

 <p>LEE VALLEY REGIONAL PARK AUTHORITY</p> <p>AUDIT COMMITTEE</p> <p>22 JUNE 2017 AT 13:00</p>	<p>Agenda Item No:</p> <p style="text-align: center;">6</p> <p>Report No:</p> <p style="text-align: center;">AUD/78/17</p>
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**ANNUAL REPORT ON HEALTH & SAFETY 2016/17
AND HEALTH & SAFETY AUDIT PLAN 2017/18**

Presented by the Director of Finance & Resources

SUMMARY

The purpose of this report is to inform Members about the work provided by RD Health & Safety, the Authority's Health & Safety service provider, during the financial year 2016/17. The report covers all aspects of Health & Safety work carried out in the Authority and Lee Valley Leisure Trust Ltd during 2016/17.

The main areas for Members to note are:

- a combined Authority/Lee Valley Leisure Trust Ltd corporate average score of 95% on all Health & Safety audits was achieved against a stretch target of 96%;
- of the 7.1 million visits only 0.020% resulted in an incident/accident;
- 4 accidents (5 in 2015/16) were reported to the Health & Safety Executive (under Reporting of Injuries, Diseases and Dangerous Occurrences Regulations);
- a strong positive response to the staff Health & Safety survey;
- completion of a comprehensive training programme with increased attendance;
- major events: Hockey Championship Trophy; Revolution 2016; ITF Wheelchair Tennis Masters; Shell Eco Event; Summer Splash at Lee Valley White Water Centre; Countryside Live; Six-Day London; and other events across Lee Valley Regional Park Authority and Lee Valley Leisure Trust Ltd.

RECOMMENDATIONS

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| Members Note: | (1) the annual report of RD Health & Safety for 2016/17 detailed in Appendix A to this report; |
| Members Approve: | (2) the aims and objectives for 2017/18 as set out in RD Health & Safety's annual report; and |
| | (3) signing of the 2017/18 Health & Safety Policy Statement attached as Appendix C 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 from October 2012 for the next 7 years (ending in September 2019) and Right Directions (now known as RD Health & Safety (RDHS)) were again appointed as the approved provider. This report looks at delivery of the H&S service during 2016/17 and summarises the scope of audit coverage during the last financial year.

HEALTH & SAFETY WORK – 2016/17

- 2 All planned H&S activity was completed in accordance with the 2016/17 plan, along with a number of special reviews and activities carried out at management's request. Additional resources were added in to deal with the major events at the Olympic legacy venues – Lee Valley White Water Centre (LVWWC), Lee Valley VeloPark (LVVP) and Lee Valley Hockey & Tennis Centre (LVH&TC).
- 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 feed back 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 – 2016/17

- 6 The full RDHS report is attached at Appendix A for Member's information.
- 7 The key message of the contractor is embodied in their opinion shown on page 1 of Appendix A which states:

In our view elected Members of the Authority and Trustees of Lee Valley Leisure Trust Ltd (the Trust) can seek a high level of assurance from the Health & Safety work carried out during 2016-17;

*Based on the audits completed in our Health & Safety Assurance Programme covering the period, 1 April 2016 to 31 March 2017, 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) and Vibrant Partnerships (Vibrant) has **robust and effective systems** over risk and Health & Safety, which provide a **high level of assurance** regarding the effective and efficient achievement of Lee Valley's objectives.*

KEY HIGHLIGHTS - 2016/17

- 8 The key work delivered from the H&S team during 2016/17 is detailed in their

report. In summary, the key highlights are:

- achieving a corporate average score of 95%;
 - joint Business Continuity training was completed in October 2016 for the Authority and the Trust;
 - increased Health & Safety training across the Park;
 - Major Events Support: Hockey Championship Trophy; Revolution 2016; ITF Wheelchair Tennis Masters; Shell Eco Event; Summer Splash at LVWWC; Countryside Live; Six-Day London; and other events across the Authority and the Trust;
 - event safety support provided for the Major Event working group meetings attended for future events at LVWWC, LVH&TC and LVVP;
 - support provided to LVWWC ahead of and during the 'Quest' accreditation;
 - annual health and safety internal audit assessments and plan delivered.
- 9 The Authority and Trust achieved a combined average 95% score across all sites (96% stretch target set for 2016/17) compared to 96% in 2015/16. The achievement of greater than 90% average score is an ongoing significant achievement. A proposed stretch target of 95% will be set in 2017/18 to ensure all sites maintain the highest level of H&S standards.
- 10 Having achieved a 95% combined score RDHS believe the Authority and Trust are not exposed to increased risk, although additional work is required to ensure focus remains on the risk profile of the Authority and Trust, overall compliance and effective delivery of the H&S Management System.
- 11 The RDHS report also includes a summary of Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) incidents (4 down from 5 in 2015/16) during the year. Appendix B to this report provides detail of the position with regard to insurance claims up to 31 March 2017.

Numbers of accidents and incidents are low and in percentage terms generally consistent across years - this is a positive indicator considering the increase in visitors (6.7 million to 7.1 million).

ANNUAL HEALTH & SAFETY OBJECTIVES 2017/18

- 12 The report by RDHS sets out a summary of objectives for 2017/18. The Plan takes into account the following:
- the Authority and Trust's Strategic Risk Registers;
 - findings from previous years' Health & Safety work; and
 - planned developments within both organisations.
- 13 There are 260 contracted days to allow completion of the H&S Plan in 2017/18 and Members are asked to approve the plan as set out in Appendix A of this report; and the strategic objectives also set out in that 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 incidents/accidents to usage remains low and relatively consistent at 0.02%. Figures are monitored monthly and reported quarterly to the Senior Management Teams of both the Authority and the Trust so any emerging trends can be managed accordingly.

Author: Simon Sheldon, 01992 709859, ssheldon@leevalleypark.org.uk

PREVIOUS COMMITTEE REPORTS

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
Audit Committee	AUD/39/13	Annual Report on Health & Safety 2012/13 & Annual Audit Plan 2013/14	20 June 2013
Audit Committee	AUD/29/12	Annual Report on Health & Safety 2011/12 & Annual Audit Plan 2011/12	28 June 2012
Audit Committee	AUD/19/11	Annual Report on Health & Safety 2010/11 & Annual Audit Plan 2011/12	02 June 2011
Audit Committee	AUD/08/10	Annual Report on Health & Safety 2009/10 & Annual Audit Plan 2010/11	20 May 2010

APPENDICES ATTACHED

- Appendix A Health & Safety Annual Performance Review April 2015 to March 2016
- Appendix B Current insurance claims to 31.3.2016
- Appendix C 2017/18 Health & Safety Policy Statement

LIST OF ABBREVIATIONS

HSE	Health & Safety Executive
H&S	Health & Safety
LVWWC	Lee Valley White Water Centre
LVVP	Lee Valley VeloPark
LVH&TC	Lee Valley Hockey & Tennis Centre
RDHS	RD Health & Safety
RIDDOR	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations

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Introduction

RDHS Ltd are the approved contractor for delivering a Health & Safety contract to the Lee Valley Regional Park Authority and Vibrant Partnerships. This report covers an annual performance review of Health & Safety across the Authority and Vibrant, providing a plan for the year ahead in 2017-18.

Assurance

In our view elected Members of the Authority and Trustees of Vibrant Partnerships can seek a high level of assurance from the Health & Safety work carried out during 2016-17;

*Based on the audits completed in our Health & Safety Assurance Programme covering the period, 1 April 2016 to 31 March 2017, 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) and Vibrant Partnerships (Vibrant) has **robust and effective systems** over risk and Health & Safety, which provide a **high level of assurance** regarding the effective and efficient achievement of Lee Valley's objectives*

Plan

Policy

- LVRPA Policy Statement was signed and issued in July 2016 (and a new Policy Statement is attached to this report for approval from 2017)
- Vibrant Partnerships H&S Policy Statement has been submitted to the Board of Trustees in April 2017 and was approved.

Key Health & Safety Resources

A significant percentage of our time has been spent supporting the Central Events Team and Venues in relation to both health and safety and spectator safety advice which is due to the increasing amount of events.

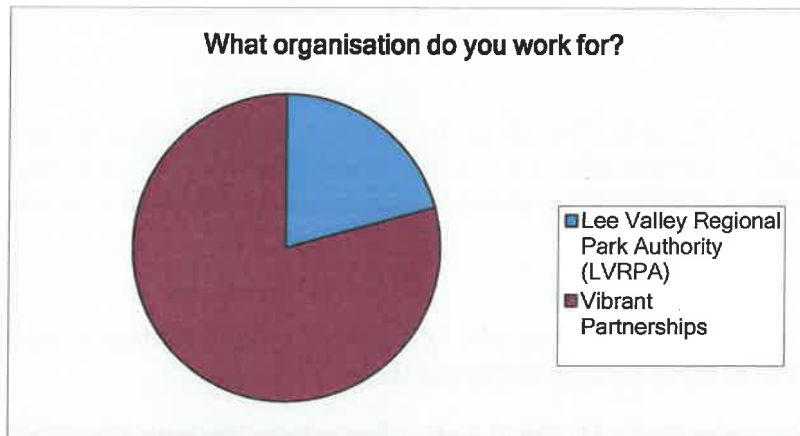
Communication & Consultation

- The winter water safety message was reviewed and displayed on the Lee Valley website. This has now been updated with the summer water safety message.
- The new Health and Safety meeting structure has been implemented. The new meeting structure is as follows;
 - Safety Leadership Team (SLT) - Strategic group
 - Safety Coordination Group (SCG) - Venue and Department Safety Coordinators
- Both groups have been very well attended. The Safety Coordination Group averages 20 participants covering all venues and functions from both organisations.

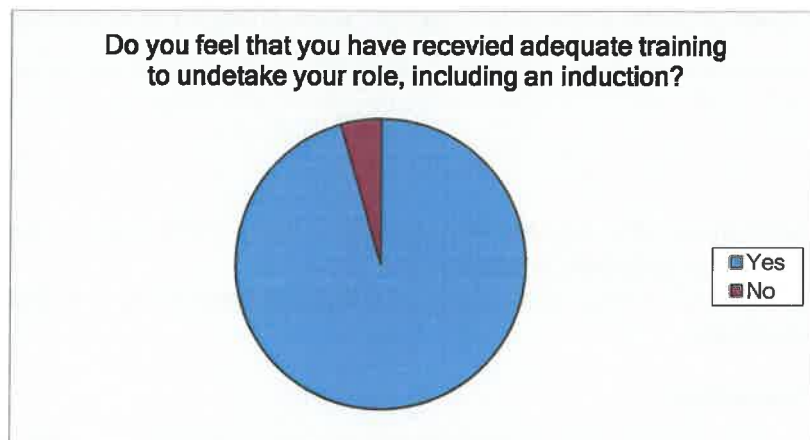
Staff Survey

The annual staff health and safety survey was undertaken in March 2017. This year the survey was organised via the Safety Coordination Group, who promoted the survey to staff back at their venues. It was also promoted by Senior Managers. As a result, the number of returns this year were up to 179, compared to 104 in 2015/16.

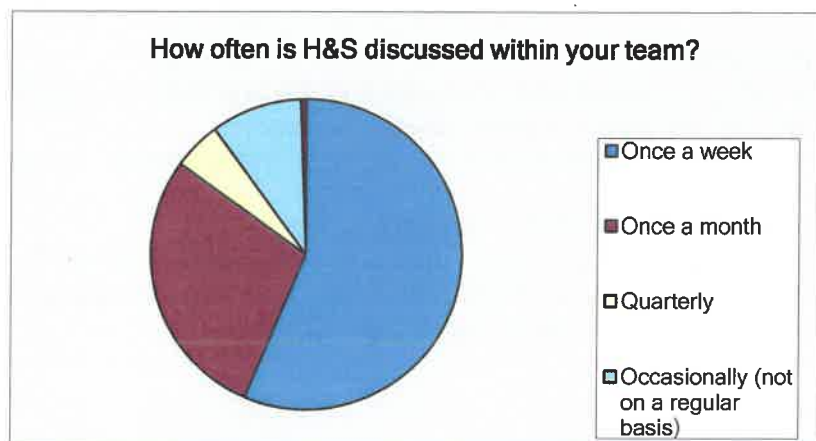
Below is a sample of the results:



Lee Valley Regional Park Authority (LVRPA)	20.7%	37
Vibrant Partnerships	79.3%	142



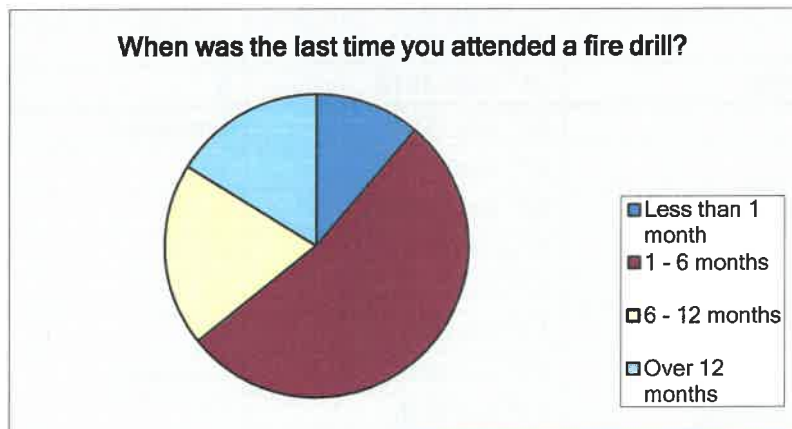
Yes	95.5%	171
No	4.5%	8



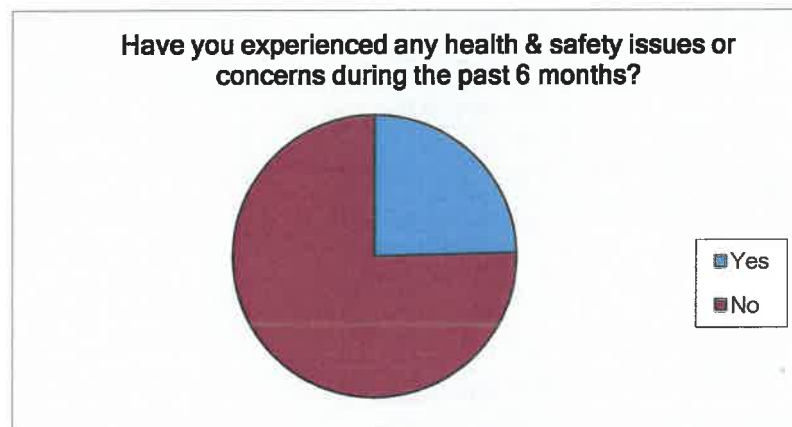
Answer Options	Response Percent	Response Count
Once a week	56.4%	101
Once a month	28.5%	51
Quarterly	5.0%	9
Occasionally (not on a regular basis)	9.5%	17
Never	0.6%	1



Yes	98.9%	173
No	1.1%	2



Less than 1 month	11.2%	20
1 - 6 months	53.1%	95
6 - 12 months	19.6%	35
Over 12 months	16.2%	29



Yes	24.6%	44
No	75.4%	135

Analysis

The survey supports the view that good H&S practices are maintained across both LVRPA and Vibrant Partnerships. While there are a few issues that the H&S Team are following up upon, there are no significant areas of concern. Feedback points towards a positive H&S Culture across both organisations, with staff indicating they are pleased with H&S standards, support and the quality of training provided.

May 2017

Training Provision / Staff Competency 2016-17

- Work undertaken with HR to set annual timetables of H&S training throughout 2016-17
- All H&S training was accredited through either: the STA, First Aid Awards (registered with Ofqual), Chartered Institute of Environmental Health (CIEH) and Institute of Safety & Health (IOSH).
- Numerous H&S Inductions have been completed
- The table below provides details of the Corporate H&S training delivered in 2016 – 17.

Training	Date	Attendance	Occupancy Rate
First Aid at Work	25 th April 2016	11	92%
Fire Awareness (Level 1)	17 th May 2016	Cancelled	
Manual Handling	17 th May 2016	2	12.5%
Legionella	27 th May 2016	12	100%
Level 2 Food Safety	2 nd June 2016	Cancelled	
First Aid at Work Revalidation	28 th June 2016	6	50%
H&S Induction	12 th July 2016	Cancelled	
Fire Marshall (Level 2)	27 th Sept 2016	11	69%
First Aid at Work Revalidation	28 th Sept 2016	6	50%
IOSH Managing Safely	3 rd Oct 2016	8	50%
Fire Awareness (Level 1)	12 th Oct 2016	10	62.5%
Manual Handling	12 th Oct 2016	12	75%
Level 2 Food Safety	19 th Oct 2016	Cancelled	
Rangers Personal Safety Training	31 st Oct 2016	17	85%
IOSH Managing Safely Refresher	1 st Nov 2016	Cancelled	
H&S Induction	8 th Nov 2016	14	87.5%
Fire Marshall (Level 2)	9 th Nov 2016	9	56%
IOSH Working Safely	7 th Dec 2016	12	75%
IOSH Managing Safely Refresher	12 th Jan 2017	6	37.5%
H&S Induction	17 th Jan 2017	11	69%
Ladder Training	17 th Jan 2017	11	69%
First Aid at Work	18 th Jan 2017	12	100%
Emergency First Aid at Work	23 rd Jan 2017	12	100%
Fire Marshall (Level 2)	30 th Jan 2017	14	87.5%
Fire Awareness (Level 1)	2 nd Feb 2017	5	31%
Manual Handling	2 nd Feb 2017	15	94%
Spectator Safety Training (2 Day)	22 nd Feb 2017	16	100%
Manual Handling	13 th March 2017	15	94%
Emergency First Aid at Work	27 th March 2017	12	100%
Totals		242	69.38%

Occupancy rates are up 8% on 2015/16 (61.25%)

Actions being taken to improve occupancy rates in 2017-18:

- The 2016-17 programme was set using the HR Training database, looking at staff qualifications and renewal dates. This will continue in 2017/18 with courses / training identified based upon expiry dates for staff qualifications
- Training schedule issued annually in advance and published on Compass and managed by HR
- As training is mandatory the SLT have agreed to take this forward by introducing a hard line approach, allowing for three bookings with three strikes (to establish a trend), name & shame both the individual, the manager and venue, and then follow with formal disciplinary action.
- Absence from training allowed in an emergency and not for work pressures e.g. 'to busy'. As an emergency definition is difficult to define, HR will be arbiter on the decision as defined in a new procedure
- Annual dates were sent out to all sites / departments in January. Further to this, reports to be sent out annually, quarterly and to be discussed at the SCG.
- Managers need to ensure that their staff attend and deal with excuses. It is believed that by taking a proactive approach attendance will continue to improve.
- SLT - All agreed to implement the proactive approach proposed to improve attendance at training
- In relation to cost of courses when people not attending looking into the possibility of selling the rest of the spaces through HR and RDHS but the main aim is to get our people on the courses.
- Non-attendance / late cancellation results in venue being charged for place

Do

As reported in the 2015/16 report, the Health and Safety Management System (HSMS) has been reviewed to create two manuals – one for LVRPA and one for Vibrant Partnerships. The H&S team are now maintaining both, along with the associated Master Forms.

Core Work completed 2016-17;

- Support provided to WWC ahead of and during the Quest Assessment
- Ongoing support to other site undergoing the accreditation
- Ongoing investigations into accidents – RIDDOR and Personal Injury (PI) Claims
- Ongoing liaison with our insurers in regards to PI Claims
- Undertaking a Property Survey (risk assurance work) with our insurers: Travelers
- Infectious diseases assessment with the Rangers Team
- Fire risk assessments conducted at: LV VeloPark, Hayes Hill Farm, Stanstead Marina, LV Riding Centre, LV Ice Centre, LV White Water Centre, Dobbs Weir Campsite, Sewardstone Campsite and LV Athletics Centre
- Event Safety support provided for:
 - Hockey Championship Trophy
 - Shell Eco Event
 - Summer Splash at LV White Water Centre
 - Countryside Live
 - Six-Day London
 - Revolution 2016
 - ITF Wheelchair Tennis Masters
 - and other events across LVRPA and Vibrant Partnerships
- Major Event Working Group meetings attended for future events at LV VeloPark and LV Hockey and Tennis Centre
- Attendance at meetings with England Hockey
- Attendance at Section Manager Meetings
- Undertaking several Maternity Risk Assessments
- Support across various sites undertaking specific risk assessments
- Undertaking quarterly E.coli checks at LV Farms
- Attendance at various Safety Advisory Group meetings
- Development of an Approved Contractors List, working with APMD

- Support, liaison and investigation with Travelers Insurers in relation to defending PI claims at LV VeloPark, LV White Water Centre and LV Ice Centre
- Various occupational health risk assessment completed for LV / Vibrant Staff
- Quarterly H&S Reports to both organisations Senior Management teams
- Arranging site / department specific training, e.g.: Rangers Personal Safety Training
- Delivery of training such as: C3/C4 event training, H&S Inductions, Accident and Incident reporting
- Ongoing management of the H&S training programme
- Completion of a Workplace Inspection programme across all sites
- Support to Youth and Schools in regards to School Visits
- Review of flood evacuation and gas explosion procedures at Dobbs Weir
- Annual Health and Safety internal audit assessments and plan delivered
- Following a number of invacuations at one of our events, due to lightning, our Lead Consultant now sits on an International group looking to put together recognised guidance on dealing with lightning at outdoor events.

Check

Reactive Monitoring: Accident & Incident Statistics 2016-17

LVRPA Accident / Incident Figures 2016-17

Month	Accidents reported	Direction of Travel	Incidents reported	Direction of Travel	RIDDOR Reportable	Direction of Travel
April	1 (1)	→	34 (8)	↑	0 (0)	→
May	2 (0)	↑	44 (19)	↑	0 (0)	→
June	3 (6)	↓	38 (32)	↑	0 (0)	→
July	1 (12)	↓	41 (11)	↑	0 (2)	↓
August	2 (0)	↑	65 (40)	↑	0 (0)	→
September	1 (1)	→	41 (29)	↑	0 (0)	→
October	1 (0)	↑	38 (23)	↑	1 (0)	↑
November	2 (1)	↑	15 (22)	↓	0 (0)	→
December	2 (0)	↑	21 (37)	↓	0 (0)	→
January	2 (0)	↑	20 (20)	→	1 (0)	↑
February	1 (0)	↑	23 (45)	↓	0 (0)	→
March	1 (1)	→	50 (37)	↑	0 (0)	→
Totals	19 (22)	↓	430 (323)	↑	2 (2)	→

Vibrant Partnership Accident / Incident Figures 2016-17

Month	Accidents reported	Direction of Travel	Incidents reported	Direction of Travel	RIDDOR Reportable	Direction of Travel
April	91 (66)	↑	3 (0)	↑	0 (0)	→
May	69 (106)	↓	1 (0)	↑	0 (0)	→
June	94 (111)	↓	4 (3)	↑	0 (0)	→
July	73 (112)	↓	4 (8)	↓	0 (1)	↓
August	118 (82)	↑	5 (8)	↓	0 (1)	↓
September	75 (80)	↓	3 (6)	↓	0 (0)	→
October	82 (58)	↑	8 (7)	↑	0 (0)	→
November	57 (38)	↑	7 (4)	↑	0 (0)	→
December	43 (41)	↑	3 (6)	↓	0 (0)	→
January	53 (44)	↑	8 (1)	↑	1 (1)	→
February	59 (51)	↑	8 (1)	↑	0 (0)	→
March	64 (74)	↓	3 (2)	↑	1 (0)	↑
Totals	878 (863)	↑	57 (46)	↑	2 (3)	↓

LVRPA & Vibrant Combined Accident / Incident Figures 2016-17

Month	Accidents reported	Direction of Travel	Incidents reported	Direction of Travel	RIDDOR Reportable	Direction of Travel
April	92 (67)	↑	37 (8)	↑	0 (0)	→
May	71 (106)	↓	45 (19)	↑	0 (0)	→
June	97 (117)	↓	42 (35)	↑	0 (0)	→
July	74 (124)	↓	45 (19)	↑	0 (3)	↓
August	120 (82)	↑	70 (48)	↑	0 (1)	↓
September	76 (81)	↑	44 (35)	↑	0 (0)	→
October	83 (58)	↑	46 (30)	↑	1 (0)	↑
November	59 (39)	↑	22 (26)	↓	0 (0)	→
December	45 (41)	↑	24 (43)	↓	0 (0)	→
January	55 (44)	↑	28 (21)	↑	2 (1)	↑
February	60 (51)	↑	31 (46)	↓	0 (0)	→
March	65 (75)	↓	53 (39)	↑	1 (0)	↑
Totals	897 (885)	↑	487 (369)	↑	4 (5)	↓

Accident & Incident Statistics by People Groups
LVRPA Accident / Incident Figures 2016-17

Month	LVRPA		Vibrant Partnerships	
	Staff Accidents	Contractor Accidents	Staff Accidents	Contractor Accidents
April	1	0	6	0
May	0	0	5	0
June	0	0	3	0
July	0	0	7	0
August	1	0	5	1
September	1	0	6	0
October	1	0	3	1
November	0	0	4	0
December	1	0	3	0
January	1	0	3	0
February	1	0	2	0
March	0	0	4	0
Totals	7 (6)	0 (0)	51 (56)	2 (5)

Quarterly Usage Rates v Number of Accidents 2016/17

- Figures across both organisations and include contractors reported accidents & incidents

Quarter	Accidents & Incidents reported to H&S Team		Usage Figures		Percentage of Accidents & Incidents v Users	
	2016-17	2015-16	2016-17	2015-16	2016-17	2015-16
Q1	384	352	2,035,892	2,140,719	0.019%	0.016%
Q2	429	389	2,457,168	2,025,869	0.017%	0.019%
Q3	279	237	1,255,073	1,159,506	0.022%	0.020%
Q4	292	276	1,350,343	1,341,067	0.022%	0.021%
Totals	1384	1254	7,098,566	6,667,161	0.020%	0.019%

Personal Injury (PI) Insurance Claims Management

- Eight new personal injury claims received during 2016-17:
 - 354 (LV Ice Centre) – Claimant fell back after sitting on a seat without a back section
 - 356 (LV VeloPark) – Claimant suffered fracture to left elbow and shoulder, cuts and bruises after falling off her bike
 - 358 (LV WWC) - Customer accidentally had a cup of hot tea split on his forearm, which resulted in pronounced scolding
 - 359 (LV WWC) - Claimant suffered injury following a fall outside on the decked area
 - 360 (Holyhead Field Farm) - Claimant states they suffered kidney failure following an alleged contraction of E.coli at the farm, following a visit in 2011
 - 361 (LV Ice Centre) - Slipped on the ice - claiming a defect with the ice surface
 - 362 (LV VeloPark) - Child alleged to of hurt themselves while sliding down a handrail on the outside steps without supervision
 - 363 (Picketts Lock Golf Club) – Not a PI Claim – Customer suffered to damage to his camper van after hitting a post

- Two claims closed with policy deductible amount being paid:
 - 330 (Lee Valley Riding Centre) – fall from a horse resulting in a broken wrist – total amount = £96,609.46
- 334 (Sewardstone Campsite) – Employee slipped on ice, which had not been gritted - settled at £35,629.74
- Three claims closed with no payments made:
 - 353 (LV Riding Centre) - Ex-employee who suffer a shoulder injury while walking horse
 - 355 (LV VeloPark) – Not a PI Claim - Customer suffered damage to his car from gravel thrown up by wind
 - 357 (LV VeloPark) - Casualty broke collar bone following a touch of wheels between cyclists

A full summary of Personal Injury Claims is attached at Appendix B to this report.

Insurance Issues / Risk Surveys

- Support, liaison and investigation with Travelers Insurers in relation to defending PI claims at LV VeloPark, LV White Water Centre and LV Ice Centre
- Undertaking a Property Survey (risk assurance work) with our insurers

Occupational Health Statistics

Number of Referrals to Occupational Health

LVRPA					
Total	Work Related	Other	Musculo-Skeletal	Chest / Respiratory	Stress / Anxiety
6	1	5	2	1	3

The LVRPA work related referral relates to a member of staff who was pushed by a cow at Holyfield Farm, resulting in a jarring of his back and neck.

Vibrant Partnerships					
Total	Work Related	Other	Musculo-Skeletal	Post Op. Recovery	Migraines
8	1	7	6	1	1

The Vibrant Partnerships work-related referral relates to a member of staff who had an accident at the Riding Centre. The member of staff rolled an ankle while working in a field, resulting in a RIDDOR reportable injury.

Sickness Absence

There are no sickness absences, which are of an H&S concern. No further details are included here as reports are already sent to the respective Boards of both LVRPA and Vibrant Partnerships:

- LVRPA – An Annual Report on sickness absence goes to the Full Committee / Board
- Vibrant Partnerships – Bi-annual Report goes to HR Remuneration Committee

Health Surveillance

Due to the work they undertake, Rangers can come into contact with rough sleeper campsites. As such, we offer Rangers vaccinations (non-compulsory) for Hepatitis A & B.

16 members of staff have accepted and are now 2 vaccinations into the programme. A 3rd vaccination is due in July 2017 before tests for inoculation levels 4 weeks after.

Act

- The 2016/17 Audits conducted in December to January 2016/17. Performance is still extremely high at 95% (and exceeds the 92% required by the British Safety Council 5* accreditation) although the aggregated score between both organisations dropped marginally by 1% when compared to the 2015/16 audits.
- Despite the slight drop, Members should be assured by the performance of the Authority and Vibrant.

Internal Health and Safety Assurance Programme

Venue	2016-17 (%)	2015-16 (%)	Direction of Travel
LVRPA	97%	98%	↓
Holyfield Hall	97	98	↓
LV Fisheries	99	99	→
Myddelton House Gardens	97	98	↓
Myddelton House	91	98	↓
Ranger Service	99	98	↑
Youth & Schools	98	98	→
Vibrant Partnerships	94%	95%	↓
Dobbs Weir Caravan Park	94	90	↑
Hayes Hill Farm	91	95	↓
LV Athletics Centre	92	98	↓
LV Campsite (Pickett's Lock)	96	98	↓
LV Hockey & Tennis Centre	98	96	↑
LV Ice Centre	98	99	↓
LV Riding Centre	91	92	↓
LV VeloPark	99	98	↑
LV White Water Centre	95	96	↓
Sewardstone Campsite	91	99	↓
Pickett's Lock Golf Centre	81	86	↓
Springfield Marina	95	98	↓
Stanstead Marina	99	99	→
Waterworks	90	88	↑
Combined Average Score	95%	96%	↓

Note - Reason for decrease in score at Pickett's Lock Golf Centre:

- Information Training and Instruction:
 - No training records were available to evidence what training staff had undertaken.
 - The training matrix currently in place does not capture all relevant areas for the green keeping staff.

- Lone Working and Personal Safety:
 - Lone Working risk assessment is not suitable and sufficient – does not effectively capture the risks currently being faced by staff
 - A Safe System of Work needs to be developed to improve understanding, communication and staff safety when lone working takes place.
 - No training records were available to evidence that staff had been trained on lone working risks and procedures
- Risk Assessment:
 - A thorough review of the venue's risk assessment is required, to ensure that they are relevant to the site and its activities.
 - A risk assessment review programme needs to be installed to spread the reviews across the year. This would aid the venue in ensuring risk assessments are up to date and control measures remain appropriate.
- Incident and Emergency Management:
 - Emergency Action Plan (EAP) is only relevant to the Campsite, with no inclusion of the golf course or green keepers compound
 - Incident management Plan is out of date
 - No training records for staff in relation to the EAP

Note - Reason slight decrease in overall audit scores:

Both LVRPA and Vibrant partnerships dropped 1% compared to last year.

It is expected that audit scores will fluctuate year to year, even if H&S standards are maintained to the same level. This is due to what the auditor will uncover on the day of the audit. When sampling the auditor will vary the area's they will investigate when testing the robustness of a venues/departments H&S Management Systems.

It should also be noted that different auditors were used in 2016/17 to 2015/16. This may also have a slight effect on the scores. Although the audit template and reports are the same, the subjective assessment of the auditors will have a minor impact.

Health and Safety Audit Targets and Results

Company	Target 2016-17	Actual 2016-17
LVRPA & Vibrant	96%	95%
LVRPA	96%	97%
Vibrant Partnerships	96%	94%

Target for 2017-18: Recommended target of 95% for both LVRPA and Vibrant.

Key Strengths (Top 5)

LVRPA		Vibrant	
Noise	100	New & Expectant Mothers	100
Personal Protective Equipment	100	Responsibilities & Structure	100
Work Equipment	100	Audit and Review	100
Stress Management	100	First Aid	99
Shared Premises	100	Stress Management	98

Key Risks (Top 5)

LVRPA		Vibrant	
Event Safety	89	Training	83
Communication & Consultation	91	SIMP	88
Asbestos	92	Lone Working & Personal Safety	89
Training	93	Lifts and Lifting Equipment	89
SIMP	95	Work Equipment	90

Note: Key risks are ranked opposite to the key strengths, with the lowest score indicating the greater risk.

Note: Event Safety for LVRPA was assessed within the audits for Greenspaces (Rangers) and Myddelton House Gardens. The Rangers scored 100%, whereas the Gardens scored 78%. The Event Team have a very high standard in regards to H&S and will be having their own audit in 2017/18

The training score shown for Vibrant Partnerships is adversely affected by the result from Pickett's Lock Golf Centre, which scored 17%

Aims & Objectives for 2017-18

Seek agreement of the annual health and safety audit targets

- Authority: 95%
- Vibrant: 95%

Competence of Health & Safety Team

- To ensure the continued development of the H&S Team and the high level of support provided, our Lead Consultant is undertaking a NEBOSH Diploma, which is due to be completed in March 2018

Health & Safety Management System (HSMS) Review

- Authority: Amend and ensure reflects new business objectives
- Trust: Develop new HSMS and embed into Trust model.

General Objectives

- Support for the Area 4 development at LVWWC
- Support for the Kitchen, Bar and Café development at LVWWC
- Support for the expansion of Dobbs Weir Campsite
- Revision on the Flood Evacuation Plan at Dobbs Weir
- Event H&S Support at (list not exhaustive):
 - Hockey – Men's Semi Final League
 - Shell Eco Event
 - Hockey – Domestic Events
 - Percolate Music Festival
 - Countryside Live
 - Six Day London
 - Revolution 2017
 - Continued liaison with the Events Team to provide support as required
- Completion of the HSMS review
- Continuation of the Unannounced E Coli. inspection at the Farms
- Establishment of a new Event Safety Manual
- Develop set standards for the Event Control Rooms
- Development and agreement for the H&S Learning and Development programme for 2017-18. This will include new e-learning modules
- Review LV VeloPark infield capacity – in relation to provision of hospitality
- Continued develop H&S pages on Compass




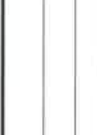
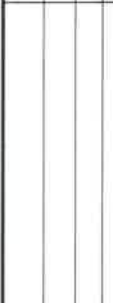
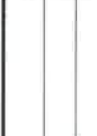







Health & Safety Annual Performance Review

April 2016 to March 2017

- Review and update existing Toolbox Talks (TBT's) and introduce new TBT's covering a variety of areas
- Establish, communicate and complete staff health and safety consultation
- Maintain and improve performance measurement of contractors
- Support Pickett's Lock Golf Centre to improve their H&S performance
- Undertake Workplace Inspections
- Review Parkland fire risk assessments
- East India Dock Basin Development

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Our ref	Travelers Ref	Date of incident	Date Listed	Location	Current reserve	Payments made	Active / Non-Active	Status	Personal Injury Insurance Claims Summary Policy Ref: UCPOP3344584 2016 - 17 Summary												
330	823185	10-Feb-13	03-Jul-13	LVRC (Horse 'spooked' and threw rider causing a spinal injury)	£55,500	£96,609	Closed	Active	Claimant fell from their horse, breaking a wrist. Fall due to horse being startled, allegedly by a member of staff. 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. Total settlement: £96,609.46												
334	838851	18-Jan-13	23-Feb-14	Sewardstone Campsite (Fall due to path not being gritted)	£28,236	£35,630	Closed	Active	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.												
353	863890	17-Sep-15	30-Nov-15	Riding Centre	£5,000	£4,596	Closed	Active	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	863634	24-Oct-13	11-Jan-16	Ice Centre - Spectator Seating	£5,000	£0	Active	Active	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.												
355	865116	06-Feb-16	23/02/2016	LV VeloPark	£2,471	£0	Closed	Active	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.												
356	869773	12-Mar-16	21/07/2016	LV VeloPark	£10,320	£0	Active	Active	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.												
357	862334	08-Nov-15	26-Nov-15	LV VeloPark	£0	£0	Active	Active	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.												

Personal Injury Insurance Claims Summary

Policy Ref: UCPOP3344584
2016 - 17 Summary

Our ref	Travelers Ref	Date of Incident	Date Listed	Location	Current reserve	Payments made	Active / Non-Active	Status
358	869768	25-Jul-16	05/08/2016	WWC	£6,500	£0	Active	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.
359	874926	04/11/2016	04/01/2017	WWC	£6,680	£0	Active	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.
360	874387	10/05/2016	13/12/2016	Hayes Hill Farm	£5,000	£0	Active	Claimant states they suffered kidney failure following contraction of Ecoli. Documentation has been collated and forwarded onto our insurers. Due to the amount of information, no further info at this time.
361	875209	11/12/2016	16/01/2017	LVIC	£2,500	TBC	Active	Slipped on the ice - claiming a defect with the ice surface. Current position is to deny liability.
362	876165	16/10/2016	03/02/2017	LV VeloPark	TBC	TBC	Active	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.
363	876982	09/01/2017	09/03/2017	Pickett Lock	TBC	TBC	Active	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.

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 has overall accountability for health and safety
- The Director of Finance and Resources 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 HSG(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
- Identify risks ensuring they are reduced to the lowest possible level
- 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 organisations 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 every all Premises / Departments.

Signatories

Shaun Dawson
Chief Executive

Paul Osborn
Chairman

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