

TRANSPORT FOR LONDON

BOARD

SUBJECT: TfL GROUP ANNUAL HEALTH AND SAFETY REPORT 2008/09

DATE: 29 JULY 2009

1 PURPOSE AND DECISION REQUIRED

- 1.1 To update members on the Health and Safety performance of the TfL Group during 2008/09, where appropriate drawing comparisons with prior years' performance. The Board is asked to note the report.
- 1.2 This report was considered at the meeting of the Safety, Health and Environment Committee at its meeting held on 22 July 2009.

2 BACKGROUND

- 2.1 The TfL Group Annual Health and Safety Report is an important part of the health and safety performance and assurance information that is provided to the Safety, Health and Environment Committee (SHEC). This is the sixth year that the report has been produced.
- 2.2 The report addresses the health and safety of employees and the safety of customer across all modes. The report also addresses progress towards the London 2010 road safety targets.

3 INFORMATION

- 3.1 A draft of the report was reviewed and noted by SHEC at the 22 July Committee meeting with the Commissioner in attendance. The Committee and the advisers to SHEC considered the report to indicate a substantial commitment to health and safety throughout TfL and a generally good performance. The Committee requested minor amendments to the report and asked that the full report be submitted to the Board.
- 3.2 The amended TfL Group Annual Health and Safety Report is attached as Appendix 1.

4 RECOMMENDATION

- 4.1 The Board is asked to NOTE the contents of the report.

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TfL Group Annual Health and Safety Report 2008/09



TfL Group Annual Health and Safety Report 2008/09

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TfL Group Annual Health and Safety Report 2008/09

Executive summary

This is the sixth annual health and safety performance report produced by Transport for London (TfL). The report is a summary of health and safety activities, performance and progress in 2008/09 from across the TfL Group, which comprises London Underground, Surface Transport, London Rail and the Corporate Directorates.

Crossrail became a subsidiary of the TfL Group in December 2008. This report does not address Crossrail's health and safety performance for the past year; however, in future Crossrail will contribute to this report.

In December 2008, the integration of Metronet into London Underground began with the transfer of all staff to London Underground. Combined health and safety performance reporting will take place from the beginning of 2009/10.

This report assesses performance for the period from 1 April 2008 to 31 March 2009, and where appropriate there are comparisons with previous years' data.

Road safety data are also detailed from January to December 2008. These data are compared with the 1994-98 averages and the data for the 12 months ending December 2007.

Any enforcement actions made against parts of the TfL Group are not addressed in this report but are reported separately to the TfL Safety, Health and Environment Committee.

The environmental performance of TfL's modes in 2008/09 will be reported separately in an annual Environment Report.

Progress against health and safety plans/objectives

All modal health and safety plans were monitored throughout the year with progress reported to the Safety, Health and Environment Committee and the TfL Board on a quarterly basis.

The majority of safety plans have been achieved this year with some reprogramming.

Health and safety performance

Employee safety

This is the fourth consecutive year of zero work-related employee fatalities and a reduced number of employee injuries.

This year there were 17 TfL employee major injuries compared with 26 in 2007/08. London Underground significantly reduced injuries from 23 to seven, while Surface Transport injuries increased from three to 10. London Rail and the Corporate Directorates had no employee major injuries.

The total TfL employee major injury rate for 2008/09 was 0.85 per 1,000 employees. This is lower than the 2007/08 major injury rate of 1.21 per 1,000 employees.

The most recent major injury rate for the UK transport sector reported by the Health and Safety Executive (HSE) is 1.35 per 1,000 employees.

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Customer safety

There were two customer fatalities in 2008/09, two less than last year, both in Surface Transport. The customer fatality incident rate (0.001 per million passenger journeys) 2008/09 remains low.

Contractor safety

There were two contractor fatalities in TfL in 2008/09, one more than last year. London Underground and London Rail both had one contractor fatality.

Major incidents

There were nine major incidents during the past year. In addition to the four fatalities referred to above, there were two incidents that involved collisions with TfL-owned trees. A pedestrian was fatally injured following an incident with a bus at London Bridge and the driver of a privately owned vehicle was fatally injured at Clapham Common.

A member of the public was also fatally injured due to a fall from a privately chartered vessel while disembarking at Westminster Pier.

There were two major incidents not involving fatalities. A bridge (Bridge GE 19) being built outside Liverpool Street station, as part of the construction of the East London line, was displaced and caused mainline train service disruption and there was an in-service derailment on the Docklands Light Railway, between Westferry and West India Quay.

Health and wellbeing

Annual sickness absence across TfL decreased again this year from 10.10 days per full-time equivalent (FTE) in 2007/08 to 9.86 days in 2008/09. There has been more focus on the development of health and wellbeing initiatives to address long-term sickness absence from work and mental health management this year.

Road safety

TfL's London Road Safety Unit supports and undertakes a number of education, training and publicity initiatives in London that focus on groups that have been identified as particularly at risk, such as powered two-wheeler users, children, teenagers and cyclists. This work includes monitoring and research, education, training and publicity as well as road safety engineering.

Current research and development activities include Intelligent Speed Adaptation, a set of technologies designed to assist drivers in speed management, the children's traffic club and the Junior Road Safety Officer (JRSO) scheme. Examples of recent teen publicity campaigns include Crunch, Cribs, Blockbuster and Shattered Dreams. These powerful cinema commercials all carry the 'Don't die before you've lived' strapline and are aimed at 13 to 16-year-olds.

TfL continues to make good progress towards achieving its casualty reduction targets set for 2010, with the targets for child killed and seriously injured (KSI) and all slightly injured casualty targets already achieved. In 2008, there were 23,116 road traffic collisions in Greater London that resulted in 28,153 casualties. Of these, 204 were fatally injured (an eight per cent decrease from last year), 3,322 seriously injured (a seven per cent decrease) and 24,627 slightly injured.

Introduction

This is the sixth year for which TfL has produced an annual report of health and safety performance.

This report provides a summary of health and safety performance across the TfL Group from 1 April 2008 to 31 March 2009. Where relevant, comparisons have been drawn with 2007/08 data and earlier years' performance. Road safety data have been provided from January to December 2008.

Crossrail became a subsidiary of TfL in December 2008. This report does not address its health and safety performance for 2008/09; however, Crossrail will report separately. Crossrail's health and safety performance will be addressed in this report in future years.

In December 2008 the integration of Metronet into London Underground began with the transfer of all staff to London Underground. Metronet's health and safety performance for 2008/09 is not addressed in this report but will be in future years.

Environmental performance for 2008/09 will be reported separately in an annual Environment Report later in the year.

1 Progress against HSE plans/objectives

All modal health and safety plans have been monitored throughout the year with progress reported to the Safety, Health and Environment Committee on a quarterly basis.

The majority of safety plans have been achieved this year and where plans were unmet, mainly due to reorganisations, they have been reprogrammed.

The annual HSE Assurance Letters process, in which chief officers confirm to the Commissioner and the Safety, Health and Environment Committee the extent to which their health, safety and environmental management systems (HSEMS) meet the requirements of the TfL Group, was completed in 2008/09.

2 Status of the HSE management systems

The London Underground HSEMS has evolved over a number of years and the core standards within the HSEMS are mandated on the Public Private Partnership suppliers (the Infraco) contractually. London Underground has continued to develop and improve its system through ongoing review in 2008/09. In 2009/10, London Underground will continue to develop the system further by integrating this as a key element into its business management system.

In Surface Transport, the programme of work to update their HSEMS to include updated safety legislation is to be completed by the end of 2009.

London Rail consists of three internal modes: London Overground, Docklands Light Railway and London Tramlink. The transport services are delivered by private sector contractors. In each, a management system covering TfL operations is in place. The London Overground HSEMS is in the process of being adapted to include new infrastructure manager responsibilities. The Docklands Light Railway has developed an integrated HSEMS within the last year. The system has been communicated

to all staff and is fully operational. The system in London Tramlink is still being revised, with the aim of implementing an integrated HSEMS for August 2009.

The Corporate Directorates HSEMS is in place and covers all Corporate Directorate business activities. It also addresses legislative requirements and best practice. During 2007/08, an independent audit of the Corporate Directorates HSEMS was carried out. A programme to implement agreed recommendations has been completed. During 2009/10, the Corporate Directorates HSEMS will be updated to address necessary changes resulting from organisational change.

2.1 Review of progress against audit plans

2.1.1 London Underground

London Underground completed its safety audit programme in 2008/09, covering its own operations and those of the Infracore and suppliers. In addition, a programme of audit revisits has continued to follow up findings from station, train and service control operations audits. Progress with safety audit programmes, emerging trends and follow-up actions to address significant findings is monitored regularly.

2.1.2 Surface Transport

Surface Transport completed the bus operator health and safety audit programme for 2008/09. Areas for improvement were identified and communicated to operators and there were no major safety concerns. The engineering quality monitoring audits and the rolling programme of bus garage closed-circuit television audits continued.

The HSEMS for London Streets was audited by the Royal Society for the Prevention of Accidents and met the requirements of successful health and safety management set out by the HSE.

Surface Transport actions and recommendations against audits have been monitored regularly at departmental safety governance meetings and significant actions have been met.

2.1.3 London Rail

London Rail completed audit programmes for Tram Operations, Docklands Light Railway and London Overground in 2008/09.

Tram Operations undertook three audits in the year; driver monitoring and action plans, investigation management and safety critical communication. Generally, the audits found that Tram Operations was compliant with internal procedures. Tram Operations was also subject to an external HSEMS audit procured by its parent company, FirstGroup, with no major issues identified.

In December 2008, Docklands Light Railway carried out an annual safety management system audit on the operator Serco and the concessionaires within the Docklands Light Railway family, as required under the Railways and Other Guided Transport Systems (Safety) Regulations. There were no major issues identified.

During 2008/09, a number of engineering safety and construction safety management internal audits were carried out in London Overground.

Where non-conformities were identified, corrective action reports were raised to enable action to be taken to prevent recurrence of the identified safety item. Management reviews were regularly conducted to consider the audit results and actions taken.

2.1.4 Corporate Directorates

The agreed recommendations from the independent audit of the Corporate Directorates HSEMS and the Group HSEMS carried out in 2007/08 have been completed. Plans are in place to create a rolling audit programme in which each of the modal HSEMS is independently audited on a three to five-year basis. This process will help further strengthen Group-level alignment.

3 Health and safety performance statistics

This section summarises TfL's health and safety performance for the year 2008/09 and compares it with the four previous years where data are available. In the graphs, the numbers inserted in the legends are the actual figures.

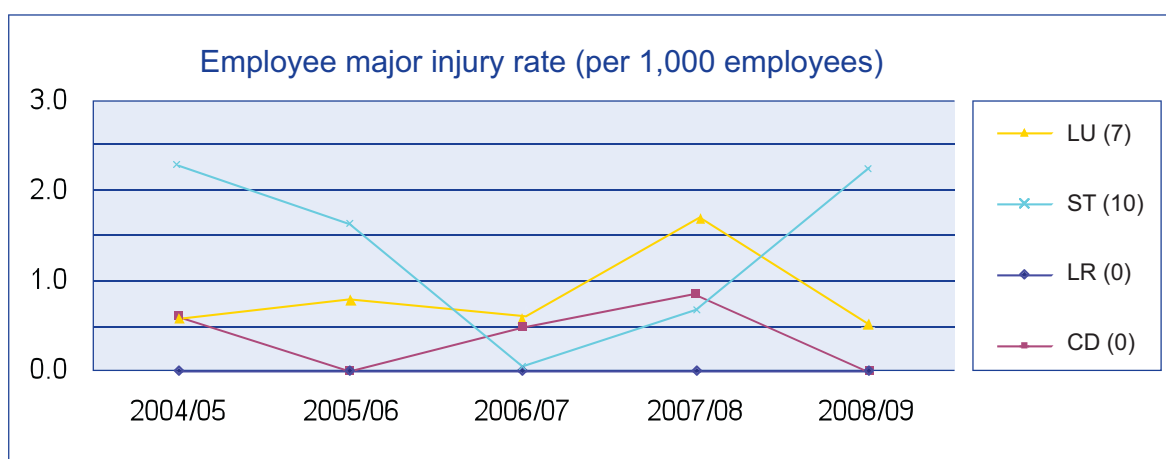
3.1 Employee safety

3.1.1 Employee fatalities

There were no employee fatalities for the fourth consecutive year.

3.1.2 Employee major injuries

Employee major injuries are defined by the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) and must be reported to the HSE. They include injuries such as limb fractures, injuries leading to unconsciousness or admittance to hospital for more than 24 hours.



There were 17 employee major injuries in 2008/09 in TfL compared with 26 in 2007/08. London Underground reduced injuries from 23 to seven, while Surface Transport increased from three to 10. London Rail and the Corporate Directorates had no employee major injuries this year.

This year's decrease in the number of employee major injuries in London Underground has returned the incident rate to the relatively stable level of preceding years.

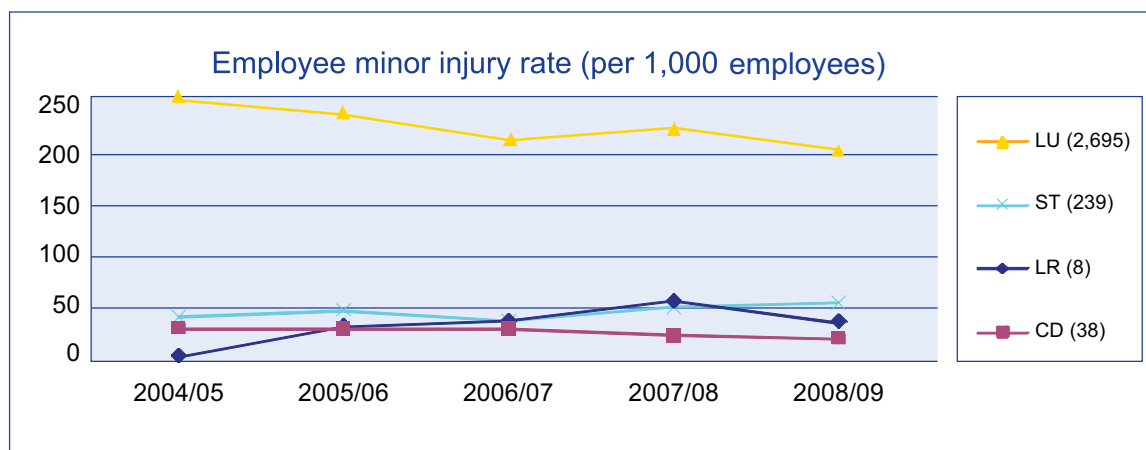
The Surface Transport increase in employee major injury rate was due to an increase in slips, trips and falls, the majority of which occurred within the Revenue Protection Inspectorate. Efforts will be increased in the coming year to reduce these injuries.

The TfL employee major injury rate for 2008/09 was 0.85 per 1,000 employees. This is a decrease from the 2007/08 major injury rate of 1.21 per 1,000 employees

The most recent major injury rate for the UK transport sector reported by the HSE is 1.35 per 1,000 employees.

3.1.3 Employee minor injuries

Employee minor injuries are any injuries that are not defined as major in RIDDOR.



In London Underground, employee minor injuries decreased by 13 per cent, from 3,047 in 2007/08 to 2,695 in 2008/09. In Surface Transport, there was a slight decrease of two per cent, from 244 in 2007/08 to 239 in 2008/09. London Rail decreased by 20 per cent from 10 in 2007/08 to eight in 2008/09 and Corporate Directorates decreased by 20 per cent from 48 in 2007/08 to 38.

The higher employee minor injury rate shown in London Underground compared with the other modes is, in large part, due to a higher proportion of operations-based employees.

3.1.4 Employee assaults

Employee assaults include any incident in which a person is verbally or physically abused, threatened or assaulted in circumstances related to their work.



For London Underground only, this includes employees who are travelling to and from work in uniform.

London Underground had a small decrease in employee assaults of 0.12 per cent from 1,881 in 2007/08 to 1,857 in 2008/09.

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In Surface Transport, employee assaults increased by 14 per cent, from 215 in 2007/08 to 245 in 2008/09, the majority of which were physical in nature. The introduction of the new Workplace Violence Unit, coupled with enhanced personal safety training that focuses on assault management, is expected to contribute towards reducing assaults.

London Underground and Surface Transport employee assault rates have remained stable over the last five years.

Employee assault data for London Rail and Corporate Directorates are not reported as they do not have customer-facing staff.

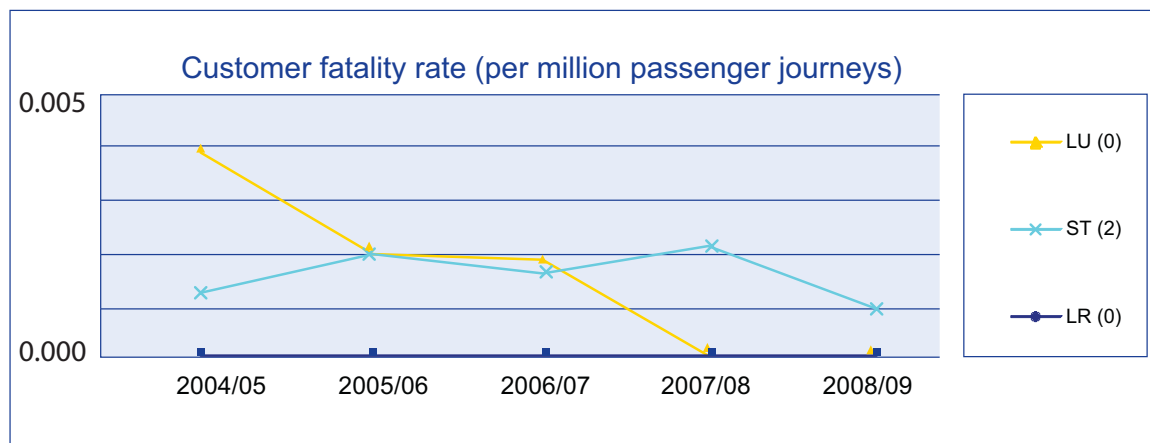
3.2 Customer safety

Customer safety is of paramount importance to TfL. TfL provided more than 3.4 billion passenger journeys in 2008/09. TfL works in partnership with the police, security organisations and London boroughs to deliver improved safety and security for passengers.

3.2.1 Customer accidental fatalities

This performance indicator is a measure of the number of customer fatalities arising from incidents involving a TfL business operation. Suicides, crime-related fatalities and medical fatalities are excluded.

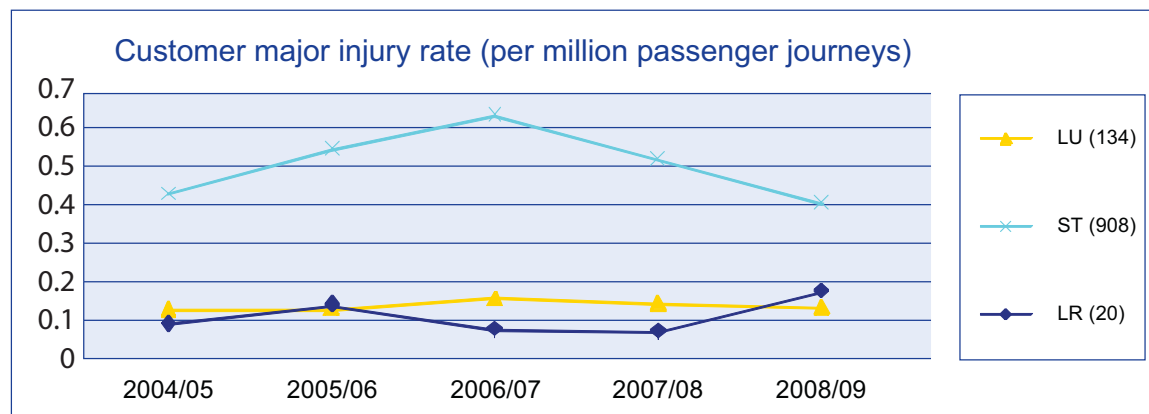
The definition of customer includes members of the public using a TfL business or premises, people using rights of way, trespassers, tenants and off-duty employees.



There were two customer fatalities in 2008/09, two less than last year. This year, Surface Transport reported two and London Underground, London Rail and Corporate Directorates had no customer fatalities. The customer fatality incident rate (0.001 per million passenger journeys) 2008/09 remains low. Further details on the individual incidents are available in Section 4.

3.2.2 Customer major injuries

Customer major injuries are defined as reportable under the RIDDOR definition.



London Underground's customer major injuries decreased by 6.9 per cent, from 144 in 2007/08 to 134 in 2008/09.

Customer major injuries in Surface Transport decreased by 22 per cent, from 1,169 in 2007/08 to 908 in 2008/09. Of these, 907 occurred on buses. The main causes of customer major injuries were slips, trips and falls (74 per cent) and road traffic collisions (10 per cent).

Surface Transport will continue to prioritise driver quality monitoring (see paragraph 3.4.2) as part of a range of efforts to reduce customer injuries on buses. The extension of the quality incentive contracts to the bus network encourages good driving behaviours to positively affect customer safety.

London Rail has reported a fivefold increase in customer major injuries from four in 2007/08 to 20 in 2008/09. The figure now includes statistics from Docklands Light Railway, London Tramlink and London Overground. In previous years, London Rail's customer injuries data only related to Docklands Light Railway. Data from London Overground and London Tramlink for previous years is not available.

3.3 Contractor safety

3.3.1 Contractor fatalities

Year	London Underground	Surface Transport	London Rail	Corporate Directorates
2004/05	0	0	0	0
2005/06	0	1	0	0
2006/07	0	0	0	0
2007/08	0	1	0	0
2008/09	1	0	1	0

There were two contractor fatalities in TfL in 2008/09, one more than last year. London Underground and London Rail both reported contractor fatalities. For both modes, this was the first contractor fatality since 2000. Surface Transport and Corporate Directorates had no contractor fatalities during 2008/09. (Further details are given in Section 4).

3.3.2 Contractor major injuries

Year	London Underground	Surface Transport	London Rail	Corporate Directorates
2004/05	15	146	6	0
2005/06	17	158	0	0
2006/07	10	106	3	0
2007/08	13	149	10	0
2008/09	24	105	4	0

The number of contractor major injuries remained relatively stable in each of the modes over the last five years, though for London Underground there was an increase from 13 to 24 over the last year.

Normalised incident figures for contractors are not given because precise numbers of contractors employed are not available and the numbers of contractors may fluctuate year-on-year and therefore data may not be readily comparable from year-to-year.

3.3.3 Contractor assaults

Year	London Underground	Surface Transport	London Rail	Corporate Directorates
2004/05	22	627*	165	0
2005/06	24	1,105	97	0
2006/07	12	708	88	0
2007/08	24	1,168	41	0
2008/09	15	888	217	0

*It is thought that bus operator reporting compliance adversely affected this number.

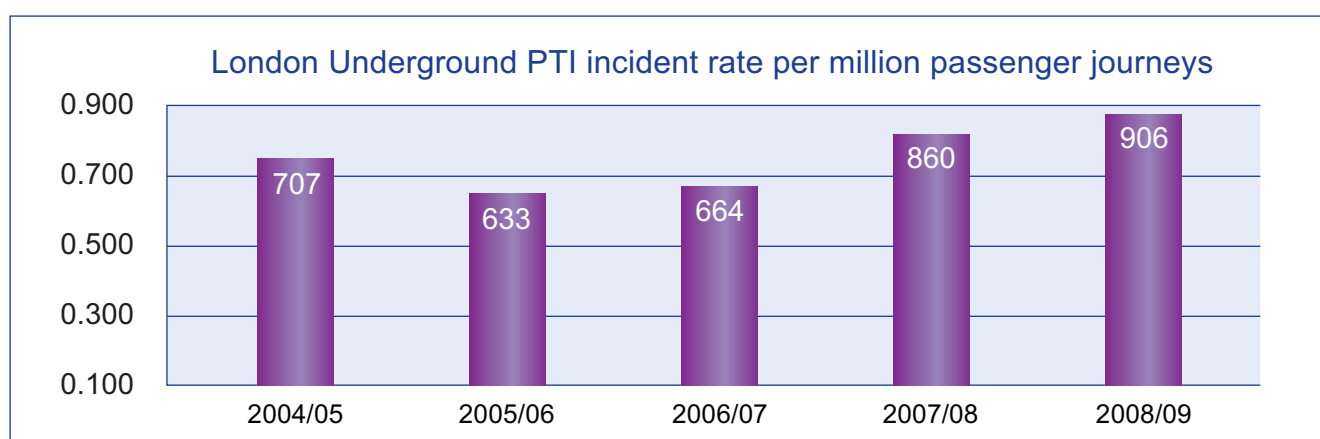
The level of contractor assaults is fairly stable, except for the increase in contractor assaults in London Rail. This is largely due to the expansion of customer-facing operations with London Overground and the addition of London Tramlink, who each have a well-established reporting and support system and strong controls in place.

3.4 Mode-specific indicators

3.4.1 London Underground

1. Platform/train interface (PTI) incidents

PTI incidents are those that occur at the boundary where the platform and train meet. There is a very low probability of a PTI incident occurring to an individual. However, because of the high frequency of daily crossings of the platform/train interface, this is one of the top customer risks and accounts for 45.9 per cent of London Underground's major accident risk profile.



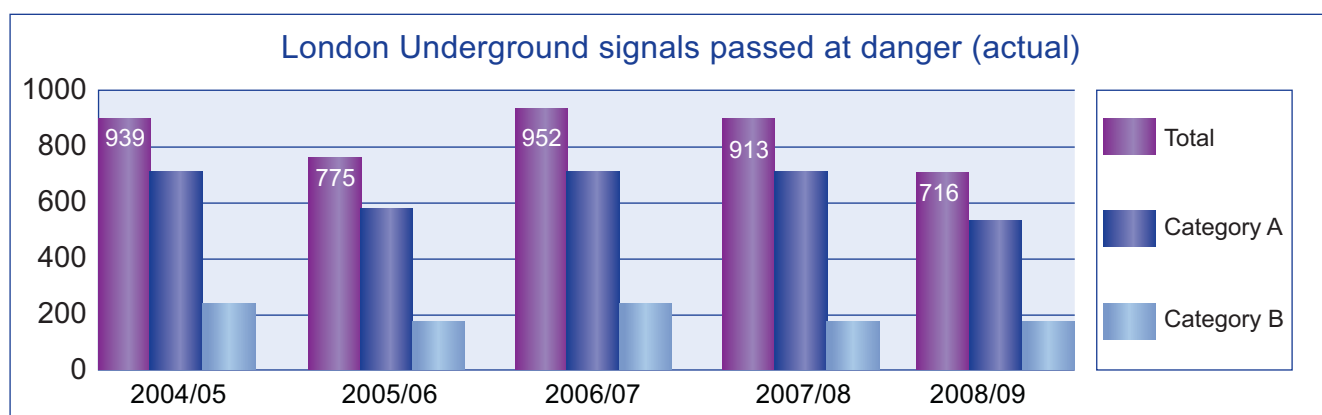
There was an increase in PTI incidents by 4.7 per cent, to 906 in 2008/09 from 860 in 2007/08. This is mainly attributed to the number of customer falls while boarding and alighting trains and also an increase in the number of customer falls from platforms where prior consumption of alcohol is thought to be a contributory factor.

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A number of control measures continue to be used to minimise the PTI incident risk. These include: targeted customer advertising campaigns, dedicated platform staff to actively manage train 'station dwell-time', equipment upgrades, and platform and on-train announcements.

II. Signals passed at danger (SPAD)

A SPAD is defined as any red, or 'danger', signal that is passed without proper authority. SPAD risks are primarily controlled through the protected signalling system that automatically applies the emergency brake if a SPAD occurs. Category A SPADs arise from the action of the driver. Category B SPADs are caused by signalling equipment failing, malfunctioning or returning to 'danger' in error.

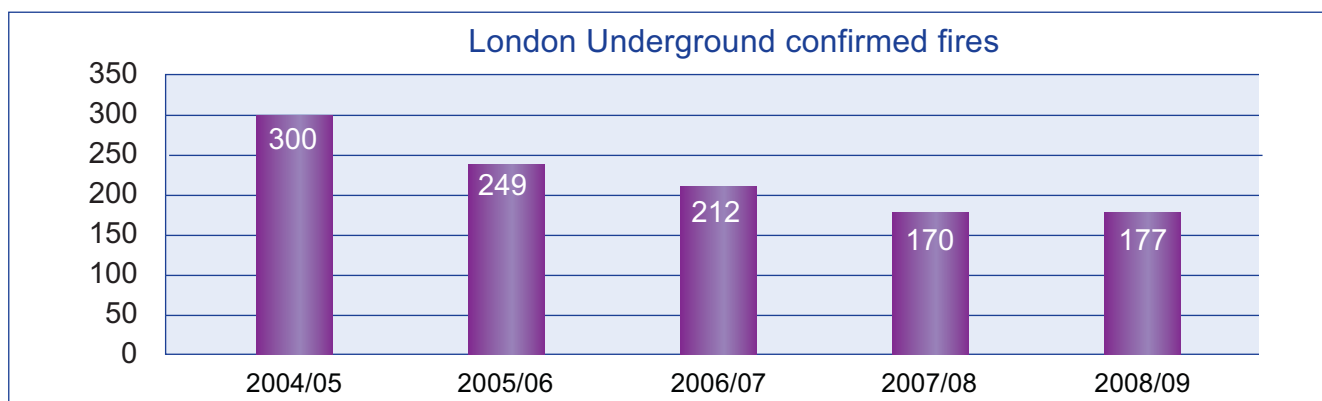


Both category A and Category B SPADs have decreased by 22 per cent, to 716 in 2008/09 from 913 in 2007/08.

None of the SPADs reported resulted in a train going beyond its 'safety overlap'. This was the final year of the five-year SPAD mitigation programme and the benefits from this programme are being realised.

III. Confirmed fires

This indicator measures the number of observed fires, or serious arcing or fusing involving a train, track or station on the London Underground infrastructure. Fires make up 6.9 per cent of the London Underground risk profile.

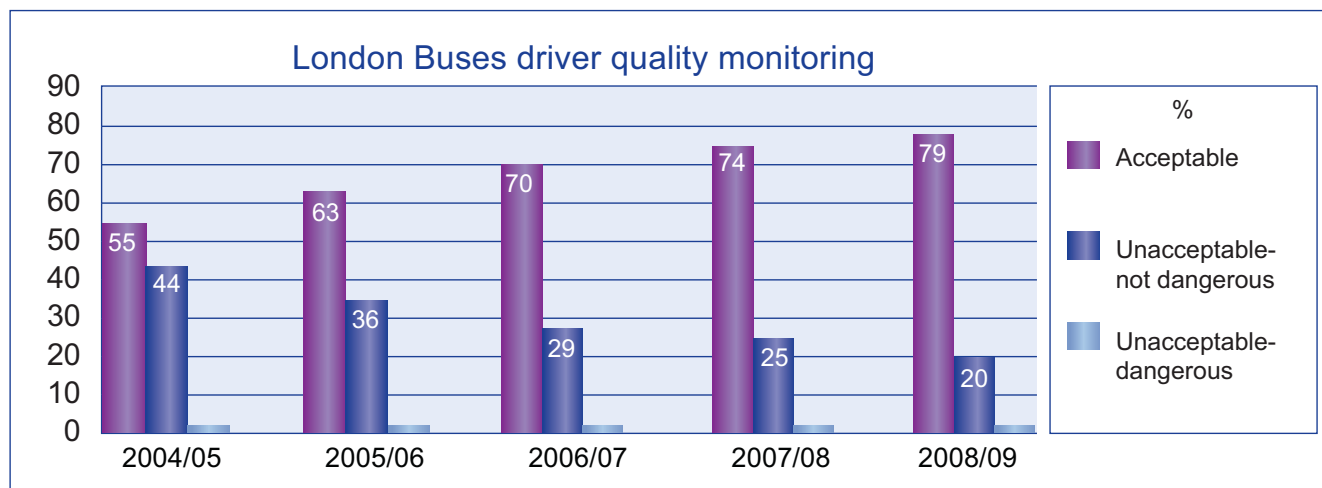


The number of confirmed fires remained stable at one of the lowest levels recorded. The improved litter-picking regime implemented in 2007/08 continues to contribute to this performance.

3.4.2 Surface Transport

I. Driver quality monitoring (DQM)

During the year more than 6,750 covert assessments of bus drivers were undertaken by Driving Standards Agency examiners on behalf of TfL. The standard of bus driving has continued to improve during 2008/09.



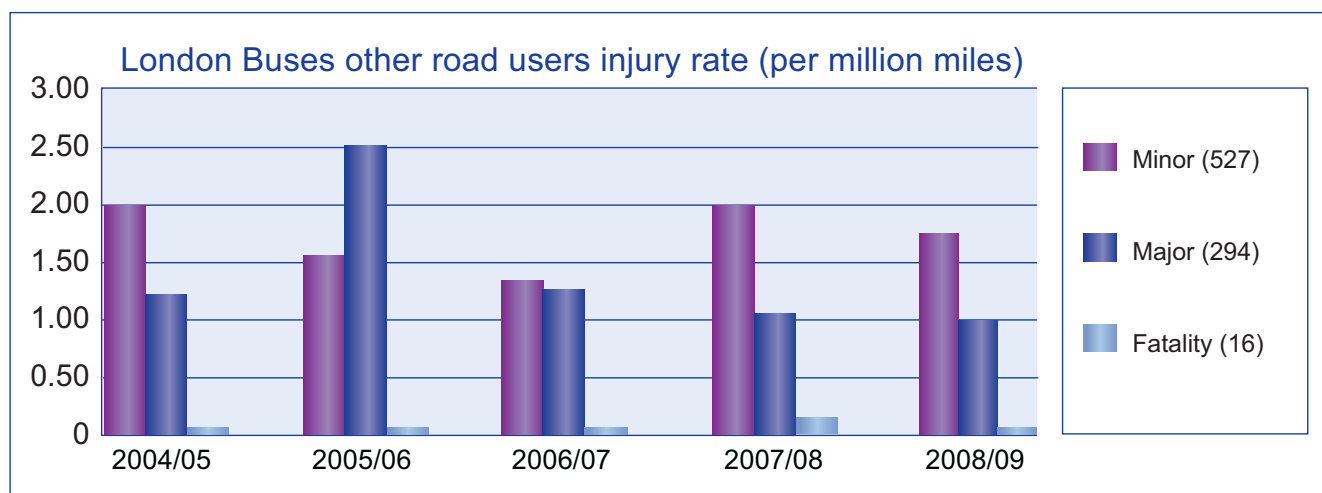
Of the individual driver quality assessments, 79 per cent were considered to be 'acceptable', continuing the year-on-year improvement since 2004/05. In addition, the percentage of assessments rated as 'unacceptable not dangerous' and 'unacceptable dangerous' has reduced from 44 per cent to 20 per cent, with less than one per cent rated as 'unacceptable dangerous' in 2008/09.

An 'unacceptable dangerous' score applies to an element of the assessment that is considered to have the potential of leading to an incident/accident. This may represent a single event occurring during the whole assessment. However, these scores are taken extremely seriously by TfL and bus operators who are notified within 24 hours and are expected to follow these up quickly by interviewing the driver and, where appropriate, reviewing other evidence such as on-bus CCTV. The specific action taken will clearly depend on the individual circumstances of each observation and will range from advice being given to formal discipline and, in some cases, dismissal. The driver will often also receive additional training and/or follow up covert observations by the bus operator's own driver training staff.

This is checked through the performance management process and the annual safety audit. Operators consistently demonstrate that 'unacceptable dangerous' reports are treated with an appropriate level of priority and importance.

II. London Buses road user incident rates

This indicator measures the number of minor, major and fatal injuries to road users (including pedestrians but excluding on-duty TfL employees, bus operator staff and passengers) arising as a result of London Buses' contracted bus operations. The figures in brackets in the legend refer to the actual number of injuries.



Managers in London Buses have continued to coordinate the Bus Operators' Forum safety sub-group in 2008/09. This year, bus operators have shared good practice and developed guidance that has contributed to improving bus safety standards. Road user fatalities decreased from 34 in 2007/08 to 16 in 2008/09 (53 per cent). Of the 16 fatalities this year, 14 were pedestrians (three fewer than the previous year) and two were drivers of private vehicles.

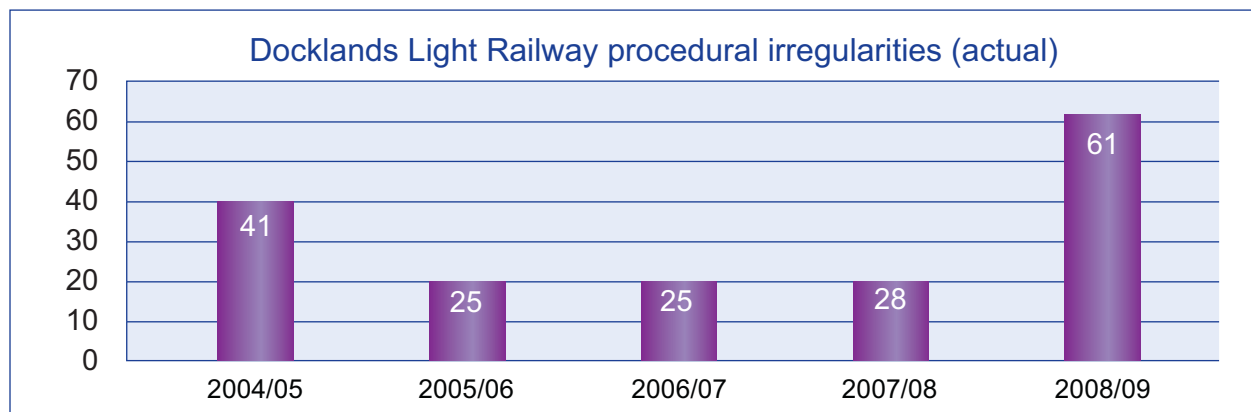
A series of route risk assessments, undertaken with guidance produced jointly by bus operators and TfL, has been completed. These assessments are informing the communication of hazards to bus drivers.

A number of bus operators have plans to introduce electronic bus monitoring systems to enable the comparison of driver performance and fuel efficiency. This new technology will enable the assessment of poor driving habits to reduce risks to other road users.

3.4.3 London Rail

I. Procedural irregularities

Procedural irregularities are events that can potentially lead to incidents on the railway. This indicator relates specifically to Docklands Light Railway. In 2008/09, Docklands Light Railway introduced various initiatives to reduce the number of procedural irregularities, reinforcing the training provided for staff and analysing the irregularities to take on board lessons that could be learnt.



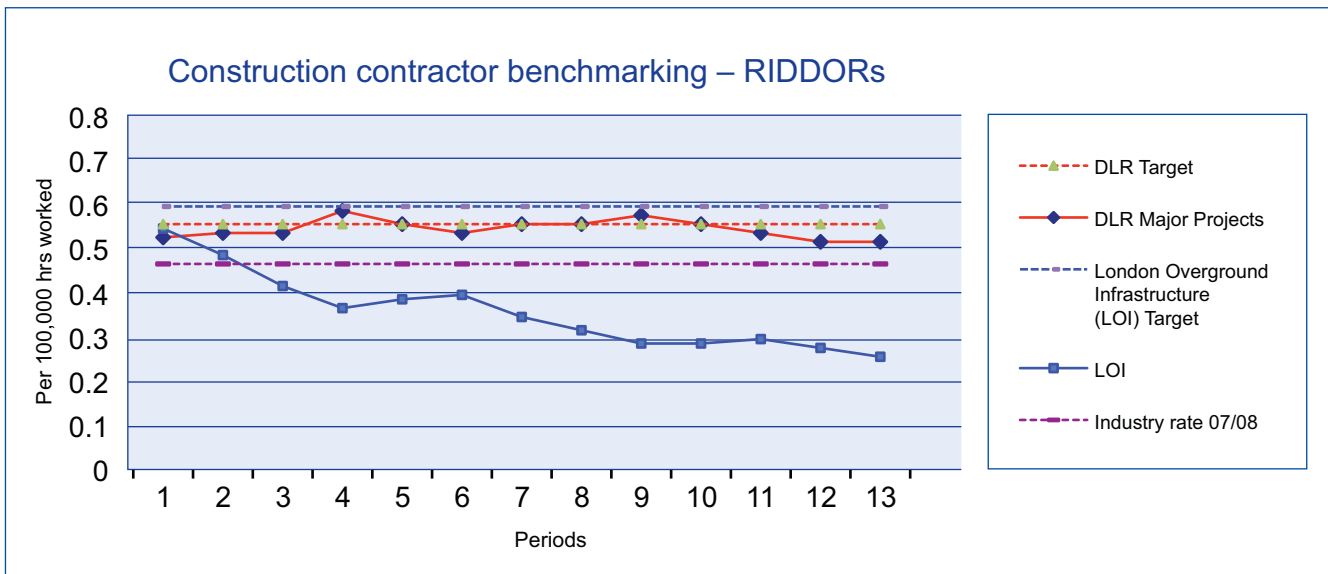
Of the 61 instances shown, 33 were assigned to 'operational' issues; this is reasonably consistent with the previous year's performance of 28 instances. The majority of instances recorded were during engineering hours and had no effect on passenger service. All instances have been investigated and appropriate action taken to prevent recurrence.

The remaining incidents were related to a large increase in project works, for example capacity enhancement works, which have significantly increased in the past 12 months.

II Construction contractor benchmarking – RIDDORs

London Rail uses accident frequency rates to monitor the performance of construction contractors. Rates are classified as RIDDORs per 100,000 hours worked and operational contractors are not included in the following table.

In 2008/09, London Rail maintained a clear focus on construction safety performance during a time of significant construction activity.



Docklands Light Railway’s major projects kept within its benchmark rate of 0.55 RIDDORs for most of the year. A number of different initiatives have been introduced to reduce the frequency rate and as these initiatives strengthen, there is confidence that the rate will improve.

The London Overground infrastructure project’s accident frequency rate is much lower than the target rate for the overall project set at its commencement, and is also lower than Docklands Light Railway’s rate. This demonstrates the benefits from sustained and integrated initiatives throughout the project. London Rail expects performance to strengthen further during the coming year.

4. Major incidents

Incidents which are classified as major incidents are:

- Fatalities to employee, contractor, transport user or members of the public on TfL property or premises (excluding suicide or suspected suicide, crime-related fatality or non-work-related medical fatality)
- Incidents resulting in three or more people requiring treatment in hospital due to accidental injury
- Significant incidents where the final total costs (loss) are likely to be more than £1m to TfL, including those covered by insurance
- Incidents (including environmental incidents) where prosecution is likely, there is a regulatory interest, or there is, or there is likely to be, significant media interest

TfL specifically excludes public road traffic accidents from this group as they are not within TfL's directly managed activities. However, TfL collates and reports on road traffic accidents and instigates, where appropriate, action to improve road safety. Road safety performance is reported in detail in Section 6.

There were nine major incidents during the year as described below.

4.1 Major incidents involving fatalities

- In February 2009, a passenger was fatally injured following a fall on a bus
- In May 2008, a pedestrian was fatally injured following an incident involving a bus and a TfL-owned tree at Tower Bridge Road
- In August 2008, a passenger was fatally injured after a fall from a privately chartered vessel while disembarking at Westminster Pier
- In August 2008, the driver of a private vehicle was fatally injured when a TfL-owned tree fell on to the vehicle at Clapham Common
- In September 2008, a bus passenger was fatally injured in a collision involving a bus and a tram at Croydon
- In December 2008, a contractor was fatally injured upon contact with a source of electricity
- In December 2008, an employee of a subcontractor was fatally injured when struck by an excavator bucket which had become detached from its assembly

4.2 Major incidents not involving fatalities

- The bridge (Bridge GE 19) being built outside Liverpool Street station, as part of the construction of the East London line, was displaced. No injuries were sustained but main line train services were suspended
- In March 2009, an in-service derailment occurred on the Docklands Light Railway at the Delta Junction between Westferry and West India Quay. Passengers were safely escorted off the train

5 Occupational health and wellbeing

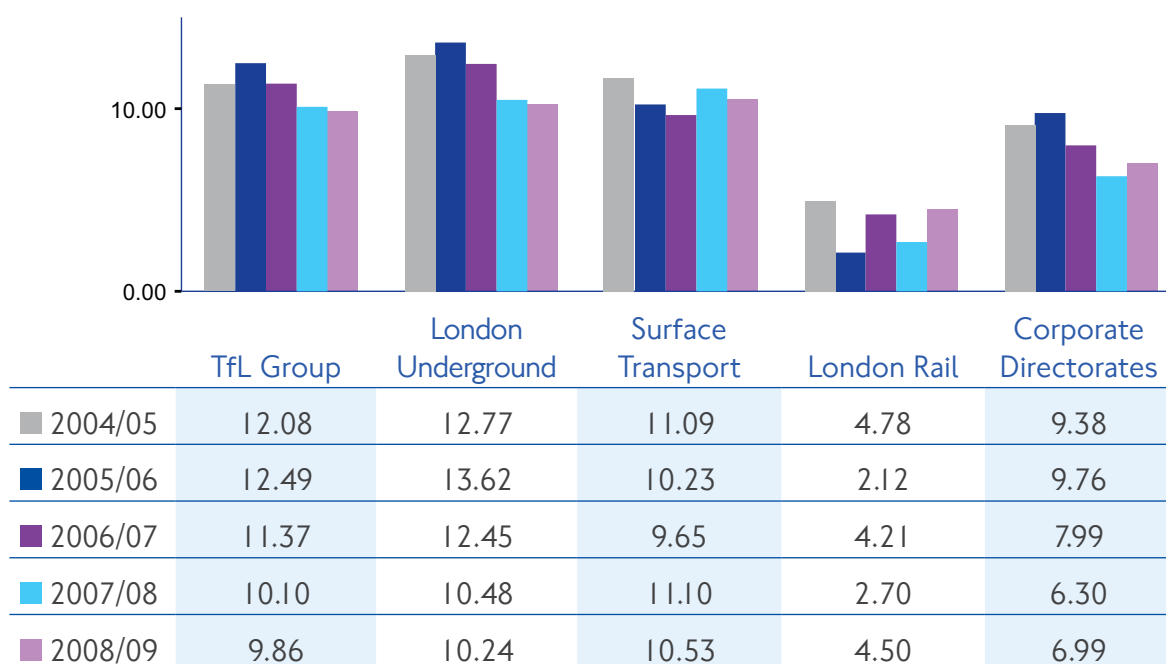
This section provides information on sickness absence across TfL and describes its activities to encourage employees to improve their health and wellbeing during 2008/09.

The report compares medical reasons for sickness absence in the year 2008/09 across the TfL Group and summarises the average days lost per employee reported as being due to sickness. TfL uses the sickness absence data to identify key areas of health risk in order to focus corporate interventions at an appropriate level and to consider further health interventions.

5.1 Analysis of medical causes of sickness absence

Annual sickness absence across the TfL Group decreased again this year from 10.10 days per full time equivalent in 2007/08 to 9.86 in 2008/09. There has been more focus on the development of health and wellbeing initiatives to address long-term sickness absence from work and mental health management in London Underground, Surface Transport and London Rail.

Average sickness absence per FTE by mode (2004/05-2008/09)



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Medical causes of sickness absence as a percentage of total sickness absence

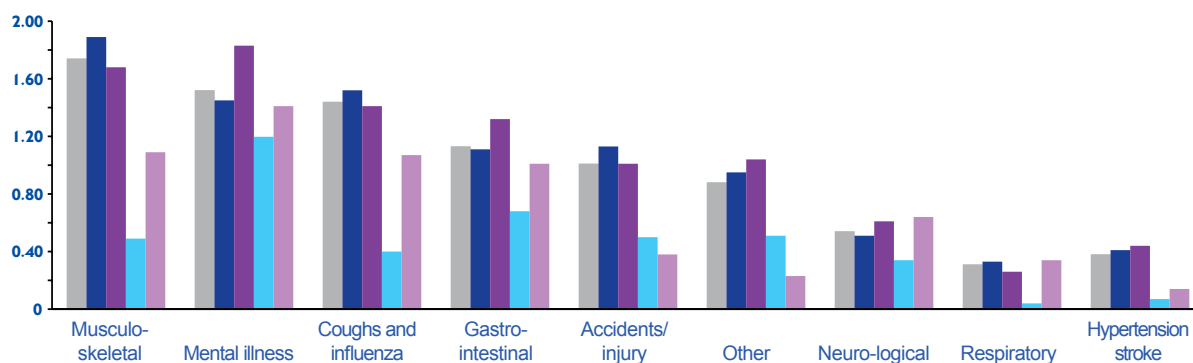
%	Musculo-skeletal disorders	Mental ill-health	Coughs and influenza	Next highest cause
TfL Group	17.7	15.4	14.6	11.5 Gastro-intestinal
London Underground	18.5	14.2	14.9	11.0 Accidents/assaults
Surface Transport	16.0	17.3	13.4	12.5 Other categories
London Rail	10.8	26.4	9.0	14.1 Gastro-intestinal
Corporate Directorates	10.8	20.2	15.3	12.5 Gastro-intestinal

As with the previous year, the three most frequently reported categories for reported sickness absence are musculo-skeletal disorders, mental ill-health and coughs and influenza.

Mental ill-health is responsible for the highest proportion of absence for all modes except London Underground. In 2008/09, London Underground led on the development and implementation of a mental health strategy which had a positive effect. The programme included a communications plan about mental health and the provision of modules about resilience and stress management as part of routine operational training.

The graph below shows the average days lost due to sickness absence per employee by category and mode for the year 2008/09.

Average days lost due to sickness absence per employee by category and mode 2008/09



TfL group	1.74	1.52	1.44	1.13	1.01	0.88	0.54	0.31	0.38
London Underground	1.89	1.45	1.52	1.11	1.13	0.95	0.51	0.33	0.41
Surface Transport	1.68	1.83	1.41	1.32	1.01	1.04	0.61	0.26	0.44
London Rail	0.49	0.14	0.4	0.68	0.5	0.51	0.34	0.04	0.07
Corporate Directorates	1.09	1.41	1.07	1.01	0.38	0.23	0.64	0.34	0.14

5.2. Health-related activities during 2008/09

5.2.1 Occupational Health services

The Occupational Health team provides services across TfL and regularly reviews its services on a cross-modal basis. London Underground continues to use Occupational Health services more heavily than other modes, which reflects the large number of operational staff in London Underground.

Percentage usage of OH services compared with percentage headcount

	Total staff usage (contact with OH)	% of usage	*headcount	% headcount	Ratio of usage to headcount
London Underground	24,109	82.3	13,222	67.6	1.82:1
Surface Transport	3,371	11.5	4,043	20.5	0.83:1
London Rail	93	0.30	232	1.2	0.40:1
Corporate Directorates	1,711	5.80	2,229	11.3	0.78:1
Total	29,284	100	19,727.2	100.0	1.48:1

*FTE number of staff exclusive of contractors and agency staff on the Occupational Health database.

5.2.2 Improvements to the health and wellbeing programme

A condition management programme for employees with chronic musculo-skeletal problems has helped understand more about individual conditions and helped improve employee quality of life. Two pilot programmes were run that focused on a variety of factors that are often associated with persistent pain, physical, mental and emotional. The programme is being evaluated to determine its effectiveness and whether there is a business case for continuing the programme.

The 2008/09 health fair theme was 'Keeping the Balance'. The focus was on the adoption of healthy eating habits and encouragement to become more physically active. There was also advice on taking steps to 'stay happy' by developing coping skills. Health fairs were held at different locations throughout TfL, 32 for London Underground staff, London Rail and the Corporate Directorates. Surface Transport agreed funding for four fairs to be carried out in 2009/10.

A new mental health report for London Underground was produced to raise awareness at senior management level. This provided a summary of key achievements to date. Ongoing work involves keeping up to date with research and employee at-risk identification, with an aim to reduce or prevent sickness absence.

The counselling and trauma service introduced a new process for priority referrals, which aims to provide telephone counselling for 85 per cent of contacts within the first day of referral. Performance against this target is being monitored.

The drugs and alcohol assessment and treatment service worked to improve relationships with local authority drugs and alcohol services to expedite the treatment of employees who request assistance and to increase local authority funding. The service has recently extended its contract to provide services to Tube Lines employees. The team will conduct a satisfaction survey for managers next year.

6 Road safety

A total of 23,116 road traffic collisions, on the public highway within Greater London which resulted in personal injury, were reported to the Metropolitan Police Service (Met) and City of London Police during 2008. This represents a one per cent decrease compared with 2007. These collisions resulted in 28,153 casualties. Of these, 204 were fatally injured, while 3,322 were seriously injured and 24,627 were slightly injured.

In March 2000 the Government announced a new national road safety strategy and casualty reduction targets for 2010. The casualty reduction targets to be achieved by 2010, compared with the 1994-98 average, are:

- Forty per cent reduction in killed or seriously injured (KSIs)
- Fifty per cent reduction in child KSIs
- Ten per cent reduction in the slightly injured casualty rate, expressed as the number of people slightly injured per 100 million vehicle kilometres

London's Road Safety Plan supports the national targets and recommended further targets for reducing the numbers of pedestrians, pedal cyclists and powered two-wheeler rider KSIs by 40 per cent by 2010.

By 2004, these targets had largely been achieved in London, apart from those for powered two-wheeler riders. Following consultation with key stakeholders, more stringent targets for the Capital were announced in March 2006, to be achieved by 2010. These are:

- Fifty per cent reduction in the number of KSIs
- Fifty per cent reduction in the number of cyclist and pedestrian KSIs
- Forty per cent reduction in powered two-wheeler rider KSIs (unchanged)
- Sixty per cent reduction in child KSIs
- Twenty five per cent reduction in the slightly injured casualty rate, expressed as the number of people slightly injured per 100 million vehicle kilometres

The following graphs show a breakdown of type of injury by road user, comparing the numbers for Greater London as a whole and for the Transport for London Road Network (TLRN), for which TfL is responsible. They also show progress towards the new revised targets for the year ending December 2008.

6.1 Programmes to reduce casualties in vulnerable groups

TfL's London Road Safety Unit (LRSU) was set up in 2002 to be the focus for TfL's road safety activities to implement London's Road Safety Plan.

LRSU currently supports and undertakes a number of education, training and publicity initiatives in London, focusing on groups that have been identified as particularly at risk, such as powered two-wheeler users, children, teenagers and cyclists.

Major activities to improve road safety in London are in the areas of monitoring and research, education, training and publicity as well as road safety engineering.

6.1.1 Monitoring and research

LRSU manages the collision and casualty database referred to as STATS19 for London. The data is used to identify high-risk sites to prioritise remedial road safety engineering works. The data are analysed to identify problems by road user type, for example, children, pedestrians, cyclists and powered two-wheeler users.

LRSU supports road safety professionals throughout London to achieve casualty reduction targets by undertaking and commissioning research, building up a body of research evidence and communicating research findings to promote evidence-based policy and practice in London.

Current research and development activities include Intelligent Speed Adaptation, a set of technologies designed to assist drivers in speed management.

6.1.2 Education, training and publicity

Initiatives developed to target young people are the Children's Traffic Club, the Junior Road Safety Officer (JRSO) scheme and teen campaigns.

The JRSO scheme, launched in 2005, targets nine to 11-year-olds by appointing two Year 5 or Year 6 pupils at each school as JRSOs. They are responsible for promoting and raising awareness of road safety issues in their school community and among parents.

Recent teen publicity campaigns include Crunch, Cribs, Blockbuster and Shattered Dreams. These powerful cinema commercials all carry the 'Don't die before you've lived' strapline and are aimed at 13 to 16-year-olds. On-street posters are also produced and distributed widely as part of this campaign.

The Bikesafe London and Scootersafe London initiatives, run by TfL in partnership with the Met and the City of London Police, aim to raise awareness among riders of powered two-wheelers of the risks they face on the road and advise them on how to reduce these risks.

The cyclists and heavy goods vehicle (HGV) campaign, launched in 2002, is a partnership between TfL, the London Cycling Campaign and the Freight Transport Association dedicated to reducing the number of cyclist fatalities caused by left-turning HGVs. To raise awareness of this issue, leaflets and tachograph covers were produced with a safety message for both cyclists and drivers of HGVs, and signs have been produced for the backs of lorries warning cyclists not to pass the vehicle on the inside.

In 2008, the LRSU developed the campaign further and produced a TV advertisement showing how cyclists are often not seen by drivers. The LRSU, in partnership with TfL's Freight Unit, distributed Fresnel lenses, which assist the reduction of drivers' blind spots, to freight companies and bicycle lights to cyclists.

The TfL publicity campaign for powered two-wheeler users involved a number of cinema and TV advertisements. These have focused on highlighting the dangers of speeding and loss of concentration by powered two-wheeler riders and have especially focused on encouraging drivers of other vehicles to look out for powered two-wheelers.

One of the national casualty reduction targets is to improve safety in areas of deprivation, where communities are at higher risk. TfL's research in London has identified high-risk communities and TfL is now encouraging local interventions to improve safety for these groups.

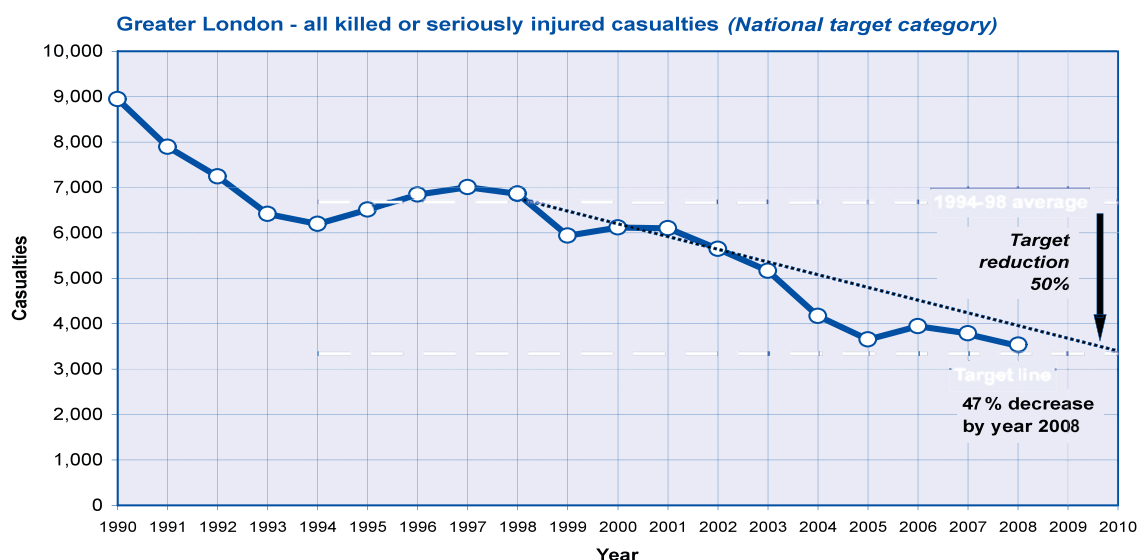
6.1.3 Road safety engineering

TfL is responsible for operating and improving conditions for all users of the TLRN, which is made up of approximately five per cent of London's roads but carries 33 per cent of its traffic. Support to the boroughs currently includes funding 20 mph zones (of which there are currently more than 400 in London) and for local education, training and publicity programmes.

To ensure that all changes to the TLRN are designed and implemented as safely as possible, a safety audit of the changes is carried out. A team of experienced safety engineers within LRSU undertakes these audits using an agreed procedure.

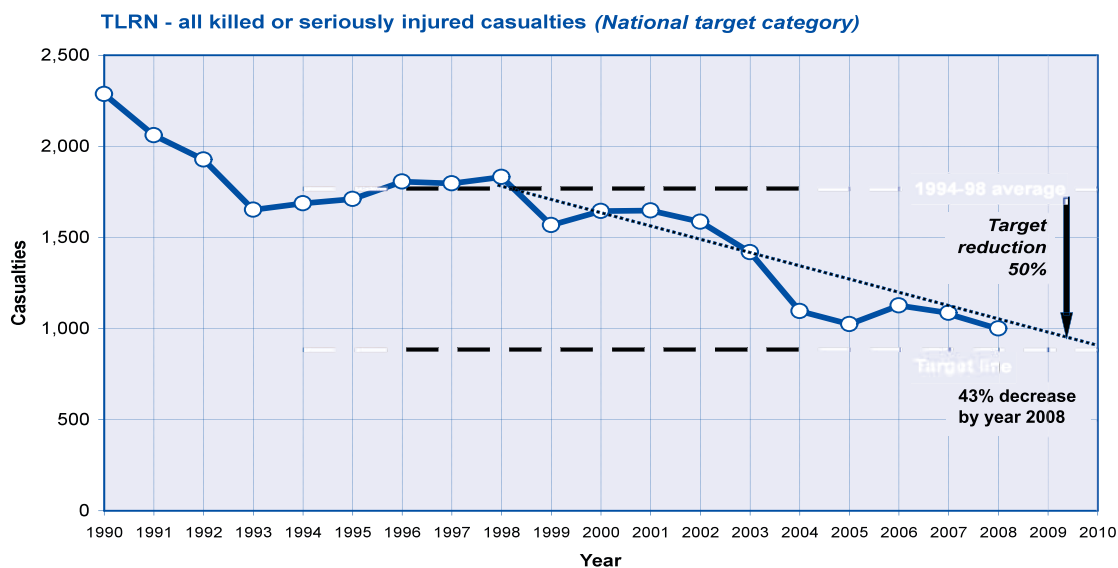
6.2 All KSI casualties

Fatalities in 2008 decreased by eight per cent compared with 2007, from 222 to 204, the lowest number recorded. Serious injuries decreased by seven per cent while slight injuries showed virtually no change with an increase of 0.2 per cent. Overall, casualties decreased by one per cent.



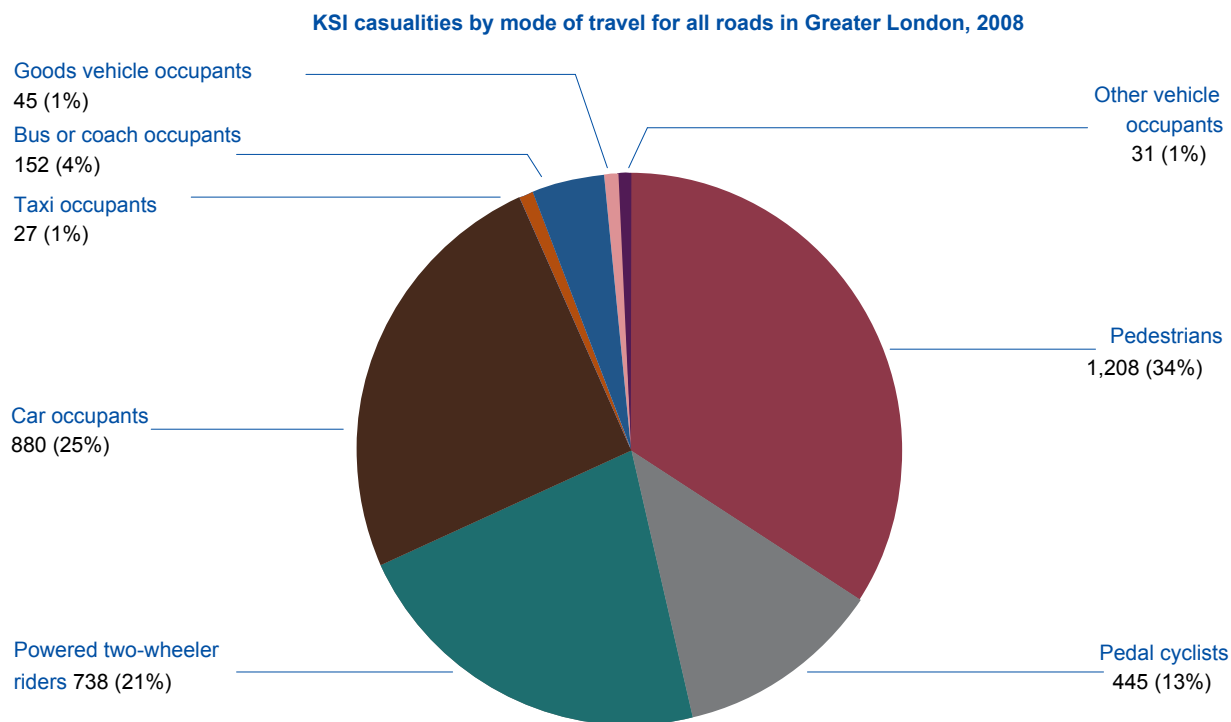
All KSIs were 47 per cent below the 1994-98 average following a seven per cent decrease in 2008. Fatalities were 18 per cent below the 1994-98 average by 2008, with a decrease of eight per cent over the last year.

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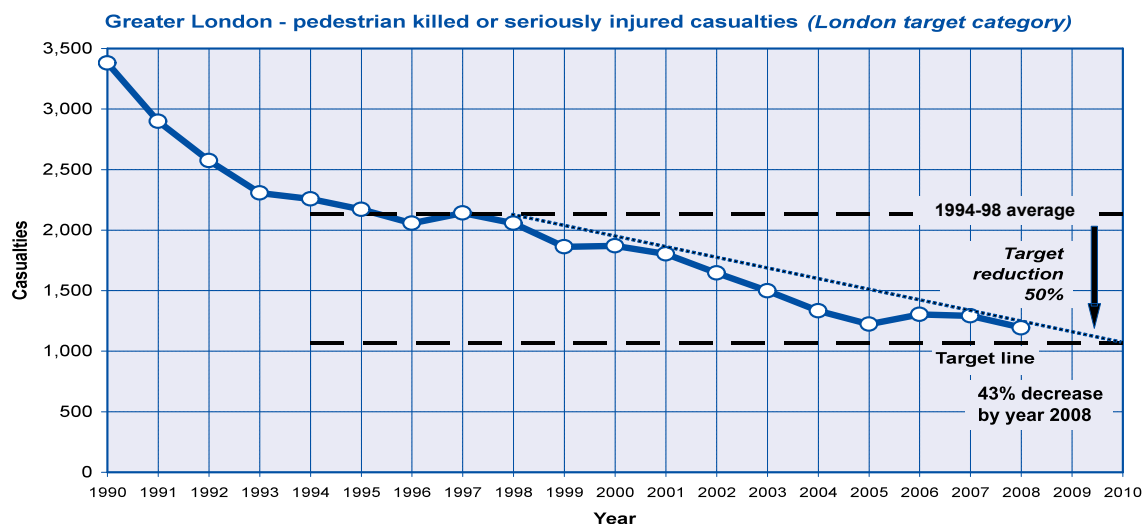
The trend for the TLRN largely reflects that for Greater London, with a decrease of 43 per cent from the 1994-98 average, following a decrease of seven per cent in 2008.

The diagram below indicates the distribution of KSIs by mode for all roads in Greater London in 2008.

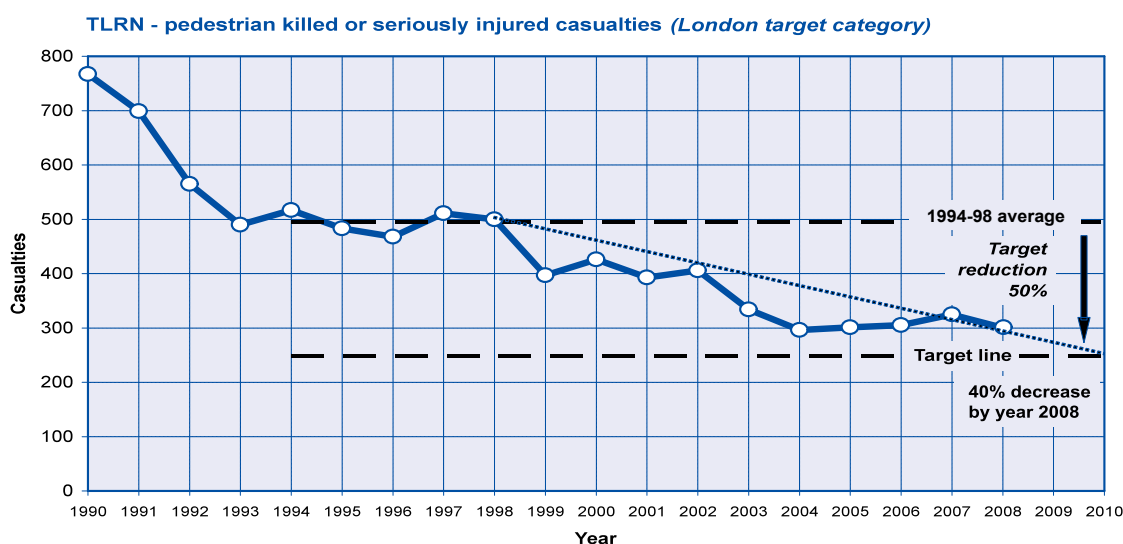


6.3 Pedestrian KSIs

Pedestrians accounted for 46 per cent of all fatalities and 34 per cent of all serious injuries in 2008. Overall, pedestrian casualties decreased by two per cent compared with 2007. Within this figure, pedestrian fatalities decreased by 14 per cent from 109 to 94, serious injuries decreased by six per cent and slight injuries decreased by one per cent.



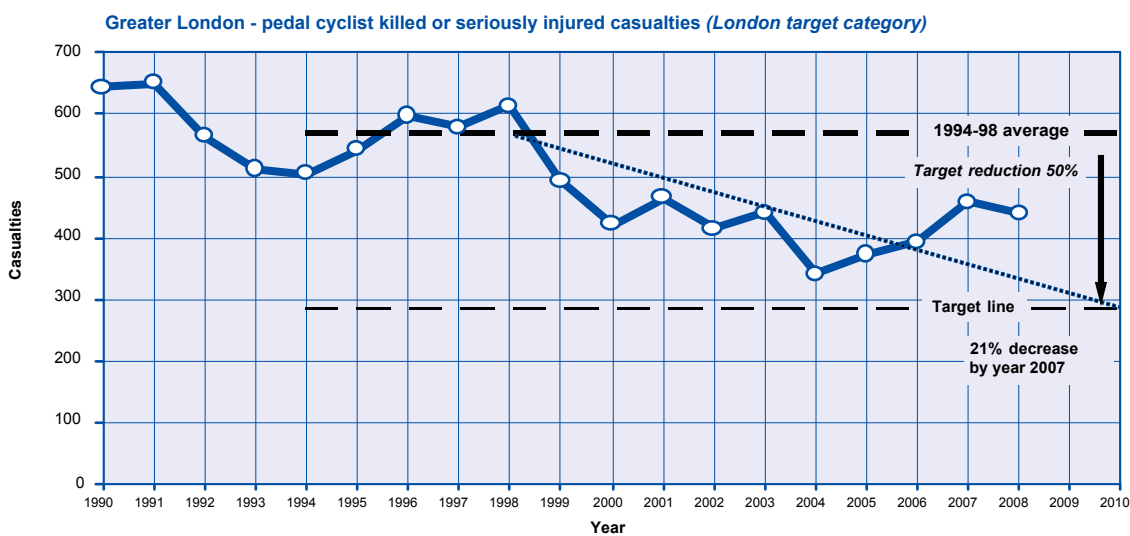
Pedestrians killed or seriously injured were 43 per cent below the 1994-98 average, after a seven per cent decrease in 2008.



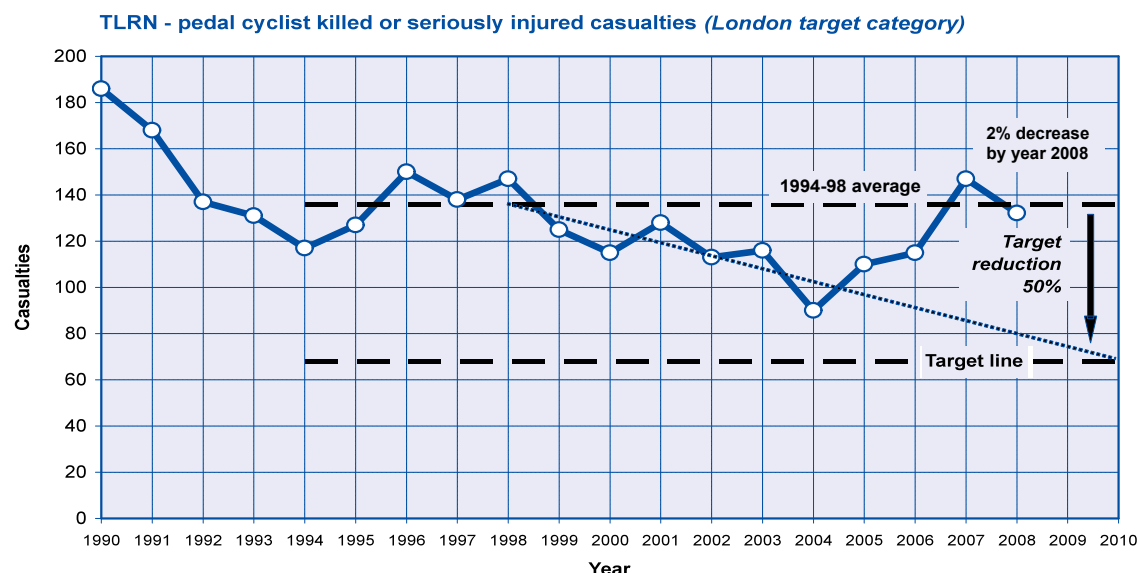
The trend for the TLRN largely mirrors that for Greater London as a whole, with a decrease of 40 per cent compared with the 1994-98 average, as a result of an eight per cent decrease in pedestrian KSIs during 2008.

6.4 Pedal cyclist KSIs

In 2008, pedal cyclists accounted for 11 per cent of all casualties and seven per cent of all fatalities. Casualties increased overall by eight per cent compared with 2007. Within this, the number of fatalities remained unchanged from 2007 at 15, serious injuries decreased by four per cent and slight injuries increased by 10 per cent.



Pedal cyclist KSIs were 21 per cent below the 1994-98 average, following a three per cent decrease in 2008.

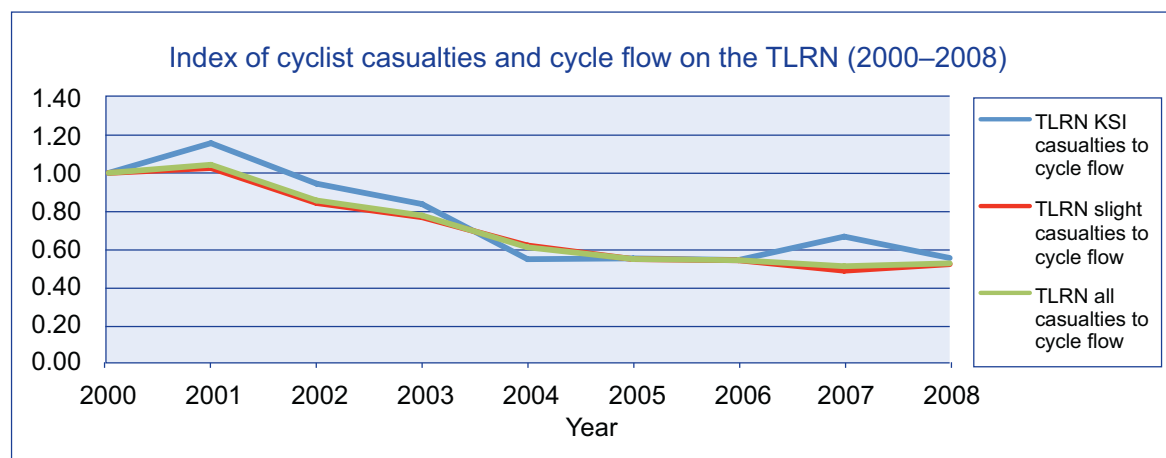


The trend for the TLRN broadly follows that for Greater London as a whole, but with a decrease of 10 per cent from 2007 to 2008. This means that by 2008, pedal cyclist KSIs were two per cent below the 1994-98 average.

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The increases in pedal cyclist casualties on all roads and the TLRN for 2004–2007 are probably due to the considerable increase in the amount of cycling in London in recent years.

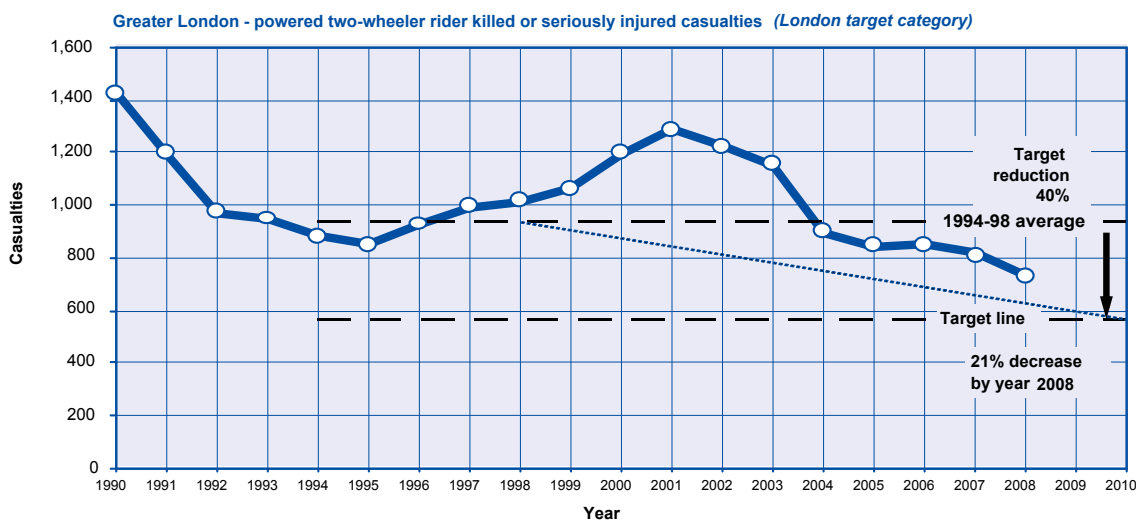
The following chart illustrates the changes in cyclist casualties on the TLRN relative to the change in cycle flow on the TLRN, which has been monitored closely by TfL since 2000 and currently provides the most reliable measure of cycling activity across London. Cycle flow is measured by cycle counters located across the TLRN based on a randomly stratified sample. The casualties have been divided by the cycle flows and are shown as indices, with the year 2000 set as 1.00 and the changes measured from there to give a proxy for a casualty rate.



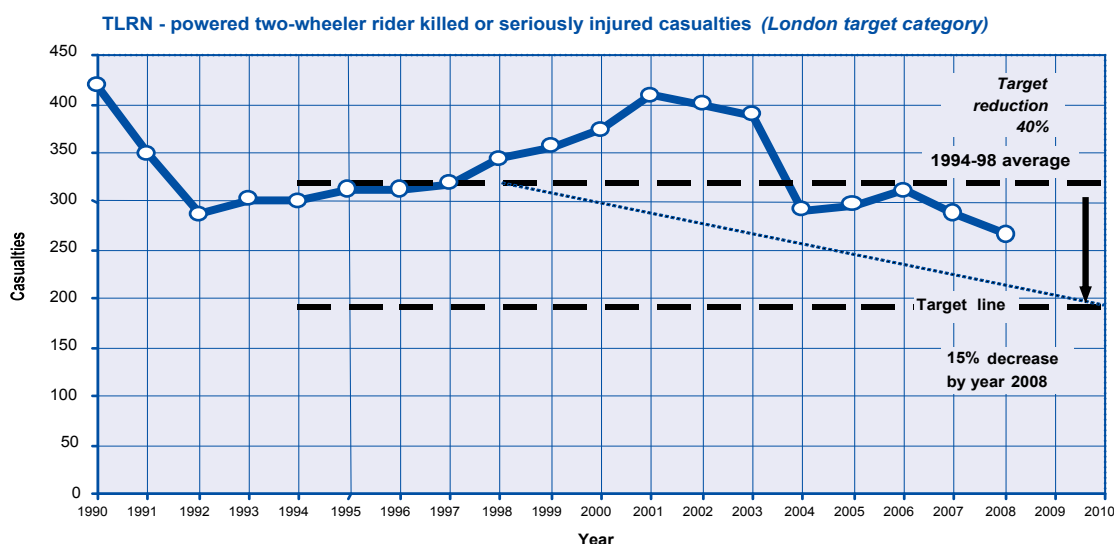
Since 2000, after a small increase in 2001, there has been a substantial decrease in the ‘cyclist casualty rate’ as measured by this index. By 2008, the ‘cyclist casualty rate’ had fallen over 40 per cent compared with 2000 for each of the severity levels (all, KSI and slight casualties). It should be noted that there has been more year-to-year fluctuation in the KSI ‘rate’ due to their relatively smaller numbers compared with slight and all casualties, and that the fall in casualty rate has slowed since 2004.

6.5 Powered two-wheeler rider KSIs

In 2008, riders and passengers of powered two-wheelers accounted for 15 per cent of all casualties and 25 per cent of all fatalities. Powered two-wheeler casualties saw an overall decrease of five per cent from 2007, but fatalities increased by 22 per cent from 41 to 50. Serious injuries decreased by 12 per cent and slight injuries decreased by four per cent.

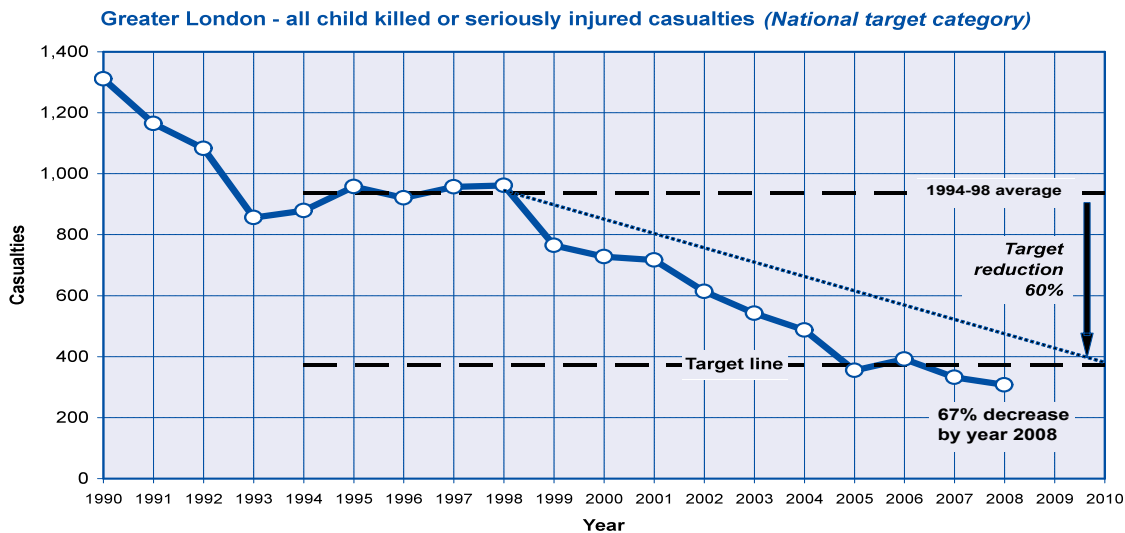


Powered two-wheeler rider KSIs are below the 1994-98 average for the fifth year running. By 2008, powered two-wheeler rider KSIs were 21 per cent below the 1994-98 average.

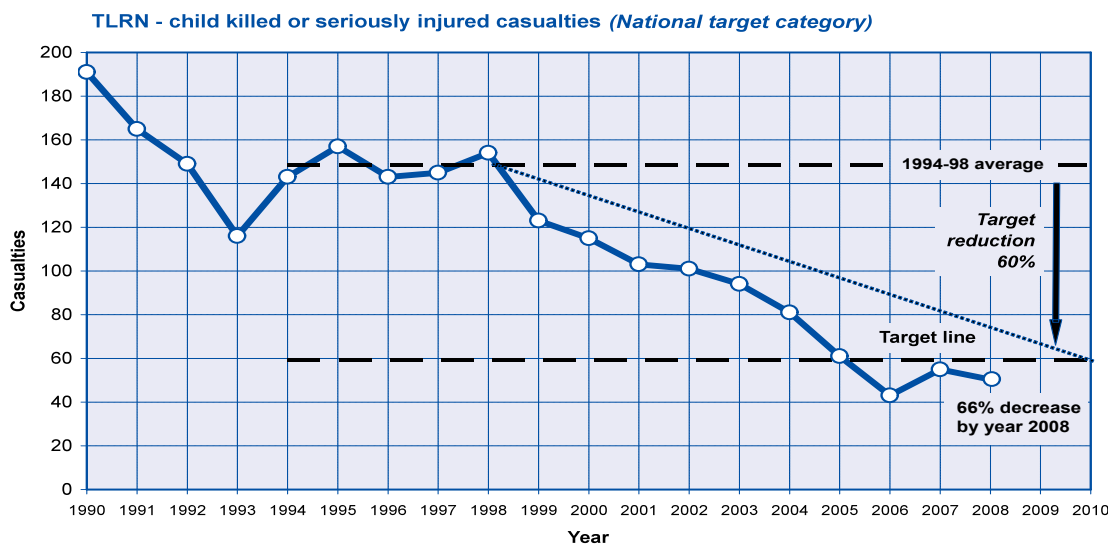


The trend for powered two-wheeler KSIs on the TLRN is broadly similar to that of Greater London as a whole, with a decrease of six per cent in 2008. KSI casualties are now 15 per cent below the 1994-98 average.

6.6 Child KSIs

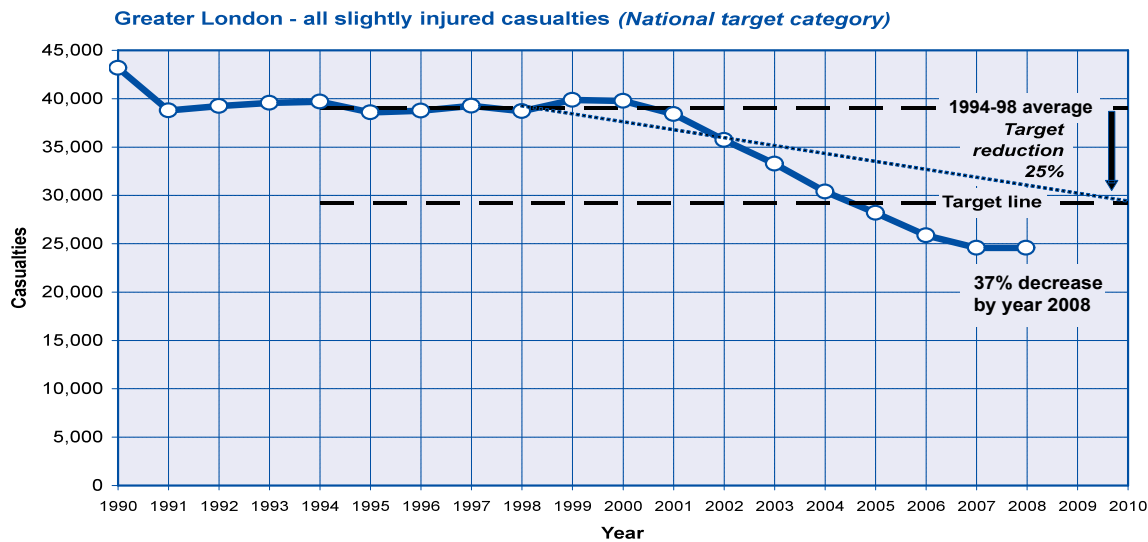


After a six per cent decrease in 2008, all child KSIs were 67 per cent below the 1994-98 average.

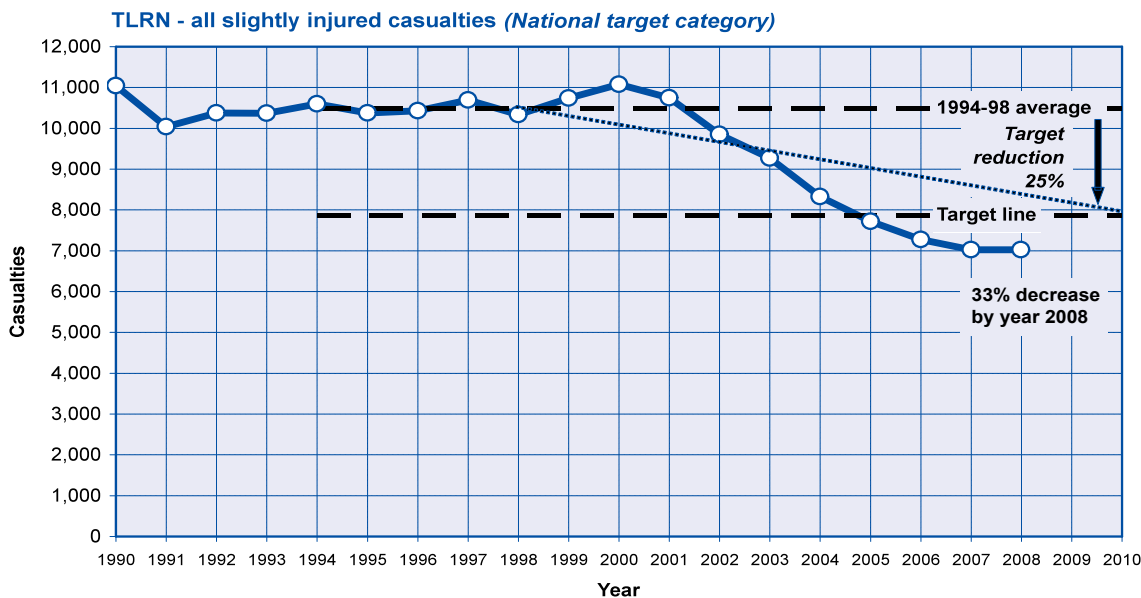


In 2008, child KSIs on the TLRN decreased by seven per cent. By 2008, child KSIs on the TLRN were 66 per cent below the 1994-98 average.

6.7 All slightly injured casualties



After virtually no change in 2008 (an increase of 0.2 per cent), all slightly injured casualties remained 37 per cent below the 1994-98 average.



The trend for the TLRN mirrors that of Greater London as a whole, with all slightly injured casualties

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remaining 33 per cent below the 1994-98 average, following a very small increase of 0.2 per cent in 2008.

7.1 London Underground data

Customer injuries

Year	Fatal	Major	Customer journeys (millions)
2004/05	4	118	981.76
2005/06	2	117	964.53
2006/07	2	150	1,014.33
2007/08	0	144	1,072.50
2008/09	0	134	1,089.50

Employee on-duty injuries

Year	Fatal	Major	Minor	Employee numbers
2004/05	0	8	3,062	12,270
2005/06	0	10	2,910	12,348
2006/07	0	8	2,749	12,787
2007/08	0	23	3,047	13,422
2008/09	0	7	2,695	13,215

Contractor injuries

Year	Fatal	Major	Minor
2004/05	0	15	1,619
2005/06	0	17	787
2006/07	0	10	1,156
2007/08	0	13	1,027
2008/09	1	24	910

7.1 London Underground data (continued)

Employee assaults

Year	Actual	Employee numbers
2004/05	1,877	12,270
2005/06	1,639	12,348
2006/07	2,024	12,787
2007/08	1,881	13,422
2008/09	1,857	13,215

Contractor assaults

Year	Actual
2004/05	22
2005/06	24
2006/07	12
2007/08	24
2008/09	15

PTI incidents

Year	Actual
2004/05	707
2005/06	633
2006/07	664
2007/08	860
2008/09	906

SPADs (London Underground)

Year	Actual
2004/05	939
2005/06	775
2006/07	952
2007/08	913
2008/09	716

Confirmed fires

Year	Actual
2004/05	300
2005/06	249
2006/07	212
2007/08	170
2008/09	177

7.2 Surface Transport data

Customer injuries including East Thames Buses (ETB) data

Year	Fatal	Major	Customer journeys (millions)
2004/05	2	729	1,681.24
2005/06	3	866	1,560.43
2006/07	3	1,238	1,906.10
2007/08	4	1,169	2,215.69
2008/09	2	908	2,217.00

Employee on-duty injuries

Year	Fatal	Major	Minor	Employee numbers
2004/05	1	8	140	3,548
2005/06	0	6	172	3,744
2006/07	0	0	159	4,577
2007/08	0	3	224	4,632
2008/09	0	10	239	4,482

Contractor injuries (including ETB)

Year	Fatal	Major	Minor
2004/05	0	146	433
2005/06	1	158	450
2006/07	0	106	419
2007/08	1	149	455
2008/09	0	105	421

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7.2 Surface Transport data (continued)

Employee assaults

Year	Actual	Employee numbers
2004/05	165	3,548
2005/06	170	3,744
2006/07	229	4,228
2007/08	215	4,632
2008/09	245	4,482

Contractor assaults

Year	Actual
2004/05	627
2005/06	1,105
2006/07	708
2007/08	1,168
2008/09	888

London Buses road user incident rates (per million miles operated)

	2004/05	2005/06	2006/07	2007/08	2008/09
Minor total	440	403	397	576	527
Minor rate	2.023	1.680	1.417	1.978	1.791
Major total	270	614	388	336	294
Major rate	1.241	2.559	1.385	1.154	0.999
Fatality total	12	15	12	34	16
Fatality rate	0.055	0.063	0.043	0.120	0.05
Miles - millions	217.49	239.92	280.23	291.18	294.22

Driver quality monitoring

(%)	2004/05	2005/06	2006/07	2007/08	2008/09
Acceptable	55	63	70	74	79
Unacceptable not dangerous	44	36	29	25	20
Unacceptable dangerous	1	1	1	1	1

7.3 London Rail data

Customer injuries

Year	Fatal	Major	Customer journeys (millions)
2004/05	0	4	50.1
2005/06	0	7	53.0
2006/07	0	4	61.0
2007/08	0	4	66.6
2008/09	0	20	119.0

Employee on-duty injuries

Year	Fatal	Major	Minor	Employee numbers
2004/05	0	0	0	96
2005/06	0	0	3	101
2006/07	0	0	6	138
2007/08	0	0	10	180
2008/09	0	0	8	232

Contractor injuries

Year	Fatal	Major	Minor
2004/05	0	6	36
2005/06	0	0	26
2006/07	0	3	73
2007/08	0	10	104
2008/09	1	4	107

7.3 London Rail data (continued)

Employee assaults

Year	Actual	Employee numbers
2004/05	0	96
2005/06	0	101
2006/07	0	170
2007/08	0	180
2008/09	0	232

Contractor assaults

Year	Actual
2004/05	165
2005/06	97
2006/07	88
2007/08	41
2008/09	217

Procedural irregularities

Year	Number
2004/05	41
2005/06	25
2006/07	26
2007/08	28
2008/09	61

7.4 Corporate Directorates data

Customer injuries

Year	Fatal	Major
2004/05	0	0
2005/06	0	0
2006/07	0	0
2007/08	0	0
2008/09	0	0

Employee on-duty injuries

Year	Fatal	Major	Minor	Employee numbers
2004/05	0	1	45	1,633
2005/06	0	0	43	1,613
2006/07	0	1	54	2,011
2007/08	0	2	48	2,336
2008/09	0	0	38	2,177

Contractor injuries

Year	Fatal	Major	Minor
2004/05	0	0	1
2005/06	0	1	3
2006/07	0	3	11
2007/08	0	1	9
2008/09	0	0	4

7.4 Corporate Directorates data (continued)

Employee assaults

Year	Actual	Employee numbers
2004/05	0	1,633
2005/06	0	1,602
2006/07	0	2,011
2007/08	1	2,336
2008/09	0	2,177

Contractor assaults

Year	Actual
2004/05	0
2005/06	0
2006/07	0
2007/08	0
2008/09	0

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7.5 Towards the year 2010

Monitoring casualties in London – all casualties in year to December 2008 compared with 1994-98 average and year to December 2007

Casualty severity	User group	Casualty numbers			Percentage change in 12 months ending Dec 2008 over:	
		1994-1998 average	12 months ending Dec 2007	12 months ending Dec 2008	12 months ending Dec 2007	1994-1998 average
Fatal	Pedestrians	136.0	109	94	-14%	-31%
	Pedal cyclists	14.8	15	15	0%	1%
	Powered two-wheeler riders	33.6	41	50	22%	49%
	Car occupants	55.4	52	39	-25%	-30%
	Bus or coach occupants	3.0	1	1	0%	-67%
	Other vehicle occupants	6.0	4	5	25%	-17%
	Total	248.8	222	204	-8%	-18%
Fatal and serious	Pedestrians	2,136.6	1,292	1,208	-7%	-43%
	Pedal cyclists	566.8	461	445	-3%	-21%
	Powered two-wheeler riders	932.8	819	738	-10%	-21%
	Car occupants	2,568.8	960	880	-8%	-66%
	Bus or coach occupants	256.4	134	152	13%	-41%
	Other vehicle occupants	223.0	118	103	-18%	-54%
	Total	6,684.4	3,784	3,526	-7%	-47%
	Children (under 16 years)	935.4	331	310	-6%	-67%
Slight*	Pedestrians	7,155.2	3,960	3,919	-1%	-45%
	Pedal cyclists	3,845.6	2,509	2,757	10%	-28%
	Powered two-wheeler riders	5,139.4	3,629	3,484	-4%	-32%
	Car occupants	19,314.0	12,255	12,149	-1%	-37%
	Bus or coach occupants	2,017.4	1,274	1,340	5%	-34%
	Other vehicle occupants	1,525.2	981	978	0%	-36%
	Total	38,996.8	24,577	24,627	0%	-37%
All severities	Pedestrians	9,291.8	5,252	5,127	-2%	-45%
	Pedal cyclists	4,412.4	2,970	3,202	8%	-27%
	Powered two-wheeler riders	6,072.2	4,448	4,222	-5%	-30%
	Car occupants	21,882.8	13,176	13,029	-1%	-40%
	Bus or coach occupants	2,273.8	1,408	1,492	6%	-34%
	Other vehicle occupants	1,748.2	1,107	1,081	-2%	-38%
	Total	45,681.2	28,361	28,153	-1%	-38%

NB. Shaded areas show the national and London casualty reduction target categories.

* The Mayor's target is for 25 per cent reduction in the slight casualty rate per 100 million vehicle kilometres. Until guidance is received from DfT on how this should be measured, slight casualties are shown as casualty numbers rather than a casualty rate.

