



LEE VALLEY REGIONAL PARK AUTHORITY
AUDIT COMMITTEE
19 JUNE 2025 AT 12:45

Agenda Item No:

8

Report No:

AUD/163/25

ANNUAL REPORT ON HEALTH & SAFETY 2024/25 AND HEALTH & SAFETY AUDIT PLAN 2025/26

Presented by the Corporate Director

SUMMARY

This report sets out the work provided by Right Directions Limited, the Authority's Health & Safety service provider, during the financial year 2024/25. The report covers all aspects of Health & Safety work carried out within the Authority including the six Leisure Service Contract venues that are managed by Greenwich Leisure Limited.

The main areas for Members to note are:

- an average score of 88% on non-Leisure Service Contract Health & Safety audits was achieved against a target of 95%, an increase of 14% on the previous year;
- an average score of 87% on Leisure Service Contract Health & Safety audits was achieved against a target of 95%, which was an increase of 7% on the previous year;
- an average score of 92% on departmental audits was recorded; which was an increase of 15% on the previous year;
- the overall average audit score is 88%; which is an increase of 10.79% on the previous year;
- of the 5.8million visits, accidents were up from 0.64 per 10,000 visits in 2023/24 to 0.80 per 10,000 visits in 2024/25;
- Three RIDDOR reports were submitted to the Health & Safety Executive during 2024/25, which is an increase of 2 from the previous year;
- completion of a comprehensive training programme;
- forthcoming changes in legislation in relation to new UK law (The Terrorism (Protection of Premises) Act 2025) also known as 'Martyn's Law'; and
- the continued assistance of the Health & Safety team at major events.

RECOMMENDATIONS

- Members Note:
- (1) the annual report of Right Directions Ltd for 2024/25 detailed in Appendix A to this report;
 - (2) the forthcoming 'Protect Duty' legislation known as 'Martyn's Law';

- Members Approve:
- (3) the aims and objectives for 2025/26, set out in Appendix A in the annual report of Right Directions Ltd; and
 - (4) the signing of this years' Health & Safety Policy Statement attached as Appendix B to this report.

BACKGROUND

1. The Health & Safety (H&S) service was re-procured during 2022 and a contract awarded to Right Directions to provide a full and comprehensive H&S service to the Authority. The contract was tendered for 7 years (with the option for extending up to 3 years) from October 2022 and Right Directions Ltd (Right Directions) were appointed as the approved provider. This report looks at the delivery of the H&S service during 2024/25 and summarises the scope of audit coverage during the last financial year.
2. Right Directions are now in year 3 of their seven-year contract. The audits conducted by Right Directions are more forensic than in previous contracts, focusing on evidence and outputs to ensure robustness and high-level performance in the long term.

HEALTH & SAFETY WORK – 2024/25

3. All planned H&S activity was completed in accordance with the 2024/25 plan along with increased support for Events and a more forensic approach to H&S audits.
4. Right Directions have prepared a comprehensive report summarising the reviews and their findings and this is attached as Appendix A to this report.
5. In all H&S audits, recommendations were made to improve the system of managing H&S and these recommendations have been accepted by officers. Follow-up reviews will be undertaken in the next twelve months to ensure appropriate action has been taken.
6. In monitoring Right Directions performance each site/area that is audited is requested to confidentially feedback on the service that they received from the contractor. There has been positive feedback and managers felt the overall service met or exceeded expectations, with the high level of site support provided.

AUDIT FINDINGS – 2024/25

7. The full Right Directions report is attached at Appendix A to this report for information.
8. As expected, the overall average scores have improved since last year but are still below target which is due to the more forensic approach to the Audits and is not due to a decline in standards. The next years score will give a better comparison on the H&S performance and standards of the non-Leisure Services Contract (LSC) and LSC venues.
9. The key message from Right Directions is embodied in their opinion shown on page 3 of Appendix A to this report, which sets out the assurance for the Authority, it states:

Assurance

- Right Directions are able to provide Members of the Authority assurance that a high level of health and safety work has been undertaken during 2024/25, with the inclusion of monthly support days provided to Authority venues, a quarterly audit assurance programme across all venues, support to head office departments, as well as event support ahead and during major sporting events at Greenwich Leisure Ltd (GLL) managed venues.
- Based on the audit results achieved during the Health and Safety Assurance Programme, covering the period of 1 April 2024 to 31 March 2025, the high target set for both Authority operated venues and GLL managed venues combined with the forensic approach taken by the (Right Directions) auditors which is a contractual requirement, the audit target was not met by either the Authority's own venues or those managed on behalf of the Authority by GLL; although they didn't meet the 95% target, the average scores have increased from last year by 14% and 7%, respectively. In 35 individual quarterly audits, a score of 95% or above was achieved, broken down into 15 non-LSC audits, 8 LSC audits and 12 departmental audits.
- It has been encouraging that head office departments audited have delivered similar results to the Authority venues. It should be noted that the year-end average scores achieved are of a respectable standard.

KEY HIGHLIGHTS - 2024/25

10. The key work delivered from the H&S team during 2024/25 is detailed in Appendix A to this report. In summary, the key highlights are:

- training course attendance continues to improve with 110 attendees across 13 sessions and 593 online health and safety training courses being undertaken;
- head office departments achieved 100% scores in quarter 2, 3, and 4
- insurers and underwriters reported that there were no concerns following the recent site visits and meetings with officers;
- Environmental Health officers visited Myddelton House Visitors Centre during Q2 to conduct a review of the 'scores on the doors' food hygiene rating scheme. A score of 5/5 was awarded, with five minor actions recorded, which were completed; and
- Fire & Rescue service reported no actions required.

11. **Non-LSC Venues**

The Authority venues, which consist of the non-LSC facilities (four campsites and two marinas, Lee Valley WaterWorks Centre, Holyfield Hall Farm, Rangers, Myddelton House, Myddelton House Gardens, Golf and Learning & Engagement) had an average score of 88% against a 95% target set for 2023/24. This is an increase of 14% on last year which can be attributed to appointment of the Business Support Officer last year as a dedicated resource across the non-LSC venues to help improve the scores.

12. **LSC Venues**

The LSC facilities managed by GLL (Lee Valley VeloPark, Lee Valley Hockey and Tennis Centre, Lee Valley Riding Centre, Lee Valley Athletics Centre, Lee Valley

White Water Centre, Lee Valley Ice Centre) had an average score of 87% against a 95% target set for 2023/24, This is an increase of 7% on last year.

The Authority increased the frequency of the monitoring visits last year at some of the LSC venues, will continue to do so and are working with GLL to continue to help improve the scores and reach the 95% target.

The target for the LSC facilities is proposed at 95%, with non-LSC sites also set at 95% for 2025-2026 to ensure all sites strive to maintain the highest level of H&S standards that has been achieved in recent years. The industry average score (according to Right Directions based on 805 audits carried out last year) is 80%.

13. The Right Directions report also includes a summary of RIDDOR incidents; which there were 3 recorded 3 in 2024/25 (up 2 from 2023/24), and provides detail of the position with regard to insurance claims up to 31 March 2025.

Numbers of accidents and incidents are low and in percentage terms generally consistent across years - this is a positive indicator considering the number of visitors. Accidents increased from 0.64 per 10,000 visits in 2023/24 to 0.80 per 10,000 visits in 2024/25.

ANNUAL HEALTH & SAFETY OBJECTIVES 2025/26

14. The report by Right Directions sets out a summary of objectives for 2025/26 and takes into account the following:
 - the Authority's Strategic Risk Registers;
 - targets of 95% for non-LSC sites, 95% for LSC sites and 95% for Departments;
 - findings from previous years' H&S work; and
 - planned developments within the Authority.
15. There are 416 contracted days to allow completion of the H&S Plan in 2025/26 and Members are asked to approve the aims and objectives as set out in Appendix A of this report. Appendix D to that report shows the long-term Strategic Plan which includes the objectives for 2025/26.

ENVIRONMENTAL IMPLICATIONS

16. There are no environmental implications arising directly from the recommendations in this report.

EQUALITY IMPLICATIONS

17. There are no equality implications arising directly from the recommendations in this report.

FINANCIAL IMPLICATIONS

18. There are no financial implications arising directly from the recommendations in this report.

HUMAN RESOURCE IMPLICATIONS

19. There are no human resource implications arising directly from the recommendations in this report.

LEGAL IMPLICATIONS

20. There are no legal implications arising directly from the recommendations in this report; however there will potentially be future implications in relation to the new UK law (The Terrorism (Protection of Premises) Act 2025) also known as 'Martyn's Law'. The Act will require venues within the scope of the legislation to take necessary but proportionate steps according to their capacity to mitigate the impact of a terrorist attack and reduce harm.

RISK MANAGEMENT IMPLICATIONS

21. There are no risk management implications arising directly from the recommendations in this report. The percentage of accidents to usage has increased to 0.80 per 10,000 visits, but the overall audit scores has increased across all areas. Members, Senior Management and Officers should continue to be vigilant in their application of H&S management systems, processes and procedures to enable the targets of 95% (non-LSC sites) and 95% (LSC sites) to be achieved. Figures continue to be monitored monthly and reported quarterly to the Authority's Senior Management Team so any emerging trends can be managed accordingly.

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PREVIOUS COMMITTEE REPORTS

Audit Committee	AUD/148/24	Annual Report on Health & Safety 2023/24 & Annual Audit Plan 2025/26	20 June 2024
Audit Committee	AUD/134/23	Annual Report on Health & Safety 2022/23 & Annual Audit Plan 2024/25	22 June 2023
Audit Committee	AUD/128/22	Annual Report on Health & Safety 2021/22 & Annual Audit Plan 2022/23	23 June 2022
Audit Committee	AUD/119/21	Annual Report on Health & Safety 2020/21 & Annual Audit Plan 2021/22	24 June 2021
Audit Committee	AUD/109/20	Annual Report on Health & Safety 2019/20 & Annual Audit Plan 2020/21	25 June 2020
Audit Committee	AUD/102/19	Annual Report on Health & Safety 2018/19 & Annual Audit Plan 2019/20	20 June 2019
Audit Committee	AUD/89/18	Annual Report on Health & Safety 2017/18 & Annual Audit Plan 2018/19	21 June 2018
Audit Committee	AUD/78/17	Annual Report on Health & Safety 2016/17 & Annual Audit Plan 2017/18	22 June 2017
Audit Committee	AUD/68/16	Annual Report on Health & Safety 2015/16 & Annual Audit Plan 2016/17	16 June 2016

Audit Committee	AUD/60/15	Annual Report on Health & Safety 2014/15 & Annual Audit Plan 2015/16	25 June 2015
Audit Committee	AUD/52/14	Annual Report on Health & Safety 2013/14 & Annual Audit Plan 2014/15	19 June 2014

APPENDICES ATTACHED

Appendix A	Health & Safety Annual Performance Review April 2024 to March 2025
Appendix B	H&S Policy Statement

LIST OF ABBREVIATIONS

HSE	Health & Safety Executive
H&S	Health & Safety
BSC	British Safety Council
RDHS	RD Health & Safety Consultancy Limited
LSC	Leisure Service Contract
RIDDOR	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
GLL	Greenwich Leisure Ltd

Annual Health & Safety Audit Committee Report

April 2024 – March 2025



Quality Support in Safe Hands

Annual Health & Safety Annual Performance Review

April 2024 – March 2025

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Annual Health & Safety Annual Performance Review April 2024 – March 2025

Introduction

- This report covers a performance review of health and safety across the Authority for the financial year of 2024/25, providing an overview of the second full year of the contract for Right Directions.
- This report will also detail key aims and objectives for the year ahead in 2025/26.

Assurance

- Right Directions can provide Members of the Authority assurance that a high level of health and safety work has been undertaken during 2024/25 by Right Directions, with the inclusion of monthly support visits provided to Authority venues, a forensic quarterly audit assurance programme across all venues, and support to head office departments.
- Based on the audit results achieved during the Health and Safety Assurance Programme covering the period of 1 April 2024 to 31 March 2025, there is a marked improvement all round compared to 2023/4. The annual average audit target of 95% was met by Holyfield Farm, Myddelton House, the VeloPark and the White Water Centre, as well as the following departments: events, human resources and sport and activation recreation.
- It has been very encouraging to see that almost all of the head office departments achieved 100% scores in quarter 2, 3, and 4, with the year end average score up by 15% on last year.
- It should be noted that the year-end average scores achieved by both the Authority and GLL venues are of a very respectable standard. Although they didn't meet the 95% target, the average scores have increased from last year by 14% and 7%, respectively. In 35 individual quarterly audits, a score of 95% or above was achieved, broken down into 15 non-LSC audits, 8 LSC audits and 12 departmental audits.
- Work has taken place on reducing risks associated with noise, vibration, and explosive and flammable substances, with employee training to follow in these areas.
- The health surveillance programme has been enhanced to include noise and vibration testing for both existing employees and prospective employees.
- A number of health and safety training sessions took place in 2024/5, with the Head of Human Resources providing additional training sessions to meet employee needs, with 110 attendees completing face to face training sessions, and 593 online health and safety training courses being undertaken.

Health & Safety Policy Statement

- The previous LVRPA Policy Statement was signed and issued in July 2024. A new Policy Statement is attached to this report for approval, which is to be issued in July 2025.
- There are no amendments to the content of the Policy Statement as no legislative changes have been made to prompt any changes.
- Once approved and signed, the Policy Statement will be circulated to all venues to be displayed as well as posted on the LVQMS health and safety management system.

Health & Safety Resourcing

- The Health and Safety Team have delivered support services across venues, services, and departments. Right Directions has continued to provide a minimum of 60 hours of direct support per week to the Authority's officers and venues.
- In September 2024, the Authority distributed a survey to venue managers and heads of service asking how they rated the Right Directions health and safety teams' performance. A rating of 8.53 out of 10 was achieved.

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- At the last health and safety contract review meeting in March 2025, Authority senior officers stated that they were satisfied with the delivery of the contract and services provided by Right Directions.

Safety Leadership Team and Coordination

- The quarterly Safety Coordinators meetings continue to focus on bringing key members of staff together from across the Authority to share best practice, be provided with health and safety updates, and cover specific health and safety subject matters, including key issues and hot topics. Subjects covered in 2024/5 included: enforcement officer visits, health and safety responsibilities, lone working, managing lithium-ion batteries, ladder safety and near misses. The importance of reporting near misses was supported by an Authority- wide campaign with the subject being covered at team meetings and with posters designed and placed on all staff noticeboards.
- The Health and Safety Strategic and Oversight Meeting team meets to discuss key topics in the health and safety strategic plan, contract mobilisation plan and delivery, as well as addressing any key issues that arise.
- The Senior Management Team (SMT) continued to be provided with quarterly health and safety reports, with Andy Waters presenting the report in person following quarters 2 and 4.
- An end of week a 'health and safety update' email is provided to the SMT and Heads of Service to keep the Authority's higher tier management levels up to speed on insurance claims, accidents, incidents and near misses, work undertaken by the health and safety team, as well as any burning issues raised that require addressing by the Authority. The end-of-week email is an agenda item at the Monday morning Directors and Heads of Service meeting.

Workforce and Contractor Engagement

The Staff Health, Safety, and Wellbeing survey questions were issued in quarter 2 (July-September 2024). The questions were produced and agreed with the Health and Safety Strategic and Oversight team.

Staff Consultation Survey results:

- o 52% of the 188 staff (including permanent, fixed term, and casuals) completed the survey
- o 98% of respondents said they felt that Lee Valley is a safe place to work, and that the Authority genuinely prioritises health and safety
- o 81% said they received the right level of health and safety training to do their job safely, 13% somewhat agreed, and 4% not fully
- o 91% thought the Authority communicated well on H&S matters
- o 7% of staff said they had H&S issues they wished to raise
- o 82% were aware of the 'keeping safe in the Park' feature on Compass and the Viva Engage app
- o 52% said they strongly agreed that they felt safe in the workplace, 42% agreed, and 4% neither agreed nor disagreed
- o 22% said that there are health, safety and/or wellbeing improvements that can be made in their workplace for both staff and customers.

Upon completion, the health and safety team reviewed all responses and used this information to identify areas for improvement.

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Staff Competency Learning and Development Summary

- Face-to-face training sessions recorded 110 attendances across 13 sessions.
- Throughout 2024/25, the Authority continued to deliver conflict resolution, lone working, and personal safety training, which were areas highlighted in the previous staff consultation survey.
- To provide managers with the necessary skills for developing risk assessments and the general management of health and safety, 22 managers undertook IOSH (Institute of Occupational Safety & Health) Managing Safely training and requalification courses provided by Right Directions.
- Further courses provided by Right Directions included manual handling training and first aid training, with 27 employees taking part in manual handling courses, and another 39 taking part in first aid qualification courses.
- Right Directions provides the Authority with a number of free online training course credits each year as part of the contract delivery, with the Authority's Head of Human Resources allocating the training to relevant employees to complete. In 2024/5 593 online health and safety training courses were completed by employees.
- The management of hot tubs has greatly improved, with water quality readings within the parameters, fewer retests, and fewer closed hot tubs. A new cleaning product was introduced during quarter 2, and staff have been retrained on the process with deeper and thorough cleaning of the hot tubs taking place. Better controls are also in place to reduce the risk of water contamination during refilling hot tubs. Processes and water quality test results continue to be monitored on support day visits with any positive samples reported to the Head of APMD, Corporate Director and health and safety team. The number of positive microbiological test samples declined over the year in 2024/5.
- In April 2024, the National Counter Terrorism Security Office (NaCTSO) launched 'ACT in a BOX': an interactive product that enables businesses to rehearse and explore their response to terrorist incidents. Having consulted with the Senior Management Team on the training courses available, all non-LSC staff were required to complete the training.
- The team continued to work with the Head of HR to provide information on training providers for face fit respirator training, and noise and vibration training, as areas for improvement identified through the audit process.

Training Provision / Staff Certified Competency 2024-25

Face-to-Face Courses	Number of Course Completions		
	Date	No. Delegates Attended	No. Delegates Achieved Certification
IOSH Managing Safely	9/16/23 May 24	9	9
Conflict Resolution, Lone Working, and Personal Safety training	02 May 24	10	10
Manual Handling	14 May 24	6	6
Conflict Resolution, Lone Working, and Personal Safety training	04 July 24	12	12
Emergency First Aid (1 day)	23 July 24	8	8
First Aid at Work (3 Day Course)	13-15 July	8	8
First Aid at Work (Requalification)	9-10 Oct 24	11	11

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IOSH Refresher Course	15 Oct 24	4	4
First Aid at Work (3 Day Course)	21-23 Jan	8	8
IOSH Managing Safely	04 Feb 25	9	9
Manual Handling	06 Feb 25	11	11
Manual Handling	26 Feb 25	10	10
First Aid at Work (Requalification)	5-6 Mar 25	4	4
Totals		110	110

- Noise and vibration awareness training is currently being sourced to ensure that relevant staff members have the required knowledge on these topics following the completion of noise and vibration testing at all venues.

Health & Safety Management System (HSMS)

- The existing Lee Valley Health and Safety Management System (HSMS) procedures were reviewed by the Right Directions team following a gap analysis project being undertaken against Right Directions' own health and safety management system procedures.
- Work has continued with the relevant officers reviewing and signing off on several procedures
- Procedures continue to be converted to the LV QMS procedure format and are scheduled to be uploaded to 'Compass' ahead of the new HSMS launch in July 2025.
- A review meeting is taking place in quarter 1, 2025/6, with a training presentation written as a means of introducing staff to the management system prepared ahead of the launch.

Specific Health and Safety Support Projects

- Noise & Vibration Risks** - The audit process identified that noise and vibration risk assessments were required to protect employees from noise and vibration risks. Noise and vibration risk assessments were conducted at the non-LSC venues with testing of workshop equipment, hand tools, greenkeeping and farm machinery, and grounds maintenance equipment. Exposure levels were calculated, with maximum equipment user times defined within the risk assessment reports. Venue managers were provided with additional wall charts produced by the health and safety team as a secondary and simple reference point for employees to be displayed in equipment storage areas and workshops. The charts detail the equipment, the maximum user times for equipment and, where necessary, what level of PPE is required to be worn. Employee noise and vibration surveillance was commissioned by Human Resources with staff attending testing sessions with the occupational health provider. Following conversations in August with the Head of Human Resources, a further testing regime was implemented as part of the recruitment process to determine if any new employees have existing health conditions caused by their exposure to noise and vibration in previous employment. This enables the Authority to establish the necessary controls and provide the appropriate Personal Protective Equipment (PPE) to the employee as needed.
- Legionella** - Work was completed in conjunction with the Head of APMD to aid managers in the delivery of legionella controls at the venue level by providing additional training, information, and instruction. The Head of APMD commissioned a number of legionella risk assessment reviews this year, along with providing schematic diagrams of water systems and mapping of water system assets. Relevant Managers and staff who deliver legionella controls are allocated online legionella training to aid the management and delivery of

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legionella controls. The delivery of controls is also checked on monthly support visits by the health and safety team.

- **Fire Safety** - Fire Risk Assessments were completed by the health and safety team's qualified fire risk assessors at Myddelton House Gardens, Springfield Marina, Stanstead Marina, The WaterWorks, Edmonton Golf yard, Holyfield Hall Farm, and a specific fire risk assessment undertaken at Dobbs Weir Caravan Park following the installation of electric vehicle (EV) charging points in the main car park and rental unit car parking spaces. Emergency Action Plans (EAP's) have been updated at Dobbs Weir Caravan Park, Springfield Marina, and the North Ranger base to include action to take in the event of an EV vehicle fire, with staff trained in the processes. Manual break glass call points have been installed at the Wildlife Discovery Centre to aid in raising the alarm in the event of a fire. Works are underway to enhance the fire detection and alarm system at Stanstead Marina. Andy Waters, the Right Directions contract lead achieved a level 7 FireQual qualification in fire risk assessment in high-risk premises in January 2025.
- **DSEAR Assessments** – Right Directions fire risk assessment reports identified the need for the Authority to comply with the Dangerous Substances and Explosive Atmospheres Regulations (DSEAR) that aim to protect people from risks associated with fires and explosions caused by dangerous substances in the workplace. The health and safety team sourced quotes from specialist contractors to deliver DSEAR risk assessments at Authority venues. Upon receiving the quotations, the health and safety team analysed them in terms of complying with the regulations. Upon liaising with the authority's insurance company, which advised that zone mapping was required, one additional quote was needed to ensure a suitable comparison. This was sourced, and a second comparison was undertaken and presented to officers. The officer's chosen contractor was then discussed with the Authority's insurers risk manager who approved the contractor selected. Authority officers are to seek SMT approval for the expenditure to enable risk assessments to take place in 2025/6.
- **Display Screen Equipment (DSE) Assessments** – The annual self-assessment process took place in quarter 4 with staff working with visual display equipment, as well as those working remotely, or at home, for periods of the working week completing the self-assessment form. The actions from the assessments are currently being reviewed and addressed by Authority Officers.
- **'StaffMIS' / 'LVQMS'** – Right Directions' system currently hosts the Authorities' quality management system and existing health and safety management system. The systems 'tasks and checks' went live at the campsites and caravan parks in March 2025, with the venues completing daily, weekly, monthly, quarterly checks using the electronic system via mobile devices. Work is currently underway to add all statutory servicing and inspections which are currently recorded in paper form in the 'Maintenance Performance Guides (MPG's) to the LVQMS system, as well as the Human Resources team adding training records.
- **Adverse Weather** – Processes have been improved with the health and safety team monitoring Met Office weather alerts and informing the adverse weather team of pending adverse weather, with the now expanded team then communicating relevant action needed to employees, such as closures and warning the public. Icy/cold weather conditions guidance, including safe driving guidance was again sent out to employees via the communications team during periods of inclement weather.

Event Safety Support

- Support was provided to the Events Team on an ad hoc basis as and when requested, mainly on minor issues.

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- The quarter 3 LSC venue audits contained a module on event safety, which, through regular meetings with the venues, are picking up the actions identified in the audit process.

Proactive Monitoring

LVRPA Accident / Incident Figures 2024-25

LVRPA (non-LSC)									
Quarter	Accidents Reported			Incidents/ Near Misses Reported			RIDDOR Reports		
	2024-25	2023-24	Direction of Travel	2024-25	2023-24	Direction of Travel	2024-25	2023-24	Direction of Travel
Q1	20	8	+12	111	75	+36	1	1	0
Q2	15	9	+6	114	148	34	0	0	0
Q3	7	9	2	80	107	27	1	0	+1
Q4	6	10	4	75	101	26	1	0	+1
Totals	48	36	12	380	431	51	3	1	+2

Summary of Accidents, Incidents, and Near Miss Reports

- Overall numbers of accidents reported are similar to 2023-24, with a slight increase of 12 accidents.
- Quarter 1 saw an increased number of incidents being recorded compared to 2023-24. This was due to Parkguard's reporting processes, which balanced out in Q2, with a downward trend for the rest of the year.
- Incident types remain varied, but the most frequently reported incident types include rough sleepers and homeless persons, environmental incidents (fly tipping), illegal gatherings and antisocial behaviour, groups of youths riding motorised/electric scooters and motorbikes, and illegal swimming. Historical data shows that these types of incidents continue to be reported by the Ranger and Parkguard teams each year.
- 18 near misses were reported in 2024/5. Up 16 on those reported in 2023/4. This is likely due to better reporting following enhanced awareness of the importance of collating data delivered by Right Directions:
 - 14 Stray golf balls at Edmonston Campsite
 - 1 Craning incident
 - 2 Driving incidents
 - 1 Uncontrolled dog at Edmonton Campsite.
- Unfortunately, there was one recorded fatality this year at Stanstead Marina in January 2025. A body was found in the River Lea near Hoddesdon (not on Authority land) by a dog walker, which transpired to be that of a male berth holder at Stanstead Marina. The death was investigated by the Police and has not been deemed suspicious. The male's phone along with other possessions such as keys and wallet were still in his boat and were handed to the police. Senior management attend site to check on the welfare of staff, who were also offered support through the employee assistance programme.

LVRPA Staff / Volunteer and Contractor Accident Figures 2024/25

- 2024/25 – 17 staff and volunteers reported accidents. All accidents reported were minor injuries.
 - Comparison to 2023/24 figures – **plus 4** accidents on the previous year.
- 2024/25 – 0 contractor accidents reported.
 - Comparison to 2023/24 figures – **minus 1**.

RIDDOR Reportable Accidents

Three RIDDOR reports were submitted to the HSE during 2024/25, which is an increase of 2 from the previous year. Following reporting all RIDDOR reportable accidents to the HSE, no communications were received from either the HSE or the local EHO departments on the matter.

- Quarter 1: An angler fractured his right ankle while attending to his fishing rods. The Rangers team checked the condition of the area, which was seen to be in good condition. The angler went straight to the hospital from the site.
- Quarter 3: A member of staff at Edmonton Golf was cleaning at a high level with a damp cloth on a chair and came into contact with an electrical junction box, which gave her a shock. She fell from the chair and fractured her wrist whilst trying to break her fall. Following the accident, the electrical box was tested by a certified electrical contractor, and no faults were found. The accident was reported under RIDDOR on 11 October 2024 by the Venue Manager. A detailed accident and incident investigation was completed by Right Directions on 21 October 2024, with several areas for improvement identified to avoid a recurrence. The Accommodation and Golf Manager has since confirmed that the risk assessment and cleaning processes have been reviewed. Staff no longer clean at a high level or use chairs to stand on, and a contractor was employed to undertake cleaning.
- Quarter 4: A casual worker sustained minor injuries to his lip following an accident whilst pruning brambles at Myddelton House Gardens. Unfortunately, the cut became infected, and the worker was absent from work for over 7 days. An accident investigation was completed, which found the worker had cut the branch correctly, but as it was still under tension, it sprung back and hit him in the face. At the time of the accident the casual worker was wearing PPE including safety glasses.
- NOTE: A RIDDOR report was submitted by GLL for the events around the UCI Track Champions League at the Lee Valley Velodrome on 07 December 2024 (further details are provided below under the personal injury claims other notifications heading)

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Quarterly Usage Rates v Number of Accidents & Incidents 2024-25

LVRPA (non-LSC)							
Quarter	Total A, NM's & I's Reported		Visitor Figures		Accidents & Incidents per 10,000 visits		
	2024-25	2023-24	2024-25	2022-23	2024-25	2023-24	Direction of Travel
Q1	138	84	2,111,050	2,054,701	0.65	0.41	+0.24
Q2	138	157	1,742,515	1,856,285	0.79	0.85	-0.06
Q3	88	116	927,511	1,225,601	0.95	0.95	0.00
Q4	82	112	1,071,718	1,394,918	0.77	0.80	-0.03
Cumulative Totals	446	469	5,852,794	6,531,505	0.80	0.64	+0.15

* Figures across all non-LSC venues and Authority departments, and include contractors' reported accidents, incidents, and near misses.

Personal Injury Insurance Claims Management 2024/25

New Personal Injury Claims Received During 2024/25

- Ref: 401 Dobbs Weir Campsite – Alleged infection – 06 August 2024
- Ref: 402 Three Mills – Play equipment injury – 23 June 2024
- Ref: 403 Turners Hill Marsh – Minor head injury – 23 August 2024.

Live Personal Injury Claims - Year End 2024/25

- **Ref: 388 Dobbs Weir Caravan Park – Persons Struck by Golf Buggy - 18 October 2021.**
 - One significant update received during quarter two: Upon receiving reports and witness statements obtained via the claim investigators, the insurers issued a rejection to the female claimant's claim that the golf buggy also struck her.
 - During the third quarter of the year liability was admitted for the male's injuries but denied for those of the female. The denial has not been accepted to date, but the insurers have statements from three people in attendance either at the time of the accident or immediately after. They will be maintaining the denial based on the content of those statements.
 - In relation to the male, the insurers await medical evidence to make further progress. **The claim is open and active.**
- **Ref: 393 Coppermill Bridge – Cyclist Struck Bridge – 04 September 2021**
 - Liability has been denied. Travelers concluded 'If any common law or statutory duty is established, it has been stated that the accident was entirely caused or contributed to by the claimant. The hazard of the low bridge was an obvious risk of which the claimant was (or should have been) aware and the claimant should have taken greater care; he failed to look where he was going; he failed to slow down, and he failed to stop and dismount from his bike as he approached the bridge'. **The claim is open and active until the claimant's 21st birthday in 2026.**

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Closed Personal Injury Claims During 2024/25

- **Ref: 391 White Water Centre – Scooter/ Defect Incident - 22 August 2020**
 - Confirmation was received from the claim's handler in March 2025 that the case had been settled to the total sum of £28,466. The Authority have a policy deductible sum of £10,000, which was paid. **Claim closed and settled.**
- **Ref: 396 Bowyers Water – Trip/Fall – 01 January 2023**
 - Correspondence received in April the claims handler. The case has now been settled to the sum of £18,498 with all costs included. The Authority have a policy deductible sum of £10,000, which was paid. **Claim closed and settled.**
- **Ref: 398 Lea Bridge Road Underpass to Friends Bridge – Fall from Bike/ Pothole - 9 July 2023**
 - A claim had been submitted through Admiral Law however; confirmation was received from Travelers that the claimant had withdrawn instructions to Admiral Law in January 2025.
 - In February 2025, confirmation was received from Travelers that the case had been closed. **Claim closed and no payments made.**
- **Ref: 399 Waltham Abbey Gardens – Uneven Path - 29 March 2024**
 - The claim was settled due to it being difficult to demonstrate that a defect constituting a trip hazard was not present at the time of the Rangers monthly inspection immediately prior to the accident date.
 - The total settlement cost of £4,169 was paid. **Claim closed and settled.**
- **Ref: 401 Dobbs Weir Campsite – Alleged Infection – 06 August 2024)**
 - Communication from the insurers regarding the employee who claimed to have been in contact with human faeces whilst emptying the bins at Dobbs. The claims handler commented 'Given that the injured party did not attend Hospital or his GP, there is clearly no proof of how he has been exposed or contracted any symptoms. If a formal claim is presented here, we will immediately look to deny liability.' No personal injury claim has been received, and the insurers closed their file. **Claim closed and no payments were made.**
- **Ref: 402 Three Mills – Play Equipment Injury – 23 June 2024**
 - Following a lengthy investigation and Travelers' request to settle the claim on the best terms to avoid official proceedings, confirmation was received that Travelers had agreed on a settlement figure with the injured person's solicitors. The total settlement costs were £10,825, with the policy deductible sum of £10,000 payable by the Authority.
 - Further correspondence was received in early December 2024, which confirmed payment had been received and the case had been closed. **Payment made and claim closed.**
- **Ref: 403 Turners Hill Marsh – Minor Head Injury/ Tree Sculpture – 23 August 2024**
 - Early in April 2025, confirmation was received from the claims handler that no further correspondence had been received from the claimant's solicitor; therefore, the file was closed. **Claim denied and closed.**

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Other Notifications

- **December 2024**
 - Travelers were notified of the accident which took place during the UCI Track Champions League at the Lee Valley Velodrome on 07 December 2024.
 - The event was cancelled on the evening following the accident in agreement with all parties, GLL, Lee Valley, and British Cycling.
 - Accident reports were received from GLL and were provided to Travelers who appointed loss adjusters to undertake an investigation. Newham's Environmental Health team investigated the incident and closed their investigation with no action taken. A personal injury claim has since been submitted to GLL from spectators. **To date no claim has been submitted to the Authority.**
- **March 2025**
 - Travelers were notified of the road circuit incident at the VeloPark where unfortunately a rider passed away after a crash on the circuit. Loss adjusters were appointed by the insurers to investigate the incident. Officers have obtained documentation from the venue and event organisers. Initially, the loss adjuster does not see the incident as a concern for the authority's insurers. **To date no claim has been submitted to the Authority.**

Insurance Issues / Risk Surveys / Thorough Examinations

- Andy Waters and the Head of Legal continued to meet online with the insurers and underwriters as part of the quarterly personal injury claims reviews. At the November review meeting, the insurer's Risk Manager stated that he was happy with the Authority's risk controls, having concluded his fact-finding exercise over recent months.
- The insurer's Risk Manager sought confirmation that the fire suppression system in the LVIC kitchen is fully integrated with the fire alarm system, which is designed to isolate the kitchen electrical equipment when the alarm sounds. A service report was received from the team at LVIC which indicates that an alarm activation isolates the equipment. This information was passed on to the insurer's Risk Manager.
- Right Directions continued to monitor and review all Allianz thorough examination reports for work equipment, pressure systems and lifting equipment at non-LSC venues. All reports were passed on to venues to ensure they had a copy, plus any actions highlighted were tracked through to completion.

Visits by Statutory Bodies, e.g., HSE, EHO, Fire & Rescue Service

Two visits were recorded during 2024/25 from statutory bodies:

- Essex County Fire and Rescue Service fire officers visited Holyfield Hall Farm on 12 December 2024. The Farm Manager advised them that ammonium nitrate is no longer stored on the farm (there is a requirement to notify the local Fire Service if this product is stored on farms due to the fire and explosion risk, being a powerful oxidizer). The Fire Service updated its records following the visit. The Farm Manager also provided copies of the current fire risk assessment and emergency action plan.
- Environmental Health officers visited Myddelton House Visitors Centre during Q2 to conduct a review of the 'scores on the doors' food hygiene rating scheme. A score of 5/5 was awarded, with five minor actions recorded, which were completed.

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Health and Safety Audits

March 2025 saw the conclusion of Right Direction's second year of audits using its audit process, which adopts a forensic approach. The audits followed a similar format to the previous year, allowing for a year-on-year comparison to measure continuous improvement. A new additional module was introduced this year at the request of the Authority. The module contained just the one question asking whether 'major' and 'high' rated actions from the previous audit had been completed, meaning that a score of 100% or 0% would be awarded. This module was applied to all audits, and if scored 'no' had a significant impact on the overall audit score. Although this process was soft launched in the latter 2023/24 audits there was still a marked improvement on last year's year-end average scores. As the table below demonstrates the year end average score over the four quarters has increased for all health and safety audits in 2024/5.

Year-End Average Score Comparisons 2023/4 to 2024/5

Audits	Annual Average Score 2023/4	Annual Average Score 2024/5	Difference +/-
Non-LSC	74	88	+14%
LSC	80	87	+ 7%
Departments	77	92	+15%

The tables below highlight how each Venue performed, with the latter column showing a total year-end score of all audits during 2024-25. Overall scores did fall just short of the 95% target. Non-LSC venues achieved an average of 88%, which is 7% below target and LSC venues scored slightly lower at an average of 87%, 8% below target. Departmental audit scores achieved an overall average of 92%.

Non-LSC Venues Audit Performance 2024-25

Venue	Quarter 1 (%)	Quarter 2 (%)	Quarter 3 (%)	Quarter 4 (%)	Total (%)
Holyfield Farm	98	98	95	98	97
Stanstead Marina	65	91	91	85	85
Rangers Service	47	95	92	98	83
Myddelton House & Visitors Centre	94	94	94	96	95
Myddelton House Gardens	70	89	80	81	80
Lee Valley Campsite, Sewardstone	60	93	97	94	86
Lee Valley Camping and Caravan Park, Edmonton	79	93	95	97	91
Lee Valley Caravan Park, Dobbs Weir	58	94	94	98	86
Springfield Marina	78	97	95	98	92
Edmonton Golf	57	91	74	84	77
Almost Wild Campsite	89	N/A	N/A	97	93
Average Score	72	94	91	93	88

Annual Health & Safety Annual Performance Review April 2024 – March 2025

Summary

- The lowest quarterly average score was in quarter one at 72%, with the highest being achieved in quarter two at 94%.
- All but one non-LSC venues (Edmonton Golf) achieved over 80% at the end of the year, which was an improvement on the previous year, with Holyfield Farm and Myddelton House & Visitor Centre achieving 98% and 95%, respectively.
- The quarter one audit score was impacted following the decision by the Authority to penalise venues and departments for failing to address the major and high-risk actions identified in the previous quarter's audits.

LSC Venues Audit Performance 2024-25

Venue	Quarter 1 (%)	Quarter 2 (%)	Quarter 3 (%)	Quarter 4 (%)	Total (%)
LV VeloPark	98	96	96	91	95
LV Riding Centre	70	64	91	93	78
LV White Water Centre	96	98	97	93	96
LV Hockey & Tennis Centre	96	94	93	86	92
LV Ice Centre	61	92	84	87	81
LV Athletics Centre	65	98	75	88	82
Average Score	81	90	89	90	87

Summary

- The VeloPark and the White Water Centre both achieved the 95% target with impressive year-end scores of 95% and 96%, respectively.
- All venues but the Riding Centre, which scored 78%, exceeded the 80% grade.

Departmental Audit Performance 2024-25

Venue	Quarter 1 (%)	Quarter 2 (%)	Quarter 3 (%)	Quarter 4 (%)	Total (%)
Working from Home	95	N/A	N/A	N/A	95
Events	80	100	100	100	95
HR	86	100	100	100	97
Sport & Active Recreation	96	100	100	100	99
Volunteers	82	80	87	93	86
Learning & Engagement	80	80	73	95	80
Average Score	87	92	92	98	92

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Summary

- The majority of the Departments achieved the 95% target, with many achieving an impressive 100% for quarters two, three, and four.
- A couple of actions, such as missing evidence to show all volunteers had signed and acknowledged necessary risk assessments in quarter 3 and the lack of person-specific risk assessments for volunteers with additional needs in quarter 4, were the only reasons the Volunteers did not also achieve 100% in these quarters too.

Food Safety Audits

The first food safety audits for LSC venues were undertaken in quarter 3, along with the Myddelton House Visitors Centre undertaking its second audit. Each audit consisted of 17 modules ranging from the supply chain to the control of allergens. The scores awarded are as follows:

- LV Ice Centre – 96% (re-audit on 11 February 2025 undertaken in quarter 4, up 27% from the original audit)
- LV VeloPark – 93%
- LV White Water Centre - 94%
- LV Hockey & Tennis Centre – 90%
- Myddelton House Visitors Centre – 86% (up 22% on its first audit conducted in November 2022).

2025/6 Health & Safety Audit Schedule

Audit dates were issued in quarter 4 2024/5 ahead of quarter 1's audit for 2025/6. The Health & Safety Strategic and Oversight Meeting team agreed that three years of benchmarking would provide a good base to work with. If scores remain continuously high, formats should be altered in the future to further challenge venues and departments.

Changes in Legislation

The Authority and the health and safety team continue to closely monitor the progress of the forthcoming 'Protect Duty' legislation known as 'Martyn's Law.' The Act will require venues within the scope of the legislation to take necessary but proportionate steps according to their capacity to mitigate the impact of a terrorist attack and reduce harm. The duties that the premises will have to take will depend on the size of the venue. Premises and events with a capacity of 800 or above will be in the enhanced tier, while premises with a capacity of 200 to 799 will be in the standard tier.

The Act progressed in 2024/5 through Public Bill Committee readings and the House of Lords before finally receiving royal assent on 3 April 2025. The Act is not yet in force and organisations do not yet have to meet its requirements. Guidance on how to comply with the law is still being drawn up. The government has stated that any guidance written will be simple to understand and action without businesses needing the assistance of third-party advisors or experts. There is a 24-month lead-in time before the Act is brought into force, and organisations must comply with its requirements during this timeframe.

In quarter 1, a working group is to commence monthly meetings to start planning and preparing appropriately to mitigate the impact of a terrorist attack and reduce harm before the legislation is enforced.

Aims & Objectives for 2025-26

General Objectives 2025/26

- Continue to support non-LSC venues with monthly support visits and work with the new Business Support Officer on health and safety standards and risk assessments at the venues.
- Assist the Authority and support the non-LSC venues in improving controls for legionella, noise, and vibration hazards.
- DSEAR risk assessments are to be undertaken at LSC venues, with further staff training being undertaken.
- Purchase defibrillator cabinets for campsites, the marinas, and the Wildlife Discovery Centre, making the defibrillators publicly accessible.
- Embedding the 'tasks and checks' via the StaffMIS platform (known as LVQMS) at the caravan parks/campsites, with planned future rollout to other non-LSC venues.
- Installing the MPG statutory checks on to the LVQMS platform and monitoring the completion of them.
- Relaunch the Right Directions 'STITCH' accident/incident and risk assessment platform, which is currently being enhanced with the developers.
- Deliver the quarterly health and safety audit process, following up each quarter on the progress of the previous quarter's actions via a scored and weighted module.
- Launch the new Health and Safety Management System (HSMS) across the Authority.

Appendices

- Appendix A: LVRPA Health and Safety Policy Statement 2025-26.

Right Directions

Quality Support in Safe Hands



Quality Support in Safe Hands

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Right Directions

Quality Support in Safe Hands

The Lee Valley Regional Park Authority aims to promote the health, safety, and welfare of all staff, customers, volunteers, and visitors through a commitment to the development of a positive health and safety culture within all offices, facilities, and departments operated under their management.

To achieve the highest possible standards, The Lee Valley Regional Park Authority aims to, so far as is reasonably practicable:

- Implement and develop a health and safety management strategy around the Health and Safety Executive (HSE) principles of Plan, Do, Check, and Act
- Identify the risk to health and safety through comprehensive risk assessments, ensuring actions arising are implemented and the risks are reduced to the lowest practicable level
- Provide defined standards, which will include safe methods of working for all staff
- Provide and maintain plant, equipment, and machinery and ensure safe storage/use of substances
- Seek to prevent accidents, incidents, and near misses, and cases of work-related ill health
- Implement emergency procedures
- Increase the number of near-miss reports
- Ensure the timely completion of investigations to prevent incident reoccurrence
- Ensure mechanisms are in place to report hazards and identify faults for rectification
- Provide a safe and healthy working environment for all members of staff, visitors, members of the public and contractors
- Award contracts for goods and services to persons or organisations able to demonstrate compliance with health and safety legislation and best practice.

The Lee Valley Regional Park Authority is committed to staff development and involvement and aims to ensure the following provisions are met:

- Establish an effective management structure, with key health and safety responsibilities identified and communicated
- Create a proactive and sustainable health and safety culture, that encourages the involvement of all members of staff
- Consult and engage with our staff on matters affecting their health and safety, including day-to-day health and safety conditions
- Ensure suitable welfare arrangements are in place for all staff
- Raise the standard of internal health and safety knowledge by providing suitable and sufficient training, which is appropriate to the business needs of the organisation
- Provide staff with appropriate information, instruction and supervision to ensure staff are competent
- Ensure staff are given necessary health and safety induction and provided with appropriate training and personal protective equipment where required

The Chief Executive Officer (CEO) has overall accountability for health and safety. The Corporate Director (Sport & Leisure) has responsibility for the delivery of health and safety. The Senior Management Team will review this policy statement at least annually.

Signatories:

Shaun Dawson - Chief Executive

Paul Osborn – Chairman

Date: July 2025