

**ANNUAL REPORT ON HEALTH & SAFETY 2020/21
AND HEALTH & SAFETY AUDIT PLAN 2021/22**

Presented by the Corporate Director

SUMMARY

This report sets out the work provided by RDHS Safety Consultancy Limited, the Authority's Health & Safety service provider, during the financial year 2020/21. 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 94.3% on all Health & Safety audits was achieved against a stretch target of 95%, an increase of 1.1% on the previous year;
- of the 10.8 million visits, accidents reduced from 1.57 per 10,000 visits in 2019/20 to 0.5 per 10,000 visits in 2020/21;
- 2 accidents (3 in 2019/20) were reported to the Health & Safety Executive (under RIDDOR);
- completion of a comprehensive training programme;
- the formation of a Covid-19 oversight group; and
- major events including FIH Pro-league, funfairs and some other minor events.

RECOMMENDATIONS

- Members Note: (1) the annual report of RD Health & Safety Consultancy Ltd for 2020/21 detailed in Appendix A to this report;
- Members Approve: (2) the aims and objectives for 2021/22, 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 2020/21 and summarises the scope of audit coverage during the last financial year.

HEALTH & SAFETY WORK – 2020/21

- 2 All planned H&S activity was completed in accordance with the 2020/21 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 – 2020/21

- 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 2020-21;

*Based on the audits completed in our Health & Safety Assurance Programme covering the period 1 April 2020 to 31 March 2021, 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 - 2020/21

- 8 The key work delivered from the H&S team during 2020/21 is detailed in Appendix A to this report. In summary, the key highlights are:
 - achieving a corporate average score of 94.3%;
 - delivery of training and e-learning despite the Covid-19 pandemic;
 - formation of a Covid-19 oversight group in which the RDHS role included weekly updates, reviewing risk assessments, completing site inspections to

- ensure sites are Covid-19 secure and providing guidance notes;
 - new process and emphasis regarding fire risk management; and
 - major events including FIH Pro-league, funfairs and some other minor events.
- 9 The Authority, which currently includes the non 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%) achieved a combined average 94.3% score across all sites (95% stretch target set for 2020/21) compared to 92.9% achieved in 2019/20. 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 2021-2022 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 94.3% combined score, RDHS believe the Authority was not necessarily exposed to increased risk as the fall 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 (due to commence 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, 2 during the year (3 in 2019/20), and provides detail of the position with regard to insurance claims up to 31 March 2021.

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 (10.8 million 2020/21 up from 7.1 million in 2019/20). Accidents reduced from 1.57 per 10,000 visits in 2019/20 to 0.5 per 10,000 visits in 2020/21.

ANNUAL HEALTH & SAFETY OBJECTIVES 2021/22

- 12 The report by RDHS sets out a summary of objectives for 2021/22 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 2021/22 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 decreased to 0.5 per 10,000 visits, and although there has been an improvement in the overall audit score to 94.3%, Members, Senior Management and Officers still 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/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 2020 to March 2021
Appendix B	H&S Policy Statement
Appendix C	Current insurance claims to 31 March 2021
Appendix D	LVRPA Audit Benchmarking 2020-21

LIST OF ABBREVIATIONS

HSE	Health & Safety Executive
H&S	Health & Safety
LWWC	Lee Valley White Water Centre
BSC	British Safety Council
RDHS	RD Health & Safety Consultancy Limited
LSC	Leisure Service Contract
RIDDOR	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013

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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 2021-22.

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 2020-21;

*Based on the audits completed in our Health & Safety Assurance Programme covering the period, 1 April 2020 to 31 March 2021, 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 2020-21 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
- During 2020-21, due to COVID-19;
 - No Safety Leadership team meetings were held
 - No Safety Coordination Group (SCG) meetings took place, instead these were replaced with weekly COVID-19 Oversight group meetings and monthly H&S meetings
 - RDHS have been meeting Site Safety Coordinators on site whilst conducting COVID-19 Unannounced Safety Inspections & Annual H&S audits
 - No Water Safety Partnership meetings were held
- The following e-learning training courses were delivered;
 - 169 Training Courses
 - 706 Counter Terrorism Training.
 - COVID-19 Training was completed by 135 employees

Policy

- LVRPA Policy Statement was signed and issued in July 2020 (and a new Policy Statement is attached to this report for approval from July 2021).

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- The UK Government released a COVID secure policy which was implemented across all venues as soon as it was released. Updates to this were issued when changes were made to the policy. The April 2021 is the most current version which is displayed.

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COVID-19 Response and Management

- **COVID-19 Focus Group** – A COVID-19 Oversight Group was set up in March 2020, 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 throughout the pandemic and financial year. 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
 - 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.

- **COVID Tracker** – The ‘COVID Tracker’ was introduced towards the end of the first lockdown, the idea of this document was to be a live spreadsheet which could be used to monitor how sites were preparing to reopen. Various criteria had to be achieved in order for certain plans or activities to be given approval, with Heads of Department responsible for signing off the area they are responsible for, as an example the Head of Finance signing off once business cases had been approved. The document was reviewed at each weekly COVID group meeting and was vital in ensuring each activity that sites wanted to the run had been scrutinised against the latest Government guidance. This process was used following all three national lockdowns and is still being reviewed until all restrictions are lifted.

- **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.

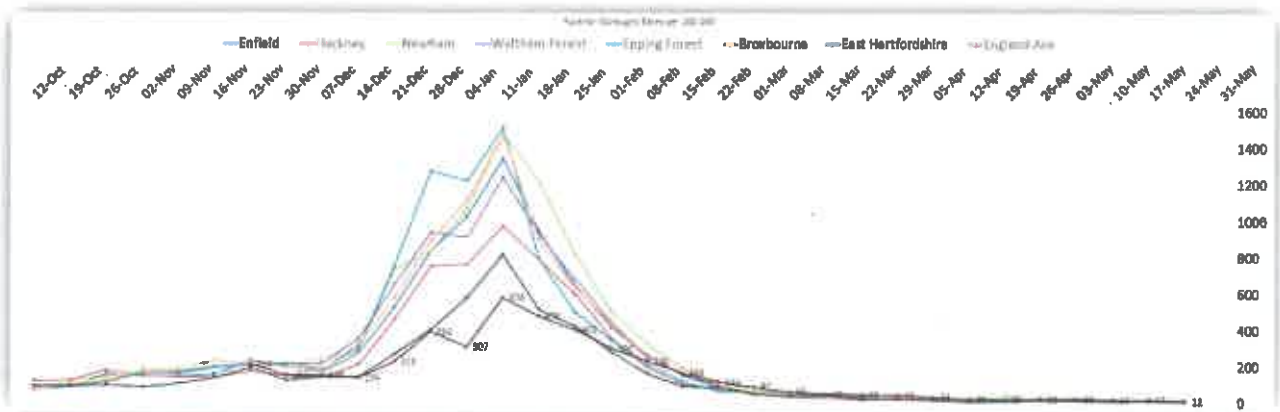
- **Track & Trace** – Before the NHS Test & Trace system was created, the H&S team worked with the IT department to create our own track and trace procedure. This was a system where visitors

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could scan a QR code taking them through an online portal where they could record their contact details. This system was vital in the initial stages following the first lockdown, due to a requirement to ensure visitor details were captured which could then be used in the case of a breakout COVID-19. Shortly after in May 2020 the NHS Test & Trace system was introduced which replaced this system.

- **Weekly case numbers** – Detail already included in ‘communication & consultation’ section of report.



- **Training** – The H&S team worked closely with the HR team to design and implement COVID 19 E-learning training which ensured staff were trained with the latest information and guidance. (Full details of modules already included in ‘Staff Competency – Learning and Development’ section of the report)
- **Assurance** - Detail already included in ‘COVID-19 Assurance Visits’ section of report.

Health and Safety Resourcing

- The H&S Team remained available throughout 2020-21 to continue to deliver support services across all venues, services and departments in addition to the COVID-19 support
- The RDHS Team utilised the Governments furlough scheme, whilst balancing the need to provide the required level of support to the authority throughout the pandemic
- During 2020-21, the authority utilised the furlough scheme, retaining a minimal core of key staff to ensure each venue maintained their statutory compliance throughout each of the 3 national lockdowns. The Venues were maintained in a safe operating condition
- Responsibility for Health and Safety at SMT level changed at the beginning of the year with the departure of Simon Sheldon and the handover of the baton to Dan Buck, Corporate Director. The H&S Team report directly to Dan Buck. This change in leadership was very effective with communication being maintained throughout.
 - As a result of this change, the structure of the monthly health and safety meetings has been revised, with a new structure implemented.
 - This structure now includes a monthly Strategic Health and Safety meeting following by an Operational Health and Safety meeting

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- Due to COVID-19 and Business demands, changes in the H&S Team resourcing were made during 2020-21, with the Health and Safety Lines of Communication protocols being clarified. Due to changes within their organisation, the contacts you will need are as follows;
 - For all Health and Safety Leadership and Health and Event Safety Support and Consultancy; Joe Ryan
 - For all Operational Health and Event Safety Support, Health and Safety Manual / Procedures, Prime and Assurance; Jack Bernard
 - For all Business Support, Finance, Contract Management, RDHS AIR and Online Platforms; Anouska Harrison
 - Strategic assistance and planning is provided by Joe Ryan and Dan Buck.

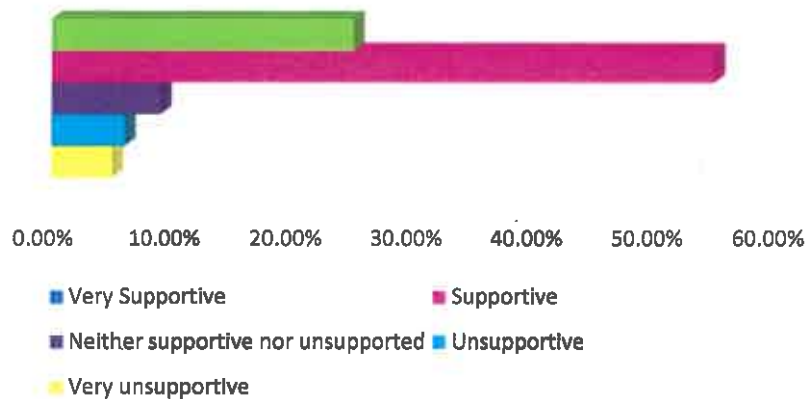
Safety Leadership and Coordination

- No Safety Leadership team meetings were held during 2020-21 due to COVID-19.
- No Safety Coordination Group (SCG) meetings took place during 2020-21 due to the pandemic, instead these were replaced with weekly COVID-19 group meetings and monthly H&S meetings
- RDHS have been meeting Site Safety Coordinators on site whilst conducting COVID-19 Unannounced Safety Inspections & Annual H&S audits
- The focus for 2021-22 will be to ensure these meetings take place covering key areas such as:
 - *H&S Survey roll out*
 - *E Learning updates*
 - *Legionella training*
 - *Feedback on H&S Audits completed*
 - *Water Safety Partnership and survey work completed by Rangers Team*
 - *Contractor Management and Permit to Work developments for Major Venues*
 - *Reactive Monitoring – Prime reporting and consistency / speed of information.*

Workforce and Contractor Engagement

- The Staff Health, Safety & Wellbeing survey was sent out on 27th July to all contracted staff to complete via a Survey Monkey link, on 27th July 2020, with a deadline for completion of the 7th August 2020. Staff had the option of remaining anonymous, which the majority of staff did.
- Of the 248 staff currently employed by the Authority, 86 members of staff responded to the survey, giving a response rate of 35%. 47.67% of respondents were currently working, 46.51% were currently furloughed and 5.81% were currently part time furloughed.
- Based on the feedback, the overall mental health of staff can be deemed as good, with 'very good' (15%), 'good' (49%) and 'neither good nor poor' (20%) making up the majority of the results (see graph below). However, around 16% of staff did rate their mental health as either poor or very poor

How supportive do you feel the Authority has been during the Coronavirus pandemic?



- 85% of staff felt the Authority has looked after them whilst they remained in work, with 15% of staff not feeling looked after. The full report can be accessed via the HR department

Communication and Consultation

- The COVID-19 Oversight Group was formed in March 2020 due to the global pandemic caused by COVID-19
- The meetings took place every Monday morning and aimed to bring all heads of departments together to help review and monitor the ever changing guidance released by the UK Government
- The H&S team would start each meeting off by giving a brief update on national statistics including current infection rates, R numbers, review of national cases including highlights from London Boroughs and vaccination rates
- The meetings were key in ensuring consistent and effective communication was shared across all departments at Lee Valley
- The H&S team also worked closely with the communications team to ensure messaging and guidance could be easily understood by staff across the venues

Staff Competency – Learning and Development

- The global pandemic meant the majority of planned and scheduled training was cancelled to comply with national lockdown measures
- 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 being on Furlough
- Two online counter terrorism awareness sessions were hosted by the Met Police in January and February, overall attendance numbers included;
 - January's ACT & SCAN sessions were attended by 155 Staff
 - February's ACT & SCAN sessions were attended by 85 Staff

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- A number of staff have completed e-learning modules on Counter Terrorism with overall figures detailed below. This training was designed to educate staff of security risks especially those working across the larger sites and events
- To coincide with the re-opening of venues following the first national lockdown, COVID-19 E-learning modules were released to staff to complete before they returned from Furlough. The idea behind this training was to ensure staff were fully trained and competent in the latest guidance including details on how to ensure their workplace is COVID secure, 6 modules were released which included:
 - *Module 1 – Re-opening plans*
 - *Module 2 – Personal Protective Equipment*
 - *Module 3 – Travel, Access & Egress*
 - *Module 4 – Activities*
 - *Module 5 – Cleaning, Housekeeping & Hygiene*
 - *Module 6 – Building Safety*
- All modules were completed by 135 employees
- Further updates to this training were released in September 2020 due to the ever changing guidance. Following feedback from the original training, the updated version was split into Managers & Staff modules to allow the training to be more specific to their role, overall completion numbers included:
 - *September update for Managers was completed by 106 employees*
 - *September update for Staff was completed by 175 employees*
- Additional Training was delivered in 2020-21;
 - *First Aid at Work*
 - *First Aid at Work requalification*
 - *Emergency First Aid at Work*
 - *Total number of employees achieving completion was 49.*



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Training Provision / Staff Competency 2020-21

Health & Safety E-Learning Modules													
Course Title	Number of Course Completions												Total
	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	
COSHH & Hazardous Substances	2	3	4	1	2	1	0	0	0	0	0	0	13
Display Screen Equipment	1	5	3	0	4	1	0	0	0	0	0	0	14
Electrical Safety	1	5	2	1	2	1	0	0	0	0	0	0	12
Facility Inspection	2	4	1	1	2	0	0	0	0	0	0	0	10
H&S Induction	3	3	3	2	3	0	0	3	3	3	5	0	28
Lone Working	2	4	2	0	2	0	0	0	0	0	0	0	10
Manual Handling	1	16	1	1	3	0	0	0	0	0	0	0	22
Permits to Work	1	3	2	0	2	0	0	0	0	0	0	0	8
Slips and Trips	2	4	3	0	3	0	0	0	0	0	0	0	12
Work Equipment	2	5	2	1	2	0	0	0	0	0	0	0	12
Working at Height	2	4	2	0	3	1	0	0	0	0	0	0	12
Legionella Awareness	1	3	1	1	0	0	0	2	4	2	2	0	18
Totals	29	59	26	8	29	4	0	5	7	5	7	0	109

Class Based Sessions			
Course Name	Number of Course Completions		
	Date	No. Delegates	No. Delegates
First Aid at Work	20/21/22 Jul	10	9
First Aid at Work Revalidation	27/28 Jul	12	10
Emergency First Aid at Work	24-Jul	5	5
First Aid at Work Revalidation	19/20 Oct	5	5
First Aid at Work Revalidation	16/16 Mar	11	11
First Aid At Work Revalidation	23/24 Mar	9	9
Totals		52	49

Counter-Terrorism Modules (E-Learning)													
Course Name	Number of Course Completions												Total
	April	May	Jun	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	
Module 1: Introduction to Counter-Terrorism	6	46	5	1	6	0	1	4	0	0	0	0	69
Module 2: Identifying Security Vulnerabilities	0	0	0	0	111	0	1	4	0	0	0	0	116
Module 3: How to Identify and Respond to Suspicious Behaviour	0	0	0	0	101	0	1	4	0	0	0	0	106
Module 4: How to Identify and Deal with a Suspicious Item	0	0	0	0	100	0	0	4	0	0	0	0	104
Module 5: What to do in the Event of a bomb threat	0	0	0	0	97	0	0	4	0	0	0	0	101
Module 6: How to Respond to a Firearms or Weapons Attack	0	0	0	0	98	0	0	6	0	0	0	0	105
Module 7: Summary and Supporting Materials	0	0	0	0	102	0	0	3	0	0	0	0	105
Totals	6	46	5	1	616	0	3	29	0	0	0	0	706



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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 2020;
 - *H&S Policy Statements*
 - *Asbestos*
 - *Confined Spaces*
 - *Construction, Design & Management (CDM)*
 - *Contractor Management*
 - *Electricity*
 - *Shared Premises*
 - *Slips & Trips*
 - *Work Equipment*
 - *Working at Height*
 - *Workplace Vehicles & Driving*
 - *Workplace & Welfare*
 - *Young Persons at Work & Work Experience*
 - *Accident Investigation*
 - *Assurance Programme*
 - *Personal Injury Insurance Claims Management*
 - *Reviewing Performance*
- Updates from October 2020;
 - *Staff Competency*
 - *Worker Engagement*
 - *Accident & Incident Reporting*
 - *Display Screen Equipment (DSE)*
 - *Countryside Management*
 - *Display Screen Equipment*
 - *Well-being at work*
- 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
- Finalised 'Safe Use of Drones' procedure and templates for HSMS.

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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:**
 - Various fixtures cancelled throughout the year, with a limited programme of 8 matches in total taking place during May 2021
 - H&S team reviewed and update contingency planning for adverse weather conditions, which included detailed plan for how to deal with potential lightning strikes
- **ECA 2020 Canoe Slalom European Championships:**
 - This event was due to take place during May 2020 but was unfortunately cancelled due to COVID.
- **LVHTC - LVIC - In September a funfair at Lee Valley Hockey & Tennis Centre took place. We leased space to a third party with all documents and plans reviewed in advance by the H&S team**
- **Open Spaces – Unfortunately all events covering the opening spaces were cancelled during 2020-21 due to COVID. Plans are currently being developed as to what will take place during 2021-22**
- **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**
- **Wildlife Discovery Centre – Supporting Ranger Manager and Head of Project & Funding in ensuring all documents are in place to safely open the new centre**
- **LV Rangers – Supporting the team during transition of workforce, reviewing water safety patrols. Also working with HR to support an employee back to work following injury**
- **Leisure Services Contract – Commenced work to scope the handover and transition of the venues back into authority control from a health and safety perspective, together with preparing a scope of works for the transition to the new incoming leisure contractor. This work is continuing throughout 2021-22.**
- **LVAC / UK Athletics Event – facilitated health and safety discussions around the COVID-19 arrangements to allow a UK Athletics licensed event to take place in August 2020**
- **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.**

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Check

- LVRPA Accidents have decreased significantly due to various venue closures throughout the year, figures have dropped from 503 in 2019/20 to 55 in 2020/21
- LVRPA Incidents have decreased slightly, figures have dropped from 606 in 2019/20 to 485 in 2020/21. The majority of these were reported across the open spaces which remained popular
- Two RIDDOR reports in total
- Staff Accidents decreased by 38, mainly down to the reduction in opening hours
- Zero Contractor Accidents reported
- Visitor numbers increased by 3,705,274
- Accident Incidence Rate (AIR); $No. of Acc' / Inc' \times 10,000 \text{ visits} / Total No. of Visits = No. of Accidents per 10,000 visits$
- AIR 2020-21 = 0.50 per 10,000 visits
- 3 new Personal Injury Insurance Claims in 2020-21
- 8 current 'live' Personal Injury Insurance Claims in 2020-21
- 2 Personal Injury Insurance Claims 'closed' in 2020-21
- Zero Personal Injury Insurance 'Notification Only' in 2020-21.

Proactive Monitoring

LVRPA Accident / Incident Figures 2020-21 (Including 2019-20 comparator).

LVRPA (LSC & Non LSC)									
Month	Accidents reported			Incidents reported			RIDDOR Reports		
	2020-21	2019-20	Direction of Travel	2020-21	2019-20	Direction of Travel	2020-21	2019-20	Direction of Travel
Apr	4	35	●	53	97	●	0	1	●
May	1	54	●	94	69	●	0	0	●
Jun	3	39	●	68	94	●	1	1	●
Q1 Totals	8	128	●	215	260	●	1	2	●
Jul	4	44	●	65	83	●	0	0	●
Aug	5	74	●	56	68	●	1	0	●
Sept	12	79	●	41	66	●	0	0	●
Q2 Totals	21	197	●	162	217	●	1	0	●
Oct	10	37	●	27	23	●	0	1	●
Nov	7	31	●	25	17	●	0	0	●
Dec	2	26	●	20	15	●	0	0	●
Q3 Totals	19	94	●	72	55	●	0	1	●
Jan	4	12	●	10	12	●	0	0	●
Feb	2	36	●	9	7	●	0	0	●
Mar	1	34	●	17	56	●	0	0	●
Q4 Totals	7	84	●	36	74	●	0	0	●
Annual Totals	55	503	●	485	606	●	2	3	●

Health & Safety Annual Performance Review

April 2020 to March 2021

LVRPA Staff / Volunteer and Contractor Accident Figures

LVRPA (LSC & Non LSC)						
Month	Staff / Volunteer Accidents			Contractor / Agency		Accidents
	2020-21	2019-20	Direction of Travel	2020-21	2019-20	Direction of Travel
Apr	3	5	●	0	0	●
May	0	7	●	0	1	●
Jun	2	0	●	0	1	●
Jul	2	8	●	0	2	●
Aug	2	6	●	0	1	●
Sept	2	2	●	0	1	●
Oct	2	3	●	0	0	●
Nov	4	3	●	0	1	●
Dec	1	3	●	0	0	●
Jan	2	0	●	0	0	●
Feb	0	1	●	0	0	●
Mar	0	20	●	0	0	●
Annual Totals	<u>20</u>	<u>58</u>	●	<u>0</u>	<u>7</u>	●

Quarterly Usage Rates v Number of Accidents 2020-21

Figures include contractors reported accidents & incidents. Visitor figures are increased from previous year due to large increase in visitors to the open spaces during national lockdowns

LVRPA (LSC & Non LSC)							
Quarter	Total Accidents & Incidents Reported		Visitor Figures		Accidents & Incidents per 10,000 visits		Direction of Travel
	2020-21	2019-20	2020-21	2019-20	2020-21	2019-20	
Q1	223	388	3,653,129	2,075,388	0.61	1.87	●
Q2	183	414	2,522,660	2,169,132	0.73	1.91	●
Q3	91	149	2,114,607	1,599,837	0.43	0.93	●
Q4	43	158	2,493,667	1,234,432	0.17	1.28	●
Annual Totals	<u>540</u>	<u>1,109</u>	<u>10,784,063</u>	<u>7,078,789</u>	<u>0.50</u>	<u>1.57</u>	●

Summary of Accidents, Incidents and Near Miss Reports

- Overall numbers for accident and incident across all areas of significantly less from the previous

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Health & Safety Annual Performance Review

April 2020 to March 2021

- year due to limited opening of facilities
- Cars being locked in car parks out of hours remains highest reported incident type, this 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
- High number of staff 'accidents' as this includes those who reported self-isolation due to Coronavirus symptoms. Overall 13 members of staff reported self-isolation on PRIME.
- VeloPark and White-Water Centre most prominent accident locations.

RIDDOR Reportable Accidents

- 2 RIDDOR Reportable accidents during 2020-21
- **Springfield Marina 24/08/2020** - related to a member of staff injuring his hand whilst removing a pallet from the tractor forks. This resulted in the employee fracturing a bone in his right hand which lead to a number of weeks off work to recover. The task in which the employee was carrying out does not take place on a regular basis, however this task has now been reviewed and updated to a two person task to reduce the chances of a recurrence.
- **Lee Valley Riding Centre 19/06/2020** – related to a member of staff being injured by a horse. Whilst clipping the horse lifted its knee catching the members of staff in the side of the face. Injury suffered mild concussion however was off work for a number of weeks. Re-training was completed with all staff on the correct positions to take whilst clipping horses

Prime configuration

- Feasibility review of Prime system (Accident & Incident reporting software) and whether there is alternative system that could be implemented took place during 2020. Various systems were sampled by the IT Team and the decision was made to introduce RDHS 'AIR2', accident & incident reporting software which will increase usability, notifications & reporting functions. The new system is currently in the later stages of configuration and went live on 2nd June 2021.

Personal Injury Insurance Claims Management

- See Appendix B for the full Insurance Claims Summary

New personal injury claims 2020-21

- **384 (HTC) 03/09/20** - Notified by venue of potential claim from a contract caterer working in the kitchen who hurt their back. Claim that they informed HTC staff but no record of this incident at all and unknown incident until informed by claimant solicitor. Travelers have been informed of this and requested that they contact claimant solicitor and loss adjuster, awaiting update from Travelers. **Open and Active**
- **385 (VeloPark) 15/12/20** - Early notification letter received relating to an accident in February 2020 at the Velodrome. During a track session the claimant has been involved in a collision on the track which has resulted in impact on the track which has caused a splinter injury to his leg. The accident was dealt with on site and reported via PRIME. Investigation completed by RDHS and sent onto Travellers, **liability denied** but reserve set to 4k

Health & Safety Annual Performance Review

April 2020 to March 2021

- **386 (WWC) 03/03/21** - Early notification letter received relating to an accident in September 2020 at the WWC. During a paddleboard session the claimant has fallen into the water, but to break her fall has put a hand out which she has hit on the exit steps to the lake. The accident was dealt with on site and reported via PRIME. An investigation report was completed by RDHS, but due to the conflicting statements between the injured party and site, Travellers have instructed loss adjusters to provide an assessment. This assessment has been reviewed and **liability denied**, awaiting update from Travelers.

'Live' personal injury claims 2020-21

- **370 (Dobbs Weir)** Date of accident 08/07/2017 - Claimant lent on the decking (Wigwam) and it gave way causing the Claimant to fall off the decking onto the floor. Still awaiting courts to set a date and awaiting update from insurers. **Liability accepted and reserve set at £11,178**
- **372 (Old Mill & Meadows Car Park)** – Date of accident 29/12/2017 – Claimant slipped on ice in the car park resulting in injuries to his shoulder. Claim investigated and closed through 2018/19 however has recently reopened as claimants' solicitors have litigated. Solicitors have been instructed to act on our behalf by our insurers and defence papers have been returned. **Liability denied, awaiting update from Insurers**
- **373 (WWC)** Date of accident 22/07/2017– Member of staff at WWC who slipped on wet inflatable suffering multiple leg fractures. Matter is on-going and rehabilitation has slowed due to the pandemic. **Liability accepted** however final fees to be confirmed
- **377 (Near HTC / MTB Trail)** Date of accident 10/03/2018 - Has been re-opened as solicitor has come back to ask for more details on nature of management of footpath and when designated as a shared cycle and pedestrian path. Notification received from LLDC that a claim had been made against them, further response from claimants solicitors as to when path was handed over to LV. No further communications received and **Liability denied**, case to close by July 2021 if not further correspondence is received
- **378 (WWC)** Date of accident 08/07/2018 - Child injured themselves climbing on low wall next to sand play park due to nail sticking out of fence. Insurers are still awaiting full medical evidence to be submitted before a settlement can be made. **Liability accepted and reserve set**
- **381 (WWC)** – Staff member slipped on a wet floor in the kitchen. Loss Adjuster attended, and report confirmed **liability accepted**. Reserve increased and member of staff still recovering, due to return back to work in the summer of 2021

Closed personal injury claims 2020-21

- **382 (Hayes Hill Farm)** Date of accident 04/08/2019 – Child collided with Raven (Coda Owned) and suffered injury. Parent claiming that child was attacked and an inadequate response from the bird handler. Recommended from insurers that liability is denied and passed over Coda insurers. **No further response received from claimant, so case closed by insurers in March 2021.**
- **383 (LVIC)** Date of accident 31/12/2019 – Claimant alleges to have been hit by a skater travelling in the wrong direction and due to the ice pad being overcrowded, from this they suffered a fractured wrist in two places. Investigation completed by RDHS and with the help of site management were able to obtain CCTV to prove her statement was incorrect, and they in fact slipped by themselves. **Liability denied and case closed by insurers in January 2021**

Health & Safety Annual Performance Review

April 2020 to March 2021

Insurance Issues / Risk Surveys

- Nothing 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

Act

H&S Audits

- These were undertaken by H&S Team during Q4 across Authority venues, scores are outlined below (due to the pandemic, some audit dates were postponed and completed during April – May 2021)
- Due to the pandemic, a 'hybrid' version of the H&S audit was developed where sites would submit a larger amount of documentation in advance of the physical site visit, this was designed to reduce contact time and access whilst at each facility
- Microsoft Forms was used to allow facility managers to upload documents for review through an online form. Overall site scores were predicted to be slightly higher due to the time each facility had to submit these documents
- In summary there was a marked improvement across the board, particularly the LSC venues which achieved an average score of over 97%
- All bar one LSC venue achieved an improved score
- All non LSC facilities achieved a very close score to previous year, given that some sites had limited opening over the last 12 months this is seen as acceptable
- Areas for improvement are Incident Management Plans (a number were out of date at venues or not easily accessible) and Legionella (a number of risk assessment required reviewing)
- These are being followed up by H&S Team to undertake specific support in those areas to those Venues / Sections
- Overall it was a marked improvement and high standards maintained

Health & Safety Annual Performance Review

April 2020 to March 2021

Venue	Overall Compliance	2019-20 Score	Year on Year Variance
LV Athletics Centre	93.7	94.5	-0.8
LV Hockey & Tennis Centre	98.1	98.0	0.1
LV Ice Centre	93.9	90.7	3.2
LV Riding Centre	97.5	95.0	2.5
LV Velopark	99.7	99.5	0.2
LV White Water Centre	99.3	98.9	0.4
LSC Average	97.0	96.1	0.9
Dobbs Weir Campsite	91.0	90.0	1.0
Sewardstone Campsite	92.9	90.3	2.6
Picketts Lock Campsite	93.1	93.8	-0.7
Picketts Lock Golf	86.3	82.4	3.9
Springfield Marina	95.5	98.7	-3.2
Stanzead Marina	96.7	97.0	-0.3
Fisheries	97.3	97.2	0.1
Holyfield Hall Farm	97.3	96.7	0.6
Rangers North & South	96.1	94.7	1.4
Myddelton House	95.3	96.3	-1.0
Myddelton House Gardens	94.5	94.0	0.5
Waterworks	79.0	70.1	8.9
Non LSC Average	92.9	91.4	1.6
Combined Average	94.3	92.9	1.4

Health and Safety Audit Targets and Results

Area	Target 2020-21	Actual 2020-21
LVRPA LSC	95%	97%
LVRPA Non LSC	95%	92.9%
LVRPA Combined	95%	94.3%

Stretch Target for LSC sites proposed at 98% & Non LSC sites proposed at 96% for 2021-22.

COVID-19 Assurance Visits

As part of Coronavirus controls being implemented at Venues prior to full lockdown closures, the H&S Team undertook monitoring inspections of all premises to ensure that suitable controls had been put in place and being followed. In general, this was being well managed particularly given the ever changing situation and guidance being released by Government.

Unannounced COVID-19 Safety Inspections took place during between September 2020 – March 2021 from which all venues were visited by RDHS and scored based on the site / facility compliance against COVID-19 controls. These will continue in 2021 – 2022 and the main three areas inspected were;

- Observations - this included checking safety signage, face mask compliance and hand sanitising facilities
- Staff Interview – this included discussing with Managers about if they have received the latest up to date information and if they had sufficient workforce in place
- Document control – this included reviewing COVID-19 Risk Assessments and checking enhanced cleaning schedules had been completed

Health & Safety Annual Performance Review

April 2020 to March 2021

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

General Objectives

- Advising the Authority on the COVID-19 Re-Opening Plan and Government Roadmap for facilities and open spaces
- Development of COVID-19 Risk Assessments and Safe Operating Procedures (SOP);
 - *Communicable Diseases*
 - *Re-Opening Facilities*
 - *Individual High Risk or Vulnerable Employees*
 - *Elite Athlete Training*
 - *Site Visits*
- Provide support during the re-integration of the Leisure Services Contract Venues back to Authority control and then handover to new service contractor
- Agreed extension to current health and safety contract for 3 years, until 30 September 2022
- 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
- Continuation of the Unannounced E Coli. inspection at the Farms
- 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 and Safety Coordination Group meetings
- Delivery of the Internal Health & Safety Audit programme
- Review the benefits from the online Accident and Incident Reporting software
- 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 B: LVRPA Health and Safety Policy Statement 2021-22 Draft
- Appendix C: Personal Injury Insurance Claims Summary
- Appendix D: LVRPA Health and Safety Audit Benchmarking.

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Lee Valley Regional Park Authority Health & Safety Policy Statement

Issue 16

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 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

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Our Ref	Trust/ Authority	Trawlers Ref	Date of Incident	Date Listed	Location	Current Reserve	Payments Made	Open / Closed	Active / Non-Active	Status
370	Trust	885183	08/07/2017	15/11/2017	Dobbs Weir Caravan Park	£11,178	£0	Open	Active	<p>Claimant was staying in a wigwam surrounded by raised decking. Claimant fell on the decking and it gave way causing the Claimant to fall off the decking onto the floor.</p> <p>18/12/17-Report complete and submitted to Insurers, awaiting further guidance.</p> <p>8/1/18-Liability admitted and reserve set, awaiting update.</p> <p>Spindle has been replaced to reduce the gap</p> <p>1/5/20 - Still open with Insurers as this is a Minor and will need to go through courts - being handled by Insurers</p> <p>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</p> <p>02/02/21 - Still open and awaiting courts to set date</p>
373	Trust	887259	22/07/2017	19/01/2018	WWC	£51,694	£19,687	Open	Active	<p>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.</p> <p>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</p> <p>5/4/18 - Accident Investigation Report and supporting documents submitted to Insurers</p> <p>22/5/18 - Insurers believe this should be referred to Atrique based on evidence provided</p> <p>5/8/18 - Insurers have updated their position and recommend we accept liability - reserve increased</p> <p>9/8/18 - Liability accepted by Trust - awaiting further update</p> <p>24/9/18 - Employee loss of earnings info sent to Insurers - awaiting update</p> <p>1/11/19 - Reserved currently at £30k</p> <p>1/5/20 - Still open and latest report from Insurers confirms reserve has risen to £50k+</p> <p>12/11/20 - Remains open with latest fig paid updated - no record of increase to reserve</p> <p>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</p>
377	Trust	894673	10/03/2018	15/08/2018	Sutrans Tunnel (nr HTC/MTB Trail)	No reserve	£0	Open	Active	<p>15/8/18 - Claimant 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 response</p> <p>18/11/18 - 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>
378	Trust	895049	08/07/2018	30/08/2018	WWC	£2,080	£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>


Our Ref	Trust/ Authority	Travelers Ref	Date of Incident	Date Listed	Location	Current Reserve	Payments Made	Open / Closed	Active / Non- Active	Status
381	Trust	803821	02/01/2019	30/04/2019	WWMC	£83,118.00	£3,981.88	Open	Active	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 24/7/19 - Letter sent from Solicitor submitting claim - acknowledged and forwarded onto Travelers. SMT informed and formal investigation report undertaken 28/8/19 - H&S met with Loss Adjuster to provide statements and document evidence. Indications that liability will be accepted however will wait report. 4/9/19 - Loss adjuster report recommends acceptance of liability and to settle on best terms - Confirmation of Reserve set at £24.5k 17/8/19 - Confirmed to insurers that liability accepted 14/11/19 - Insurers wish to contact HR directly to assess wages information as reserve likely to increase 1/5/20 - Reserve increased to £53k+ 12/1/20 - Payments made has increased to £4k. No update on change to reserve
384	Trust	TBC	12/01/2020	03/09/2020	HTC	£0.00	£0.00	Open	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 3/8/20 - Informed Travelers of this and requested that they contact claimant solicitor and Loss Adjuster. Awaiting update from insurers
385	Trust	825176	07/02/2020	15/12/2020	Velo	£1.00	£0.00	Open	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 spritzer 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
386	Trust	827739	13/09/2020	03/03/2021	WWMC	£0.00	£0.00	Open	Active	03/03/2020 - Claimant alleges to have broken her thumb and fractured her wrist after falling off a SUP board during a flat water session at the WWMC. Investigation started and documents being gathered from site

 Lee Valley Regional Park Authority		Personal Injury Insurance Claims Summary Lee Valley Regional Park Authority - Policy number: UCPOP3344594 Lee Valley Leisure Trust Limited - Policy number: UCPOP3981842 Last Updated: 31/03/21									
Journal	Trust/ Authority	Travelers Ref	Date of incident	Date Listed	Location	Current reserve	Payments made	Open / Closed	Active / Non-Active / closed	Status	
221	Authority	798818	02/10/2011	03/07/2013	LVWWC (Severe injuries when fell out of raft whilst in the water)	£96,000	£828,843	Closed	Closed	<p>Proceedings served with court hearing to take place 7th August. Claimants solicitors have valued the claim at a potential £300,000 inc costs. The insurers believe this is highly over inflated but have liaised 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: £828842.84</p>	
227	Authority	815973	11/10/2012	22-Oct-12	Pickett's Lock Campsite (Fall from step)	£8,500	£5,000	Closed	Closed	<p>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 2019).</p>	
229	Authority	819143	28/04/2012	07/01/2013	Pickett's Lock Campsite (Alleged infection caused from animal faeces in plant room)	£10,000	£0	Closed	Closed	<p>Limitation date has passed with no claim being submitted. The insurers have closed their file.</p>	
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	<p>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 this 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 DNYCare (£500 per annum) £10,000 - Future Loss of earnings (Roughly based on £823 per annum until retirement) £ 1,000 - Interest £3,000 - repayment of sick pay to employer Total: £96,608.46</p>	
334	Authority	838851	18/01/2013	23/02/2014	Sewardstone Campsite (Fall due to path not being gritted)	£28,238	£35,830	Closed	Closed	<p>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 £28,238, but the solicitors expect to pay damages of approximately £12,000, no more than £17,000. Agreed by Simon Sheldon and Beryl Foster. Contamination - has been settled at £35,829.74. Closed on 14th November.</p>	
336	Authority	844884	21/08/2014	01/10/2014	LVWWC (Raft Capsize)	£18,138	£0	Closed	Closed	<p>Insurers investigated the claim and information provided to them with liability to be denied. No further information or communication since Aug 2016. Insurers have now closed file.</p>	
337	Authority	845978	30/07/2014	20/08/2014	Hayes Hill Farm (Fall on dip in pathway - Claimant was wearing flip flops)	£13,500	£0	Closed	Closed	<p>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</p>	



Personal Injury Insurance Claims Summary
 Lee Valley Regional Park Authority - Policy number: UCPOP3344584
 Lee Valley Leisure Trust Limited - Policy number: UCPOP3981842
 Last Updated: 31/03/21


Claim Ref	Trust / Authority	Travelers Ref	Date of Incident	Date Listed	Location	Current reserves	Payments made	Open / Closed	Active / Non-Active / Closed	Status
221	Authority	786618	02/10/2011	03/07/2013	LV WMC (Severe injuries when fell out of net whilst in the water)	£36,000	£326,843	Closed	Closed	Proceedings served with court hearing to take place 7th August. Claimants solicitors have valued the claim at a potential £300,000 inc costs. The insurers believe this is highly over inflated but have listed with the Authority with view to meeting the claimants solicitors to discuss a 'without prejudice' settlement. Settlement total: Damages: £400,000.00, DSS: £36,840.40, Claimants Solicitor Costs: £145,000.00, Our Defence Costs: £35,324.26, TOTAL OUTLAY: £626,964.26
338	Authority	846044	18/04/2014	17-Oct-14	Three Mills in natural play area) Hayes Hill Farm (Set on low level road (quarter) which collapsed under elements weight)	£5,000	£0	Closed	Closed	Liability has been successfully denied by the insurers. Claim closed 5th June 2015 with no payments made.
342	Authority	846506	29/03/2014	-17/10/2014	Coburn's Lane, Nazareth (Fall into pot hole on lane)	£5,000	£0	Closed	Closed	Investigated by insurers and liability denied. No further information. Closed July 2015 - no payments made
344	Authority	850063	04/09/2014	13/01/2015	LVC Coburn's Lane, Nazareth (Fall into pot hole on lane)	£3,200	£0	Closed	Closed	Investigated by insurers and liability denied. Closed July 2015 - no payments made
345	Authority	862233	28/12/2014	05/03/2016	LVC (Fall on ice pad due to snow with slipper on foot)	TBC	£0	Closed	Closed	Investigated by insurers and liability denied. Closed Dec 2015 - no payments made
347	Authority	852834	24/10/2014	03/03/2015	Public Highway - Nazareth (road on road from farm vehicles caused driver to add 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	864806	30/03/2015	28/04/2015	LVC (Gym Equipment - Big press seat fell detaching to injury whilst fitting weights)	TBC	£0	Closed	Closed	Investigated by insurers and liability denied. Closed Sept 2015 - no payments made
350	Trust	865752	18/06/2015	28/05/2015	ValePark ftp, fall Poles area near planted trees)	TBC	£0	Closed	Closed	Investigated by insurers and liability denied. Closed Oct 2015 - no payments made
351	Trust	860003	30/06/2015	31-Jul-15	Athletics Centre (received burns from starters gun)	£18,500	£16,522	Closed	Closed	Liability has been established to keep this claim in the portal and insurers are awaiting the Stage 2 settlement pack. Starting materials insurers have at last agreed to provide a full indemnity in this matter. All costs recovered from insurers.
352	Authority	859943	11/04/2014	24/09/2015	ValePark.	TBC	£0	Closed	Closed	Closed by insurers - no formal claim, enough to deny liability and retract any future claim
363	Trust	863890	17/09/2015	30-Nov-15	Riding Centre	£5,000	£4,896	Closed	Closed	Ex-employee who suffer a shoulder injury while walking horses - horse jerked its head back, pulling on the reins and arm. Reviewed by insurers and liability to be denied. Closed: 24/01/6. No payments made.

 Lee Valley Regional Park Authority		Personal Injury Insurance Claims Summary									
		Lee Valley Regional Park Authority - Policy number: UCPOP3344584									
		Lee Valley Leisure Trust Limited - Policy number: UCPOP3981842									
		Last Updated: 31/03/21									
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	798618	02/10/2011	03/07/2013	LV WWC (Severe injuries when fell out of raft whilst in the water)	£96,000	£828,643	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 issued with the Authority with view to meeting the claimants solicitors to discuss a 'without prejudice' settlement. Settlement total: £400,000.00, DSS: £38,840.40, Claimant's Solicitor Costs: £145,000.00, Our Defence Costs: £35,324.28, TOTAL OUTLAY: £626642.94
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.
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 Pitts 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. £11 - The claim has been settled for £4,834.87. The damages have been paid but costs are still to be agreed.
356	Trust	869773	12/03/2016	21/07/2016	Velopark	£10,320.00	£0.00	Closed	Closed		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
357	Trust	862334	08/11/2015	26-Nov-15	Velopark	£0	£0	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."
358	Trust	868768	25/07/2016	05/08/2016	WWC	£8,500.00	£7,839.34	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. Casually 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.
											Customer accidently had a cup of hot tea spill on his forearm, which resulted in pronounced scalding. 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 £8500, split 28000 damages, £1900 costs. Insurers currently waiting for settlement pack. Request for payment of £7,839.34.



Personal Injury Insurance Claims Summary
 Lee Valley Regional Park Authority - Policy number: UCPOP3344584
 Lee Valley Leisure Trust Limited - Policy number: UCPOP3981842
 Last Updated: 31/03/21

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	786618	02/10/2011	03/07/2013	LV WMC (Severe injuries when fell out of raft whilst in the water)	£98,000	£928,643	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 listed with the Authority with view to meeting the claimants solicitors to discuss a 'without prejudice' settlement. Settlement total: Damages: £400,000.00, DSS: £29,840.40, Claimants Solicitor Costs: £145,000.00, Our Defence Costs: £35,324.28, TOTAL OUTLAY: £538,942.94
259	Trust	874828	04/1/2016	04/01/2017	WMC	£8,680.00	£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. 8/1/217 - Insurers still awaiting receipt of settlement pack. 28/2/18 - Insurers have made offer to claimant and made reference to medical records and historic claim made 30/4/18 - Damages have been settled at £8300.00 plus £985.00 NHS charges and fixed costs settled at £1212.00 - Total £7177
280	Authority	874987	10/05/2011	19/1/22/2016	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.
381	Trust	875209	11/12/2016	16/01/2017	LV Ice Centre	£2,500.00	£0.00	Closed	Closed	Signed on the ice - claiming a defect with the ice surface. Successfully denied liability, with no payments made.
382	Trust	878165	16/10/2016	03/02/2017	Valepark	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 S&P regarding issue. 12/6/17 - We have marshalled 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 updates in 3 months 23/5/18 - File now closed as no further activity
383	Trust	878982	08/01/2017	08/03/2017	Pickets Lock	£1,074.00	£1,374.00	Closed	Closed	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. Denial. Attempt to backdoor 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
384	Trust	878388	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 jumped into them whilst skating backwards during a public session. 9/1/17-16 have denied this one and not had any response to this so has been closed by insurer.

 Lee Valley Regional Park Authority		Personal Injury Insurance Claims Summary							
Our Ref:		Lee Valley Regional Park Authority - Policy number: UCPOP3344584							
Trust / Authority		Lee Valley Leisure Trust Limited - Policy number: UCPOP3981842							
Travellers Ref		Last Updated: 31/03/21							
Our Ref	Trust / Authority	Date of Incident	Date Listed	Location	Current reserve	Payments made	Open / Closed	Active / Non-Active / Closed	Status
221	Authority	02/10/2011	03/07/2013	LV WWWC (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 raised 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: £36,324.26, TOTAL OUTLAY: £626642.94
365	Trust	04/09/2016	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	01/08/2017	08/08/2017	Velopark	No reserve	£0.00	Closed	Closed	Claimant suffered multiple injuries (which required 5 stitches) 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
367	Authority	09/07/2017	08/09/2017	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. 16/8/18 - 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	19/01/2016	29/06/2017	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	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 updates. 28/4/18 - 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 Mr Engineers Fee. Total paid 1908.67


Personal Injury Insurance Claims Summary

Lee Valley Regional Park Authority - Policy number: UCP0P3344564

Lee Valley Leisure Trust Limited - Policy number: UCP0P3981842

Last Updated: 31/03/21


Cur ref	Trust/ Authority	Travelers Ref	Date of Incident	Date Injured	Location	Current reserve	Payments made	Open / Closed	Active / Non-Active / closed	Status
221	Authority	788018	02/10/2011	03/07/2013	LV WMC (Severe injuries when fall out of raft whilst in the water)	£98,000	£328,643	Closed	Closed	Processings 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 valued but have agreed 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, Claimants Solicitor Costs: £145,000.00, Our Defence Costs: £35,324.28, TOTAL OUTLAY: £620,064.64
371	Trust	888381	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. 18/2/18 - Report and docs sent to insurers, awaiting update 30/4/18 - Closed through as no correspondence for over a year
372	Authority	888894	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 4/8/18 - Re-opened as updated CNF received stating that incident occurred at Meadows Car Park in Broadburn, not at Myddelton House. CNF provided to insurers and request for docs from AJ and Rangers team (RA, Procedure, status of food 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 - FAs re-opened as claimant solicitors have challenged our denial. Insurers maintain denial however ELM nominated to accept service should they consider it reasonable to litigate 18/7/19 - No responses for 3 months so has been closed by insurers
374	Authority	882557	14/03/2018	20/05/2018	Waterworks Nature Reserve	£15,788	£9,088	Closed	Non-Active	20/8/18 - 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. Corribm that liability accepted by authority 20/8/18 - Payment made by insurers to value of £9,088.20 - less than reserve. Payment link sent to LV Finance for settlement and insurers informed - Now closed

 Lee Valley Regional Park Authority		Personal Injury Insurance Claims Summary									
		Lee Valley Regional Park Authority - Policy number: UCPOP3344584 Lee Valley Leisure Trust Limited - Policy number: UCPOP3881842									
		Last Updated: 31/03/21									
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	788818	02/10/2011	03/07/2013	LV WWC (Severe injuries when fell out of raft whilst in the water)	£98,000	£828,843	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 agreed with the Authority with view to meeting the claimants solicitors to discuss a 'without prejudice' settlement. Settlement totalled: Damages: £400,000.00, DSS: £36,840.40, Claimant's Solicitor Costs: £145,000.00, Our Defence Costs: £35,324.26, TOTAL OUTLAY: £628842.94	
375	Trust	863353	10/06/2018	11/07/2018	LV Athletics Centre	£7,000	£10,568	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 PIRMS. 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. 4/8/18 - 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). 18/8/18 - 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 confirm that the kerb is flush with the track and the edging is raised approx. 50mm above track surface. Liability submitted and reserve set at £7,000 4/3/19 - Confirmed settlement accepted - payment made for £10567.75 and policy deductible is £10k so this is due	
376	Trust	864228	09/02/2018	09/09/2018	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, equipment to support lifting and risk assessments / work instructions in place 24/10/18 - Interview with Café Supervisor and examples of training records shared with insurers. Awaiting updates 7/11/18 - Insurers have denied liability based on report provided however should there be follow up from Solicitors then may need to provide CPR witness statement as we don't have induction records for KC. Manager will advise if he finds this documentation 13/3/19 - No response to denial so insurers have closed this file	



Personal Injury Insurance Claims Summary
 Lee Valley Regional Park Authority - Policy number: UCPOP3344584
 Lee Valley Leisure Trust Limited - Policy number: UCPOP3981842
 Last Updated: 31/03/21

Current Trust / Authority	Traffic Ref	Date of Incident	Date Listed	Location	Current reserve	Payments made	Open / Closed	Active / Non-Active / Closed	Status	
221	Authority	786618	02/10/2014	03/07/2013	LV WMC (Severe injuries when fell out of raft whilst in the water)	£98,000	£229,843	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 listed with the Authority with view to meeting the claimants solicitors to discuss a without prejudice settlement. Settlement totals: Damages: £400,000.00, DMS: £38,840.40, Claimants Solicitor Costs: £145,000.00, Our Defence Costs: £35,324.28, TOTAL OUTLAY: £629,664.24
379	Trust	867059	01/09/2016	16/10/2016	LVC	No reserve	£570	Closed	Non-Active	16/10/16 - CNF received direct from solicitor - alleged that minor suffered multiple leg fractures after fall on ice and subsequent drop by member of staff while dining with injured party. CNF sent onto Travelers 24/10/16 - Loss adjuster appointed by insurers to investigate further Dec 18 - All info sent to Loss Adjuster and awaiting their recommended position 14/1/19 - Loss Adjuster has advised to deny liability based on witness statement provided by worker. Will await further updates from insurers - cost is for the Loss Adjuster Investigation
390	Trust	800558	24/09/2018	01/02/2019	Dobbs Weir Carrivan Park	No reserve	£0.00	Closed	Non-Active	11/2/19 - Customer hit height barrier when bending premises causing damage to vehicle and bicycle on roof. Claimed that height barrier damaged and lightning warning of this. Investigation commenced with Venue 15/1/20 - No response from claimant solicitors so non-active
382	Trust	839473	04/09/2018	18/09/2018	Hayes Hill Farm	No reserve	£0.00	Closed	Non-Active	18/9/18 - Notification only - Child collided with Raven (Code Owned) and suffered injury - parent claiming that child abducted and inadequate response from bird handler. Claiming that child has suffered psychological damage as result and seeking compensation 31/10/18 - 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 referred 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	914887	31/12/2019	07/02/2020	LVC	£0.00	£0.00	Open	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. 8/2/20 - 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 27/2/20 - Follow up from claimant Solicitor asking further questions to confirm person in CCTV was claimant - JB has followed up with LVC team to confirm exact details 21/6/20 - Writose statement from LVC staff submitted to insurers as confirmation that person in CCTV was individual that the grave first aid to. Awaiting insurer update from claimant 06/01/21 - Not being pursued by claimant following our denial, case to be closed by the end of Jan 2021 if there is no further challenge 13/01/21 - Case closed by insurers

 Lee Valley Regional Park Authority		Personal Injury Insurance Claims Summary Lee Valley Regional Park Authority - Policy number: UCPOP3344584 Lee Valley Leisure Trust Limited - Policy number: UCPOP3981842 Last Updated: 31/03/21									
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	798618	02/10/2011	03/07/2013	LV WWWC (Severe injuries when fell out of raft whilst in the water)	£98,000	£928,643	Closed	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 liaised 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: £820,842.94
Notification only	Trust	870696	15/08/2016	31/08/2016	Velopark	N/A	£0	Closed	N/A	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	08-Nov-15	WWC (hit head on black or bottom of the course following falling from raft)	N/A	£0	Closed	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	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	Non-Active	30/04/19 - Notification only - expect a claim attempt however no evidence to suggest fault with bits and CCTV above accident
Notification only	Trust	905677	22/04/2019	22/05/2019	LV Ice Centre	No reserve	£0.00	Closed	Non-Active	Non-Active	22/5/19 - Notification only - Claimed that bruising and blister suffered as result of using canine skates 20/8/19 - 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	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	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	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.

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	Overall Compliance	2019-20 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	93.7	94.5	-0.8	100	100	67	87	94	83	-	83	93	100	95	91	100	100	87	100	89	91	92	100	92	100	100	92	96	100	93	100	100	89	100
LV Hockey & Tennis Centre	98.1	98.0	0.1	99	100	100	100	100	94	-	92	100	89	100	-	97	100	87	100	100	100	100	100	100	93	100	100	100	100	100	100	100	100	100
LV Ice Centre	93.9	90.7	3.2	100	100	92	93	100	67	91	92	87	100	100	-	97	90	100	100	100	100	100	100	73	-	100	100	100	86	100	100	94	100	
LV Riding Centre	97.5	95.0	2.5	100	100	100	87	100	100	100	100	100	100	100	-	100	90	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
LV Velopark	99.7	99.5	0.2	100	100	100	100	100	100	-	100	91	100	100	100	97	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
LV White Water Centre	99.3	98.9	0.4	100	100	100	100	100	93	-	100	100	94	94	100	97	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
LSC AVE.	97.0	96.1	0.9	99	100	93	94	99	90	96	94	96	94	97	97	96	97	96	100	98	98	98	99	94	100	94	100	95	94	95	100	96	100	96
Dobbs Weir Campsite	91.0	90.0	1.0	88	100	67	87	91	78	83	67	93	100	90	-	88	86	93	-	100	100	83	100	100	87	-	100	96	100	88	100	100	89	100
Sewardstone Campsite	92.9	90.3	2.6	96	93	100	93	83	75	-	100	93	100	95	-	88	100	93	-	100	73	92	100	100	73	-	100	100	91	100	91	100	83	100
Picketts Lock Campsite	93.1	93.8	-0.7	100	100	100	87	78	100	-	78	87	100	76	-	97	95	93	-	100	80	100	100	92	92	-	100	100	93	100	100	100	100	100
Picketts Lock Golf	86.3	82.4	3.9	96	92	93	73	83	52	100	100	80	100	81	-	70	93	87	-	100	100	92	-	83	100	-	90	100	100	100	100	100	60	100
Springfield Marina	95.5	93.7	1.8	100	100	83	93	89	100	92	83	88	100	100	-	97	81	81	-	100	100	100	100	100	73	-	100	100	100	100	100	100	100	100
Stanstead Marina	96.7	97.0	-0.3	100	100	100	100	94	100	100	100	87	100	94	-	97	86	87	-	100	89	100	93	100	87	-	100	100	100	100	100	100	100	100
Fisheries	97.3	97.2	0.1	100	100	100	100	100	100	-	100	100	94	89	-	100	83	87	-	100	100	100	100	100	87	-	100	100	100	100	100	100	100	100
Holyfield Hall Farm	97.3	96.7	0.6	100	100	100	93	100	100	92	100	100	100	95	-	97	93	87	-	100	100	100	100	100	93	-	100	100	100	100	100	100	100	100
Rangers North & South	96.1	94.7	1.4	100	100	100	92	100	87	-	93	93	94	100	-	100	100	92	-	100	100	100	100	100	93	-	100	100	100	100	100	100	100	100
Myddleton House	95.3	96.3	-1.0	100	100	92	93	100	94	93	100	93	92	86	-	97	95	87	-	100	100	100	100	100	93	-	100	100	100	100	100	100	100	100
Myddleton House Gardens	94.5	94.0	0.5	100	100	92	93	100	83	92	100	93	89	89	-	90	80	91	-	100	93	100	100	100	80	-	100	100	100	100	100	100	100	100
Waterworks	79.0	70.1	8.9	92	93	100	-	100	100	-	67	100	100	73	-	89	89	88	-	100	75	33	-	85	-	100	100	100	100	100	100	100	100	100
Non LSC Ave.	92.9	91.4	1.6	99	98	91	92	93	94	95	83	93	97	89	-	88	91	84	-	98	92	88	100	98	82	-	95	93	98	97	100	96	100	100
Combined Ave.	94.3	92.9	1.4	98	99	90	93	95	91	94	92	93	96	92	97	91	93	89	97	96	95	93	100	98	86	100	97	96	96	100	92	100	100	100

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