



LEE VALLEY REGIONAL PARK AUTHORITY

AUDIT COMMITTEE

25 JUNE 2015 AT 12:30

Agenda Item No:

5

Report No:

AUD/60/15

**ANNUAL REPORT ON HEALTH & SAFETY 2014/15
AND AUDIT PLAN 2015/16**

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 (H&S) service provider, during the financial year 2014/15. The report covers all aspects of H&S work carried out by the Authority during 2014/15.

The main areas for Members to note are:

- the Authority is a 5* rated organisation for H&S as assessed by the British Safety Council (BSC) in 2012;
- an increased corporate average score of 93% (90% 2013/14) on all H&S audits was achieved against a stretch target of 95%;
- of the 6.2 million visits only 0.026% resulted in an incident/accident;
- 11 accidents (2 in 2013/14) were reported to the Health & Safety Executive (HSE) under Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR), which is an increase on the previous year;
- successful opening of the Lee Valley VeloPark in March 2014;
- successful opening of the Lee Valley Hockey & Tennis Centre in June 2014;
- major events: Canoe Slalom World Cup, ICU Track Cycling World Cup, Invictus Games, England Hockey London Investec Cup, ITF Wheelchair Tennis Masters and Revolution Cycling Series;
- 28 staff across the Lee Valley VeloPark and Lee Valley Hockey & Tennis Centre were trained in-house in the Principles of the NVQ Level 2 Award in 'Understanding of Stewarding at Spectator Events' qualification.

RECOMMENDATIONS

Members Note: (1) the annual report of RD Health & Safety for 2014/15 detailed in Appendix A to this report;

Members Approve: (2) the Annual Audit Plan for 2015/16, also set out in the annual report of RD Health & Safety for 2014/15, detailed in Appendix A to this report; and

- (3) the signing of this years' Health & Safety Policy attached as Appendix B to RD Health & Safety's annual 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 Health & Safety 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 RD Health & Safety) were again appointed as the approved provider. This report looks at the delivery of the H&S service during 2014/15 and summarises the scope of audit coverage during the last financial year.
- 2 RD Health & Safety have prepared a comprehensive report for work undertaken in 2014/15.

HEALTH & SAFETY WORK – 2014/15

- 3 All planned H&S activity was completed in accordance with the 2014/15 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 handover and opening of the two newest Olympic venues in legacy – the Lee Valley VeloPark and the Lee Valley Hockey & Tennis Centre.
- 4 RD Health & Safety 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 (RD Health & Safety) 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 – 2014/15

- 7 The full RD Health & Safety 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 reasonable assurance from the Health & Safety work carried out during 2014/15.

*Based on the audits completed in our Health & Safety Audit Programme covering the period, 1 April 2014 to 31 March 2015, 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 has **robust** and **effective systems** over risk and Health & Safety,*

*which provide **suitable assurance** regarding the effective and efficient achievement of Lee Valley's objectives.*

KEY HIGHLIGHTS - 2014/15

- 9 The key work delivered from the H&S team during 2014/15 is detailed in their report. In summary, the key highlights are:
- successful opening of the Lee Valley VeloPark and Lee Valley Hockey & Tennis Centre;
 - business continuity process established and final testing was completed in July;
 - increased Health & Safety training across the Park;
 - major events support: Canoe Slalom World Championships, ICU Track Cycling World Cup, Invictus Games, England Hockey London Investec Cup, ITF Wheelchair Tennis Masters and Revolution Cycling Series;
 - 28 staff across the Lee Valley VeloPark and Lee Valley Hockey & Tennis Centre were trained in-house in the Principles of the NVQ Level 2 Award in 'Understanding of Stewarding at Spectator Events' qualification.
- 10 The Authority achieved an average 93% score across all sites (95% stretch target set for 2014/15) compared to 90% in 2013/14. The achievement of greater than 90% average score is a significant achievement. The stretch target of 95% will be repeated in 2015/16 to ensure all sites are working towards the highest level of H&S standards.
- 11 Despite not reaching the stretch target of 95%, RD Health & Safety 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, overall compliance and effective delivery of the H&S Management System.
- 12 RD Health & Safety's report also includes the detail of RIDDOR incidents during the year in Appendix 1. Appendix 2 provides detail of the position with regard to insurance claims up to 31 March 2015.

There has been a notable increase in accidents and incidents during 2014/15 which reflects the increase in baseline usage/numbers (5.1million to 6.2million) resulting (in the main) from the opening of the Lee Valley VeloPark, Lee Valley Hockey & Tennis Centre and a full year of uninterrupted use at the Lee Valley White Water Centre.

ANNUAL HEALTH & SAFETY OBJECTIVES 2015/16

- 13 The report by RD Health & Safety sets out a summary of objectives for 2015/16. The Plan takes into account the following:
- the Authority's Strategic Risk Register;
 - findings from previous years' Health & Safety work; and
 - planned developments within the Authority.
- 14 There are 260 contracted days to allow completion of the H&S Plan in 2015/16 and Members are asked to approve the detailed plan as set out in Appendix A of 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 2014/15 was the first full year of all legacy venues being open and that the total number of incidents/accidents increased significantly above the previous baseline figures. The percentage of incidents/accidents to usage remains relatively consistent at 0.02% and therefore officers believe that this increase does not represent a negative trend emerging. Figures are monitored monthly and reported quarterly to the Senior Management Team so any emerging trends this year will be managed accordingly.

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PREVIOUS COMMITTEE REPORTS

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 2014 to March 2015
- Appendix B RIDDOR reported accidents
- Appendix C Current insurance claims to 31.3.2015

LIST OF ABBREVIATIONS

HSE	Health & Safety Executive
H & S	Health & Safety
RIDDOR	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
BSC	British Safety Council
RD H&S	Right Directions Health & Safety

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Health & Safety Annual Performance Review

April 2014 to March 2015

Review of Health & Safety arrangements in 2014-15

Introduction

RDHS Ltd are the approved contractor for delivering Health & Safety to the Lee Valley Regional Park Authority. This report covers an annual performance review of Health & Safety across the Authority and provides a plan for the year ahead.

Assurance

In our view elected Members of the Authority can seek reasonable assurance from the Health & Safety work carried out during 2014/15;

*Based on the audits completed in our Health & Safety Audit Programme covering the period, 1 April 2014 to 31 March 2015, 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 has **robust and effective systems** over risk and Health & Safety, which provide **suitable assurance** regarding the effective and efficient achievement of Lee Valley's objectives.*

Core Work completed 2014/15

- Extensive work provided to implementing and delivering the Lee Valley Hockey & Tennis Centre H&S mobilisation plan with additional resource provided by RDHS;
- Lee Valley VeloPark H&S mobilisation plan delivered;
- Pre 'Quest' H&S Assessment at Lee Valley Riding Centre and Lee Valley White Water Centre, with attendance at Lee Valley White Water Centre's assessment;
- Site meetings held with the Insurers on new Personal Injury claims;
- Fire risk assessments completed for new office at Hayes Hill Farm and the Terrace Bar at Lee Valley White Water Centre, with reviews being undertaken at the Lee Valley VeloPark and Lee Valley Hockey & Tennis Centre by a Fire Safety Engineer;
- Unannounced E Coli Inspections conducted at Lee Valley Farms – April 2014, Sept 2014, Feb 2015;
- Lee Valley Hockey & Tennis Centre event safety documentation, Emergency Action Plan and Contingency Plans produced in order to obtain Safety Certificate for the Stand. Approval of all documents provided by JLAB and London Borough of Waltham Forest officers;
- Lee Valley Hockey & Tennis Centre event mode test event evacuation successfully conducted under observation from JLAB and London Borough of Waltham Forest officers;
- First Aid Provision review conducted at all venues;
- Road crossing points examined following a complaint about the Roydon Loop route at Dobbs Weir. It was determined that the loop provided the safest crossing of the road compared to the existing tow path crossing at the bridge;
- Review of the venue and organisation incident management plans which was followed Business continuity test exercise at Myddelton House;
- Sewardstone Gas Deliveries/Gas Compound area reviewed with APMD with regards to works being undertaken to improve the gas delivery process and staff manual handling processes. Works taking place to improve the layout of the area and reduce the risk to staff;
- Planning and event day H&S support provided to Canoe Slalom World Cup, , ICU Track Cycling World Cup, Invictus Games, England Hockey London Investec Cup, ITF Wheelchair Tennis Masters and Revolution Cycling Series;
- Manual handling and kitchen cleaning activities reviewed at Lee Valley Ice Centre with resulted in new units being purchased and a revised layout reducing the risk to staff;
- Lee Valley VeloPark event 'last mile' route risk assessment produced and route agreed with Queen Elizabeth Olympic Park HQ/Security.



Health & Safety Annual Performance Review

April 2014 to March 2015

Training Provided 2014/15

- Work undertaken with HR to set annual timetables of H&S training throughout 2014/15 and the 2015/16 programme;
- All H&S training remains accredited by either the Highfield Awarding Body, Chartered Institute of Environmental Health (CIEH) or Institute of Safety & Health (IOSH);
- H&S Inductions completed for Lee Valley VeloPark and Lee Valley Hockey & Tennis Centre new staff;
- 380 Health & Safety Toolbox talks were undertaken online via the intranet. Plus a number of group sessions were delivered to new staff by the H&S Officer at Lee Valley VeloPark and Lee Valley Hockey & Tennis Centre;
- Emergency Action Plan training delivered for new Lee Valley Hockey & Tennis Centre staff, which was followed by testing;
- 28 staff across the Lee Valley VeloPark and Lee Valley Hockey & Tennis Centre were trained in-house in the Principles of the NVQ Level 2 Award in 'Understanding of Stewarding at Spectator Events' qualification;
- Following the review of the Lee Valley Ice Centre kitchen activities a specific manual handling training session for catering staff was provided in March 2015 with 14 Catering Staff attending;
- The table below provides details of the H&S training delivered in 2013/14, with 241 more bookings than 2012/13.

Training	2014/15 Attendance	2013-14 Attendance
Corporate H&S induction	33	43
Fire Marshal	10	55
Fire Safety	25	43
IOSH Managing Safety	7	24
IOSH Working Safely	11	20
Manual Handling	50	50
Lone Working & Personal Safety	7	31
Lone Working & Personal Safety (Refresher)	10	14
Legionella	10	50
First Aid at Work & First Aid at Work Revalidation	53	38
Level 2 Paediatric First Aid	Not delivered this year	7
Emergency First Aid (Volunteers)	Not delivered this year	12
Total	216	387

Accident & Incident Reports 2014/15

Detailed below are the final incident/accident statistics for year end and these are compared to the previous year's figures for comparison. The overall increase in accidents and incidents reflects the increase in baseline usage/numbers resulting from the opening of the Lee Valley VeloPark, Lee Valley Hockey & Tennis Centre and a full year of uninterrupted use at the Lee Valley White Water Centre.

Quarter	Accidents reported	Direction of Travel	Incidents reported	Direction of Travel	RIDDOR Reportable	Direction of Travel
Q1	306 (171)	↑	35 (31)	↑	1 (1)	→
Q2	306 (194)	↑	44 (30)	↑	6 (2)	↑
Q3	228 (75)	↑	15 (8)	↑	2 (2)	→
Q4	224 (118)	↑	31 (16)	↑	2 (0)	↑
Totals	1064 (558)	↑	124 (83)	↑	11 (2)	↑

Health & Safety Annual Performance Review

April 2014 to March 2015

Accident & Incident Statistics for LVRPA Staff

Month	Accidents	RIDDOR
Q1	12 (6)	0 (1)
Q2	19 (11)	4 (0)
Q3	15 (10)	1 (0)
Q4	11 (8)	1 (0)
Totals	57 (35) ↑	6 (1) ↑

Accident & Incident Statistics for LVRPA Contractors

Month	Glendale			Parkguard
	Accidents	Incidents	RIDDOR	Incidents
Q1	0 (3)	0 (0)	0 (0)	151 (162)
Q2	0 (0)	0 (0)	0 (0)	128 (92)
Q3	0 (0)	0 (0)	0 (0)	59 (47)
Q4	1 (1)	0 (0)	0 (0)	75 (99)
Totals	1 (4) ↓	0 (0) →	0 (0) →	413 (400) ↑

The table below details the total number of recorded Park users against the total number of accidents. These figures include the contracted out services to Parkguard & Glendale (grounds maintenance)

Quarterly Usage Rates v Number of Accidents 2014/15

Quarter	Accidents & Incidents reported to H&S Team		Usage Figures		Percentage of Accidents & Incidents v Users	
	2014/15	2013/14	2014/15	2013/14	2014/15	2013/14
					%	%
First	492	363	1,927,753	1,532,001	0.025	0.023
Second	478	320	1,948,938	1,605,876	0.025	0.019
Third	302	130	1,122,726	919,167	0.027	0.014
Fourth	330	232	1,183,957	1,079,727	0.028	0.021
Totals	1602	1045	6,183,374	5,136,771	0.026	0.020

- Figures above include contractors reported accidents & incidents
- Total usage increased by 1.1 million from 5.1m (2013/14) to 6.2m (2014/15)

RIDDOR Reportable Accidents:

- 11 RIDDOR reportable accidents in 2014/15 (2 in 2013/14)
 - 6 RIDDOR reportable staff accidents: 3 x foot trapped in raft 'gutter', trip over paddle left on bank, previous non-work related injury aggravated by catching hand on pedestal bin cover, kicked by horse.
 - 5 RIDDOR reportable public accidents: fall from pony, trip over loose pavement brickwork, stroke whilst track cycling, fell on ice pad due to sweet wrapper on ice, stable handler trodden on by horse.

Health & Safety Annual Performance Review

April 2014 to March 2015

Personal Injury Insurance Claims Management

- 13 new personal injury claims received this year;
6 claims closed in 2014/15, liability successfully denied in 5 cases with one payment of £5K (policy deductible amount);
- 12 claims remain open at the end of the financial year;
- See Personal Injury Claims status attached.

Allianz Risk Surveys of High Risk Work Equipment

- Lee Valley Ice Centre: Boilers, Pressure Vessels, Plant Equipment – No defects affecting safety;
- Myddelton House: Boilers, Goods Lift, Pressure Vessel, Heating System – No defects affecting safety;
- Myddelton House Gardens: Heating system – No defects affecting safety;
- Stanstead Marina: Crane Slings – No defects affecting safety;
- Lee Valley Athletics Centre: Mobile Access Platform, Safety Harnesses, Boilers, Gas Fired Heaters – No defects affecting safety;
- Lee Valley VeloPark: Lifts, Pressure Vessel – No defects affecting safety.

Audit & Review

- The 2014/15 Audits conducted in November, December 2014 and February 2015. Performance increased on last year with only 3 venues dropping their score, two of those venues by 1%. Sewardstone Campsite increased their score by 10% on last year and scored 90%. The average corporate score increased by 3% to 93%. Although the target of 95% was not met, an increase of 3% demonstrates good compliance. Members should be assured by the performance of the authority.

Venue	2014/15 Final Score %	2013/14 Final Score %	Direction of Travel
Lee Valley Ice Centre	96	94	↑
Waterworks	88	82	↑
Lee Valley Athletics Centre	90	92	↑
Youth & Schools	94	93	↑
Holyfield Hall	92	95	↓
Hayes Hill Farm	88	88	→
Springfield Marina	87	86	↑
Lee Valley Riding Centre	88	90	↓
Lee Valley Campsite	98	92	↑
Pickett's Lock Golf Centre	88	76	↑
Myddelton House Gdn's	97	94	↑
Myddelton House	97	91	↑
Stanstead Marina	91	92	↓
Sewardstone Campsite	97	90	↑
Lee Valley White Water Centre	96	94	↑
Lee Valley Fisheries	97	95	↑
Ranger Service	96	94	↑
Dobbs Weir Caravan Park	83	81	↑
Lee Valley VeloPark	98	-	
Lee Valley Hockey & Tennis Centre	92	-	
Average Score	93%	90%	↑



Health & Safety Annual Performance Review

April 2014 to March 2015

Aims & Objectives for 2015-16

- **Seek agreement of the annual health and safety audit targets**
 - Authority: 95%
 - Trust: 95%
 - Undertake an external H&S audit in January 2016

- **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

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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 & Resources has responsibility for the delivery of health and safety

Employer Responsibilities

The Lee Valley Regional Park Authority will:

- Implement and develop a Health & Safety Management System (HSMS) , which includes defined standards in line with HSG(65) – Managing for health and safety
- Establish an effective management structure, with key health and safety responsibilities identified and communicated
- 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 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 premises.

Signatories

Shaun Dawson
Chief Executive

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Chairman

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LVRPA RIDDOR Summary 2014/15

Incident Date	Type	Site	SubLocation	Sex	Age	Inj Cause	Incident Details	Comment	RIDDOR Type	Was the injured person taken directly to hospital
05-Apr-2014	Public	Lee Valley Ice Centre	Car Park	Female	81	Slipped/Tripped/Fell	Tripped over a loose brick in the pavement.	No investigation from Enforcing Authority	Major Injury	Yes
05-Jul-2014	Public	Velo Park	200M Track	Male	53	Natural causes	Whilst cycling around the track it became apparent that the rider was riding slowly, he started to wobble severely so caught him and the bike and lowered to the ground. Paramedics advised that the person had suffered a stroke	Follow up call made on the 23rd July to step daughter who advised that the male passed away on the 19th July. HSE contacted via telephone on 23rd July @ 12.15pm and fatality reported. Enforcement Authority investigated and no action taken	Major Injury	Yes
10-Jul-2014	Staff	Lee Valley White Water Centre	Olympic Course	Male	24	Slipped/Tripped/Fell	Raft Guide caught his foot in the gutter of the raft and bent his knee over the tube of the raft.	No investigation from Enforcing Authority	Over 7 Day	No
14-Jul-2014	Public	Velo Park	BMX Track	Male	21	Slipped/Tripped/Fell	Unauthorised use of the BMX track. Injured person hit the first hump, clearing his handle bars and landed near to the 2nd hump and he knocked himself out and fitted for about 1 minute. Person had no helmet and was using a mountain bike.	No investigation from Enforcing Authority	Major Injury	Yes
24-Jul-2014	Staff	Lee Valley White Water Centre	Legacy Course	Male	61	Slipped/Tripped/Fell	Member of bank safety team tripped over the paddle that has been left on bank	No investigation from Enforcing Authority	Over 7 Day	No
05-Jul-2014	Staff	Lee Valley White Water Centre	Kitchen	Female	35	Non accident related	Catering staff member was undertaking light duties as a result of a recent operation on her wrist, which was fractured in a previous incident outside the workplace. The member of staff dropped a kitchen pedestal bin lid onto her thumb.	No investigation from Enforcing Authority	Over 7 Day	Yes
15-Aug-2014	Staff	Lee Valley White Water Centre	Olympic Course	Male	27	Slipped/Tripped/Fell	Raft Guide fell out of the raft but his foot remained trapped in the raft gutter.	No investigation from Enforcing Authority	Major Injury	Yes
04-Oct-2014	Staff	Lee Valley White Water Centre	Olympic Course	Male	46	Slipped/Tripped/Fell	Raft Guide fell out of the raft but his foot remained trapped in the raft gutter	No investigation from Enforcing Authority	Over 7 Day	No
28-Dec-2014	Public	Lee Valley Ice Centre	Ice Pad	Female	12	Slipped/Tripped/Fell	During a public session, skated forwards possibly tripped over a discarded sweet wrapper (as reported by parent)	No investigation from Enforcing Authority	Major Injury	Yes
02-Jan-2015	Staff	Lee Valley Riding Centre	Paddock	Female	21	Injured by an animal	Riding instructor kicked by horse during work activities	No investigation from Enforcing Authority	Major Injury	Yes
06-Mar-2015	Public	Lee Valley Riding Centre	Outdoor Menage	Female	8	Injured by an animal	Horse knocked over Stable Helper in jump arena when horse refused to jump and ran around the arena before it could be caught	No investigation from Enforcing Authority	Major Injury	Yes

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Lee Valley Regional Park Authority		Personal Injury Insurance Claims Summary					Policy Ref: UCPOP3344584		Last Updated: June 2015	
Our ref	Travelers Ref	Date of incident	Date Listed	Location	Current reserve	Payments made	Active / Non-Active	Status		
221	796618	02-Oct-11	03-Jul-13	LV WWWC (Severe injuries when fell out of raft whilst in the water)	£96,000	£0	Active		Liability denied. Limitation period ended in October 2014. The claimants solicitors have until 31st January 2015 to serve proceedings.	
227	815913	11/10/2012	22-Oct-12	Pickett's Lock Campsite (Fall from step)	£9,500	£0	Active		Liability was admitted. (10/01/13). Offer of £8,500 made (Jan-15) No further information	
229	819143	26/04/2012	07-Jan-13	Pickett's Lock Campsite (Alleged infection caused from animal faeces in plant room)	£10,000	£0	Active		Liability denied. Claim reopened August '13. Claimant's employers had ceased trading and the claimant possibly made redundant. It remains to be seen to what extent this may complicate matters. The insurers maintain that the claim should be dealt with by his employers' insurers.	
330	823185	10/02/2013	03-Jul-13	LVRG (Horse 'spooked' and threw rider causing a spinal injury)	£23,000	£0	Active		Liability denied after investigation by insurers. In November, the claimants solicitor advised the insurers that they were going to issue court proceedings. No further information	
333	824975	25/08/2011	22-May-13	Middlesex Filter Beds (Ankle injury caused by damaged path)	-	£5,000	Closed		Liability admitted on the basis that the causation of the alleged injuries be proven by the claimant. Part 36 offer made, first offer refused and second offer made of £7250.00 which was accepted. Policy deductible sum of £5,000 paid	
334	838851	18/01/2013	23-Feb-14	Sewardstone Campsite (Fall due to path not being gritted)	-	£0	Closed		Claim closed by insurers Jan '15. Successfully defended claim and have closed their files.	
336	844984	21/06/2014	01-Oct-14	LWWWC (Raft Capsize)	£19,138	£0	Active		Insurers investigated the claim and information provided to them with liability to be denied. A formal claim has now been made by the claimants solicitors	
337	845976	30/07/2014	20-Aug-14	Hayes Hill Farm (Fall on dip in pathway - Claimant was wearing flip flops)	£13,500	£0	Active		Insurers investigated the claim and liability has been denied. Reserve has increased and further information provided to the claimants solicitors.	
338	846044	16/04/2014	17-Oct-14	Three Mills (Fall in natural play area)	£5,000	£0	Active		Liability has been denied by the insurers.	
339	846500	18/07/2014	17-Oct-14	LWWWC (Raft Capsize)	-	£0	Closed		Liability successfully denied. File closed with no payments made	

Our ref	Travelers Ref	Date of Incident	Date Listed	Location	Current reserve	Payments made	Active / Non-Active	Status
340	847163	10/09/2014	17-Oct-14	LVMWC (fall on Water wipe out inflatable)		£0	Closed	Liability successfully denied. File closed with no payments made
341	847672	22/10/2013	17-Oct-14	Three Mills (fall on slippery substance on cobbles)		£0	Closed	Liability successfully denied. File closed with no payments made
342	848506	29/03/2014	17-Oct-14	Hayes Hill Farm (Sat on low level rail (barrier) which collapsed under claimants weight)	£5,000	£0	Active	Investigated by insurers and liability denied.
343	847163	15/08/2014	13-Jan-15	LVMWC (Rat Capsize)	-	£0	Closed	Liability successfully denied. File closed with no payments made
344	860053	04/09/2014	13-Jan-15	Coleman's Lane, Nazeing (fall into pot hole on lane)	£6,200	£0	Active	Investigated by insurers and liability denied.
345	852235	28/12/2014	05-Mar-15	LVIC (fall on ice pad due to sweet wrapper on ice)	TBC	£0	Active	Investigated by insurers and liability denied.
347	852834	24/10/2014	05-Mar-15	Public Highway - Nazeing (mud on road from farm vehicles caused driver to skid and crash vehicle)	TBC	£0	Active	Investigated by insurers and liability denied.
348	854806	30/03/2015	28-Apr-15	LVAC (Gym Equipment - leg press seat fall leading to injury whilst lifting weights)	TBC	£0	Active	Investigated by insurers and liability denied.