

TRANSPORT FOR LONDON

SAFETY, HEALTH AND ENVIRONMENT COMMITTEE

SUBJECT: QUARTERLY HEALTH, SAFETY AND ENVIRONMENT REPORTS

DATE: 22 JULY 2008

1 PURPOSE AND DECISION REQUIRED

- 1.1 This paper presents the Quarterly Health, Safety and Environment (HSE) Reports from London Underground, Surface Transport, London Rail and the Corporate Directorates for 2007/08 quarter 4.
- 1.2 The Committee is requested to NOTE the quarterly reports.

2 QUARTERLY HEALTH, SAFETY AND ENVIRONMENT REPORTS

- 2.1 A full report on HSE activities and performance is produced annually. In addition, quarterly reports are made by the operational Modes and the Corporate Directorates updating the Committee on any significant matters for the reporting period.
- 2.2 The Quarter 4 HSE Reports are attached to this paper as follows:
 - Appendix 1 London Underground
 - Appendix 2 Surface Transport
 - Appendix 3 London Rail
 - Appendix 4 Corporate Directorates

3 RECOMMENDATION

- 3.1 The Committee is requested to NOTE the Quarterly Health, Safety and Environment Reports for Q4 2007/08.

LONDON UNDERGROUND QUARTERLY HEALTH, SAFETY AND ENVIRONMENT REPORT

1 SUMMARY

1.1 What Went Well

- a) The number of accidental customer fatalities was zero during 2007/8, the first time in 4 years.
- b) The total number of customer fatalities from all causes (suicides, medical-related, crime-related, trespass and accidental) was the lowest ever recorded at 29 during 2007/8.
- c) It has been 16 years since the last employee fatality.
- d) It is over 7 years since the last contractor fatality.
- e) Customer major injuries were reduced by 14% (144) in 2007/8 compared to 168 in 2006/7.
- f) Confirmed Fires at 172 for the year was the lowest ever recorded.
- g) Derailments totalling 8 (1 in service) was the lowest ever recorded.
- h) There were 289 Lost Time Injuries on Stations in 2007/8 which maintains a 5 year improving trend.
- i) All other Safety Key Performance Indicators remained stable in the quarter and the year.
- j) The reduction in the number of staff absent and the total time off as a result of stress, anxiety and depression continues to be sustained in Q4.
- k) The 6% target for unannounced Drugs & Alcohol testing (652 employees) has been exceeded by 1.16%. A total of 779 safety critical employees were tested this financial year.
- l) The initial programme of local incident investigation courses has been completed and has been very well received. This is in support of improved root causes identification.
- m) Ticket dispute incidents reduced by 17.5% in Q4 compared to the Q4 2006/7 figure.
- n) The number of environmental complaints received in Q4 (170 complaints) was significantly lower than in previous quarters in 2007-

08 and also lower than the number of complaints received during Q4 2006/07.

1.2 Areas For Improvement

- a) There were 13 overdue London Underground Safety Action Tracking System (LUSAT) actions at Q4 end; LU (1) Tube Lines (3); Metronet BCV (4) and Metronet SSL (5). Recovery plans are in place for all.
- b) LU had 6 overdue LUSAT actions during 2007/8.
- c) Provision of continuous development training for Operational Staff saw a shortfall in all areas against target due to sickness, vacancies and alternative duty coverage.
- d) 61.5 % of periodic assessments due were undertaken and 59.3% of questionnaires due were processed in 2007/08, due to resourcing issues in Occupational Health. These issues are being addressed.
- e) There were 2 Office of Rail Regulation regulatory notices received in 2007/8.
- f) There were 5 London Fire Emergency Planning Authority regulatory notices received in 2007/8.
- g) There was a rise in 2007/8 (44) of the number of incidents of trains opening doors at closed stations. The use of propriety free-standing 'station closed' signs is being organised.
- h) There was an increase of 11 in employee major injuries. Root causes are being investigated.
- i) There was one protected wrong-side signal failure associated with the platform repeater for station starting signal (NQ12) at Finchley Central. – a dual aspect was shown.

1.3 Significant Plans for Next Quarter

- a) Topic based analysis of occupational health trends will commence. The improved analysis of safety trends and causes continues and will be reported in Q2 2008/09

2 PROGRESS AGAINST LU SAFETY IMPROVEMENT PLAN (SIP)

2.1 Progress against safety improvement programme activities continues; the following items are of note in Quarter 4:

- a) Objective 1: Reduce priority residual risks to as low as reasonably practicable.
 - i) Metronet (SSL and BCV) and Tube Lines continue to report a progressive reduction in the number of regularised Sub-Standard

Conditions (SSCs) in respect of track (in future referred to as Safety Standard Exceedences (SSEs)) The number of un-regularised (SSCs) is maintained at an acceptably low level.

- ii) The review of training for the Corporate SPAD Reduction Programme has been completed in preparation for the next round of training. This project will run for at least 2 years to complete the evaluations and assess whether the improvements have had a significant impact.
 - iii) A study looking at the impact of fatigue and boredom on the driving experience has been completed and will be presented to the Corporate SPAD Reduction Group.
 - iv) Signal sighting improvement works continue on the Bakerloo and Central lines. A feasibility study is progressing on the Bakerloo line. Works are progressing on the Central line and are due for completion in January 2009.
 - v) A 5-year plan building on the effectiveness of the existing workplace violence reduction programme is being developed and will be implemented from 2008/9. The final phase of the evaluation of the effectiveness of the joint LU/BTP workplace violence unit has started and will progress throughout 2008/9. This will be reported on at the end of 2008/09.
- b) Objective 3: Continue to streamline health and safety standards and assurance arrangements.
- i) An approach has been agreed with LFEPA for London Underground's demonstration of compliance with the risk assessment provisions of the Regulatory Reform (Fire Safety) Order. The agreed approach for surface stations has been communicated to Centurion Managers and will be supported by on-going briefings/coaching from the LU Safety, Quality and Environment team.
 - ii) The Safety Critical Communication (SCC) Training module has been developed and has been incorporated into training courses. A dedicated service control training group within Operational Learning has led to significant changes in the training arrangements for Service Controllers.
- c) Objective 4: Further enhance the health and safety competencies of LU managers and staff.
- i) The local incident investigation course has been established and good feedback received from the course attendees. There has been a demand for additional courses. The course has been transferred to Operational Learning.

- ii) Training modules including electronic incident investigation form (EIRF) training have been developed and are being delivered as part of Duty Manager training. Operational Learning has redesigned the Station Supervisor course to include the necessary EIRF modifications. In addition, development of an EIRF e-Learning package has been completed.
- iii) The revised risk based Competence Management System (CMS) is now being implemented in all areas of Stations and Trains. Assessors have been identified and trained to use the assessment techniques and are in the process of being coached in the SAP-CMS application that goes with the CMS. This SAP-CMS is now being made available to all duty manager level assessors and will be made available to all assessors in the near future. CMS Co-ordinators are in place to provide a one-stop-shop contact for each of the lines. The CMS Co-ordinators are collecting information to identify both systemic and non-systemic issues requiring resolution.

3 STATUS OF HSE MANAGEMENT SYSTEM

- a) The total number of improvement actions monitored on LUSATS remained stable over the quarter with 243 actions monitored. 13 actions remain overdue at the end of Q4 (1 LU; 9 Metronet; 3 Tube Lines) and 113 actions were closed (34 LU; 61 Metronet; 18 Tube Lines).
- b) LU had one overdue LUSATs action. This related to reviewing what, if any, additional mitigation is required for flood mitigation activities not covered by existing obligations and making a case for this.
- c) Tube Lines had 3 overdue improvement actions all in relation to Engineering Regulatory Notices.
- d) Metronet had 9 overdue actions (4 MRBCV and 5 MRSSL). The overdue actions were in relation to Engineering Regulatory Notices (7), an action from Rickmansworth Formal Investigation Report and a HMRI improvement notice.
- e) There were 118 audits planned for 2007/8 to be completed by end Q4 with 117 completed (although these include a number of programme changes).
- f) Metronet reported completion of 222 audits against a revised plan of 233. The number planned throughout the year fluctuated due in part to a shortfall in auditor resource. A recovery plan was agreed and a revised approach to planning helped control delivery of the revised programme.
- g) Tube Lines reported completion of 33 audits against a programme of 35. This includes programme adjustments to take account of high priority work.

- h) There were 5 Confidential Incident Reporting and Analysis System (CIRAS) reports received in the quarter, 4 are closed and 1 remains under investigation.

4 HSE PERFORMANCE

4.1 Health

- a) The evaluation of the Medical Assistance Pilot for train operators has been completed reported to the LU Executive Committee.
- b) The reduction in the number of staff absent and the total time off as a result of stress anxiety and depression continued in Q4.
- c) From 1 April 2007 to 31 March 2008, 61.5 % of periodic assessments due were undertaken and 59.3% of questionnaires due were processed. However, the DNA (did not attend) rate for periodic assessments for the year was 21%.
- d) The 6% target to test 652 employees for drugs and alcohol from a total of 10,870 employees for unannounced testing has been exceeded by 1.16%. We tested in total 779 safety critical employees this period.
- e) The financial year 2007/08 had 10 confirmed positive results of drug and alcohol testing, of which 9 were banned drugs and 1 alcohol. From the confirmed positives, 7 resigned from employment while 3 employees are awaiting Company Disciplinary Interview (CDI). There was 1 positive was from Unannounced testing, 2 from Monitoring, 1 Post Incident and 6 For Cause.

4.2 Safety

- a) No Enforcement Notices were issued during Q4. During 2007/8 there was one Noise Abatement Notice issued at Earls Court Station in respect of public announcement (PA) noise; an ORR improvement notice was issued to LUL in Q3 relating to train self-dispatch at Northfields Station eastbound platform 3; and a ORR Prohibition Notice was issued to Tube Lines in Q2 relating to an unsafe floor condition at Euston Square; 2 contraventions were received on the Bakerloo line at Regent's Park (period 3); 2 contraventions were received at Oxford Circus (period 5) and 1 enforcement notice was issued at Bounds Green in period 10.
- b) RIDDOR Reportable Incident reporting achieved 93% in Q4 and overall 89% for the year (against 2006/7 86%).
- c) A reduction in the number of customer fatalities for 2007/8 (29) was the lowest for 12 years, with zero accidental fatalities recorded for the first time in 4 years.

- d) Customer major injuries were reduced by 14% (144) in 2007/8 compared to 168 in 2006/7.
- e) Confirmed Fires (Category A&B) at 172 for the year was the lowest since 1994/95. There were 164 attributed to LU, and 8 attributed to Infracos during engineering hours or Network Rail where LU trains operate over their track.
- f) Derailments totalling 8 (7 out and 1 in service) was the lowest since 1994/95.
- g) All other Safety Key Performance Indicators remained stable in the quarter and the year.
- h) Workplace Violence – Ticket Disputes declined by 17.5% in Q4 and hooliganism/vandalism incidents were also down compared to Q4 last year. However, trains disputes almost doubled in Q4 to 46 compared to Q4 2006/7.
- i) A total of 21 Broken Rail incidents were reported in 2007/8 which is the same as in 2006/7.
- j) During 2007/08 there were 86 incidents of Train Doors Opening Incorrectly. 58 (67%) were at closed stations; 26 (30%) at normally open stations (train doors opened on the wrong side) and 2 alleged door openings in tunnels. This compares with 33 incidents in 2006/7, a rise of 38%. The use of propriety free standing 'station closed' signs is being organised to mitigate trains opening doors at closed stations.
- k) No Formal Investigations were commissioned during Q4. However, 3 reports were issued – Northern Line Kennington – Waterloo train striking piece of wood. Metropolitan Line Rickmansworth incidents associated with BTR possession (joint LU/Metronet FIR).
- l) There was one protected wrong-side signal failure associated with the platform repeater for station starting signal (NQ12) at Finchley Central – a dual aspect was shown. This was as a result of a build up of rust within the platform repeater which allowed the yellow aspect to false feed the green aspect and an insufficient earth from the NX block prevented the red lamp fuse from blowing which would have failed the circuit.

4.3 Environment

- a) Metronet has resolved the issue raised under a regulatory notice issued by the Environment Agency under the Environment Protection Act 1990 and Waste Management Licensing Regulation 1994 for non-compliance with a condition of the Waste Management Licence at Ruislip depot in January 2008. This issue was a damaged drainage system which was resolved to the satisfaction of the Environment Agency by 15 February 2008.

b) Station Energy Challenge

The final results at the end of 2007/08 show that a 13.8% saving was achieved this year compared with the year 2000 when the competition began. The winners of the 2007-08 Station Energy Challenge were:

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

- c) There were 170 environmental complaints received in Q4 which was significantly lower than in previous quarters in 2007-08 and also lower than the number of complaints received during Q4 2006-07. The primary reasons for complaints during Q4 were noise and vibration (55%), cleanliness/litter (35%) and graffiti (3%).

4.4 Major Incidents

There were no major incidents in the quarter.

5 CRIME AND DISORDER / SUSTAINABILITY / EQUALITIES / RISK MANAGEMENT IMPLICATIONS

5.1 Crime and Disorder

- a) 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.

5.2 Sustainability

- a) Actions to maintain and improve sustainability are included in our environmental action plan which is reported on by exception in Section 4.3 above.

SURFACE TRANSPORT QUARTERLY HEALTH, SAFETY AND ENVIRONMENT REPORT

1 SUMMARY

1.1 What Went Well

- a) Surface Transport
 - i) Nine senior members of staff attended a three-day “lead accident” investigator certificate course, run by the Institute of Industrial Accident Investigators. The course has enhanced the attendees ability to evaluate operational decisions in the light of potential risks. Further courses are scheduled to take place during the year.
- b) London Buses
 - i) The second of the route risk assessment workshops took place during the quarter and was well attended by bus operators. The workshops have offered a framework for establishing best practice in the production of route risk assessments.
 - ii) The second Safety Sub Group meeting of the Bus Operators Forum took place with good attendance from bus company directors. The meeting continues to serve as an effective forum for dealing with London Buses safety issues and sharing of best practice.
 - iii) The bus operator H&S audit programme for 2007/08 is now completed. Audit reports were issued to bus operators accordingly and a summary report is being produced. The audit did not highlight major concerns, however, incident reporting and route risk assessments were identified as requiring improvements. Work to address both areas continue.
 - iv) The initiatives to fit a Low Bridge Warning system to buses as part of the iBus project continued with around 22% of buses completed. The initiative is being augmented by a survey of all low structures in Greater London and neighbouring Counties which could be a hazard for London Buses.
- c) London Streets
 - i) As of April 2008, audits undertaken on the Highway Maintenance Works contractors by the DRNM Performance Delivery Team will include a review of Health and Safety. These reviews will be undertaken by the Surface Transport Safety Team.

- ii) The electronic Display Screen Equipment self-assessment system, DSEasy saw the completion of 1,010 assessments with 803 users currently on the system. Of this total, 83% of users have had their cases reviewed by an assessor and then closed following the on-line training and self assessment. Plans are in place for the remainder to be completed and for the system to be rolled out across the whole of Surface Transport.
 - iii) A new CDM (file management database) e-learning package was launched. The package enables staff to complete on-line training on the database and is supported by PROSTATT who are offering certification on completion of a 2 hour training session.
 - iv) The in-house CDM-C team continued to support 764 projects/schemes across the Mode.
- d) Community Safety, Enforcement and Policing (CSEP)
- i) An Assault Working Group has been formed to engage Revenue Protection Inspectors and key members of staff in discussions concerning factors influencing assaults.
- e) Victoria Coach Station (VCS)
- i) A new Bi-Monthly meeting was set up with National Express and Megabus to review health and safety matters resulting from operational activities within the coach station.
 - ii) VCS engaged the Metropolitan Police and Westminster City Council CivicWatch around developing short and long term measures to help tackle Crime and Anti-Social behaviour at the coach station.
- f) London River Services (LRS)
- i) Work with other boat operators, to identify the risks and required controls when working within the boat/pier interface, continued. LRS plans to instigate the development of a code of conduct covering mooring and boarding procedures and will take steps to engage in a positive way with all stakeholders.
 - ii) Agreement has been reached to adopt the Contractor Health and Safety Assessment Scheme (CHAS) as stage 1 assessment tool for contractors. This will enable LRS to meet the pre-assessment requirements of CDM 2007. CHAS has been successfully used by London Streets for the last six years. Assessments of current contractors will be rolled out over the coming year.
 - iii) New safety objectives have been set for 2008/9. These reflect Surface Transport's strategic goals and LRS plans to drive up safety standards for boat operators and contractors, leading to a safer environment on LRS piers.

- g) London Buses Ltd (LBL), comprising East Thames Buses (ETB) and Dial-a-Ride (DaR)
 - i) Work has commenced on developing an asbestos management system for LBL. A new type 2 asbestos survey is planned to identify the current condition of asbestos, as part of the management scheme.
 - ii) A new driver training school was set up to train new drivers who do not currently hold a PCV licence. This development is expected to contribute towards improving driving standards at ETB.
- h) Public Carriage Office (PCO)
 - i) The Health, Safety and Environment audit of the contractor carrying out vehicle inspections on behalf of PCO was completed. There were no major issues arising from the audit.
 - ii) Good progress was made on the development of procedures for driving at work.

1.2 Areas for Improvement

- a) LRS (London River Services)
 - i) It is envisaged that over the coming year a number of engineering interventions will be required such as access and guarding improvements. In addition, a range of management controls will need to be introduced.
- b) LBL (London Buses Ltd, comprising East Thames Buses (ETB and Dial- a- Ride (DaR)
 - i) The vehicle and operator service agency issued a prohibition notice to ETB for a defective tyre.

1.3 Significant Plans for Next Quarter

- a) Surface Transport
 - i) The HSEMS project will be progressed. The HSEMS for LBSL is awaiting internal review and the HSEMS for LBL (ETB and DaR) is awaiting acceptance by the Mode.
- b) London Buses
 - i) As part of the safety assurance procedure, a programme of inspection of the contractors installing iBus equipment at bus garages was

commenced and will see up to 25% of bus garages inspected depending on contractor performance.

- ii) Recruitment of specialist support to the Hydrogen Transport programme around H&S Assurance will be completed in the next quarter.

c) London Buses Limited

As part of the safety management system and risk assessments on lone-working an evaluation of a lone working GPS device that locates the worker when activated will be made.

d) Community Safety Enforcement Policing

Following the rollout of DNA spit kit to all bus drivers by London Buses, CSEP initiated a programme to issue the kit to Revenue Protection Inspectors (RPIs). The initiative will aid in the detection and prosecution of individuals who assault RPIs.

e) London Trams

London Trams SMS was amended to reflect the move to London Rail. This change took effect from 1 April 2008.

f) Public Carriage Office

Work is underway to set new objectives in line with Surface Transport's strategic goals. The objectives will focus on work to improve public safety in taxis and private hire vehicles, along with safety improvements for PCO staff.

g) London River Services

- i) Work to introduce controls to allow continued safe working at the Woolwich Free Ferry will continue.
- ii) Planning is underway for the introduction of drop-down gangways on LRS piers by Thames Clippers. This development will improve access for mobility impaired passengers and improve general safety. LRS are currently working with Thames Clippers to identify and control any imported additional risks associated with the gangways.

2 PROGRESS AGAINST HSE PLANS

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

3 STATUS OF HSE MANAGEMENT SYSTEM

Details of the HSEMS development project for public transport directorates/ modes and Streets is provided in Section 1.3.

4 HSE PERFORMANCE

4.1 Safety

- a) A total of 1,209 injuries to customers were reported during Q4 across all ST modes, equivalent to 1.8 incidents per million customer journeys. This represents a slight fall compared to Q3. Of the total, 76% were reported as minor injuries and 24% as major which is equivalent to 1.39 and 0.43 incidents per million customer journeys respectively. London Buses accounted for the majority (99%) of all customer injuries.
- b) There were 17 fatalities on the bus network during the quarter. These comprised 4 death by natural causes, 6 pedestrian fatalities and 7 third party drivers/occupants. Details are provided in Section 4.2 below for the pedestrian and third party fatalities.
- c) Surface Transport staff reported a total of 87 injuries in the quarter, a marginal fall of 2% compared with Q3. Major injuries represented 13% of the total.

4.2 MAJOR INCIDENTS

- a) London Buses Major Incidents - fatalities on London Buses
 - i) Route 66 - Blue Triangle
On 19 December 2007 a motorcyclist was involved in a road traffic collision with a bus at Eastern Avenue, Romford. The incident is under investigation.
 - ii) Route 453 - East London Bus Group
On 1 January 2008 a private vehicle was involved in a road traffic collision with a bus which resulted in the death of the driver and two other car occupants at Little Heath, Cemetery Lane SE17. The incident is under investigation.
 - iii) Route 102 – Arriva
On 17 January 2008, a female pedestrian was fatally injured in a road traffic collision with a bus at Brownlow Road N13. This incident is under investigation.
 - iv) Route 9 - London United
On 18 January 2008 a female pedestrian was involved in a road traffic collision with a private vehicle which subsequently knocked her into the path of a bus at Great West Road, W4. This incident is under investigation.

- v) Route 15 - East London Bus Group
On 6 February 2008, a male pedestrian was fatally injured in a road traffic collision with a bus at Praed Street W2. This incident is under investigation.
 - vi) Route 245 – Metroline
On 13 February 2008, a male pedestrian was fatally injured in a road traffic collision with a bus at Crest Road, NW2. This incident is under investigation.
 - vii) Route 74 - London General
On 21 February 2008, a cyclist was fatally injured in a road traffic collision with a bus at Park Lane W1. This incident is under investigation.
 - viii) Route 2 – Arriva
On 6 March 2008, the driver of a private vehicle was fatally injured in a road traffic collision with a bus at Marylebone Road, NW1. The incident is under investigation.
 - ix) Route 468 - London Central
On 14 March 2008, a pedestrian was fatally injured in a road traffic collision with a bus at St George Road, SE1. The incident is under investigation.
 - x) Route 11 - London General
On 27 March 2008, a motorcyclist was fatally injured in a road traffic collision with a bus at Whitehall, SW11. This incident is under investigation.
 - xi) Route 92 - First London
On 31 March 2008, a pedestrian was fatally injured in a road traffic collision with a bus at Greenford Road, UB6. This incident is under investigation.
- b) Bridge Strikes Involving Buses

Three incidents of low bridge strikes were recorded during the quarter. In one of the incidents, seven passengers suffered major injuries and several others reported minor injuries. In all cases, the buses were off normal line of route.

LONDON RAIL QUARTERLY HEALTH, SAFETY AND ENVIRONMENT REPORT

1 SUMMARY

1.1 What went well

- a) Preparation was undertaken for the movement of London Trams into London Rail, including a review of the health, safety and environment management system (HSEMS).
- b) Docklands Light Railway saw no reportable staff assaults in Quarter 4. The Employee major assault rate remains at zero and the employee minor assault rate is now at 4 per 100,000 hours worked. This represents the tenth consecutive period showing a decrease.
- c) The demolition of the GE19 Bridge on the East London Line was successfully undertaken, during the Christmas possession of the Great Eastern Lines, with no reported safety incidents. Since the reporting quarter ended, however, there has been an incident during the final placing of the new bridge, which is currently under investigation, both internally and by the Railway Accident Investigation Branch.

1.2. Areas for improvement

- a) There has been a decrease in the number of contractor RIDDOR incidents since the last quarter – but there remains room for improvement.

1.3 Significant plans for next quarter

- a) London Trams HSEMS will be aligned with the corporate arrangements in London Rail, which will further enhance compliance with the Railways and Other Guided Systems (Safety) Regulations (ROGS).
- b) The development of the London Rail HSEMS will include the role of Infrastructure Manager of the East London Line.
- c) Process maps defining the Management System will be developed in order to make procedures easier to understand and to facilitate process improvement will be developed.

2 PROGRESS AGAINST HSE PLAN

- a) Docklands Light Railway Limited
 - i) 3 out of 5 objectives have been completed. Substantial progress has been made against the 2 outstanding objectives, covering energy efficiency and ROGs related safety management system development work. These will be completed during the early part of the 2008/09 plan.
- b) Serco Docklands
 - i) 5 out of 6 objectives have been completed. Accreditation of the SERCO Environment Management System against ISO 14001 has proved more of a challenge, but will be completed during the 2008/09 plan.
- c) London Overground Infrastructure
 - i) 5 out of 6 objectives have been completed. The objective covering transfer of procedures to the new Isambard process system has had to overcome unforeseen IT challenges, and associated formal reviews of procedures, but these are now in place, and this objective will be carried forward to the 2008/09 plan.
- d) London Overground Rail Operations Limited
 - i) The Safety Improvement Plans have been finalised during the quarter and will become live during 2008/09.

3 STATUS OF THE MANAGEMENT SYSTEM

- a) The London Rail HSE Management System consists of core London Rail documentation. Beneath this, there are specific arrangements that relate to the individual operating companies within London Rail.
- b) Docklands Light Railways Limited has a Safety Management System which governs its activities as Infrastructure Manager under ROGs, which has been accepted by the Office of Rail Regulation.
- c) Rail for London Limited (which comprises the London Rail headquarters functions and London Overground Operations and Infrastructure) has a current HSEMS in place, which is being developed to cover the London Overground Infrastructure Manager role.

4 HSE PERFORMANCE

4.1 Health

- a) There were no significant staff occupational illness and/or sickness issues within London Rail during Quarter 4. Overall sickness and absence rates remain low. The number of days lost due to sickness absence for London Rail were 217. Attendance rates in London Rail overall were 98.4%.

4.2 Safety

- a) **London Overground Infrastructure**
Since the beginning of the main works on the London Overground Infrastructure worksites there have been a total of five RIDDOR injuries in 1,088,497 hours worked. This equates to an accident rate of 0.459 per 100,000 hours worked, a performance better than our project target of 0.59.
- b) **London Overground**
There were no RIDDOR reportable injuries or incidents to report during this quarter.
- c) **Docklands Light Railway**
There were two RIDDOR injuries on DLR major projects during the quarter. The total number of RIDDOR related accidents for major projects on DLR by the end of this Quarter was seventeen in 3,092,834 hours worked. This equates to an accident frequency rate of 0.55 per 100,000 hours worked and is better than the project target rate of 0.59.

4.3 Environment / sustainability

- a) **London Rail**
 - i) London Rail completed the London Rail Energy Action Plan in March 2008. This plan sets out the actions London Rail will take to reduce energy use. Key Performance Indicators (KPIs) have been produced.
 - ii) London Rail is working closely with the Department for Transport and other parts of the rail industry to develop a robust national emissions model. This will be used to assess the impact of current rail services and future schemes, such as those required to fulfil the High Level Output Specification requirements on CO₂ emissions.
 - iii) London Rail continues to provide input into the Rail Safety Standards Board (RSSB) workstreams. The Sustainable Development Steering Group is developing a sustainable development vision, strategy and leadership framework. This Group is providing the rail industry response to consultations on

the DfT's 'Towards a Sustainable Transport System' and the 'New Approach to Appraisal'. London Rail is also contributing to the carbon reduction plan being developed through the RSSB Carbon Reduction Working Group. This work includes consideration of on-train metering and other measures to encourage TOCs to reduce their electricity and fuel use.

- iv) London Rail has made an initial contribution to the Environment Agency's 'Thames Estuary 2100' consultation. This project is assessing flood risk along the estuary in the long term and how this should be mitigated. TfL will be liaising more closely with the Environment Agency on this study in the next few months regarding rail infrastructure and projects in the risk areas.

b) Docklands Light Railway (DLR)

- i) DLR is developing procurement options, pricing, and a full business case for a pilot project covering regenerative braking.

c) London Overground Rail Operations Limited (LOROL)

- i) LOROL has produced an initial sustainability report for Willesden Junction station. The report includes proposals that can be implemented as part of the upgrade of the station to reduce the impact on the environment. This report was a commitment specified in the Concession Agreement. The plan is to develop this as a template for rolling out to other stations on the London Overground network.
- ii) LOROL has also continued to develop an overall Sustainability Action Plan. KPIs are being developed for each activity to ensure delivery against the targets can be quantitatively assessed. The document will continue to be developed as new initiatives are created and targets achieved.

d) London Overground Infrastructure

- i) The East London Line Project (ELLP) has commenced a feasibility study to assess the viability of installing a wind turbine as part of their bid to the TfL Climate Change Fund Approvals Group. If the study gives a positive result, the ELLP will submit an application for funding of this initiative.
- ii) The ELLP Main Works Contractor continues to progress the detailed design and site construction works. The contractor has submitted a draft operational noise and vibration assessment to the London Borough of Lewisham and a public meeting was held to present the finding and mitigation proposals to local residents. The final report will be used to help discharge planning conditions. Further operational noise and vibration assessment reports are under preparation by the Contractor for submission to the relevant London Boroughs.

- iii) There have been 15 environmental incidents on the ELLP, in the quarter. 11 of which related to noise, 3 related to oil spillages and 1 related to a water discharge.

4.4 Major Incidents

No incidents to report.

CORPORATE DIRECTORATES QUARTERLY HEALTH, SAFETY AND ENVIRONMENT REPORT

1. SUMMARY

1.1 What went well

- a) Progress has been made in taking forward the programme to implement the Det Norske Veritas audit recommendations.
- b) A Fire Risk Assessment template has been agreed with London Underground and applied to the introduction of Wide Aisle Gates.
- c) An Occupational Driving Assessment Standard for incorporation into the Group HSE Management System has been completed, establishing generic requirements for identifying, assessing and reducing the health and safety risks arising from work-related driving.
- d) The Contractor Health and Safety Assurance Scheme (CHAS) was introduced within Group Property and Facilities to provide a framework for assessing the health and safety performance of contractors.

1.2 Areas for improvement

- a) A Standard is under development to address health and safety issues relating to cycling at work so as to ensure risks are appropriately managed.

1.3 Significant plans for next quarter

- a) The 2007/08 HSE Assurance Letters process will be completed.
- b) The Group HSE Competency Framework will be completed.
- c) Following the integration of some ticketing functions into the Fares and Ticketing Directorate, there will be further work in Q1 to ensure effective working arrangements with LU.
- d) A workplace stress audit will take place within Group Customer Services.

2 PROGRESS AGAINST HSE PLAN

2.1 Corporate Directorate HSE Management System

- a) The Occupational Driving Assessment Standard has been updated to address requirements arising from the Transport at Work Policy and to incorporate outputs from the 'Driving/Riding Whilst at Work' TfL Working Group.

2.2 Specific areas of risk

- a) The Dseasy programme continued roll-out across the Mode to programme.

3 STATUS OF MANAGEMENT SYSTEM

- 3.1 Work will continue into 2008/09 to align the HSE Management System to the changed organisational structure.
- 3.2 The review of existing Standards within Group Facilities Departmental Safety Management System will continue into Q1. Enhancements have been made to the Group Facilities intranet site.

4 HSE PERFORMANCE

4.1 Health

- a) There were 4282 days of sickness absence during Q4, equivalent to 1.8 days per person. This represents a continuing reduction in sickness absence on equivalent, absolute and normalised previous year Q4 data.
- b) The top three sickness absence generator categories comprised (in descending order) cold and flu symptoms, stress/mental illness and musculo-skeletal-disorders. Stress generated 320 days of sickness absence, or 7.5% of the total.

4.2 Safety

There were 18 minor employee accidents/incidents, 7 minor customer accidents/incidents, 5 minor contractor accidents/incidents and no third party accidents/incidents.

4.3 Environment / Sustainability

- a) TfL's Environment Report for 2007 was published.
- b) An awareness and behavioural change campaign, 'Papersmart 2008', was launched. Training in a new approach to engaging colleagues has been provided to 170 environmental champions. The aim is for teams to generate innovative and practical ways of conserving materials, particularly paper, through reducing use, reusing, recycling and purchasing goods with recycled content.
- c) The TfL Climate Change Fund Approvals Group agreed to support a £500k project from DLR to trial track-side capacitors that will enable the use of regenerative braking.
- d) The Smarter Driving campaign was launched on 25 February 2008. The campaign aims to reduce CO₂ emissions by car owners, by promoting cost savings from smarter driving.

- e) TfL is contributing to the 'Drain London' project, which aims to better understand the risks of surface water flooding to London and to develop a strategic surface water management plan. The project will assess the location, ownership and capacity of surface water drainage in London as well as analysing the frequency, severity and cause of surface water flooding.

4.4 **Major incidents**

There were no major incidents.