

**ANNUAL REPORT ON HEALTH & SAFETY 2015/16
& AUDIT PLAN 2016/17**

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 (RDH&S), the Authority's Health & Safety (H&S) service provider, during the financial year 2015/16. The report covers all aspects of H&S work carried out in the Authority and Lee Valley Leisure Trust Ltd (the Trust) during 2015/16.

The main areas for Members to note are:

- the Authority and Trust were externally assessed in March 2016 and retained the 5* rating as assessed by the British Safety Council (BSC) originally achieved in 2012;
- an increased corporate average score of 96% (93% 2014/15) on all H&S audits was achieved against a stretch target of 95%;
- of the 6.6 million visits only 0.018% resulted in an incident/accident;
- 5 accidents (11 in 2014/15) were reported to the Health & Safety Executive (HSE) under Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), which is a decrease on the previous year;
- successful transfer of the sporting venues to the Trust in April 2015;
- major events: Hockey Euros, ICF Canoe World Championships, NEC Wheelchair Masters, Revolution, Six Day Event, UCI Track Cycling World Championships and Sport Relief.

RECOMMENDATIONS

- Members Note: (1) the annual report of RDH&S for 2015/16 detailed in Appendix A to this report;
- Members Approve: (2) the aims and objectives for 2016/17 set out in Appendix A (the annual report of RDH&S for 2015/16); and
- (3) the signing of this years' Health & Safety Policy attached as Appendix C to this report.

BACKGROUND

- 1 The 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 (ending in September 2019) for the next 7 years and Right Directions (now known as RDH&S) were again appointed as the approved provider. This report looks at the delivery of the H&S service during 2015/16 and summarises the scope of audit coverage during the last financial year.
- 2 RDH&S have prepared a comprehensive report for work undertaken in 2015/16.

HEALTH & SAFETY WORK – 2015/16

- 3 All planned H&S activity was completed in accordance with the 2015/16 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 – the Lee Valley White Water Centre (LVWWC), the Lee Valley VeloPark (LVVP) and the Lee Valley Hockey & Tennis Centre (LVH&TC).
- 4 RDH&S have prepared a comprehensive report summarising the reviews and their findings and this is attached as Appendix A to this report.
- 5 In all H&S audits recommendations were made to improve the system of managing H&S and these recommendations were accepted. Follow-up reviews will be undertaken in the next twelve months to ensure appropriate action has been taken.
- 6 In monitoring the contractor's (RDH&S) 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 – 2015/16

- 7 The full RDH&S report is attached at Appendix A to this report for Members information.
- 8 The key message of the contractor is embodied in their opinion shown on page 1 of Appendix A to this report. This states:

In our view elected Members of the Authority can seek a high level of assurance from the Health & Safety work carried out during 2015-16;

*Based on the audits completed in our Health & Safety Assurance Programme covering the period 1 April 2015 to 31 March 2016, 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 - 2015/16

- 9 The key work delivered from the H&S team during 2015/16 is detailed in their report. In summary, the key highlights are:
- achieving a 5* rating from the British Safety Council following external assessment in March 2016 with an increased score of 94.81%;
 - achieving a corporate average score of 96%;
 - successful transfer of the sporting venues to the Trust in April 2015;
 - business continuity testing was completed in December 2015 for the Trust;
 - increased H&S training across the Park;
 - major events support: EuroHockey, Countryside Live, DFS Conference, Six-Day London, ICF Canoe Slalom World Championships, ITF Wheelchair Tennis Masters and other events across LVRPA and Vibrant Partnerships;
 - event safety support provided for the Major Event Working Group meetings attended for future events at LVWWC, LVH&TC, LVVP and Olympic Stadium opening;
 - support provided to LVWWC ahead of and during the 'Quest' re-validation visit;
 - annual H&S internal audit assessments and plan delivered.
- 10 The Authority achieved an average 96% score across all sites (95% stretch target set for 2015/16) compared to 93% in 2013/14. The achievement of greater than 90% average score is a significant achievement. A proposed target of 96% will be set in 2016/17 to ensure all sites continue working towards the highest level of H&S standards.
- 11 Having achieved the stretch target of 95% RDH&S believe the Authority is not exposed to increased risk, although additional work is required to ensure focus remains on the risk profile of the Authority & Trust, overall compliance and effective delivery of the H&S Management System.
- 12 The RDH&S report also includes a summary of RIDDOR incidents during the year in. Appendix B to this report provides detail of the position with regard to insurance claims up to 31 March 2016.

Numbers of accidents and incidents are below those during 2014/15 which is a positive downward trend considering the increase in visitors (6.2 million to 6.6 million) and the LVVP and LVH&TC have had a full year of uninterrupted usage alongside growing numbers at the LVWWC.

ANNUAL HEALTH & SAFETY OBJECTIVES 2016/17

- 13 The report by RDH&S sets out a summary of objectives for 2016/17. The Plan takes into account the following:
- the Authority and Trust's Strategic Risk Registers;
 - findings from previous years' H&S work; and
 - planned developments within both organisations.
- 14 There are 260 contracted days to allow completion of the H&S Plan in 2016/17 and Members are asked to approve the plan as set out in Appendix A to this report; and the strategic objectives also set out in that report.

ENVIRONMENTAL IMPLICATIONS

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

EQUALITY IMPLICATIONS

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

FINANCIAL IMPLICATIONS

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

HUMAN RESOURCE IMPLICATIONS

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

LEGAL IMPLICATIONS

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

RISK MANAGEMENT IMPLICATIONS

- 20 There are no risk management implications arising directly from the recommendations in this report. However, it is worth noting that 2015/16 was the first full year of venues being managed and operated by the Trust. The percentage of incidents/accidents to usage remains relatively consistent at 0.02%. Figures are monitored monthly and reported quarterly to the Senior Management Team so any emerging trends this year will be managed accordingly.

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

PREVIOUS COMMITTEE REPORTS

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 Health & 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
BSC	British Safety Council
RDH&S	Right Directions Health & Safety
the Trust	Lee Valley Leisure Trust Ltd
RIDDOR	Report of Injuries, Diseases and Dangerous Occurrences Regulations

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Health & Safety Annual Performance Review

April 2015 to March 2016

Review of Health & Safety arrangements in 2015-16

1. 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 2016-17.

Assurance

In our view elected Members of the Authority can seek a high level of assurance from the Health & Safety work carried out during 2015-16;

*Based on the audits completed in our Health & Safety Assurance Programme covering the period, 1 April 2015 to 31 March 2016, 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 2015 – a new policy will be signed by the Chairman following the AGM in July 2016 (see Appendix C)
- Vibrant Partnerships H&S Policy Statement was submitted and approved by the Vibrant Partnerships Board in April 2016.

Key Health & Safety Resources

Q2 saw the departure of Andy Waters after 9 years with RDHS Ltd.

Matt Wells joined RDHS Ltd in October 2015, as our Lead Consultant (Health and Event Safety). Matt has been providing health and event safety support for both LVRPA and Vibrant Partnerships.

A large 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. This is due to the increasing amount of events.

Core Work completed 2015-16;

- Induction and Onboarding programme for new employee (Matt Wells)
- Support provided to WWC ahead of and during the 'Quest' Re-Validation visit
- Site meeting held with insurers on new PI claims at LVAC
- Site meetings held with insurers on risk reduction at VeloPark and WWC
- Fire risk assessment conducted by Fire Safety Engineer for the VeloPark
- Event Safety support provided for the EuroHockey, Countryside Live, DFS Conference, Six-Day London, ICF Canoe Slalom World Championships, ITF Wheelchair Tennis Masters and other events across LVRPA and Vibrant Partnerships
- Major Event Working Group meetings attended for future events at WWC, HTC, VeloPark and Olympic Stadium opening

Health & Safety Annual Performance Review

April 2015 to March 2016

- Work has commenced UCI Track Cycling World Championships and the National Triathlon show
- Attendance at various Safety Advisory Group meetings
- Accident Investigation in relation to head injuries at the WWC
- Support liaison and investigation with Travelers Insurers in relation to defensive claims at WWC, LVAC, LV Riding Centre, VeloPark and Sewardstone
- Risk Control meetings / reviews with Travelers at VeloPark and WWC
- Various occupational health risk assessment completed for LV / Vibrant Staff
- Annual health and safety internal audit assessments and plan delivered
- External assessment by British Safety Council delivered

Communication & Consultation

- The Winter water safety message was reviewed and displayed on the Lee Valley website
- Safety Alert was issued for Security - important key messages communicated
- Health and Safety Monitoring Team meeting was held on 5th November 2015. Key headlines from this meeting;
 - A proposal was agreed to change the H&S Monitoring Team to now become the Safety Leadership Team and H&S Coordination Group. No objections have been received from the H&S Monitoring Team
 - The new meeting structure proposed is as follows;
 - Safety Leadership Team (Strategic group)
 - Safety Coordination Group (Venue and Dept. Safety Coordinators)
 - **Decision:** Permission was granted by both Authority/Trust Management Teams to proceed with this new structure commencing 1st April 2016.

Training Provision / Staff Competency 2015-16

- Work undertaken with HR to set annual timetables of H&S training throughout 2015-16
- All H&S training was accredited by either the Highfield Awarding Body, Chartered Institute of Environmental Health (CIEH) or Institute of Safety & Health (IOSH).
- Training in 2015-16 will see the introduction of the Swimming Teachers Association (STA) as a new awarding body - with financial savings anticipated
- Numerous H&S Inductions have been completed
- HR discussed training and looked into staff that are due renewals and staff that should be attending courses – the database for renewals will be used to re-book staff onto courses in 2016-17
- All Managers are to inform HR where staff have changed their job role or are a new member of staff.
- The table below provides details of the Corporate H&S training delivered in Q1 – Q3

Training	Date	Attendance	Occupancy Rate
Fire Marshall	15 September 2015	6	30%
Manual Handling	15 April 2015	2	12.5%
Manual Handling	13 July 2015	5	31.25%
Manual Handling	13 July 2015	10	62.5%
Manual Handling	26 October 2015	5	31.25%
Manual Handling	15 January 2016	18	112%
Manual Handling (VeloPark)	28 January 2016	15	94%
Fire Safety Awareness	15 April 2015	Cancelled	
Fire Safety Awareness	26 October 2015	3	15%
Fire Safety Awareness	15 January 2016	17	106%

Health & Safety Annual Performance Review April 2015 to March 2016

Training	Date	Attendance	Occupancy Rate
IOSH Working Safely	4 December 2015	10	62.5%
IOSH Managing Safely	26-30 January 2016	5	31%
First Aid Revalidation	6 – 7 July 2015	4	33%
First Aid Revalidation	9 – 10 November 2015	8	66%
First Aid Revalidation	25-26 January 2016	7	58%
First Aid At Work	23-25 November 2015	11	92%
Emergency First Aid (VeloPark)	5 February 2016	15	94%
Legionella	8 June 2015	12	75%
Legionella	24 August 2015	4	25%
Leading Health & Safety at Work	2 November 2015	16	100%
Totals		173	61.25%

Actions being taken to improve occupancy rates:

- 2016-17 programme has been set using the HR Training database
- Courses / training identified based upon expiry dates for staff qualifications
- Training schedule issued annually in advance and published on Compass and managed by HR
- Nigel Foxall and Brian Daley will be communicating the programme to managers at the Section Managers meetings – attendance is mandatory.
- Non-attendance / late cancellation results in venue being charged for place and investigation for non-attendance – management action possibly required post investigation
- H&S Team to contact HR 30 days prior to each course to check occupancy rates - HR send final communication out to all Managers, Venues and services
- Decision made 28 days from date of course whether to proceed, re-schedule or cancel without charge.

Do

- The current Health and Safety Management System (HSMS) has been reviewed to create two manuals – one for LVRPA and one for Vibrant
- The review considered the following;
 - Relevance to each organisation
 - Mapping process & job titles across both organisations
 - Changes in legislation.

Health & Safety Annual Performance Review

April 2015 to March 2016

Check

Reactive Monitoring: Accident & Incident Statistics 2015-16

LVRPA Accident / Incident Figures 2015-16

Month	Accidents reported	Direction of Travel	Incidents reported	Direction of Travel	RIDDOR Reportable	Direction of Travel
April	1 (3)	↓	8 (5)	↑	0 (0)	→
May	0 (8)	↓	19 (6)	↑	0 (0)	→
June	6 (7)	↓	32 (5)	↑	0 (0)	→
July	12 (2)	↑	11 (19)	↓	2 (0)	↑
August	0 (4)	↓	40 (4)	↑	0 (0)	→
September	1 (4)	↓	29 (8)	↑	0 (0)	→
October	0 (3)	↓	23 (8)	↑	0 (0)	→
November	1 (1)	→	22 (2)	↑	0 (0)	→
December	0 (2)	↓	37 (5)	↑	0 (0)	→
January	0 (1)	↓	20 (10)	↑	0 (0)	→
February	0 (2)	↓	45 (4)	↑	0 (0)	→
March	1 (2)	↓	37 (11)	↑	0 (0)	→
Totals	22 (39)	↓	323 (87)*	↑	2 (0)	↑

* Incident figures now include Parkguard figures. We recently requested Parkguard to upload their accident & incident reports onto Prime.

Health & Safety Annual Performance Review

April 2015 to March 2016

Vibrant Partnership Accident / Incident Figures 2015-16

Note: The previous year's figures are taken from the Trust venues, which were operated under LVRPA in 2014-15. This is to provide a like for like comparison and direction of travel.

Month	Accidents reported	Direction of Travel	Incidents reported	Direction of Travel	RIDDOR Reportable	Direction of Travel
April	66 (99)	↓	0 (3)	↓	0 (1)	↓
May	106 (97)	↑	0 (11)	↓	0 (0)	→
June	111 (91)	↑	3 (5)	↓	0 (0)	→
July	112 (79)	↑	8 (4)	↑	1 (5)	↓
August	82 (119)	↓	8 (6)	↑	1 (1)	→
September	80 (98)	↓	6 (3)	↑	0 (0)	→
October	58 (96)	↓	7 (0)	↑	0 (1)	↓
November	38 (64)	↓	4 (0)	↑	0 (0)	→
December	41 (63)	↓	6 (1)	↑	0 (1)	↓
January	44 (63)	↓	1 (1)	→	1 (1)	→
February	51 (77)	↓	1 (1)	→	0 (0)	→
March	74 (80)	↓	2 (5)	↓	0 (1)	↓
Totals	863 (1026)	↓	46 (40)	↑	3 (11)	↓

LVRPA & Vibrant Combined Accident / Incident Figures 2015-16

Month	Accidents reported	Direction of Travel	Incidents reported	Direction of Travel	RIDDOR Reportable	Direction of Travel
April	67 (102)	↓	8 (8)	↑	0 (1)	↑
May	106 (105)	↑	19 (17)	↑	0 (0)	↓
June	117 (98)	↑	35 (10)	↑	0 (0)	→
July	124 (81)	↑	19 (23)	↓	3 (5)	↓
August	82 (123)	↓	48 (10)	↑	1 (1)	→
September	81 (102)	↓	35 (11)	↑	0 (0)	→
October	58 (99)	↓	30 (8)	↑	0 (1)	↓
November	39 (65)	↓	26 (2)	↑	0 (0)	→
December	41 (65)	↓	43 (6)	↑	0 (1)	↓
January	44 (64)	↓	21 (11)	↑	1 (1)	→
February	51 (79)	↓	46 (5)	↑	0 (0)	→
March	75 (82)	↓	39 (16)	↑	0 (1)	↓
Totals	885 (1065)	↓	369 (127)	↑	5 (11)	↓

Notes: From 1st June 2015 Parkguard reports are now being inputted into the Prime System and are included in the June incident report numbers above.

Health & Safety Annual Performance Review

April 2015 to March 2016

Accident & Incident Statistics by People Groups

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

Note: Accident statistics are not available for Vibrant Partnerships pre 1st April 2015.

Quarterly Usage Rates v Number of Accidents 2015/16

- 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	
	2015-16	2014-15	2015-16	2014-15	2015-16	2014-15
Q1	352	478	2,140,719	1,079,727	0.016%	0.044%
Q2	389	483	2,025,869	1,905,903	0.019%	0.025%
Q3	237	298	1,159,506	1,108,605	0.020%	0.027%
Q4	276	257	1,341,067	1,209,762	0.023%	0.021%
Totals	1254	1516	6,667,161	5,303,997	0.018%	0.029%

Personal Injury Insurance Claims Management see Appendix B.

- Two new personal injury claims received during 2015-16:
 - 351 (LVAC) - received burns from starters gun.
 - 353 (Riding Centre) - Ex-employee who suffered a shoulder injury while turning out horses. Reviewed by Insurers and liability to be denied.
 - 354 (LV IC) – damaged back when they sat on a seat with no back (2013)
- One claim Reopened:
 - 334 – (Sewardstone Campsite) – Fall on path that wasn't gritted.. With our approval, our insurers have moved to settle this claim.
- Three claims closed with no payments being made:
 - 229 (Pickett's Lock Campsite) - Alleged infection caused from animal faeces in plant room)
 - 338 (Three Mills) - Fall in natural play area
 - 330 (Lee Valley Riding Centre) – fall from a horse resulting in a broken wrist

Health & Safety Annual Performance Review

April 2015 to March 2016

- (Quarter 2) Two claims closed with policy deductible amount being paid:
 - 227 (Pickett's Lock Campsite) - Fall from step £5,000 paid
 - 221 (LVWWC) - Rafter Serious Injuries Claim (2013);
 - Authority's proceeded on the basis of 'without prejudice settlement'. Insurers advised that both Director of Corporate Services and Director of Finance & Resources wished to represent the Authority.
 - Claim has been settled following negotiations. Total outlay was: £619,164.66

Insurance Issues / Risk Surveys

- Site meeting held with insurers on new PI claims at LVAC
- Site meetings held with insurers on risk reduction at VeloPark and WWC
- Accident Investigation in relation to head injuries at the WWC, in conjunction with Travelers
- Support liaison and investigation with Travelers Insurers in relation to defensive claims at WWC, LVAC, LV Riding Centre, VeloPark and Sewardstone
- Risk Control meetings / reviews with Travelers at VeloPark and WWC.

Act

- The 2015-16 Audits conducted in October to December 2015. Performance increased on last year with only 1 venue marginally dropping their score. Springfield Marina increased their score by 11% on last year and scored 98%.
- Members should be assured by the performance of the Authority and Vibrant.

Internal Health and Safety Assurance Programme

Venue	2015-16 (%)	2014-15 (%)	Direction of Travel
LVIC	99	96	↑
Waterworks	88	88	→
LVAC	98	90	↑
Youth & Schools	98	94	↑
Holyfield Hall	98	92	↑
Hayes Hill Farm	95	88	↑
Springfield Marina	98	87	↑
LVRC	92	88	↑
LV Campsite	98	98	→
Pickett's Lock Golf Centre	86	88	↓
Myddelton House Gdn's	98	97	↑
Myddelton House	98	97	↑
Stanstead Marina	99	91	↑
Sewardstone Campsite	99	97	↑
LV White Water Centre	96	96	→
LV Fisheries	99	97	↑
Ranger Service	98	96	↑
Dobbs Weir Caravan Park	90	83	↑
LV VeloPark	98	98	→

Health & Safety Annual Performance Review

April 2015 to March 2016

Venue	2015-16 (%)	2014-15 (%)	Direction of Travel
LV Hockey & Tennis Centre	96	92	↑
Average Score	96%	93%	↓

Note - Reason for decrease in score at Picketts Lock Golf Centre:

- **Risk Management;**
 - Review of the venue is required to indicate if the risk assessments completed are suitable and sufficient and filed correctly. The old filing system is not appropriate and difficult to navigate round
 - The risk management system is in need of urgent review and updating. Review of risk assessment numbers, subject matter and filing system.
- **Legionella;**
 - No checks being completed during the close season - Survey conducted by Stansted Labs in Nov 2015
 - Irrigation tanks showed high coliforms
 - Frequency of temperature testing and descaling programme insufficient.
- **Incident and Emergency Management;**
 - Emergency procedures are not being reviewed often enough
 - Insufficient training being conducted
 - Venue Incident Management Plan (VIMP) requires updating.

Health and Safety Audit Targets and Results

Company	Target 2015-16	Actual 2015-16
LVRPA & Vibrant	95%	96%
LVRPA	95%	98%
Vibrant Partnerships	85%	95%

Target for 2016-17: Recommended target of 96% for both LVRPA and Vibrant.

Key Strengths (Top 5)

LVRPA		Vibrant	
Asbestos	100	Asbestos	100
Lifts & Lifting Equipment	100	Lifts & Lifting Equipment	100
Noise	100	Noise	100
New & Expectant Mothers	100	New & Expectant Mothers	100
Shared Premises	100	Shared Premises	100

Key Risks (Top 5)

LVRPA		Vibrant	
Responsibilities	93	Communication	89
H&S Policy	95	Responsibilities	91
Fire Safety	96	Incident Management	91
Incident Management	97	Risk Assessment	92
Risk Assessment	98	Hazardous Substances	92

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

Health & Safety Annual Performance Review

April 2015 to March 2016

British Safety Council Five Star Occupational Health and Safety Audit – March 2016

- In March this year, the British Safety Council undertook an independent audit across both LVRPA and Vibrant Partnerships.
- The previous British Safety Council Health and Safety Audit was carried out in February 2012, with LVRPA achieving a five star rating – the maximum achievable.
- In this audit, LVRPA and Vibrant Partnerships have collectively achieved a score of **94.81%**, maintaining our 5 Star rating. An important point to note is the increase in our score since the previous audit 4 years ago, where we achieved 94.53%.
- Over the last year, there have been significant changes to the organisation, including the emergence of Vibrant Partnerships and changes in the H&S Team, to name but two. Given these changes, it is a remarkable achievement to not only maintain the 5 Star rating, but to also increase the percentage score.
- Over the audit, the BSC auditor visited Myddelton House and spent the first 2 days with the Health & Safety Team, reviewing both LVRPA and Vibrant Health and Safety Management Systems, accident and incident data, and interviewing Head Office staff. The following 3 days were spent out in the field on-sites

Venues / services visited	Staff interviewed
<ul style="list-style-type: none"> ▪ Youth & Schools ▪ Fisheries ▪ Ranger Service ▪ VeloPark ▪ Picketts Lock Campsite ▪ Myddelton House ▪ White Water Centre 	<ul style="list-style-type: none"> ▪ Shaun Dawson & Simon Sheldon (LVRPA), Kulvinder Sihota & Brian Daley (Vibrant) ▪ Senior Management Teams ▪ Our insurers (via telephone) ▪ The APMD Team ▪ Human Recourses ▪ Venue and Section Managers ▪ Random front line staff on venue ▪ Contractors working on behalf of LVRPA and Vibrant

Health & Safety Annual Performance Review

April 2015 to March 2016

Aims & Objectives for 2016-17

Seek agreement of the annual health and safety audit targets

- Authority: 96%
- Vibrant: 96% (average should reflect transition of business and impact of change)
- Implement greater scrutiny through the audit process.

Health & Safety Management System (HSMS) Review


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

Deliver H&S Inductions to all staff following organisation changes

- Authority: Re-Induct all employees, communicating changes to business model
- Trust: Induct all Trust employees in Trust standards, communication approach and culture of the trust.

General Objectives

- Review H&S Resourcing through the delivery of an Impact Report, in order to ensure the H&S Team can continue to deliver the highest possible standards and support to both LVRPA and Vibrant
- Hockey Champions Trophy, 1st EMP due for submission at the end of the Q4 and might have an impact on current workload – continued liaison with the Events Team
- 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 2016-17
- Develop C3 / C4 guidance, including training programme
- Review Velodrome infield capacity – in relation to provision of hospitality
- Review Prime contractual arrangements and commitments from Prime not yet delivered
- Develop H&S pages on Compass
- 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.
- Establishing positive KPI's
- Introduction of the Health & safety Workplan, to include a full review of the BSC audit and plan to address to address all actions.

Our ref		Traveler Ref	Date of incident	Date listed	Location	Current reserve	Payments made	Active / Non-Active	Status
									
Personal Injury Insurance Claims Summary									
Policy Ref: UCPOP3344584									
Last Updated: 12th May 2016									
334	838851	18-Jan-13	23-Feb-14	Sewardstone Campsite (Fall due to path not being gritted)	£28,236	£0	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.	
351	860005	30-Jun-15	31-Jul-15	Athletics Centre (received burns from starters gun)	£9,500	£0	Active	The claimant solicitors are suggesting the claimant has also suffered psychologically. Insurers now looking to redirect the claim to UKA and Mr Hobbs (starter involved). Our attempts to persuade the claimant to pursue their claim against Mr X had met with a firm refusal to do so from the claimant solicitors. We accordingly agreed to proceed to settle the primary claim whilst reserving our right to seek a contribution/recovery/indemnity from Mr X. We are presently in contact with Mr Hobb's insurers to ascertain their stance in this matter.	
353	863890	17-Sep-15	30-Nov-15	Riding Centre	£5,000	£0	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.	
Notification only	861425	10-Oct-15	06-Nov-15	WWC (hit head on block or bottom of the course following falling from raft)	N/A	£0	Active	Incident investigated. Response sent to Mr X (father) following a letter from him. This has received positive feedback. Nothing further received as of May 16.	
354	863634	24-Oct-13	11-Jan-16	Ice Centre - Spectator Seating	£5,000	£0	Active	(from Prime report): Sat on a seat with no back. Fell backwards causing further strain to existing back complaints she suffers from we think these include slipped discs, lower back pains etc.	
354	865116	06-Feb-16	28-Apr-16	LV VeloPark	£2,471	£0	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.	
Notification only	N/A	16-Apr-16	24-Feb-16	WWC	N/A	£0	Active	Dislocated his thumb whilst rafting, but main issue is that they are unhappy with the treatment received following the incident. Following an internal investigation, letter has been sent denying liability.	

Lee Valley Regional Park Authority Health & Safety Policy Statement

Issue 11

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

The Lee Valley Regional Park Authority will:

- 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

Employees must:

- 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

Chairman