

LEE VALLEY REGIONAL PARK AUTHORITY

AUDIT COMMITTEE

23 JUNE 2022 AT 13:00

Agenda Item No:

7

Report No:

AUD/128/22

ANNUAL REPORT ON HEALTH & SAFETY 2021/22 AND HEALTH & SAFETY AUDIT PLAN 2022/23

Presented by the Corporate Director

SUMMARY

This report sets out the work provided by RD Health & Safety Consultancy Limited, the Authority's Health & Safety service provider, during the financial year 2021/22. The report covers all aspects of Health & Safety work carried out within the Authority including the six Leisure Service Contract (LSC) venues that are currently managed by the Authority.

The main areas for Members to note are:

- an average score of 95.22% on all Health & Safety audits was achieved against a stretch target of 95%, a decrease of 0.06% on the previous year;
- of the 8.8 million visits, accidents increased from 0.5 per 10,000 visits in 2020/21 to 0.53 per 10,000 visits in 2021/22;
- 1 accident (2 in 2020/21) was reported to the Health & Safety Executive (under RIDDOR);
- completion of a comprehensive training programme;
- the continuation of the Covid-19 oversight group; and
- major events including FIH Pro-League Hockey, UCI Track Cycling Champions League, funfairs and some other minor events.

RECOMMENDATIONS

- | | |
|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Members Note: | (1) the annual report of RD Health & Safety Consultancy Ltd for 2021/22 detailed in Appendix A to this report; |
| Members Approve: | (2) the aims and objectives for 2022/23, set out in Appendix A in the annual report of RD Health & Safety Consultancy Ltd; and

(3) 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 out-sourced during 2007 and a contract awarded to Right Directions to provide a full and comprehensive H&S service to the Authority. The contract was retendered for 7 years (with the option for extending up to 3 years) from October 2012 and Right Directions (now known as RD Health & Safety Consultancy Limited (RDHS)) were again appointed as the approved provider. In 2019 the Authority and RDHS agreed to extend the contract for a further three years until 30 September 2022. This report looks at the delivery of the H&S service during 2021/22 and summarises the scope of audit coverage during the last financial year.

HEALTH & SAFETY WORK – 2021/22

- 2 All planned H&S activity was completed in accordance with the 2021/22 plan along with increased support for Events and a number of special reviews and activities carried out with an emphasis on the Covid-19 pandemic.
- 3 RDHS have prepared a comprehensive report summarising the reviews and their findings and this is attached as Appendix A to this report.
- 4 In all H&S audits recommendations were made to improve the system of managing H&S and these recommendations were accepted. Follow-up reviews will be undertaken in the next twelve months to ensure appropriate action has been taken.
- 5 In monitoring the contractor's (RDHS) performance each site/area that is audited is requested to confidentially feedback on the service that they received from the contractor. There was 100% positive feedback and managers felt the overall service met or exceeded expectations.

AUDIT FINDINGS – 2021/22

- 6 The full RDHS report is attached at Appendix A to this report for information.
- 7 The key message from RDHS is embodied in their opinion shown on page 2 of Appendix A to this report, which sets out the assurance for the Authority, it states:

Their view is that Members of the Authority can seek a high level of assurance from the Health and Safety work carried out during 2021-22;

*Based on the audits completed in our Health & Safety Assurance Programme covering the period, 1 April 2021 to 31 March 2022, limited to the audit scopes as agreed by the Audit Sponsor, with the exception of any weaknesses identified in our detailed reports, in our opinion, Lee Valley Regional Park Authority (LVRPA) has **strong and effective** systems over risk and Health & Safety, which provide a **high level of assurance** regarding the effective and efficient achievement of the Authority's objectives.*

KEY HIGHLIGHTS - 2021/22

- 8 The key work delivered from the H&S team during 2021/22 is detailed in Appendix A to this report. In summary, the key highlights are:
 - a large proportion of time spent providing updates and guidance on COVID-

19. This included weekly updates to the COVID-19 Oversight Group, reviewing risk assessments, completing site inspections to ensure sites are COVID secure and providing guidance notes;
 - provided guidance and support to the Events Team, including event safety support advising on both health and safety and spectator safety, ensuring all COVID-19 restrictions were followed;
 - four Safety Coordination Group (SCG) meetings have been held during 2021-22, attendance remained inconsistent throughout the year although improving through Q3 and Q4;
 - 147 Training Courses delivered through E-Learning;
 - 151 staff successfully completed classroom-based training;
 - 59 Counter Terrorism Training delivered through E-Learning;
 - introduced new Accident & Incident reporting software, RDHS AIR. Work has started to integrate this system into LVRPA GIS software;
 - delivered annual assurance and audit programme, with all venues completing a full annual Health & Safety Baseline Audit.

- 9 The Authority, which currently includes the non-Leisure Service Contract (LSC) facilities (Lee Valley Campsite Sewardstone, Lee Valley Caravan Park Dobbs Weir, Lee Valley Camping and Caravan Park Edmonton, Lee Valley Golf Course, Lee Valley Marina Stanstead, Lee Valley Marina Springfield, Lee Valley WaterWorks Centre, Holyfield Farm, Fisheries, Rangers, Myddelton House, Myddelton House Gardens – average score 92.9%) and LSC facilities (Lee Valley VeloPark, Lee Valley Hockey and Tennis Centre, Lee Valley Ice Centre, Lee Valley Riding Centre, Lee Valley Athletics Centre, Lee Valley White Water Centre – average score 97.6%) achieved a combined average 95.22% score across all sites (95% stretch target set for 2021/22) compared to 95.28% achieved in 2020/21. The achievement of a near 95% average score is an ongoing significant achievement. Continued monitoring will be necessary this year to maintain the 5* British Safety Council levels (approx. 92%). A proposed stretch target for LSC facilities is proposed at 98%, with non-LSC sites proposed at 96% for 2022-2023 to ensure all sites strive to maintain the highest level of H&S standards that has been achieved in recent years.

- 10 Having achieved a 95.22% combined score, RDHS believe the Authority was not necessarily exposed to increased risk as the slight increase in the number of accidents per 10,000 visits indicates, although additional work will be required to ensure focus remains on the risk profile of the Authority and the new LSC contractor (the LSC contract commenced on 1 April 2022), towards overall compliance and the effective delivery of the H&S Management System.

- 11 The RDHS report also includes a summary of RIDDOR incidents, 1 during the year (2 in 2020/21), and provides detail of the position with regard to insurance claims up to 31 March 2022.

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 (8.8 million 2021/22 down from 10.8 million in 2020/21). Accidents increased slightly from 0.5 per 10,000 visits in 2020/21 to 0.53 per 10,000 visits in 2021/22.

ANNUAL HEALTH & SAFETY OBJECTIVES 2022/23

- 12 The report by RDHS sets out a summary of objectives for 2022/23 and takes into account the following:

- the Authority's Strategic Risk Registers;
- stretch targets of 96% (non-LSC sites) and 98% (LSC sites);
- findings from previous years' H&S work;
- planned developments within the Authority; and
- advising the Authority on COVID-19 Planning and the re-opening plan of facilities and open spaces.

- 13 There are 260 contracted days to allow completion of the H&S Plan in 2022/23 and Members are asked to approve the aims and objectives as set out in Appendix A of this report.

ENVIRONMENTAL IMPLICATIONS

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

EQUALITY IMPLICATIONS

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

FINANCIAL IMPLICATIONS

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

HUMAN RESOURCE IMPLICATIONS

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

LEGAL IMPLICATIONS

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

RISK MANAGEMENT IMPLICATIONS

- 19 There are no risk management implications arising directly from the recommendations in this report. The percentage of accidents to usage has increased to 0.53 per 10,000 visits, and although there has been a minor drop in the overall audit score to 95.22%, Members, Senior Management and Officers need to be vigilant in their application of H&S management systems, processes and procedures to enable the stretch targets of 96% (non-LSC sites) and 98% (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/119/21	Annual Report on Health & Safety 2019/20 & Annual Audit Plan 2020/21	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 2021 to March 2022
Appendix B	H&S Policy Statement
Appendix C	Current insurance claims to 31 March 2022
Appendix D	LVRPA Audit Benchmarking 2021-22

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

Health & Safety Annual Performance Review

April 2021 to March 2022

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Introduction

RDHS Ltd are the approved contractor for delivering a Health & Safety contract to the Lee Valley Regional Park Authority. This report covers an annual performance review of Health & Safety across the Authority, recommending a plan for the year ahead in 2022-23.

Assurance

In our view elected Members of the Authority can seek a high level of assurance from the Health and Safety work carried out during 2021-22;

Based on the audits completed in our Health & Safety Assurance Programme covering the period, 1 April 2021 to 31 March 2022, limited to the audit scopes as agreed by the Audit Sponsor, with the exception of any weaknesses identified in our detailed reports, in our opinion, Lee Valley Regional Park Authority (LVRPA) has strong and effective systems over risk and Health & Safety, which provide a high level of assurance regarding the effective and efficient achievement of the Authority's objectives.

Delivery of 2021-22 Plan

- A large proportion of time spent providing updates and guidance on COVID-19. This included weekly updates to the COVID-19 Oversight Group, reviewing risk assessments, completing site inspections to ensure sites are COVID secure & providing guidance notes
- Provided guidance and support to the Events Team, including event safety support advising on both health and safety and spectator safety, ensuring all COVID-19 restrictions were followed
- Gary Milne joined RDHS Limited in June 2021 as a Health & Safety Consultant. He has supported Joe Ryan & Jack Bernard in delivering various items such as Training & Auditing
- Monthly Strategic Health & Safety meetings have been held each month
- Monthly Operations Health & Safety meetings have been held each month with Site Safety Coordinator & Venue Managers
- Four Safety Coordination Group (SCG) meetings have been held during 2021-22, attendance remained inconsistent throughout the year although improving through Q3 and Q4
- 147 Training Courses delivered through E-Learning
- 151 staff successfully completed classroom-based training
- 59 Counter Terrorism Training delivered through E-Learning.
- Introduced new Accident & Incident reporting software, RDHS AIR. Work has started to integrate this system into LVRPA GIS software
- Delivered annual assurance and audit programme, with all Venues completing a full annual Health & Safety Baseline Audit
-

Policy

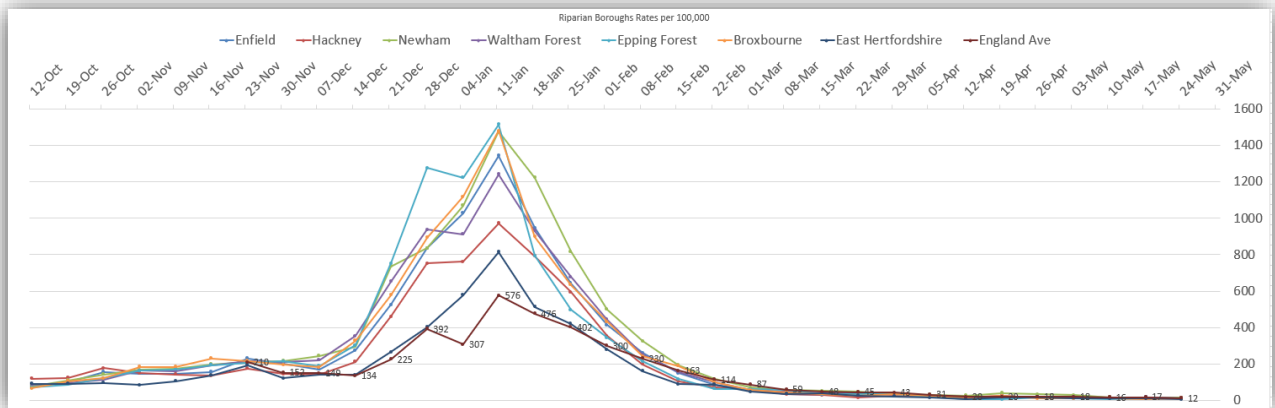
- LVRPA Policy Statement was signed and issued in July 2021 (and a new Policy Statement is attached to this report for approval from July 2022).
- Once approved, the Policy Statement will be circulated to all Venues to be displayed

COVID-19 Response and Management

- **COVID-19 Focus Group** – The COVID-19 Oversight Group continued to meet weekly during the first quarter of the year in order to oversee and make recommendations to Senior Management Team (SMT) regarding the impact of COVID-19 pandemic on the Authority and our compliance within the Governments guidance and response. The Oversight Group met every Monday morning for 1 hour, with meetings becoming less frequent in the latter part of the year due to restrictions being eased. When new guidance was released ‘ad-hoc’ meetings were arranged. The COVID-19 Focus Group included the following key staff;
 - Dan Buck, Corporate Director (Chair)
 - Jon Carney, Corporate Director (Co-Chair)
 - Joe Ryan (RDHS), H&S Consultant
 - Jack Bernard (RDHS), H&S Consultant
 - Victoria Yates, Head of HR
 - Bill Moran, Director of Operations
 - Jeremy Northrop, Regional Manager South
 - Dave Hutley, Head of Parklands
 - Justin Baker, Senior Sport, Leisure & Projects Manager
 - Simon Clark, Head of IT
 - Stephen Bromberg, Head of Communications
 - Charlotte Painter, Senior Marketing Officer
 - Mike Stevens, Head of Asset Maintenance
 - Pauline Andrews, PA to the Chief Executive.
- **Procedures written & Guidance notes** – The H&S team implemented various procedures and guidance notes to help ensure staff were briefed with the latest information and venues were COVID compliant. This included issuing procedures and guidance notes such as; re-opening guidance packs, staff information sheets, enhanced cleaning inspections checklists, NHS & PHE signage, self-isolation reporting procedures and working from home advise.
- **Risk Assessments reviewed** – The H&S team reviewed a large quantity of Risk Assessments across all the venues and services. From the start of the pandemic each site were given a ‘communicable diseases reopening risk assessment’ which they were responsible for updating when guidance had been changed. Before any activity or service returned following the lockdown, venue managers were responsible for submitting a risk assessment specific to this activity before given approval, again this was the same process following each national lockdown from which every risk assessment was reviewed by a member of the H&S team.
- **Communications** – Throughout the year there was ever changing guidance released from the UK Government. The H&S team reviewed and simplified all the key changes which were circulated by the Communications team in a short briefing note. This included guidance on Self Isolation, Vaccination Status, Travel Restrictions, Face Coverings and many more. It was important to ensure all staff were aware of any changing to work practices.
- **Weekly case numbers** – Weekly data was circulated every Monday morning to all staff included in the COVID-19 Oversight Group. This included information on any new guidance plus COVID-19 case rates across all London Boroughs where there is a LVRPA venue.

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During the start of 2022 weekly case numbers continued to fall. This led to all remaining domestic COVID-19 legal restrictions in England being removed Thursday 24th February 2022. A full summary was provided to all staff in the days leading up to this.

RDHS will continue to monitor any news and guidance relating to COVID-19 or any viral infections which could impact the Authority.

Health and Safety Resourcing

- The H&S Team remained available throughout 2021-22 to continue to deliver support services across all venues, services and departments in addition to the COVID-19 support
- Joe Ryan delivering strategic leadership for the H&S Team
- Jack Bernard is the H&S consultant leading on all aspects of the H&S strategic plan
- Gary Milne joined the H&S team to deliver health and safety operational support and assurance
- Site Safety Coordinators updated, taking account of new appointments to venue teams including a full restructure of the Campsite Management

Safety Leadership and Coordination

- Monthly Strategic H&S meetings were held to discuss key topics in the H&S strategic plan alongside discussing any reactive issues. The group included the following key staff;
 - Dan Buck, Corporate Director
 - Jon Carney, Corporate Director
 - Vince Donaldson, Senior Contracts & Quality Manager
 - Justin Baker, Senior Sport, Leisure & Projects Manager
 - Joe Ryan (RDHS), Managing Director
 - Jack Bernard (RDHS), H&S Consultant
 - Gary Milne (RDHS), H&S Consultant
- Monthly Operations H&S meetings have been held each month with Site Safety Coordinator & Venue Managers. The agenda focussed on providing updates across all areas of H&S including risk management, training, accident and incident data, insurance summary and assurance review
- RDHS have been meeting Site Safety Coordinators on site whilst conducting COVID-19 Unannounced Safety Inspections & Annual H&S audits
- Four Safety Coordination Group (SCG) meetings have been held during 2021-22. The focus has been on;

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- *Plan for reviewing and updating Fire Risk Assessments*
- *HSMS section updates*
- *Lone working and sharing of incident information*
- *Event Safety*
- *Emergency Procedures*
- *Water safety.*

Workforce and Contractor Engagement

- The Staff Health, Safety & Wellbeing survey was recommended to be moved to June 2022 at the coincide with the LSC contract
- A draft survey has been produced and is currently being reviewed. This is on track to be released to all staff in June 2022, with full feedback from this survey available after completion

Staff Competency – Learning and Development

- Class based sessions have increased back to pre pandemic attendance levels, with 15 sessions being delivered with 152 staff attendances on various sessions. This included Fire Marshall training, Legionella Awareness, Manual Handling and Pool Plant Operators
- H&S E-learning modules completed is significantly down from previous years, due to a number of venues having limited operations alongside a large part of the workforce working from home. The complete library for E-learning is currently being reviewed by RDHS, with all staff being asked to complete all updated modules during the summer of 2022
- Counter Terrorism ACT awareness e-learning refresher was sent out in October 2021 and completed by 59 member of staff. A face to face session is currently being planned to be completed before the end of 2022
- Staff have completed e-learning modules on Counter Terrorism. Completion figures for each module is not available this year however overall completion numbers are detailed in the below table. This training was designed to educate staff of security risks especially those working across the larger sites and events
- IOSH training was delivered by RDHS in February 2022. Working safely was attended by 8 members of staff and Managing Safely was attended by 12 members of staff
- Additional Training was delivered in 2021-22;
 - *First Aid at Work*
 - *First Aid at Work requalification*
 - *Emergency First Aid at Work*
 - *Total number of employees achieving completion was 76.*

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Training Provision / Staff Competency 2021-22

Health & Safety E-Learning Modules													
Course Title	Number of Course Completions												
	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Total
COSHH & Hazardous Substances	0	0	0	0	0	0	0	0	0	0	0	0	0
Display Screen Equipment	0	0	0	0	0	0	0	0	0	0	0	0	0
Electrical Safety	0	0	0	0	0	0	0	0	0	0	0	0	0
Facility Inspection	0	0	0	0	0	0	0	0	0	0	0	0	0
First Aid Re-fresher	3	0	0	3	2	3	1	0	1	0	0	0	13
H&S Induction	2	4	3	4	2	3	2	4	4	0	1	1	30
Lone Working	0	0	0	0	0	0	0	0	0	0	0	0	0
Manual Handling	0	0	0	0	0	0	0	0	0	0	0	0	0
Permits to Work	0	0	0	0	0	0	0	0	0	0	0	0	0
Slips and Trips	0	0	0	0	0	0	0	0	0	0	0	0	0
Work Equipment	0	0	0	0	0	0	0	0	0	0	0	0	0
Working at Height	0	0	0	0	0	0	0	0	0	0	0	0	0
Legionella Awareness	1	1	0	3	0	2	1	1	3	1	0	0	13
ACT Counter Terrorism Awareness Training	0	0	0	0	0	0	77	5	6	1	2	0	91
Totals	6	5	3	10	4	8	81	10	14	2	3	1	147

Class Based Sessions			
Course Name	Number of Course Completions		
	Date	No. Delegates Attended	No. Delegates Achieved
First Aid at Work	26/27/28 Apr	11	11
Fire Marshall Training	19-May	15	15
Emergency First Aid at Work	26-May	10	10
Legionella Training - Half Day	01-Jun	16	16
Manual Handling Training - Half Day	22-Jun	13	13
First Aid at Work	2/3/4 Aug	8	8
First Aid at Work	20/21/22 Sep	11	11
Pool Plant Operators (PPO)	18/19/20 Oct	11	11
First Aid at Work (Requalification)	21/22 Oct	4	4
Emergency First Aid at Work	28-Jan	8	8
First Aid at Work (Requalification)	01/02 Mar	8	8
IOSH Working Safely	21-Feb	8	8
IOSH Managing Safely	22/23/24 Feb	13	12
Emergency First Aid at Work	28-Jan	8	8
First Aid at Work (Requalification)	01/02 Mar	8	8
Totals		152	151

Do

- LVRPA Health and Safety Management System (HSMS) has been reviewed and updated
- H&S Team continue to closely support Events across Lee Valley
- Fire risk assessments has been reviewed as part of ongoing work
- Specific Health and Safety Support provided directly to Venues

Health & Safety Management System

- LVRPA Health and Safety Management System (HSMS) have been reviewed and updated
- Updates from April 2021;
 - H&S Policy Statement
 - *H&S Support*
 - *Responsibilities and Structure*
 - Event Safety
 - Facility & Statutory Inspections
 - Fire Safety
 - First Aid
 - Hazard & Fault Reporting
 - Hazardous Substances (COSHH)
 - Hazardous Waste
 - Inflatable Structures
- Updates from October 2021;

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- *Legionella*
 - *Lifts & Lifting Equipment*
 - *Lone Working & Personal Safety*
 - *Manual Handling Operations*
 - *New & Expectant Mothers*
 - *Noise at Work*
 - *Office Safety & Home Working*
 - *Personal Protective Equipment (PPE)*
 - *Risk Assessment and Safe System of Work*
 - *Safe use of Firearms*
 - *Safety Signs & Signal*
- All HSMS documents are up to date on Compass to ensure accessible to staff
 - Review summary documents were issued once a review was completed, which provided details on what amendments had been made to each document. This was circulated to members of the H&S committee and made available via compass

Events

Support for events is provided from the planning stage through to the delivery and “bump out” process. Areas for improvement and good practice are fed into the event de-briefs. H&S Team continue to closely support Events across Lee Valley, in particular support was provided for the following:

- **FIH Pro League:**
 - *Due to the global pandemic a reduced schedule was delivered which consisted of 8 International matches over 4 event days. The RDHS team were present for all fixtures*
 - *The H&S team worked with the Events Team & Waltham Forest to allow roughly 100 Friends & Family attend the final weekend of fixtures under COVID-19 secure controls*
 - *H&S team reviewed several key documents including the Event Management Plan, COVID-19 Mitigation Plan & Friends and Family Action Plan to ensure all were up to date and correct*
 - *Work has continued in relation to how we are able to provide improved lightning protection at HTC in the event of a lightning strike as some of the seating remained unprotected*
- **UCI Track Cycling Champions League:**
 - *The UCI Track Cycling Champions League took place on the 3rd and 4th December 2021. This was the biggest event at any venue for nearly 2 years due to the pandemic so extra precautions were put in place to ensure the event ran seamlessly. Over 6000 spectators were expected across both days.*
 - *Bronze command training took place on 23rd November which was hosted by RDHS and attended by staff across various venues. This session detailed the responsibilities on any member of staff fulfilling this role during any event and allowed staff to update their knowledge prior to the upcoming event.*
 - *Event readiness training took place on 25th November which was hosted by RDHS and attended by various staff mostly from Velopark. The aim of the session was the complete several desktop style exercises so staff working at the event were prepared for all scenarios. This training was mandatory for any staff who were working during the event.*

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- *Prior to the event a large amount of documentation was reviewed by RDHS including Event Management Plans, Event Risk Assessment, Crowd Management Plans and contractor RAMS.*
- *Joe Ryan was the Safety Officer for both event days alongside Gary Milne who provided additional compliance support*
- *Overall the event ran smoothly with minimal issues or concerns raised by any group involved with the event. Prior to the event RDHS raised concerns with British Cycling about increasing the level of accreditation needed to access the venue due to the UK threat level increasing. Ingress at the event also took slightly longer due to COVID passes which were required to be checked upon arrival, however this did not impact the start times of the event.*
- **C3 Command Training:**
 - *Gold Command Training was delivered to members of the Senior Management Team on Monday 28th June*
 - *Silver Command Training was delivered to various staff on 22nd July 2021*
- **Open Spaces - Three Mills & Showground:**
 - *H&S Team worked with the Events Team to review various documentation for three different weekends of festivals. This included attending all on site pre-event checks to ensure all required certification was in place*
- **LVHTC & LVIC Fun Fair** – *In May a funfair at Lee Valley Ice Centre took place. In July a funfair at Lee Valley Hockey & Tennis Centre also took place. We leased space to a third party with all documents and plans reviewed in advance by the H&S team*
- **Authority Events Team**
 - *Notable support has been provided to the Events Team in providing assurance and guidance on COVID specific rules*
 - *Reviews of documentation, site inspections and on-site presence have helped the team facilitate safe events and mitigate risks.*

Specific Health and Safety Support

- **The Waterworks Centre** – After the venues returned to the Authority, support work to improve their processes following poor audit score. The centre is now non operational but does provide a base for the South Ranger Team
- **HR Team** – Provided guidance and documentation to the HR team & Venue Managers for several employees returning to work from sickness or injury. This included drafting risk assessments specific to their needs and working environment
- **Leisure Services Contract** – Continued to support and prepare a scope of works for the transition to the new incoming leisure contractor. This work is continuing throughout 2022-23
- **Business Continuity & Incident Management Plans** – Reviewed an updated both the Corporate Incident Management Plan (CIMP) and the Facility Incident Management Plans (FIMP), in light of changes of staffing at a senior level in the Authority. Also reviewed documentation relating to business continuity planning including preparing PowerPoints for two desktop exercises which were held virtually
- **Water Safety Partnership** – The first WSP meeting since the pandemic was held in February 2022 which was attended by RDHS. Advice and guidance has been provided on throw lines which were proposed to be installed across the park. After investigating this proposal, we advised against this which was agreed by SLT. Work is now underway to decide how the funding can be used improve water safety in other ways

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- **Personal Injury Claims Management** – Provided specific support and investigations to several new PI claims received at different sites. A full breakdown can be found further in this report

Check

- **LVRPA Accidents** have increased significantly due to venues re-opening throughout the year, figures have increased from 55 in 2020/21 to **201 in 2021/22**. Although this may look high, it's still not a high pre pandemic which for 2019/20 was 503
- **LVRPA Incidents** have decreased slightly, figures have dropped from 485 in 2020/21 to **265 in 2021/22**. The majority of these were reported across the open spaces which remained popular
- One RIDDOR report in total
- **Staff Accidents** increased slightly by 8
- Zero Contractor Accidents reported
- Visitor numbers increased by 1,978,360
- Accident Incidence Rate (AIR); $\text{No. of Acc' / Inc' } \times 10,000 \text{ visits} / \text{Total No. of Visits} = \text{No. of Accidents per 10,000 visits}$
- AIR 2021-22 = **0.53 per 10,000 visits**
- 3 new Personal Injury Insurance Claims in 2021-22
- 6 current 'live' Personal Injury Insurance Claims in 2021-22
- 3 Personal Injury Insurance Claims 'closed' in 2021-22
- Zero Personal Injury Insurance 'Notification Only' in 2021-22

Proactive Monitoring

LVRPA Accident / Incident Figures 2021-22 (including 2020-21 comparator)

LVRPA (LSC & Non LSC)									
Month	Accidents reported			Incidents reported			RIDDOR Reports		
	2021-22	2020-21	Direction of Travel	2021-22	2020-21	Direction of Travel	2021-22	2020-21	Direction of Travel
Apr	8	4	●	32	53	●	0	0	●
May	6	1	●	25	94	●	0	0	●
Jun	10	3	●	21	68	●	0	1	●
Q1 Totals	24	8	●	78	215	●	0	1	●
Jul	23	4	●	21	65	●	0	0	●
Aug	35	5	●	27	56	●	0	1	●
Sept	29	12	●	25	41	●	0	0	●
Q2 Totals	87	21	●	73	162	●	0	1	●
Oct	24	10	●	38	27	●	0	0	●
Nov	15	7	●	9	25	●	0	0	●
Dec	10	2	●	12	20	●	0	0	●
Q3 Totals	49	19	●	59	72	●	0	0	●
Jan	17	4	●	16	10	●	0	0	●
Feb	10	2	●	23	9	●	0	0	●
Mar	14	1	●	16	17	●	0	0	●
Q4 Totals	41	7	●	55	36	●	0	0	●
Annual Totals	201	55	●	265	485	●	0	2	●

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LVRPA Staff / Volunteer and Contractor Accident Figures

Month	LVRPA (LSC & Non LSC)					
	Staff / Volunteer Accidents			Contractor / Agency Accidents		
	2021-22	2020-21	Direction of Travel	2021-22	2020-21	Direction of Travel
Apr	2	3	●	0	0	●
May	1	0	●	0	0	●
Jun	2	2	●	0	0	●
Jul	0	2	●	0	0	●
Aug	10	2	●	0	0	●
Sept	4	2	●	0	0	●
Oct	1	2	●	0	0	●
Nov	0	4	●	0	0	●
Dec	2	1	●	0	0	●
Jan	3	2	●	0	0	●
Feb	2	0	●	0	0	●
Mar	1	0	●	0	0	●
Annual Totals	<u>28</u>	<u>20</u>	●	<u>0</u>	<u>0</u>	●

Quarterly Usage Rates v Number of Accidents 2020-21

Visitor figures are decreased from previous year due to large increase in visitors to the open spaces during national lockdowns during 2020

Quarter	LVRPA (LSC & Non LSC)						
	Total Accidents & Incidents Reported		Visitor Figures		Accidents & Incidents per 10,000 visits		
	2021-22	2020-21	2021-22	2020-21	2020-21	2020-21	Direction of Travel
Q1	102	223	2,888,543	3,653,129	0.35	0.61	●
Q2	160	183	2,144,514	2,522,660	0.75	0.73	●
Q3	108	91	1,695,230	2,114,607	0.64	0.43	●
Q4	96	43	2,077,416	2,493,667	0.46	0.17	●
Annual Totals	<u>466</u>	<u>540</u>	<u>8,805,703</u>	<u>10,784,063</u>	<u>0.53</u>	<u>0.50</u>	●

Summary of Accidents, Incidents and Near Miss Reports

- Overall numbers for accidents and incidents are slightly less from the previous year due to gradual opening of facilities and activities
- Fly Tipping & Illegal Gatherings remain the highest reported incident type, these continues to be an issue for Rangers and Park Guard teams
- Tottenham and Walthamstow Marshes most prominent incident locations and most common incident types are nuisance / abandoned vehicles and rough sleeping

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- VeloPark and White-Water Centre most prominent accident locations. Ranger service most prominent for reporting incidents
- High number of unauthorised swimming & BBQ use incidents reported from June – August

RIDDOR Reportable Accidents

- 1 RIDDOR Reportable accident during 2021-22
- **Dobbs Weir Campsite 18/10/2021** - related to an accident involving a golf buggy being driven by a member of staff. The collision happened in the evening during less than ideal conditions. It would appear the main injured person has sustained some quite significant injuries from which are insurers are currently trying to confirm through medical evidence. The injured persons wife has also sustained minor injuries. Full details on this can be found further in this report under personal injury insurance claims management

Introduction of RDHS AIR

- RDHS AIR accident and incident reporting system replaced PRIME, this new system went live on the 2nd June 2021
- This system is managed by RDHS which allows easier and quicker troubleshooting. It also allows specific customisations to be made such as easily adding new accident or incident types
- Unlike the previous system there is no limit on how many users can have a login which allows us to provide all the necessary staff with login details
- Work is currently taking place with the IT department to integrate the current GIS (Geographic Information System) used by Lee Valley with RDHS AIR. Several meetings have taken place over the year to progress this with the overall aim of further enhancing both systems by allowing data to be easily mapped and analysed

Personal Injury Insurance Claims Management

- See Appendix B for the full Insurance Claims Summary

New personal injury claims 2021-22

- **387 (Sewardstone Campsite)** Dates of accident(s) June 2021 –
 - Notification received on the 14th October 2021 relating to ex staff member at Sewardstone Campsite, who claims to have suffered injuries whilst at work.
 - Investigation started and during November 2021 a Liability adjuster attended site with Gary Milne (RDHS) to investigate.
 - Limited training records and RAMS in place for equipment involved, therefore claims looking difficult to defend against.
 - Since these accidents took place RDHS have been proactively working closer with the Campsite Venue Management team to review training records and risk assessments to eliminate the risk of any recurrence. **Open and Active.**
- **388 (Dobbs Weir Campsite)** Date of accident 18/10/2021 –
 - Notification received on 17th January 2022 relating to an accident involving a member of staff driving a golf buggy and two injured parties.
 - Investigation completed by RDHS and sent onto our insurers. It would appear this one will be difficult to defend and Lee Valley may have to accept liability.

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- This is due to several factors including the Venue Management being unable to locate any training records, contradicting and lack of detail included in the risk assessment, no CCTV captured nor any monthly / routine checks in place on the golf buggy.
- It would appear the main injured person has sustained some quite significant injuries from which are insurers are currently trying to confirm through medical evidence. The injured persons wife has also sustained minor injuries.
- Independent loss adjusters instructed by the insurers attended site on the 02/03/2022 to complete an independent investigation, **Open and Active.**
- Since this accident RDHS have implemented a Golf Buggy Safe User Agreement which includes a documented procedure covering all areas for using the golf buggy, template training records which should be ready and signed by anyone with the need to use this piece of equipment, and pre use & monthly maintenance records to help document and check the condition of any vehicle.
- **389 (Sewardstone Campsite)** Date of accident 26/12/2021 –
 - Notification received 16th March 2022 relating to an accident at Sewardstone Campsite. It appears the injured person has fallen down a set of steps to a neighbour's static home, which were installed by Lee Valley.
 - An investigation has been completed by RDHS who found some key decisions which were made by the Venue Management leading up to accident have left the Authority liable, this included;
 - Processes and corners being cut to move the homeowner in earlier than planned
 - Inadequate steps being temporarily installed and not checked, which have ultimately led to the accident
 - Accident not being appropriately recorded by Venue Management
 - Processes not originally followed by Venue Management when correspondence was received from IP's solicitors
 - Since the accident, RDHS requested for the steps to be removed and all plots checked. The Venue Management have also put in a documented process which must be followed to avoid processes being missed and plots not being checked
 - In conclusion the Authority may find this claim hard to defend and we believe the insurers will look to settle early before incurring further costs, **Liability accepted, Open and Active.**

'Live' personal injury claims 2021-22

- **372 (Old Mill & Meadows Car Park)** Date of accident 29/12/2017 –
 - This case was originally closed in July 2019 however reopened again in April 2021 as the claimant's solicitors have litigated. Our insurers have instructed BLM (solicitors) to act on our behalf. Defence papers have been issued, reviewed and signed by LV with the defence submitted on 04/06/2021.
 - Further correspondence was received from Travellers in November and a court date of the 23/03/2023 had been set.
 - This court date was postponed and BLM have advised not to defend any further and negotiate a settlement. A part 36 offer of 5k was made on the 18th March 2022 from which we are waiting to hear if they was accepted or declined. **Offer made, waiting on decision**
- **378 (WWC)** Date of accident 08/07/2018 – The claimant was climbing a wooden fence near WWC and suffered injuries after falling. Medical evidence has now been received and liability accepted.

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A change of court has held this up however an offer of £3570 has been made. Currently waiting for the courts to approve this offer before it can be closed. **Liability accepted** however final fees to be confirmed

- **381 (WWC)** Date of accident 02/01/2019 – This case relates back to a member of staff slipping on a wet floor in the kitchen at the WWC. Injured person has had multiple operations and physio from which they have recently returned to work, case looking to be settled over the coming months. Reserve amount increased from £63,118.00 to £102,479.50 & payments made increased from £3,981.89 to £15,266.03. Additional salary information provided during Q4 however case on-going due to the complexity of the injuries sustained. **Liability accepted and reserve set**

Closed personal injury claims 2021-22

- **384 (HTC)** – Date of accident 12/01/2020 - A contracted caterer working in the kitchen at HTC hurt their back. Not reported at the time and claim believed to be made against the individual's employee not the Authority. Our insurers are aware and confirmed it did not need to be formally recorded but have kept all details on file. **No further response received from claimant, so case closed by insurers in May 2021.**
- **377 (HTC/Velo)** – Date of accident 10/03/2018 - Where the claimant came off their bike near HTC/MTB Trail. Denial of liability has been maintained throughout and limitation proceedings have expired. Confirmation received from Travellers on 23rd July 2021 that this **case has now been closed.**
- **370 (Dobbs Weir Campsite)** – Date of accident 08/07/2017 - where claimant lent on some raised decking surrounding a wigwam at Dobbs Campsite. Injured person is a minor and an infant approval hearing has been set for the 10th September 2021. Following this a settlement of £7,352.50 was agreed in December 2021 and paid out by our insurers. Remedial actions were completed by APMD following the accident in 2017 therefore there is no further action required. **Case settled and closed.**

Insurance Issues / Risk Surveys

- RDHS completed bi-annual meeting with Travellers (LVRPA Insurance) in April & September 2022. Various items discussed including business updates, projects updates and a review of all open claims.
- Nothing significant to report

Visits by Statutory Bodies e.g. (HSE, EHO, Fire)

- Limited visits however various sites were visited by local authorities to check on COVID compliance. No issues were raised from these visits and all controls in place were more than adequate
- Stansted Marina had a routine visit from Hertfordshire Fire Department. No issues were raised during this visit with a follow up letter to confirm this

Act

H&S Audits

- These were undertaken by H&S Team during Q4 across Authority venues, scores are outlined below

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- Microsoft Forms was used to allow facility managers to upload documents for review through an online form. This allowed documentation to be reviewed remotely in advance of the audit date
- In summary there was a mixed picture across the venues, with some making small improvement and others having areas to work on. Particularly impressive were the LSC venues which achieved an average score of over 97%
- Two LSC venues improved on last year scores, three scored slightly less
- All non LSC facilities achieved a very close score to previous year, with a particular mention to the Waterworks centre which had a very good increase in compliance
- Areas for improvement are staff competency, training records, contractor management & SIMP (Serious incident management). Not only have these areas been highlighted through H&S audits but also following personal injury claims which have recently been received. RDHS have been working with the Strategic H&S group to implement an action plan to manage, monitor and rectify the key areas which have been highlighted. These actions are also being followed up by H&S Team to undertake specific support in those areas to those Venues / Sections

Health and Safety Audit Targets and Results

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	Year on Year		
	Overall Compliance	2020-21 Score	Variance
Venue			
LV Athletics Centre	93.2	93.7	-0.5
LV Hockey & Tennis Centre	98.5	98.1	0.4
LV Riding Centre	99.0	97.5	1.6
LV Velopark	99.1	99.7	-0.5
LV White Water Centre	97.9	99.3	-1.4
LSC Average	97.55	97.63	-0.08
Dobbs Weir Campsite	87.2	91.0	-3.8
Sewardstone Campsite	93.4	92.9	0.5
Picketts Lock Campsite	91.9	93.1	-1.2
Picketts Lock Golf	80.9	86.3	-5.4
Springfield Marina	93.0	95.5	-2.4
Stanstead Marina	95.7	96.7	-0.9
Fisheries	96.6	97.3	-0.7
Holyfield Hall Farm	97.2	97.3	-0.1
Rangers North & South	95.7	96.1	-0.4
Myddelton House	94.4	95.3	-1.0
Myddelton House Gardens	91.3	94.5	-3.2
Waterworks	97.3	79.0	18.3
Non LSC Average	92.88	92.92	-0.04
Combined Average	95.22	95.28	-0.06

Area	Target 2021-21	Actual 2021-22
LVRPA LSC	95%	97.55%
LVRPA Non LSC	95%	92.88%
LVRPA Combined	95%	95.22%

Stretch Target for LSC sites proposed at 95% & Non LSC sites proposed at 95% for 2022-23.

Legislation Updates

- Fire Safety Bill
- Building Safety Bill
- UK Conformity Assessment.

Health & Safety Annual Performance Review

April 2021 to March 2022

Aims & Objectives for 2022-23

Seek agreement of the annual health and safety audit targets

- Authority: 95%
- LSC Contractor: 95%
- Combined: 95%

General Objectives

- Focus on improving overall H&S culture of all non-leisure service sites, with the aim of raising standards, improving communication, and improving overall safety standards and compliance in place
- Review all E-learning modules and roll out to all staff to re-complete
- Continue to monitor and advice the authority on any guidance or announcements relating to COVID-19 from the UK Government
- Provide support during the continued handover of the Leisure Services Contract to GLL
- Further review of cost efficiencies throughout the Health and Safety Services will be carried out, such as procurement of PPE, Training, Accident Reporting etc
- Continuation of the HSMS review
- Further development of the Event Safety Manual, with further development of the Adverse Weather Contingency Plan with a key focus on Lightning
- Establish, communicate, and complete staff health and safety consultation
- Undertake Workplace Inspections
- Support the LV Events Team on the re-commencement of the events programme
- Deliver Safety Leadership team & Safety Coordination Group meetings
- Deliver monthly H&S Forum covering a different topic each month
- Delivery of the Internal Health & Safety Audit programme, now moving to a quarterly schedule
- Provide enhanced support on health and safety in relation to the Leisure Services Contract, carrying out additional assurance work on behalf of the Authority.

Appendices

- Appendix A: LVRPA Health and Safety Policy Statement 2022-23 Draft
- Appendix B: Personal Injury Insurance Claims Summary
- Appendix C: LVRPA Health and Safety Audit Benchmarking

Statement of Intent

The Lee Valley Regional Park Authority aims to promote the health, safety and welfare of all employees, contractors, volunteers, visitors and members of the public through a commitment to the development of a positive health and safety culture within all premises operated under their management. The Authority is committed to comply with all legal health and safety requirements.

- 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.

Employer Responsibilities

- Manage and continually develop a Health & Safety Management System (HSMS), which includes defined standards in line with HS(G)65 *Managing for health and safety (3rd Edition)* that outlines the Plan, Do, Check, Act approach
- Establish an effective management structure, with key health and safety responsibilities identified and communicated effectively to staff
- Ensure employees are competent to deliver the health and safety standards
- Provide adequate resources to manage the health and safety standards effectively
- Consult with employees and others (where necessary) on matters affecting their health and safety
- Carry out the relevant risk assessments ensuring that risks are reduced as far as reasonably practicable, and acting on the outcome of the risk assessments where necessary
- Provide a safe and healthy working environment, including employee welfare facilities
- Provide and maintain safe plant, equipment and machinery
- Ensure the safe handling, storage and use of hazardous substances
- Establish standards for incident and emergency management.

Employee Responsibilities

- Take reasonable care of their own safety and the safety of others
- Co-operate with each other so as to enable compliance with any imposed legal duty or requirement
- Not interfere with or misuse, intentionally or recklessly anything provided in the interests of safety
- Comply fully with the Authority's health and safety standards
- Report all accidents, incidents, near misses, hazards, dangerous occurrences and damage to plant and / or equipment
- Follow all safe working practices
- Use the necessary protective clothing and equipment provided in the interest of safety.

Review

This policy statement will be reviewed annually and displayed at all Premises / Departments.

Signatories

Shaun Dawson
Chief Executive

Paul Osborn
Chairman

Our Ref	Trust / Authority	Travelers Ref	Date of Incident	Date Listed	Location	Current Reserve	Payments Made	Open / Closed	Active / Non-Active	Status
372	Authority	886944	29/12/2017	08/01/2018	Old Mill & Meadows	No reserve	£0	Open	Active	<p>Claimant slipped on ice within car park as they got out of their car. CCTV checked and no record at time, seeking further detail from claimant.</p> <p>23/2/18 - CCTV footage sent to insurers to challenge claimant</p> <p>4/7/18 - Closed by Insurers as no contact for 3 months</p> <p>4/9/18 - Re-opened as updated CNF received stating that incident occurred at Meadows Car Park in Broxbourne, not at Myddelton House. CNF provided to Insurers and request for docs from AJ and Rangers team (RA, Procedure, status of flood in car park)</p> <p>16/10/18 - Investigation complete and sent to insurers</p> <p>24/10/18 - Insurers advise they have denied liability based on info provided in report</p> <p>18/1/19 - No response following denial so insurers have closed</p> <p>12/4/19 - File re-opened as claimant solicitors have challenged our denial. Insurers maintain denial however BLM nominated to accept service should they consider it reasonable to litigate</p> <p>16/7/19 - No response for 3 months so has been closed by insurers</p> <p>26/04/21 - Correspondence recieved from BLM. Claimants solicitors have litigated meaning the case has re-opened. Waiting further advise from BLM & Travellers</p> <p>13/05/21 - Informed by BLM proceedings have been served, therefore BLM will prepare our defence. Additional information provided to BLM to complete this</p> <p>04/06/21 - Defence papers issued and reviewed by LV Legal team, a number of small amendments have been made and defence served by BLM</p> <p>22/11/21 - Further information from BLM informing us a court date of the 28th March has been set for this. 'List of Documents' required to be signed of by LV legal team. Further questions asked from BLM.</p> <p>07/03/22 - Witness statements issued by 8th Feb. Awaiting decision from the insurers if to settle or continue to defend</p> <p>11/04/22 - Solicitors advised not to defend and negotiate settlement. A part 36 offer of 5k was made on the 18th March, awaiting decision from IP</p>
378	Trust	895049	08/07/2018	30/08/2018	WWC	£8,000	£0	Open	Active	<p>30/8/18 - Claimant alleges they were climbing on wooden fence and caught themselves on screw/nail sticking out causing laceration and bruising to chest. Reported to staff and item was removed from fence immediately.</p> <p>7/11/18 - Report submitted to insurers</p> <p>20/12/18 - Insurers advice to accept liability and have set reserve on this at £2080</p> <p>1/5/20 - Still open as a Minor will have to go through courts to settle - being handled by Insurers</p> <p>10/12/20 - Insurers still waiting medical evidence to be submitted - no updates until this is received from claimant</p> <p>03/02/21 - Insurers still waiting medical evidence / stage 2 settlement pack from other side</p> <p>15/06/21 - Insurers still waiting medical evidence / stage 2 settlement pack from other side</p> <p>16/09/2021 - Email recieved from Insurers who are advising they are looking to settle on a reserve of 8k, if the court approve. They will confirm once closed</p> <p>07/01/22 - No updates recieved, awaiting medical evidence from claimant</p> <p>11/04/222 - Liability accepted and a change of court has held this up. Awaiting court to agree £3570 payment to IP</p>
381	Trust	903621	02/01/2019	30/04/2019	WWC	£102,479.50	£15,266.03	Open	Active	<p>30/4/19 - Notification only - staff slipped in kitchen on wet floor. Internal investigation completed however member of staff been off work since and requires surgery so insurers notified</p> <p>24/7/19 - Letter sent from Solicitor submitting claim - acknowledged and forwarded onto Travelers. SMT informed and formal investigation report undertaken</p> <p>28/8/19 - H&S met with Loss Adjuster to provide statements and document evidence. Indications that liability will be accepted however will await report.</p> <p>4/9/19 - Loss adjuster report recommends acceptance of liability and to settle on best terms - Confirmation of Reserve set at £24.5k</p> <p>17/9/19 - Confirmed to insurers that liability accepted</p> <p>14/11/19 - Insurers wish to contact HR directly to assess wages information as reserve likely to increase</p> <p>1/5/20 - Reserve increased to £63k+</p> <p>12/11/20 - Payments made has increased to £4k. No update on change to reserve</p> <p>07/04/21 - Insurers still waiting on further medical evidence from claimants solicitors</p> <p>15/06/21 - Claimant having ongoing rehab support and working with Lee Valley on phased return to work programme. Further medical evidence will be needed once she has returned to work.</p> <p>07/01/22 - Medical evidence outstanding and expected during Q4. Reserve and payments increased</p> <p>11/04/22 - Additional salary information requested and sent to insurers during March 2022</p>

Our Ref	Trust / Authority	Travelers Ref	Date of Incident	Date Listed	Location	Current Reserve	Payments Made	Open / Closed	Active / Non-Active	Status
387	Authority	935403 935475 935476	05/04/2021 17/06/2021 25/06/2021	14/10/2021	Sewardstone Campsite	£0.00	£0.00	Open	Active	14/10/2021 - Notification letter received from Colbie Carter, relating to ex staff member Lee Richard, who claims to have suffered injuries whilst at work. Notification letter sent onto Travellers and investigation started 11/11/2021 - Liability adjuster attended site with Gary Milne (RDHS) to investigate. Limited training records and RAMS in place for equipment involved, therefore claims looking difficult to defend against 07/12/21 - Email from Insurers asking for more detail on IP salary information 07/03/22 - Requested update from insurers, awaiting response 11/04/22 - Email recieved from James Hetherington on 11/03/2022, they have now located 'misfiled' training records for IP, these have been sent to insurers. Following this part 36 offer withdrawn and a Without Prejudice offer (£5,500 inclusive of costs) was issued on all 3 claims, awaiting response from IP
388	Authority	938370	18/10/2021	26/01/2021	Dobbs Weir Campsite	£1.00	£0.00	Open	Active	17/01/21 - Notification letter received from Finance team relating to a claim where two claimant have suffered injuries following a colision with a golf buggy being driven by a member of staff 31/01/21 - Investigation report completed by Jack Bernard and sent onto our insurers. It would appear this one will be difficult to defend and Lee Valley may have to accept liability 07/03/22 - Loss adjuster from Questgates attended site on 02/03/22. Formal statements taken from key witnesses, awaiting further update
389	Authority	940446	26/12/2021	17/03/2021	Sewardstone Campsite	£0.00	£0.00	Open	Active	16/03/22 - Email received from Rajan (Legal Team) regarding letter received from JF Law requesting details of our insurers. Appears to be relating to accident from 26/12/21 at Sewardstone Campsite. Details passed onto Travellers and awaiting further update on next steps

Personal Injury Insurance Claims Summary

Lee Valley Regional Park Authority - Policy number: UCPOP3344584

Last Updated: 11/4/22

Our ref	Trust / Authority	Travelers Ref	Date of incident	Date Listed	Location	Current reserve	Payments made	Open / Closed	Active / Non-Active / closed	Status
221	Authority	796618	02/10/2011	03/07/2013	LV WWC (Severe injuries when fell out of raft whilst in the water)	£96,000	£626,643	Closed	Closed	Proceedings served with court hearing to take place 7th August. Claimants solicitors have valued the claim at a potential £900,000 inc costs. The insurers believe this is highly over inflated but have laised with the Authority with view to meeting the claimants solicitors to discuss a 'without prejudice' settlement. Settlement totalled: Damages: £400,000.00, DSS: £38,840.40, Claimant's Solicitor Costs: £145,000.00, Our Defence Costs: £35,324.26, TOTAL OUTLAY: £626642.94
227	Authority	815913	11/10/2012	22-Oct-12	Pickett's Lock Campsite (Fall from step)	£8,500	£5,000	Closed	Closed	Liability was admitted. (10/01/13). Offer of £8,500 made and accepted. Total costs £19,750 with policy deductible amount of £5,000 to be paid (August 2015).
229	Authority	819143	26/04/2012	07/01/2013	Pickett's Lock Campsite (Alleged infection caused from animal faeces in plant room)	£10,000	£0	Closed	Closed	Limitation date has passed with no claim being submitted. The insurers have cloeded their file.
330	Authority	823185	10/02/2013	03/07/2013	LVRC (Horse 'spooked' and threw rider causing a spinal injury)	£55,500	£96,609	Closed	Closed	The insurers currently value, on a full liability basis, damages at £55,500 plus costs. An offer to settle damages in the sum of £7,500 is to be made without admission of liability. Proceedings have been issued (Dec 2015). The claimants valuation of the case increased significantly in February 2016 following the service of proceedings, and they valued their clients claim at £98,000, broken down as follows: £30,000 - General Damages £20,000 - Past Losses £24,000 - Smith and Manchester award (Disadvantage on the open labour market) £10,000 - Future DIY/Care (£500 per annum) £10,000 - Future Loss of earnings (Roughly based on £923 per annum until retirement) £ 1,000 - Interest £3,000 - repayment of sick pay to employer Total: £96,609.46
334	Authority	838851	18/01/2013	23/02/2014	Sewardstone Campsite (Fall due to path not being gritted)	£28,236	£35,630	Closed	Closed	Claim reopened 7th May 2015. Unfortunately our continued defence of this claim appears vulnerable so our insurers intention is to look to settle this claim on the best terms we can negotiate The current reserve is £28,236, but the solicitors expect to pay damages of approximately £12,000, no more than £17,000. Agreed by Simon Sheldon and Beryl Foster. Confirmation - has been settled at £35,629.74. Closed on 14th November.
336	Authority	844984	21/06/2014	01/10/2014	LVWWC (Raft Capsize)	£19,138	£0	Closed	Closed	Insurers investigated the claim and information provided to them with liability to be denied. No further infomation or communication since Aug 2015. Insurers have now closed file.
337	Authority	845976	30/07/2014	20/08/2014	Hayes Hill Farm (Fall on dip in pathway - Claimant was wearing flip flops)	£13,500	£0	Closed	Closed	Insurers investigated the claim and liability has been denied. Reserve has increased and further information provided to the claimants solicitors. Closed Oct 2015 - no payments made

Personal Injury Insurance Claims Summary

Lee Valley Regional Park Authority - Policy number: UCPOP3344584

Last Updated: 11/4/22

Our ref	Trust / Authority	Travelers Ref	Date of incident	Date Listed	Location	Current reserve	Payments made	Open / Closed	Active / Non-Active / closed	Status
221	Authority	796618	02/10/2011	03/07/2013	LV WWC (Severe injuries when fell out of raft whilst in the water)	£96,000	£626,643	Closed	Closed	Proceedings served with court hearing to take place 7th August. Claimants solicitors have valued the claim at a potential £900,000 inc costs. The insurers believe this is highly over inflated but have laised with the Authority with view to meeting the claimants solicitors to discuss a 'without prejudice' settlement. Settlement totalled: Damages: £400,000.00, DSS: £38,840.40, Claimant's Solicitor Costs: £145,000.00, Our Defence Costs: £35,324.26, TOTAL OUTLAY: £626642.94
338	Authority	846044	16/04/2014	17-Oct-14	Three Mills in natural play area) (Fall	£5,000	£0	Closed	Closed	Liability has been successfully denied by the insurers. Claim closed 5th June 2015 with no payments made.
342	Authority	848506	29/03/2014	17/10/2014	Hayes Hill Farm (Sat on low level rail (barrier) which collapsed under claimants weight)	£5,000	£0	Closed	Closed	Investigated by insurers and liability denied. No further information. Closed July 2015 - no payments made
344	Authority	850053	04/09/2014	13/01/2015	Coleman's Lane, Nazeing (Fall into pot hole on lane)	£6,200	£0	Closed	Closed	Investigated by insurers and liability denied. Closed July 2015 - no payments made
345	Authority	852235	28/12/2014	05/03/2015	LVIC (Fall on ice pad due to sweet wrapper on ice)	TBC	£0	Closed	Closed	Investigated by insurers and liability denied. Closed Dec 2015 - no payments made
347	Authority	852834	24/10/2014	05/03/2015	Public Highway - Nazeing (mud on road from farm vehicles caused driver to skid and crash vehicle)	TBC	£0	Closed	Closed	Liability has been successfully denied by the insurers. Claim closed 19th June 2015 with no payments made.
348	Authority	854806	30/03/2015	28/04/2015	LVAC (Gym Equipment - leg press seat fall elading to injury whilst lifting weights)	TBC	£0	Closed	Closed	Investigated by insurers and liability denied. Closed Sept 2015 - no payments made
350	Trust	855752	15/05/2015	26/05/2015	VeloPark (Slip, trip, fall Palza area near planted tree)	TBC	£0	Closed	Closed	Investigated by insurers and liability denied. Closed Oct 2015 - no payments made
351	Trust	860005	30/06/2015	31-Jul-15	Athletics Centre (received burns from starters gun)	£18,500	£18,522	Closed	Closed	Liability has been admitted to keep this claim in the portal and insurers are awaiting the Stage 2 settlement pack. Starting marshalls insurers have at last agreed to provide a full indemnity in this matter. All costings recovered from starters insurers.
352	Authority	859943	11/04/2014	24/09/2015	VeloPark	TBC	£0	Closed	Closed	Closed by insurers - no formal claim, enough to deny liability and redirect any future claim
353	Trust	863890	17/09/2015	30-Nov-15	Riding Centre	£5,000	£4,596	Closed	Closed	Ex-employee who suffer a shoulder injury while walking horses - horse jerked its head back, pulling on the claimants arm. Reviewed by Insurers and liability to be denied. Closed: 24/8/16. No payments made.
354	Trust	865116	06/02/2016	23/02/2016	Velopark	£2,471	£0	Closed	Closed	Customer suffered damage to his car from gravel thrown up by wind. No PI. Insurers have investigated. our latest reserve information: Damages £2471.32. This is reserved on a 50% basis. Your excess payable on this claim is £5000. Closed by Travelers - no payments made.

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Last Updated: 11/4/22

Our ref	Trust / Authority	Travelers Ref	Date of incident	Date Listed	Location	Current reserve	Payments made	Open / Closed	Active / Non-Active / closed	Status
221	Authority	796618	02/10/2011	03/07/2013	LV WWC (Severe injuries when fell out of raft whilst in the water)	£96,000	£626,643	Closed	Closed	Proceedings served with court hearing to take place 7th August. Claimants solicitors have valued the claim at a potential £900,000 inc costs. The insurers believe this is highly over inflated but have laised with the Authority with view to meeting the claimants solicitors to discuss a 'without prejudice' settlement. Settlement totalled: Damages: £400,000.00, DSS: £38,840.40, Claimant's Solicitor Costs: £145,000.00, Our Defence Costs: £35,324.26, TOTAL OUTLAY: £626642.94
354	Authority	863634	24/10/2013	11/01/2016	Ice Centre - Spectator Seating	£25,000.00	£18,164.63	Closed	Closed	Court proceedings have been issued via Roach Pittis Solicitors. Claim not exceeding £10,000. Insurers are proceeding on the basis that primary liability will rest against us but with substantial contributory negligence and we propose making a Part 36 offer of £2500 in an attempt to conclude settlement. Last correspondence has been from DWF - The Court has now directed that we are to serve a list of all documents relevant to the case. Awaiting medical evidence. Payment made to DWF. 8.11 - The claim has been settled for £4,834.87. The damages have been paid but costs are still to be agreed. 18/12-Final settlement of costs brings total to £18,164.63 - split £4,834 (damages), £8,106 (claimant solicitor costs),£5,223 (Our solicitor costs) - £5,000 excess to be paid
356	Trust	869773	12/03/2016	21/07/2016	Velopark	£10,320.00	£0.00	Closed	Closed	Claimant suffered fracture to left elbow and shoulder, cuts and bruises . Accident reports states: "Riding down a hill (on the road circuit), didn't press brakes, got nervous and fell to left side. Investigated by our insurers. Denial issued. Will close in one month if nothing more heard.
357	Trust	862334	08/11/2015	26-Nov-15	Velopark	£0	£0	Closed	Closed	Casualty broke collar bone following a touch of wheels and was looking to claim off of a fellow rider. Travelers originally notified due to potential Date Protection issues. Casualty now indicating they are going to attempt claim from us. Investigated by our insurers. Denial issued. closed by Travelers on 14th November. No Payments made.
358	Trust	869768	25/07/2016	05/08/2016	WWC	£6,500.00	£7,839.34	Closed	Closed	Customer accidentally had a cup of hot tea split on his forearm, which resulted in pronounced scolding. Had been closed as no claim received, but now reopened following notification from claimant's solicitors. Insurers view is that we will not be able to dispute liability. We have accepted liability and now await submission of the claimant's settlement pack to enable us to progress matters. Our reserve is £6500, split £5000 damages, £1500 costs. Insurers currently waiting for settlement pack. Request for payment of £7,839.34.
359	Trust	874926	04/11/2016	04/01/2017	WWC	£6,680.00	£7,177.00	Closed	Closed	Claimant suffered injury following a fall outside on the decked area. Cause is yet TBC, but Prime report states that decking was unstable. Liability has been accepted. 8/12/17- insurers still awaiting receipt of settlement pack. 26/2/18 - Insurers have made offer to claimant and made reference to medical records and historic claims made 30/4/18 - Damages have been settled at £5300.00 plus £665.00 NHS charges and fixed costs settled at £1212.00 - Total £7177
360	Authority	874387	10/05/2011	13/12/2016	Hayes Hill Farm	£5,000	£0	Closed	Closed	Claimant states they suffered kidney failure following contraction of E.coli. Documentation has been collated and forwarded onto our insurers. Due to the amount of information, no further info at this time. Current position is to deny. Nothing heard from claimant for six months, closed on 17/10/17.

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361	Trust	875209	11/12/2016	16/01/2017	LV Ice Centre	£2,500.00	£0.00	Closed	Closed	Slipped on the ice - claiming a defect with the ice surface. Successfully denied liability, with no payments made.
362	Trust	876165	16/10/2016	03/02/2017	Velopark	No reserve	£0.00	Closed	Closed	Child alleged to of hurt themselves while sliding down a hand rail on the outside steps. Child had just finished a BMX session and had not been met by their parent immediately following. Not reported at the time, but we were contacted by the father at a later date and the incident was investigated as a Safeguarding issue. 12/9/17 - We have maintained our denial and are now waiting to see if proceedings are issued. No payments have been made to date. 20/2/18 - Still no final closure, awaiting further update in 3 months 23/5/18 - File now closed as no further activity
363	Trust	876982	09/01/2017	09/03/2017	Picketts Lock	£1,074.00	£1,374.00	Closed	Cosed	Not a PI Claim - property damage Claimant struck a post after being directed to park in a overflow bay. Vehicle became stuck due to wet weather and slid into the post causing damage to his camper van. Denied. Attempt to tactically deny has not been successful, recommend settle the third party claim on best terms. The policy deductible is £10,000.00 and, therefore, the current balance due is £1074.00
364	Trust	878399	02/04/2017	21/04/2017	LV Ice Centre	£3,000.00	£0.00	Closed	Closed	The claimant suffered a fractured wrist after another skater bumped into them whilst skating backwards during a public session. 9/11/17-We have denied this one and not had any response to this so has been closed by insurer.
365	Trust	879384	04/08/2016	24/05/2017	Velopark	No reserve	£0.00	Closed	Closed	Claimant suffered cuts, grazes, shoulder pain, jaw pain and damage to their teeth after they applied the brakes and went over the handle bars. This was on the road circuit. Claimant alleges that the brakes were faulty. Liability has been denied. No further updates so file closed in Jan 18.
366	Trust	881678	01/08/2017	08/08/2017	Velopark	No reserve	£0.00	Closed	Closed	Claimant suffered multiple injuries (which required 5 stiches) after their chain came off their bike, whilst on the road circuit. 7/12/17- has been rejected by insurers based on evidence provided 22/2/18 - Closed by Insurers

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367	Authority	893157	09/07/2017	08/08/2017	Three Mills	£4,787.56	£5,037.56	Closed	Closed	Claimant tripped on rubber matting surrounding the sunken trampoline, which was raised. Reserve now set at £4330.00. 13/2/18-Reserve now set at £4787 (The amount has been agreed in principle but as the claimant is a child, the settlement amount needs to be agreed by the Court) 16/4/18 - Litigation papers have been sent directly to LV for resolution 6/7/18 - Court papers received however incorrect defendant recorded - request made to insurers that should be LVRPA and not Trust 15/8/18 - Court Order received confirming settlement made however still incorrect defendant - insurers notified 16/10/18 - Updated documents from Court confirming that defendant name changed to LVRPA. Invoice received from insurers and passed onto LV finance for total outlay of £5037
368	Authority	882555	19/01/2016	29/08/2017	Three Mill Lane	No reserve	£0.00	Closed	Closed	Claimant states that they slipped on ice formed due to water that leaked through the pavement, due to our failure to maintain the condition of the highway (pavement). 30/11/17- info provided by LV property (N.Powell) confirming that location not within LV boundary. 7/12/17-insurers have advised to reject claim. no reserve held, will update in 3 months
369	Trust	884476	18/10/2017	24/10/2017	Waterworks Centre	£2,200.00	£1,908.67	Closed	Closed	Claimant states their vehicle was struck by a gate being held open by a member of staff from the Centre during an event. Statement provided by staff member that they did accidentally let go of the gate and that it did strike the claimants car. 18/12/17 - Insurers have received quotes for repairs, LV confirm accept liability. Awaiting update. 26/4/18 - Reserve set at 2,200, awaiting final bill from garage 21/5/18 - This claim has now been settled as follows: 1873.67 TPPD, 35.00 Mtr Engineers Fee. Total paid 1908.67
370	Trust	885183	08/07/2017	15/11/2017	Dobbs Weir Caravan Park	£7,353	£0	Closed	Non-Active	Claimant was staying in a 'wigwam' surrounded by raised decking. Claimant lent on the decking and it gave way causing the Claimant to fall off the decking onto the floor. 18/12/17-Report complete and submitted to insurers, awaiting further guidance. 8/1/18-liability admitted and reserve set, awaiting update. Spindle has been replaced to reduce the gap 1/5/20 - Still open with insurers as this is a Minor and will need to go through courts - being handled by Insurers 10/12/20 - Still open and waiting for the courts to set a date, once the hearing has taken place a settlement will be reached 02/02/21 - Still open and awaiting courts to set date 15/06/21 - Infant Approval Hearing now set for 10th September 2021. Once the Court has approved the value of the claim it should be a simple process of making the payment and then entering cost negotiations to settle the claim. 07/01/22 - Notification from insurers that claim was settled during December, total payments made were £7,352.50

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371	Trust	886361	02/12/2017	18/12/2017	LV Ice Centre	No reserve	£0	Closed	Non-Active	Claimant suffered pain and bruising to leg following skating session. States they have been in pain and off work for over 5 days. 19/2/18 - Report and docs sent to insurers, awaiting update 30/4/19 - Closed internally as no correspondence for over a year
372	Authority	886994	29/12/2017	08/01/2018	Old Mill & Meadows	No reserve	£0	Closed	Non-Active	Claimant slipped on ice within car park as they got out of their car. CCTV checked and no record at time, seeking further detail from claimant. 23/2/18 - CCTV footage sent to insurers to challenge claimant 4/7/18 - Closed by Insurers as no contact for 3 months 4/9/18 - Re-opened as updated CNF received stating that incident occurred at Meadows Car Park in Broxbourne, not at Myddelton House. CNF provided to Insurers and request for docs from AJ and Rangers team (RA, Procedure, status of flood in car park) 16/10/18 - Investigation complete and sent to insurers 24/10/18 - Insurers advise they have denied liability based on info provided in report 18/1/19 - No response following denial so insurers have closed 12/4/19 - File re-opened as claimant solicitors have challenged our denial. Insurers maintain denial however BLM nominated to accept service should they consider it reasonable to litigate 16/7/19 - No response for 3 months so has been closed by insurers
373	Trust	887259	22/07/2017	19/01/2018	WWC	£89,755	£89,755	Closed	Non-Active	Claimant was helping to put away large bouncy castle in the rain and slipped over. Suffered a triple leg break and claims they were wearing inappropriate footwear for the task (taken shoes off and wearing socks). RIDDOR report submitted. 23/1/18 - RA's and checklists received from venue, requesting further detail on manufacturer guidance and specific set up/down NOP. Insurer contacting claimant - no excess 5/4/18 - Accident Investigation Report and supporting documents submitted to insurers 22/5/18 - Insurers believe this should be referred to Airquee based on evidence provided 5/6/18 - Insurers have updated their position and recommend we accept liability - reserve increased 9/8/18 - Liability accepted by Trust - awaiting further update 24/9/18 - Employee loss of earnings info sent to insurers - awaiting update 1/11/19 - Reserved currently at £30k 1/5/20 - Still open and latest report from Insurers confirms reserve has risen to £50k+ 12/11/20 - Remains open with latest fig paid updated - no record of increase to reserve 11/12/20 - Matter is ongoing and claimant has not recovered from their injuries, due to COVID-19 is has made rehab difficult which has prolonged the process 15/06/21 - Claim now settled at a total sum of £ 89,754.50. File was closed 12th April 2021.

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374	Authority	892557	14/03/2018	20/06/2018	Waterworks Nature Reserve	£15,798	£9,088	Closed	Non-Active	20/6/18 - CNF states claimant tripped on uneven paving slabs on footpath in Nature Reserve suffering various bumps and bruises resulting in hospital visit. CNF sent onto Insurer and acknowledged receipt of CNF with Solicitor. Investigation started 15/8/18 - Loss Adjuster visited site with HC and their report recommends liability be accepted on basis that surface not maintained and no warning signs installed. Will attach under Occupiers Act. Confirm that liability accepted by authority 20/8/19 - Payment made by insurers to value of £9,088.20 - less than reserve. Payment info sent to LV Finance for settlement and insurers informed - Now closed

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375	Trust	893353	10/06/2018	11/07/2018	LV Athletics Centre	£7,000	£10,558	Closed	Non-Active	11/7/18 - CNF states claimant tripped on white bars next to track which blended with track lines. No record of accident reported on Prime. CNF sent to insurers and investigation started 17/7/18 - Site visit completed - confirmed that inner track barrier was in place for the event and is only taken up when vehicles present. 4/9/18 - Report and supporting docs submitted to insurers - initial internal investigation indicates that venue do not remove kerbing for these events and did not place signage up (could be assumed as creating an avoidable trip hazard). Venue also were aware of people tripping on this previously (with no previous reported injuries). 18/9/18 - Further internal investigation to be undertaken to review proximity of edging to concrete kerb and whether this minimises the impact of trip hazard 16/10/18 - Further images sent to insurers which confrim that the kerb is flush with the track and the edging is raised approx. 50mm above track surface. Liability admitted and reserve set at £7,000 4/3/19 - Confirmed settlement accepted - payment made for £10557.75 and policy deductible is £10k so this is due
376	Trust	894228	09/02/2018	09/08/2018	WWC	No reserve	£0	Closed	Non-Active	9/8/18 - Claimant states they suffered back injury through poor working practices when they worked as café employee. They state insufficient staff, no training and poor supervision. Investigation started and info requested from venue and HR 6/9/18 - Investigation Report and supporting evidence sent to insurers for review (note that no induction found at site). Evidence suggests that sufficient workers and supervision in place

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377	Trust	894673	10/03/2018	15/08/2018	Sultrans Tunnel (nr HTC/MTB Trail)	No reserve	£0	Closed	Non-Active	<p>15/8/18 - Claimant solicitor alleges they came off their bike on this path as result of poorly maintained surface. Not CNF received yet as not confirmed within Authority land. Awaiting confirmation from Planning Dept.</p> <p>21/8/18 - CNF received stating they fell due to poorly maintained surface - internal investigation started and information sent to Insurers. Initial intention is to defend this</p> <p>18/9/18 - Investigation complete with information provided from Velo. Confirmed this is Trust land and has been inspected periodically with appropriate RA in place. Confirmed that this paving design meets with standards. Report sent to insurers and awaiting responses</p> <p>16/11/18 - Insurers have rejected claim based on LV report and will update in 3 months unless hear back from solicitors</p> <p>14/1/19 - Solicitor has come back with request for further information and challenging initial denial. More detail to be provided</p> <p>5/2/19 - Claim from Solicitor that incorrect Tactile Paving installed and poses additional hazard to cyclists. Also claimed that insufficient checking and maintenance regime in place by Velo which allowed debris to build up on this section of footpath adding to fall. Further investigation required with Venue on maintenance and Authority / LLDC to establish design spec</p> <p>15/1/20 - no response from claimants solicitors so non-active</p> <p>7/2/20 - Notification from LLDC that claim has been made against them - H&S to respond with update</p> <p>12/6/20 - Further responses from claimant Solicitor regarding when path handed over and when changed to shared path</p> <p>3/8/20 - Follow up questions relating to when path handed over to LV and who from have been asked</p> <p>9/11/20 - Insurers have maintained denial of our claim and put 4 month period to await response from claimant</p> <p>10/12/20 - Position remains unchanged and maintained denial of liability. Case to close if no further contact is made by March 2021</p> <p>20/04/21 - Update from insurers, claimant has until 10th July 2021 to appeal, if nothing is recieved case will be fully closed</p> <p>15/06/21 - Denied liability maintained. Limitation has now expired but deadline for service of limitation proceedings outstanding. If no proceedings served by 10th July 2021 we will close our file</p> <p>23/07/21 - Confirmation received from Travellers that this case has now been closed</p>

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380	Trust	900558	24/08/2018	01/02/2019	Dobbs Weir Caravan Park	No reserve	£0.00	Closed	Non-Active	1/2/19 - Customer hit height barrier when leaving premises causing damage to vehicle and bicycle on roof. Claimed that insufficient signage and lighting warning of this. Investigation commenced with Venue 15/1/20 - No response from claimant solicitors so non-active
382	Trust	909473	04/08/2019	18/09/2019	Hayes Hill Farm	No reserve	£0.00	Closed	Non-Active	18/9/19 - Notification only - Child collided with Raven (Coda Owned) and suffered injury - parent claiming that child attacked and inadequate response from bird handler. Claiming that child has suffered psychological damage as result and seeking compensation 31/10/19 - Recommended from insurer that liability be denied and passed onto Coda insurers for their own assessment. Insurers will contact claimant 07/02/20 - Closed as denied liability and deferred to Coda for response. 12/11/20 - Remains open on insurers report so moved back to this section 03/02/21 - Notification from insurers that case is closed
383	Trust	914687	31/12/2019	07/02/2020	LVIC	£0.00	£0.00	Closed	Non-Active	7/2/20 - New claim notification received from Solicitors. Claimant suffered fractured wrist in two places following fall on Ice Pad. Stated that pad was overcrowded and they were hit by skater going opposite way. Also stated low number of marshals to manage session. 9/3/20 - Investigation completed by H&S Team including CCTV footage. Sufficient staff in place at the time and CCTV shows person fell on their own not as per their claim. Liability denied 2/7/20 - Follow up from claimant Solicitor asking further questions to confirm person in CCTV was claimant - JB has followed up with LVIC team to confirm some details
384	Trust	TBC	12/01/2020	03/09/2020	HTC	£0.00	£0.00	Closed	Non-Active	Aug-20 - Notified by venue of potential claim from a contract caterer working in kitchen who hurt their back. Claim that they informed HTC staff but no record this incident at all and unknown incident until informed by claimant solicitor 3/9/20 - Informed Travelers of this and requested that they contact claimant solicitor and Loss Adjuster. Awaiting update from insurers 05/07/2021 - Confirmed by Travelers that claim does not need to be formally reported, however details have been logged in case anything is recieved in the future

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221	Authority	796618	02/10/2011	03/07/2013	LV WWC (Severe injuries when fell out of raft whilst in the water)	£96,000	£626,643	Closed	Closed	Proceedings served with court hearing to take place 7th August. Claimants solicitors have valued the claim at a potential £900,000 inc costs. The insurers believe this is highly over inflated but have laised with the Authority with view to meeting the claimants solicitors to discuss a 'without prejudice' settlement. Settlement totalled: Damages: £400,000.00, DSS: £38,840.40, Claimant's Solicitor Costs: £145,000.00, Our Defence Costs: £35,324.26, TOTAL OUTLAY: £626642.94
385	Trust	925176	07/02/2020	15/12/2020	Velo	£1.00	£0.00	Closed	Non-Active	15/12/2020 - Notified by letter received by finance team which contained limited detail. From further investigation it relates to an incident at Velo where an individual has fallen during a track session and suffered a splinter injury from the collision. Travelers have been informed and more information will be provided 02/02/2021 - Investigation completed by Jack and submitted to Insurers, liability denied and reserve set at 4k 05/05/2021 - No further correspondence recieved and case closed by Insurers
386	Authority	927739	13/09/2020	03/03/2021	WWC	£5,070.00	£0.00	Closed	Non-Active	03/03/2021 - Claimant alleges to have broken her thumb and fractured her wrist after falling off a SUP board during a flat water session at the WWC. Investigation started and documents being gathered from site 07/04/2021 - Loss adjuster set by insurers due to conflicting statements on version of events 21/04/2021 - Reserve set by Insurers at 5k. Informed Questagtes will be contacting us to investigate 08/06/2021 - Loss adjuster attended site on 13/05/2021 to review events around the claim. Email from Travlers dated 24/05/2021 who have now denied the claim based on the loss adjusters report. Awaiting response from claimants solicitors. If no response is recieved it will close in August 2021 10/08/2021 - Email recieved from Insurers stating the IP solicitors had challenged where the injury took place. Pictures submitted with help from WWC management team 31/08/2021 - Additional pictures and information provided to Insurers around location of incident, awaiting update 07/01/2022 - Denial has been issued to the claimant solicitors. Currently diared by Travellersto see if challenge comes. 11/04/2022 - No challenge recieved therefore case has been closed by Travellers, always a chance this can mitigate in the future but closed for now.
Notification only	Trust	870995	15/08/2016	31/08/2016	Velopark	N/A	£0	Closed	N/A	Rider on rider claim. To whom it may concern letters have been received from Leigh Day with a request for us to forward onto the cyclists. Letters sent on 23rd Sept. Additional requests for letters to be sent out and information in regards to other riders involved in the incident. To date, all have been refused on Data Protection grounds.
Notification only	Trust	861425	10/10/2015	06-Nov-15	WWC (hit head on block or bottom of the course following falling from raft)	N/A	£0	Closed	Closed	Incident investigated. Response sent to Mr Campbell (father) following a letter from him. This has received positive feedback. Nothing further received as of July 16. Closed on 3rd November 2016. Costs for investigation: £4596.40
Notification only	Authority	893872	25/05/2017	22/08/2018	LV Country Park	N/A	0	Closed	N/A	Notification only - Travelers had not been made aware of death so information provided for their records - NFA
Notification only	Trust	903619	23/04/2019	30/04/2019	Velopark	No reserve	£0.00	Closed	Non-Active	30/4/19 - Notification only - expect a claim attempt however no evidence to suggest fault with bike and CCTV shows accident

Personal Injury Insurance Claims Summary

Lee Valley Regional Park Authority - Policy number: UCPOP3344584

Last Updated: 11/4/22

Our ref	Trust / Authority	Travelers Ref	Date of incident	Date Listed	Location	Current reserve	Payments made	Open / Closed	Active / Non-Active / closed	Status
221	Authority	796618	02/10/2011	03/07/2013	LV WWC (Severe injuries when fell out of raft whilst in the water)	£96,000	£626,643	Closed	Closed	Proceedings served with court hearing to take place 7th August. Claimants solicitors have valued the claim at a potential £900,000 inc costs. The insurers believe this is highly over inflated but have laised with the Authority with view to meeting the claimants solicitors to discuss a 'without prejudice' settlement. Settlement totalled: Damages: £400,000.00, DSS: £38,840.40, Claimant's Solicitor Costs: £145,000.00, Our Defence Costs: £35,324.26, TOTAL OUTLAY: £626642.94
Notification only	Trust	905977	22/04/2019	22/05/2019	LV Ice Centre	No reserve	£0.00	Closed	Non-Active	22/5/19 - Notification only - Claimed that bruising and blister suffered as result of using centre skates 28/6/19 - Insurers notified and H&S Team in contact with claimant 31/7/19 - Insurers have denied liability however would like further information from LVIC to back up denial - HC to follow up with SS
Notification only	Trust	TBC	08/02/2019	22/05/2019	LV Ice Centre	No reserve	£0.00	Closed	Non-Active	22/5/19 - Notification only - Claimed that child fell over on ice and injured wrists - requested from Solicitor for CCTV footage
Notification only	Trust	TBC	10/05/2019	22/05/2019	LVRC	No reserve	£0.00	Closed	Non-Active	22/5/19 - Notification only - email received claiming that fell from horse during instructor led session where injuries sustained and individual states that instructor did not secure saddle correctly causing the fall
Notification only	Trust	TBC	04/08/2019	18/09/2019	Hayes Hill Farm	No reserve	£0.00	Closed	Non-Active	18/9/19 - Notification only - Child collided with Raven (Coda Owned) and suffered injury - parent claiming that child attacked and inadequate response from bird handler. Claiming that child has suffered psychological damage as result and seeking compensation 31/10/19 - Recommended from insurer that liability be denied and passed onto Coda insurers for their own assessment. Insurers will contact claimant 07/02/20 - Closed as denied liability and deferred to Coda for response.

	Overall Compliance	2020-21 Score	Year on Year Variance	Health and Safety Policy Statement	Responsibilities & Structure	Communication & Consultation with employees	Staff Competency / Info, Inst & Training	Risk Assessment	Accident & Incident Reporting	Management of Asbestos	Contractor Management	COSHH	Display Screen Equipment	Electrical Safety	Event Safety	Fire Safety	First Aid	Legionella	Lifts & Lifting Equipment	Lone Working & Personal Safety	Manual Handling Operations	Noise	New & Expectant Mothers	Personal Protective Equipment	SIMP	Shared Premises	Stress Management	Work Equipment	Working at Height	Workplace & Welfare	Young Persons & Work Experience	Proactive Monitoring	Audit & Review
LV Athletics Centre	93.2	93.7	-0.5	100	100	100	87	89	100	-	83	80	94	95	100	97	95	80	75	89	73	92	100	100	93	93	100	96	100	97	100	94	100
LV Hockey & Tennis Centre	98.5	98.1	0.4	100	93	92	100	100	100	-	100	100	100	95	100	97	100	93	100	100	100	100	100	100	-	92	96	100	100	100	100	100	
LV Riding Centre	99.0	97.5	1.6	100	100	100	93	100	100	100	92	93	100	100	-	100	100	100	100	100	100	100	100	100	-	100	100	100	100	100	100	94	100
LV Velopark	99.1	99.7	-0.5	100	100	100	93	100	94	-	100	93	93	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
LV White Water Centre	97.9	99.3	-1.4	100	100	100	93	94	100	-	100	100	100	94	100	100	100	100	100	89	93	92	100	100	93	100	100	100	89	100	100	100	100
LSC Ave.	97.55	97.63	-0.08	100	99	98	93	97	99	100	95	93	98	97	100	99	99	95	95	96	93	97	100	100	97	98	98	98	99	100	98	100	
Dobbs Weir Campsite	87.2	91.0	-3.8	100	100	100	47	89	78	83	33	87	73	95	-	100	90	100	-	100	100	58	100	75	87	-	100	89	78	97	100	94	100
Sewardstone Campsite	93.4	92.9	0.5	100	100	100	93	83	80	-	100	100	94	90	-	100	95	100	-	89	87	67	100	100	100	-	100	97	56	97	100	100	100
Edmonton Campsite	91.9	93.1	-1.2	92	100	100	40	78	100	100	78	100	100	86	-	97	95	93	-	100	87	92	100	100	87	-	83	97	78	100	100	100	100
Edmonton Golf	80.9	86.3	-5.4	88	93	33	47	87	100	100	89	87	56	73	-	85	93	53	-	67	100	100	100	83	56	-	75	90	100	100	-	50	100
Springfield Marina	93.0	95.5	-2.4	96	93	75	80	100	100	100	75	100	100	81	-	91	95	93	100	100	100	100	100	100	67	-	75	97	100	97	100	89	100
Stanstead Marina	95.7	96.7	-0.9	92	100	100	87	100	89	100	100	80	100	86	-	96	95	100	100	100	100	100	100	83	93	-	100	91	89	100	100	100	100
Holyfield Hall Farm	96.6	97.3	-0.7	96	100	92	93	100	100	100	83	100	93	100	-	97	100	93	100	100	73	100	100	100	100	-	100	100	92	97	100	94	100
Rangers North & South	97.2	96.1	1.0	100	100	100	93	94	100	-	92	100	100	95	-	88	100	93	100	100	93	92	100	100	93	-	100	100	100	100	100	89	100
Myddelton House	95.7	95.3	0.4	100	100	92	87	94	100	100	92	100	93	100	-	94	95	93	-	100	93	100	100	100	73	-	100	100	92	97	100	89	100
Myddelton House Gardens	94.4	94.5	-0.2	96	100	100	80	89	93	93	100	80	100	100	89	97	95	93	-	100	87	100	100	92	80	-	100	92	100	97	100	89	100
Waterworks	91.3	79.0	12.3	100	100	100	100	94	100	-	75	87	100	57	-	91	95	80	-	-	100	-	-	-	83	-	100	83	-	80	-	100	100
Youth & Schools	97.3	97.7	-0.3	100	100	92	100	100	93	-	100	-	100	92	-	92	93	-	-	89	100	-	100	100	93	-	100	100	100	100	100	94	100
Non LSC Ave.	92.88	92.95	-0.07	96	99	89	82	93	96	99	89	93	94	87	-	93	96	89	100	94	93	94	100	96	84	-	94	95	91	97	100	90	100
Combined Ave.	94.26	94.33	-0.07	98	99	93	83	94	96	97	88	93	94	91	98	95	96	92	97	95	93	93	100	96	88	98	96	96	92	98	100	93	100