On 22 May, a female pedestrian was fatally injured following a collision with a route H37 bus. The driver stated that he pulled away from the stand at Cambridge Road, on reaching the junction he stopped whilst another driver held back for him to pass. As he turned left onto South Road (road being clear) he heard two bangs and was notified by people at the bus stop that he had collided with the pedestrian. CCTV footage shows the deceased crossing from right to left and between vehicles. The police have indicated to the operator that they will not be pressing charges. The incident continues under investigation.

**Route 121 (Arriva London North) – on 21 June**

On 21 June, an elderly male pedestrian was fatally injured following a collision with a route 121 bus. The driver stated that as she was turning left from Green Lanes into Aldermans Hill a passenger tapped on the door and started talking to her. As the driver could not hear or understand the passenger properly, she turned her head to listen; at this point she collided with the pedestrian. The incident continues under investigation.

**Route 66 (Blue Triangle) – on 27 June**

On 27 June, an elderly female crossing the road was fatally injured following a collision with a route 66. The incident happened on North Street, Romford, Air ambulance was dispatched. The incident continues under investigation.

**Route T31 (First) - on April 26**

The driver of a private car had a fatal collision with a Route T31 bus. The bus was reported to be negotiating a bend when the car came round the bend on the wrong side of the road and collided with the bus. The car driver had to be cut out of his vehicle and was taken to Mayday Hospital where he died from his injuries. The operator advised LBSL that no allegations had been made against the bus driver.

**Bus Fire**

There were three report incidents of bus fire relating to mechanical or electrical defects during the quarter (there were six in the previous quarter). In all cases, the engine compartments were severely damaged by the fire, but there were no reported injuries. All incidents have been investigated accordingly. See paragraph 4.1.3 for steps being taken to reduce incidents of bus fires.

**Fatality on Tower Pier**

A 67-year-old boat captain employed by City Cruises died at Tower Pier following an altercation with two passengers on June 2 at 20.00. The MPS are investigating the incident. LRS have reviewed the incident and concluded that nothing in the design or use of the pier appears to have contributed in any material way to the outcome of the incident.

## **5.0 IMPACT ON EQUALITIES**

Nothing to report

## **6.0 IMPACT ON CRIME AND DISORDER**

The TPED Crime and Disorder team, and the Transport Policing Team continues to act as the point of contact for all section 17 issues throughout TfL. Steps are being taken to ensure that TPED activities have been appropriately assessed to determine the potential impacts such activities may have.

## **7.0 IMPACT ON SUSTAINABILITY**

- A HSEMS gap analysis for the public transport directorates and modes in ST has been completed.
- The HSEMS development phase for public transport directorates and modes is underway and will draw on resources from within the modes and the Surface Transport Safety and Environment teams. Consultation on procedures will be undertaken with modal managers, H&S representatives and other key stakeholders before approval by modal heads. The priority will be given to modes within the Operations Directorate. The procedures will be rolled out over the next three months as they are approved.
- Contract negotiations for the London Hydrogen Transport Programme, continue. The bus supplier and bus operator contracts are expected to be signed in August 2007, with the refuelling supplier contract following towards the end of the year. The Vehicle ITT documents for the cars/vans work stream are completed and ready for submission. The ITT for the infrastructure supplier were received in June 2007 and are currently being evaluated.
- Currently, there are six single deck hybrid vehicles on Route 360. Improved reliability and fuel consumption following their modification has been noted. The double deck hybrid for route 141 has been returned to the manufacturer, Wright, for a limited period of time to update the battery cooling systems. The bus is expected back into service by late August 2007. Further 50-60 hybrid vehicles will be introduced by the end of 2008. Commercial proposals for these buses are currently being received and some have been approved.
- TPED are reducing the number of vehicles being operated, in order to reduce CO2 emissions in line with the TfL target of 10 % reduction across the whole organisation.

## **8.0 RECOMMENDATIONS**

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

**Meeting:** SAFETY, HEALTH AND ENVIRONMENT COMMITTEE

**Date:** 6 September 2007

**Title:** Surface Transport Quarter 1, 2007/2008 SHEC Report

# TRANSPORT FOR LONDON

## SAFETY, HEALTH AND ENVIRONMENT COMMITTEE

**SUBJECT:** London Rail Quarter 1 2007 SHEC Report

**DATE:** 6 September 2007

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### **1.0 PURPOSE**

The purpose of this paper is to inform Members of the key HSE matters during the last Quarter.

### **2.0 DECISION REQUIRED**

None

### **3.0 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.

### **4.0 INFORMATION**

#### **4.1 SUMMARY**

##### **4.1.1 WHAT WENT WELL**

- London Overgrounds (Infrastructure) main works contractor continues the positive trend of the enabling works contractors previously reported. There have been no reportable accidents/injuries in over 161000 hours of work.
- 23 April 2007 - a letter was received from the Office of Rail Regulation advising that they have completed their assessment of the Docklands Light Railway Limited (DLRL) safety submission and are satisfied that sufficient evidence has been provided that the safety management system meets the requirements of the Regulations. The Safety Authorisation has now been issued and is valid for 5 years commencing 1 May 2007.
- June 2007 - the East London Line Project (ELLP) was awarded an 'Excellent' rating (85.9%) for the Interim Client and Outline Design award in the Civil Engineering Environmental Quality and Assessment Award Scheme (CEEQUAL).

#### **4.1.2 AREAS FOR IMPROVEMENT**

- During this quarter there has been an increase in the number of passenger over carries (passengers taken beyond the point where a train is in passenger service) on DLR. In light of this, a review of detrainment procedures is being undertaken by Serco.
- There have been a number of minor vehicle incidents on the London Overground project sites. The main works contractor has put in place a number of additional controls to resolve this problem.

#### **4.1.3 SIGNIFICANT PLANS FOR NEXT QUARTER**

- London Rail – continued development of the Health and Safety Management System to incorporate the new responsibilities with regard to the new London Rail Concessionaire.
- London Rail - development of the Rail for London Health, Safety and Environment Review Committee.
- DLR – continuing implementation of Railways and other Guide Transport (Safety) Regulations (ROGS) requirements and associated processes.
- DLR - review of safety management system to implement recommendations from gap analysis and other review work.
- Review of the DLR strategic risk register.

#### **4.2 PROGRESS AGAINST HSE PLAN**

##### **DLR:**

The 2007/08 Safety Improvement Plan has been produced and ratified by the DLRL Executive Committee.

##### **Serco Docklands:**

A detailed plan has now been produced. One objective from last years plan has also been carried over.

##### **London Overground Infrastructure**

A detailed plan has now been produced. Incomplete objectives from last years plan have also been carried over.

#### **4.3 HEALTH OF MANAGEMENT SYSTEM**

The London Rail and DLR Management systems are both in the process of being reviewed. The reviews are in response to the appointment of the London Rail Concession operator and the additional responsibilities identified under ROGS.

## **4.4 HSE PERFORMANCE**

### **4.4.1 HEALTH**

There were no significant staff occupational illness and/or sickness issues within London Rail this quarter.

Sickness absence figures for London Rail core, DLR and the ELLP are as follows: a total of 13 instances of sickness during quarter 4, resulting in 92 days lost. This figure includes one case of long term sickness and one of recovery after an operation (now returned). These figures represent a decrease in sickness/absence rates on the previous two quarters.

### **4.4.2 SAFETY**

During quarter 1 there were two RIDDOR incidents recorded.

22 April 2007 - the doors of a train were damaged when they came into contact with the end ramp at the south end of the platform at Mudchute Station. The train service was suspended in the area until part of the concrete ramp was removed and while safety checks were carried out. An investigation has been carried out into the causes of this incident.

19 May 2007 – a contractor (AMEC) working on the DLR tunnelling project at King George V Dock, sustained a broken leg. He was struck by a tunnel ring segment as it was being manoeuvred into place. This incident has been investigated and controls put in place to prevent reoccurrence.

Other significant incidents include the following:

2 April 2007 – a man was killed when he was struck by a train at All Saints Station. He was involved in a dispute with another man and the ensuing fight resulted in the victim falling onto the track. The British Transport Police arrested the person involved and Serco have carried out a full investigation into the operational response to the incident

17 April 2007 - there was a physical assault on a security guard at the London Overground Pedley Street site. The guard attended hospital and returned to work the next day. The main works contractors have investigated the attack and have made a number of recommendations to prevent reoccurrence.

25 May 2007 – severe disruption to the DLR service occurred when a trackside fire at Royal Mint Street Station caused significant damage to the detection and motor cables at 1114A points. The fire also caused damage to a traction cable. Staff attended and extinguished the fire.

#### **4.4.3 ENVIRONMENT / SUSTAINABILITY**

##### **London Rail Development & London Overground Operations**

London Rail Development has been developing an emissions forecasting model. This informs our input into the rail industry-wide work stream on carbon reduction led by the Rail Safety and Standards Board. This is feeding into joint industry responses, for example to Defra's carbon trading proposals and communication efforts such as the recently published 'Case for Rail' and the sustainability conference in October. This demonstrates what the rail industry is already achieving as well as what it will achieve in future.

London Rail has contributed to the TfL Environment Report on behalf of the Overground and Infrastructure Projects. As Overground Operations only start in November, there is no data to report, but processes are in place to capture performance for next year's report.

##### **London Overground Infrastructure**

The main works contract is progressing with the detailed design and construction works on site. In the previous quarter the project team had been working with the main works contractors to investigate the incorporation of sustainable design initiatives into the final design. The design of lighting has been changed at the Carriage Servicing Depot at New Cross Gate to enable the current 200 lux lighting to be reduced to 50 lux, switchable to 200 lux whenever a cleanliness inspection is required. This initiative will reduce energy consumption over the operational lifetime of the depot. There have also been on-going archaeological investigations at Bighopsgate Goods Yard and in the area of the former Holywell Priory. The project is also working with English Heritage to agree the approach for undertaking further investigations immediately adjacent to a listed building at 196 Shoreditch High Street.

A contractor has been appointed to undertake the demolition of a bridge near Liverpool Street next December. A Project Manager has been appointed within the project team to manage the provision of noise insulation and temporary re-housing of local residents.

An Environmental Forum has been held between the project, the main works contractors, the Local Authorities and other Statutory Organisations to provide an update of project progress and the environmental controls the project has in place.

#### **4.5 MAJOR INCIDENTS**

Nil to report

#### **5.0 RECOMMENDATIONS**

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 1 2007/08 SHEC Report

**DATE:** 6 September, 2007

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### 1.0 PURPOSE

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

### 2.0 DECISION REQUIRED

The Committee is recommended to NOTE the content of the 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 2007/08 Chief Officer HSE Assurance Letters were completed
- The TfL Group Annual Health and Safety Report 2006/07, following review at the 5 July SHEC meeting, has been finalised and issued
- Input to a framework for health and safety consultation outside LU was completed. The framework is now ready for wider consultation
- Group Facilities implemented an e-learning Fire Safety Training programme for use by all occupants within the TfL Head Office Portfolio

##### 4.1.2 AREAS FOR IMPROVEMENT

- Work with Group Human Resources and others to ensure that HSE is appropriately addressed during the implementation of Organisational Change Policy

- Interfaces with Computer Sciences Corporation (CSC) need to be managed to ensure that areas such as workstation installation and equipment specification continue to be addressed to required standards
- Ensuring appropriate HSE input during procurement

#### 4.1.3 SIGNIFICANT PLANS FOR NEXT QUARTER

- The Det Norske Veritas (DNV) audit reports (Corporate Directorates HSE MS and Group HSE MS) will be issued and resourcing and timelines agreed to implement their recommendations.
- Work will continue with Group Procurement to develop the Procurement Process Model so that HSE input can be better delivered across the procurement cycle.

#### 4.2 PROGRESS AGAINST HSE PLAN

- **Corporate Directorate HSE Management System**  
Standards on Personal Protective Equipment Assessment, Occupational Driving Assessment and Control of Substances Hazardous to Health were finalised
- **Specific areas of risk**  
The Dseasy programme commenced roll-out across the Oyster call centre
- **Performance reporting**  
The TfL Group Annual Health and Safety Report 2006/07, following review at the 5 July SHEC meeting, has been finalised and issued.

#### 4.3 HEALTH OF MANAGEMENT SYSTEM

- Work concluded with Group HR Employee Relations and non-LU Modes to agree a draft framework for health and safety consultation. Senior management will be consulted on the draft during Q2. An agreed draft will then be submitted to trades union partners for their consideration
- The Mode's HSE Management System will be recast to address the Mode's new organisational structure starting 2007/08 Q2
- Two further Standards were added to Group Facilities Departmental Safety Management System, Pressure Systems and Controlled Access Areas.

## 4.4 HSE PERFORMANCE

### 4.4.1 HEALTH

- Staff within the Mode generated 2043 days of sickness absence, equivalent to 1 day per person. This represents a substantial reduction in sickness absence on absolute and normalised previous year Q1 data
- Colds and flu was the biggest single sickness absence category followed by mental illness and musculo-skeletal disorders.

### 4.4.2 SAFETY

- **Employee safety** - there were 4 minor accidents and incidents involving employees. There was one RIDDOR-reportable incident involving an Travel Information Centre employee hitting their elbow on a safe

**Customer safety** - there were no accidents or incidents involving customers

**Contractor safety** - there was one minor incident involving a contractor

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

### 4.4.3 ENVIRONMENT

- The Climate Change Fund (CCF) Approvals Group and Project Review Group supported the sustainable energy proposal for Palestra which will involve the installation of fuel cell combined heat and power, combined cooling heat and power and use measure to achieve a BREEAM (Building Research Establishment Environmental Assessment Method) 'excellent' rating
- A TfL 'Environmental Champions' initiative was launched to encourage staff to join a network driving local environmental improvements in TfL. In addition, Group HSE co-ordinated the Energy Pledge campaign, initiated on World Environment Day and designed to engage individuals with energy saving.

## 4.5 MAJOR INCIDENTS

None.

## 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.