

 <p>LEE VALLEY REGIONAL PARK AUTHORITY</p> <p>AUDIT COMMITTEE</p> <p>21 JUNE 2018 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/89/18</p>
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**ANNUAL REPORT ON HEALTH & SAFETY 2017/18
AND HEALTH & SAFETY AUDIT PLAN 2018/19**

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 2017/18. The report covers all aspects of Health & Safety work carried out in the Authority and Lee Valley Leisure Trust Ltd during 2017/18.

The main areas for Members to note are:

- a combined Authority/Lee Valley Leisure Trust Ltd corporate average score of 90.5% on all Health & Safety audits was achieved against a stretch target of 95%;
- of the 7.1 million visits the accidents reduced from 2.06 per 10,000 visits in 2016/17 to 1.83 per 10,000 visits;
- 3 accidents (4 in 2016/17) were reported to the Health & Safety Executive (under RIDDOR);
- completion of a comprehensive training programme with increased attendance from 69.4% (2016/17) to 75.9% (2017/18);
- establishing the Joint Water Safety Partnership;
- new process and emphasis regarding fire risk management;
- major events: Hockey Men's World League semi-finals, Revolution 2017, Shell Eco Event, Lee Valley White Water Centre Summer Splash and Christmas Market, Countryside Live, Six-Day London, Cypriot Wine Festival and other smaller events across Lee Valley Regional Park Authority and Lee Valley Leisure Trust Ltd.

RECOMMENDATIONS

- Members Note: (1) the annual report of RD Health & Safety for 2017/18 detailed in Appendix A to this report;
- Members Approve: (2) the aims and objectives for 2018/19 also set out in Appendix A, the annual report of RD Health & Safety, to this report; and

- (3) the signing of this years' Health & Safety Policy Statement attached as Appendix A to RD Health & Safety's annual 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 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 RDHS) were again appointed as the approved provider. This report looks at the delivery of the H&S service during 2017/18 and summarises the scope of audit coverage during the last financial year.
- 2 RDHS have prepared a comprehensive report for work undertaken in 2017/18.

HEALTH & SAFETY WORK – 2017/18

- 3 All planned H&S activity was completed in accordance with the 2017/18 plan along with increased support for events and a number of special reviews and activities carried out with an emphasis on water and fire safety.
- 4 RDHS 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 (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 – 2017/18

- 7 The full RDHS report is attached at Appendix A for Members information.
- 8 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 Vibrant Partnerships can seek a high level of assurance from the Health & Safety work carried out during 2017-18;

*Based on the audits completed in our Health & Safety Assurance Programme covering the period, 1 April 2017 to 31 March 2018, 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 **reasonable assurance** regarding the effective and efficient achievement of Lee Valley's objectives.*

KEY HIGHLIGHTS - 2017/18

- 9 The key work delivered from the H&S team during 2017/18 is detailed in their report. In summary, the key highlights are:
- achieving a corporate average score of 90.5%;
 - completion of a comprehensive training programme with increased attendance from 69.4% (2016/17) to 75.9% (2017/18);
 - establishing the Joint Water Safety Partnership;
 - new process and emphasis regarding fire risk management;
 - major events: Hockey Men's World League semi-finals, Revolution 2017, Shell Eco Event, Lee Valley White Water Centre Summer Splash and Christmas Market, Countryside Live, Six-Day London, Cypriot Wine Festival and other smaller events across Lee Valley Regional Park Authority and the Lee Valley Leisure Trust Ltd (the Trust).
- 10 The Authority (95.7%) and the Trust (89.7%) achieved a combined average 90.5% score across all sites (95% stretch target set for 2017/18) compared to 95% achieved in 2016/17. The achievement of greater than 90% average score is still an ongoing significant achievement, but the slight fall (mainly attributable to Picketts Lock and the Waterworks sites) requires remedial action and closer monitoring to ensure a downward trend does not materialise and moves both organisations away from the 5* British Safety Council levels (approx. 92%). A proposed stretch target of 95% will be set in 2018/19 to ensure all sites strive to maintain the highest level of H&S standards the organisations have been achieving in recent years.
- 11 Having achieved a 90.5% combined score RDHS believe the Authority and the Trust are not necessarily exposed to increased risk as a fall in the number of accidents per 10,000 visits indicates, 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.
- 12 The RDHS report also includes a summary of RIDDOR incidents (3 down from 4 in 2016/17), during the year in. Appendix C of the RDHS report provides detail of the position with regard to insurance claims up to 31 March 2018.

Numbers of accidents and incidents are low and in percentage terms generally consistent across years - this is a positive indicator considering the number of visitors (7.1 million (2017/18 from 7.0 million in 2016/17). Accidents reduced from 2.06 per 10,000 visits in 2016/17 to 1.83 per 10,000 visits.

ANNUAL HEALTH & SAFETY OBJECTIVES 2018/19

- 13 The report by RDHS sets out a summary of objectives for 2018/19. The Plan takes into account the following:
- the Authority and Trust's Strategic Risk Registers;
 - a stretch target of 95%;
 - findings from previous years' Health & Safety work; and
 - planned developments within both organisations.
- 14 There are 260 contracted days to allow completion of the H&S Plan in 2018/19

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

- 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. The percentage of accidents to usage has decreased to 1.83 per 10,000 visits, although a decline in the overall audit score of 90.5% means Members, Senior Management and officers need to be vigilant in their application of H&S management systems, processes and procedures. Figures continue to be 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.

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PREVIOUS COMMITTEE REPORTS

Audit Committee	AUD/78/17	Annual Report on Health & Safety 2016/17 & Annual Audit Plan 2017/18	22 June 2017
Audit Committee	AUD/68/16	Annual Report on Health & Safety 2015/16 & Annual Audit Plan 2016/17	16 June 2016

Audit Committee	AUD/60/15	Annual Report on Health & Safety 2014/15 & Annual Audit Plan 2015/16	25 June 2015
Audit Committee	AUD/52/14	Annual Report on Health & Safety 2013/14 & Annual Audit Plan 2014/15	19 June 2014
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

APPENDIX ATTACHED

Appendix A Health & Safety Annual Performance Review April 2017 to March 2018

LIST OF ABBREVIATIONS

HSE	Health & Safety Executive
H&S	Health & Safety
the Trust	Lee Valley Leisure Trust Ltd (trading as Vibrant Partnerships)
BSC	British Safety Council
RDHS	Right Directions Health & Safety

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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, recommending a plan for the year ahead in 2018-19.

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 2017-18;

*Based on the audits completed in our Health & Safety Assurance Programme covering the period, 1 April 2017 to 31 March 2018, 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 **reasonable assurance** regarding the effective and efficient achievement of Lee Valley's objectives*

Delivery of 2017/18 Plan

Key headlines

1. A significant percentage of time spent providing event safety support advising on both health and safety and spectator safety.
2. Matt Wells left RDHS Limited in September; Hamish Cherrett joined RDHS Limited at the beginning of October. Re-structure of H&S Team provision
3. Four Safety Coordination Group (SCG) meetings have been held during 2017-18, although attendance reduced throughout the year. *This will be referred to the Safety Leadership Team meeting for a decision on a new SCG structure. Focus on water and fire safety, due to the recent events at Grenfell Tower and North Met Pit.*
4. Consideration being given to other sections to be included within the SCG
5. Safety Leadership Team (SLT) meeting on 23rd May cancelled due to the terrorist attack in Manchester. H&S Team met with the Counter-Terrorism Police in London to discuss Hockey World Cup at HTC. Focus has been on; *Training (inc. attendance), Event Safety, Emergency Procedures with enhanced security arrangements, Water and fire safety, due to the recent events at Grenfell Tower and North Met Pit.*
6. Launch of the Water Safety Partnership; Following the tragic event at the North Met Pits, Karen Wheeler represented LVRPA with external organisations and the mother of Robbie Lea.
7. HR requested a smaller schedule for 2018-19, with more targeted training. HR now manage all training. The H&S Team will closely monitor during 2018-19 to ensure compliance.
8. Training Occupancy rates are up 6.53% to 75.91% (2016-17 Occupancy 69.38%)
9. HR introduced e-learning modules, moving H&S training to knowledge-based learning rather than skills-based learning. This programme will be monitored in 2018-19 to ensure competency remains throughout the workforce. The H&S team will work closely with HR to monitor numbers and the impact of the change.
10. 1573 delegates have completed e-learning modules; totalling 397.9 hours.

Policy

- LVRPA Policy Statement was signed and issued in July 2017 (and a new Policy Statement is attached to this report for approval from 2018. The Safety Leadership Team approved the H&S Policy Statement in April 2018)
- Vibrant Partnerships H&S Policy Statement has been submitted to the Safety Leadership team in April 2018 and the Board of Trustees in May 2018. The Trustees have approved.

Health and Safety Resourcing

- Matt Wells left RDHS Limited in September, leaving health and event safety in a very strong position. I would like to express my thanks and gratitude to Matt for all the hard work and success he brought to health and event safety
- Hamish Cherrett joined RDHS Limited at the beginning of October, continuing the culture of very strong and capable workforce within the team
- A re-structure of the Health & Event Safety team has taken place to bring in more resilience within the team and to deal with the increasing workload;
 - Joe Ryan will deal with strategy and leadership
 - Hamish Cherrett will manage day to day operations and events for the North
 - Craig Combe will manage day to day operations and events for the South.

Safety Coordination Group

- Four Safety Coordination Group (SCG) meetings have been held during 2017-18, although attendance during the year did reduce. The average has dropped from 20 to 12 people, reasons given are due to work commitments on-site.
 - *Focus on water and fire safety, due to the recent events at Grenfell Tower and North Met Pit.*
 - *The H&S Team will re-issue the terms of reference and will consider creating two separate SCG meetings for LVRPA and Vibrant Partnerships. This will help in achieving the aims and objectives of the group which is to coordinate the practical implementation of our safety arrangements. This will be referred to the Safety Leadership Team meeting for a decision on a new SCG structure*
- Questions raised that other departments should be included within this group to ensure communications and awareness of actions and decisions are in place. Potential additions include Marketing & Communications and ICT sections along with another office-based representative from Myddelton House.
- Issue has arisen with a small volunteer groups i.e. litter pickers becoming affiliated to the park because of parking charges. SCG discussed if we are fulfilling our H&S responsibilities through the provision of induction and now extending our health and safety arrangements to an affiliated group of volunteers.

Safety Leadership Team

- A joint Trust/Authority Safety Leadership Team (SLT) meeting was due to be held on 23rd May. However, this was cancelled due to the terrorist attack in Manchester. As a result, the H&S Team met with the Counter-Terrorism Police in London to discuss the upcoming Hockey World Cup at HTC.
- The leadership team meets twice a year and the second meeting was held on
- Focus has been on;
 - *The new H&S Team Resourcing and approach*
 - *Training (inc. attendance)*
 - *Event Safety*
 - *Emergency Procedures with enhanced security arrangements*
 - *Water and fire safety, due to the recent events at Grenfell Tower and North Met Pit.*

Water Safety Partnership

- This partnership created a multi-agency plan to support / enhance water safety education initiatives. Aims to bring together organisations currently providing water safety education with those offering to support initiatives, to reduce the risk of further tragedies following the death of Robbie Lea in May 2017.
- Hamish Cherrett attended the Water Safety Partnership meetings.
- The Water Safety Partnership was launched on the 20th February 2018 at the WWC. The Health and Event Safety Team have been involved in:
 - *Supporting a review of water safety signage*

- Providing assistance in developing location codes which can be incorporated into local emergency service response planning
- Analysing the impact of introducing secure a public rescue throw line to a specific location close to waterways.

Training Provision / Staff Competency 2017-18

- All H&S training was accredited through either: the NUCO Training (registered with Ofqual), Chartered Institute of Environmental Health (CIEH) and Institute of Safety & Health (IOSH).
- In addition to the Corporate training, the following workshops / courses have been run:
 - *First Aid for Outdoor working with Youth & Schools*
- The H&S induction has now been simplified and is delivered via e-learning, with 69 staff having completed the new module since Oct-17
- HR requested a smaller schedule for 2018-19, with more targeted training. HR manage all training delivery programmes. The H&S Team will closely monitor during 2018-19 to ensure compliance.

The table below provides details of the Corporate H&S training delivered in 2017-18.

Training	Date	Attendance	Occupancy Rate
First Aid Revalidation	04-Apr-17	4	33.33%
Manual Handling (Specific to HTC)	07-Apr-17	5	100.00%
Emergency First Aid at Work	11-Apr-17	8	66.67%
Fire Marshall - Level 2	12-Apr-17	15	93.75%
Pool Plant Operators	18-Apr-17	4	100.00%
Fire Safety Awareness - Level 1	24-Apr-17	10	62.50%
First Aid at Work (Full Qualification)	09-May-17	12	100.00%
Food Safety in Catering (CIEH Level 2)	09-May-17	11	68.75%
Personal Safety	23-May-17	11	68.75%
Legionella	06-Jun-17	12	75.00%
Fire Marshall (Level 2)	05-Sep-17	7	43.75%
Fire Safety Awareness (Level 1)	18-Oct-17	10	62.50%
First Aid at Work	10-Oct-17	8	66.00%
First Aid Revalidation	24-Oct-17	6	50.00%
First Aid Revalidation	01-Nov-17	9	75.00%
Legionella Awareness	17-Nov-17	10	50.00%
Manual Handling	18-Oct-17	6	30.00%
Personal Safety	19 Dec-17	13	92.00%
Fire Safety Level 1	09-Jan-18	6	100.00%
Manual Handling	18-Jan-18	9	90.00%
IOSH Managing Safely	22 - 25 Jan-18	16	94.00%
First Aid Revalidation	23 - 24 Jan-18	6	100.00%
Food Safety in Catering (CIEH Level 2)	21-Feb-18	7	100.00%
First Aid at Work	27 - 29 Mar-18	10	100.00%
Totals 2017-18		215	75.91%

Cancelled Training	Date	Reason for Cancellation
IOSH Managing Safely	02-Oct-17	Insufficient numbers
IOSH Working Safely	05-Dec-17	Insufficient numbers
Legionella Awareness	28-Nov-17	Insufficient numbers
IOSH Managing Safely Refresher	16-Jan-18	No longer mandatory

Occupancy rates are up 6.53% on 2016-17 (69.38%).
E-Learning Modules (Oct-17 to Apr-18)

Course title	No. of delegates	No. of training hours
Vibrant Partnerships Induction	45	26.25
H&S Induction	69	31.05
Data Protection Awareness	103	46.35
Payment Card Industry Data Security Standards (PCIDSS)	54	24.3
Banknote Security	90	40.5
Basic Safeguarding Awareness	148	66.6
Food Allergy	14	6.3
Health & Safety Toolbox Talk Modules		
COSHH & Hazardous Substances	50	7.5
Display Screen Equipment	97	13.65
Electrical Safety	50	7.5
Facility Inspection	44	6.6
Lone Working	65	9.75
Manual Handling	64	9.6
Permits to Work	36	5.4
Slips and Trips	55	8.25
Work Equipment	47	7.05
Working at Height	31	4.65
Counter-Terrorism Modules		
Run Tell hide	118	17.7
Identifying and Responding to Suspicious Behaviour	96	14.4
Identifying and Responding to Suspicious Items	91	13.6
Bomb Threats	93	13.95
Introduction to Prevent	113	16.95
Total	1573	397.9

Do

Key headlines

1. Major project to re-structure the Health and Safety pages on Compass following planned update to Health & Safety Management Systems
2. The H&S Team now spend approx. 40-50% on event safety. In 2017-18 delivered a successful events safety programme
3. The H&S Team worked with the team at WWC to ensure the H&S of staff and the public regarding the Beach and Play Park.
4. Asbestos was found buried in the ground at Hayes Hill Farm. The asbestos has been removed and remaining contaminated soil isolated and contained, minimising any risk to health
5. The H&S Team supported the refurbishment at the Lee Valley Ice Centre
6. Continuation of the unannounced E. coli inspections at the farms have been undertaken by the H&S Team. No issues to report

7. It is proposed to introduce a 3-year review cycle, which will include a formal fire risk assessment to be completed in year 1 (by Fire Service Engineer), with internal reviews carried out during years 2 & 3.

Health & Safety Management System

- Major project to re-structure the Health and Safety pages on Compass following planned update to Health & Safety Management Systems. Compass needs a great deal of attention and will take some time to re-organise and get into a fit state.
 - *Resourcing support will be provided by Vince Donaldson in order to upload to Compass. IT support provided in order to re-structure pages on Compass. The H&S Team will lead on the project.*
- Both LVRPA and Vibrant Partnerships Health and Safety Management System (HSMS) have been reviewed and updated.

Events

Support for events is provided from the planning stage through to the delivery and “bump out” process. Areas for improvement and good practice are fed into the event de-briefs.

- **Hockey: Men World League Semi Finals** – Generally a very good event from a Health & Safety perspective, despite a few issues arising. The main issues arose from a lack of H&S support from the promoters, who didn't appoint a dedicated H&S representative. This was done by 2 or 3 members of England Hockey staff / contractors, who had additional roles. This put further responsibilities on the H&S, Event and Venue teams within the Authority & Trust.
- The Teams also had to deal with an unannounced cycling event, which ran along the last mile. This presented issues of cyclists impacting on spectators entering the venue.
- Security for this event was stepped up in light of the attack in Manchester. A couple of spectators were found to have knives on them, these were pen knives, which were confiscated.
- **Cypriot Wine Festival** – This event went well with no real issues to report. Areas for improvement are around planning for the event and getting information sooner from the promoter.
- **Six Day London** was more efficient this year, from a safety perspective, with good liaison between H&S team and Six Day Ops Manager and H&S Advisor.
- **Women's Hockey World Cup 2018**. Considerable work has been required regarding the large temporary west stand with extended capacity. Focus from licensing at this stage has been on the fire retardancy of the materials used especially for the exit tunnel under the stand. England Hockey have appointed Gallowglass H&S for this event.
- The Health and Event Safety Team have agreed a fresh proposal to structure and manage the Venue Control Room (VCR) during this event, due the scale of the event. VCR refresher training will be delivered.
- **LVWWC Christmas Market** had 29,000 people through the gate. In general, it was without any serious safety concerns. Much work was undertaken to ensure event bump in was managed and coordinated safely. The ground conditions and surface did prove problematic and we recommend a different solution is looked at for future events of this nature.

Beach and Play Park

The H&S Team worked with the team at LVWWC to ensure the H&S of staff and the public regarding the Beach and Play Park. A significant undertaking and although the risks around inflatables are well known, there was much to learn from this development. A lot of work was undertaken from the sourcing of inflatables from a reputable supplier, robust risk assessments, procedures, contingency plans, and staff training.

Asbestos at the farms

During the building of a new play area, asbestos was found buried in the ground. The asbestos has now been removed and remaining contaminated soil has been cleaned and isolated in a corner of the site.

The cost of removing the soil has been quoted at approx. £90,000. Due to the low level of risk, this cost was deemed to be not reasonably and therefore the decision was taken to encapsulate the soil. This method of encapsulation is an acceptable method and will allow nature to continue to grow and further encapsulate the soil.

The soil has been encapsulated with a membrane and is in an area of the site which is isolated and has no public access and limited workforce access. Monitoring will take place to ensure the long-term future of the soil.

APMD carried out further surveys and found asbestos in two further areas:

- *The roof on the milking parlour at Holyhead Field Farm. APMD are going to cover this to isolate it and ensure it does not become damaged. This will be done in the next quarter*
- *The roof of the pig enclosure in the farmyard. APMD are going to have this removed next year*

Both are not damaged and present no risk issue currently, so long as they remain undisturbed.

Refurbishment at the Ice Centre

The H&S Team supported the refurbishment at the Lee Valley Ice Centre. No issues of concern and the works were completed in a safe manner.

E. coli Inspections

Continuation of the unannounced E. coli inspections at the farms have been undertaken by the H&S Team. No issues to report.

Fire Risk Assessments

Several fire risk assessments were due for review. It is proposed to introduce a 3-year review cycle, which will include a formal fire risk assessment to be completed in year 1 (by Fire Service Engineer), with internal reviews carried out during years 2 & 3.

- **LWWWC Fire Risk Assessment** – a 3-phase approach was taken at the WWC to update the fire risk assessment;
 1. *Phase 1 – completed in advance of the Quest Assessment and pre-Christmas Market*
 2. *Phase 2 – for the kitchen refurbishment*
 3. *Phase 3 – pre-office refurbishment, which has yet to be confirmed.*

Check

Key Headlines

1. LVRPA Accidents (23/22) and Incidents have increased (534/497) (2017-18 / 2016-17 figures)
2. Vibrant Partnerships Accidents (794/853) have decreased and Incidents have increased (126/49)
3. RIDDOR reports (LVRPA 2/2), Vibrant (1/2)
4. Staff Accidents (LVRPA 12/7), Vibrant (33/51)
5. Contractor Accidents (LVRPA 0/0), Vibrant (2/2)
6. Overall increase in Accidents & Incidents across both organisations by 3 (1454/1451)
7. Footfall increased by 21,341
8. Accident Incidence Rate (AIR) ***New Formula: No. of Acc' / Inc' x 10,000 visits / Total No. of Visits = No. of Accidents per 10,000 visits**
9. AIR 2017-18 = 1.83 per 10,000 visits (2016-17 2.06 per 10,000 visits)
10. We currently have 12 licences on Prime (H&S on-line monitoring system), which is being reviewed to ensure we have the correct access controls for both organisations.
11. 5 new Personal Injury Insurance Claims in 2017-18



Health & Safety

Annual Performance Review

April 2017 to March 2018

12. 8 current 'live' Personal Injury Insurance Claims in 2017-18
13. 6 Personal Injury Insurance Claims 'closed' in 2017-18.

Reactive Monitoring: Accident & Incident Statistics 2017-18

LVRPA Accident / Incident Figures 2017-18 (2016/17 comparator)

Month	Accidents reported	Direction of Travel	Incidents reported	Direction of Travel	RIDDOR Reportable	Direction of Travel
April	2 (2)	→	49 (34)	↑	0 (0)	→
May	5 (2)	↑	50 (44)	↑	2 (0)	↑
June	1 (3)	↓	37 (79)	↓	0 (0)	→
July	2 (3)	↓	42 (41)	↑	0 (0)	→
August	2 (1)	↑	57 (65)	↓	0 (0)	→
September	1 (2)	↓	41 (41)	→	0 (0)	→
October	5 (1)	↑	56 (38)	↑	0 (1)	↓
November	1 (2)	↓	35 (25)	↑	0 (0)	→
December	1 (2)	↓	25 (37)	↓	0 (0)	→
January	0 (2)	↓	54 (20)	↑	0 (1)	↓
February	0 (1)	↓	27 (23)	↑	0 (0)	→
March	3 (1)	↑	61 (50)	↑	0 (0)	→
Totals	23 (22)	↑	534 (497)	↑	2 (2)	→

Vibrant Partnership Accident / Incident Figures 2017-18

Month	Accidents reported	Direction of Travel	Incidents reported	Direction of Travel	RIDDOR Reportable	Direction of Travel
April	71 (91)	↓	10 (3)	↑	0 (0)	→
May	64 (69)	↓	5 (1)	↑	0 (0)	→
June	71 (94)	↓	15 (4)	↑	0 (0)	→
July	133 (73)	↑	12 (4)	↑	1 (0)	↑
August	96 (118)	↓	21 (5)	↑	0 (0)	→
September	73 (75)	↓	13 (3)	↑	0 (0)	→
October	68 (80)	↓	13 (6)	↑	0 (0)	→
November	39 (45)	↓	10 (2)	↑	0 (0)	→
December	45 (32)	↑	9 (2)	↑	0 (0)	→
January	40 (53)	↓	7 (8)	↓	0 (1)	→
February	36 (59)	↓	7 (8)	↓	0 (0)	→
March	58 (64)	↓	4 (3)	↑	0 (1)	→
Totals	794 (853)	↓	126 (49)	↑	1 (2)	↓

LVRPA & Vibrant Combined Accident / Incident Figures 2017-18

Month	Accidents reported	Direction of Travel	Incidents reported	Direction of Travel	RIDDOR Reportable	Direction of Travel
April	73 (93)	↓	59 (37)	↑	0 (0)	→
May	69 (71)	↓	55 (45)	↑	2 (0)	↑
June	72 (97)	↓	52 (83)	↓	0 (0)	→
July	135 (76)	↓	54 (45)	↑	0 (0)	↓
August	98 (119)	↓	78 (70)	↑	1 (0)	↓
September	74 (77)	↓	54 (44)	↑	0 (0)	→
October	73 (81)	↓	69 (44)	↓	0 (1)	↓
November	40 (47)	↓	45 (27)	↑	0 (0)	→
December	46 (34)	↑	34 (39)	↓	0 (0)	→
January	40 (55)	↓	61 (28)	↑	0 (2)	↓
February	36 (60)	↓	34 (31)	↑	0 (0)	→
March	61 (65)	↓	65 (53)	↑	0 (1)	↓
Totals	817 (875)	↓	660 (546)	↑	3 (4)	↓

Accident & Incident Statistics by People Groups (LVRPA Accident / Incident Figures 2017-18)

Month	LVRPA		Vibrant Partnerships	
	Staff Accidents	Contractor Accidents	Staff Accidents	Contractor Accidents
April	0 (1)	0 (0)	5 (6)	0 (0)
May	4 (0)	0 (0)	2 (5)	0 (0)
June	1 (0)	0 (0)	2 (3)	1 (0)
July	1 (0)	0 (0)	7 (7)	2 (0)
August	2 (1)	0 (0)	4 (5)	0 (1)
September	1 (1)	0 (0)	4 (6)	0 (0)
October	2 (1)	0 (0)	3 (3)	0 (1)
November	1 (0)	0 (0)	1 (4)	0 (0)
December	0 (1)	0 (0)	2 (3)	0 (0)
January	0 (1)	0 (0)	1 (3)	0 (0)
February	0 (1)	0 (0)	2 (2)	1 (0)
March	0 (0)	0 (0)	0 (4)	0 (0)
Totals	12 (7)	0 (0)	33 (51)	4 (2)

Quarterly Usage Rates v Number of Accidents 2017-18

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

Accidents & Incidents Reported			Usage Figures		Number of Accidents & Incidents per 10,000 Visits	
Quarter	2017-18	2016-17	2017-18	2016-17	2017-18	2016-17
Q1	380	427	2,166,980	2,035,892	1.75	2.10
Q2	485	479	2,371,964	2,457,168	2.04	1.95
Q3	292	253	1,304,017	1,255,073	1.21	2.02
Q4	297	292	1,271,989	1,345,476	2.33	2.17
Totals	1454	1451	7,114,950	7,093,609	1.83	2.06

Summary of Accidents, Incidents and Near Miss Reports

- Increase in number of incidents re Anti-Social Behaviour, Nuisance Vehicles and Byelaw Offences
- The most common sites where incidents are being reported are Tottenham and Walthamstow Marshes
- The highest number of accidents occurred at Hockey and Tennis Centre, VeloPark, Ice Centre and White Water Centre. As expected the majority of these are due to sporting injuries
- Most common injury types are cuts, grazes and knocks (including head injuries) with no specific trends being highlighted that would warrant further investigation or remedial action
- We currently have 12 licences on Prime (on-line reporting system), which is being reviewed to ensure we have the correct access controls for both organisations.
- Prime licences have been changed for those Managers who are new or where department changes have taken place however there are still fewer licences than desired (approx. 3), Prime developers have confirmed that there will be additional costs if more licences required*
- High number of draft accident reports were waiting to be authorised with no-one authorising them. The H&S Team have been working with the Site Safety Coordinators to lower this amount.
- Trust incident figures have increased with a high number of reported instances of trespassing and anti-social behaviour
- Further work is required to educate on when to report an incident or a near miss, this is being coordinated with Prime developers and will be communicated by H&S Team.

Personal Injury (PI) Insurance Claims Management

- New personal injury claims received during 2017-18:
 - 369 – (Waterworks)** Claimant states their vehicle was struck by a gate being held open by a member of staff from the Centre during an event. (18/12/17) Liability accepted.
 - 370 – (Dobbs Weir)** Claimant lent on the decking (Wigwam) and it gave way causing the Claimant to fall off the decking onto the floor. (8/1/18) Liability accepted and reserve set.
 - 371 – (LVIC)** Claimant suffered pain and bruising to leg following skating session. States they have been in pain and off work for over 5 days. Awaiting advice from Insurers
 - 372 – (Myddelton House)** Claimant slipped on ice within car park as they got out of their car. CCTV checked and no record at time. Insurers are awaiting response from claimant solicitors
 - 373 – (WWC)** Claimant was helping to put away large bouncy castle in the rain and slipped over, suffering a triple leg break and claims they were wearing inappropriate footwear for the task (taken shoes off and wearing socks). Insurer contacting claimant - no reserve set.

- Current live personal injury claims are:
 - **359 – (WWC)** Claimant suffered injury following a fall outside on the decked area - **Liability accepted.** Update 26/2/18 - Insurers have made offer to claimant and referred to medical records and historic claims made
 - **362 – (LVVP)** Child alleged to of hurt themselves while sliding down a hand rail on the outside steps. Update 12/9/17 – **Denial maintained** and now waiting to see if proceedings are issued. Update 20/2/18 - Still no final closure, awaiting further update in 3 months
 - **367 – (Three Mills)** Claimant tripped on rubber matting surrounding sunken trampoline which was raised - **Liability accepted, reserve set at £4,787** (The amount has been agreed in principle but as the claimant is a child, the settlement amount needs to be agreed by the Court)
 - **369 – (Waterworks)** Claimant states their vehicle was struck by a gate being held open by a member of staff from the Centre during an event - **Liability accepted**
 - **370 – (Dobbs Weir)** Claimant lent on the decking (Wigwam) and it gave way causing the Claimant to fall off the decking onto the floor. Update 8/1/18 - **Liability accepted** and reserve set
 - **371 – (LVIC)** Claimant suffered pain and bruising to leg following skating session. States they have been in pain and off work for over 5 days. Investigation report submitted to Insurers and **awaiting further advice**
 - **372 – (Myddelton House)** Claimant slipped on ice within car park as they got out of their car. CCTV checked and no record at time. Update 23/2/18 - CCTV footage sent to Insurers to challenge claimant and **Insurers are awaiting response from claimant solicitors**
 - **373 – (WWC)** Claimant was helping to put away large bouncy castle in the rain and slipped over, suffering a triple leg break and claims they were wearing inappropriate footwear for the task (taken shoes off and wearing socks). **Insurer contacting claimant - reserve set at £12,000.**
- Closed personal injury claims:
 - **354 – (LVIC)** claimant sat on a seat with no back. Fell backwards causing further strain to existing back complaints
 - **360 – (Farms)** Claimant states they suffered kidney failure following contraction of E. coli
 - **361 – (LVIC)** Slipped on the ice - claiming a defect with the ice surface. Current position is to deny liability. **Successfully denied liability, with no payments made.**
 - **365 – (LVVP)** Claimant suffered cuts, grazes, shoulder pain, jaw pain and damage to their teeth after they applied the brakes and went over the handle bars. Liability was denied. **No further updates - file closed Jan 18.**
 - **366 – (LVVP)** Claimant suffered multiple injuries after their chain came off their bike whilst on the road circuit. Update 7/12/17 - has been rejected by insurers based on evidence provided, no further communications from claimant
 - **368 – (Three Mills Lane)** Claimant states that they slipped on ice formed due to water that leaked through the pavement. Update 7/12/17 - insurers have rejected claim no further communications from claimant.

Insurance Issues / Risk Surveys

- In light of Carillion collapse Travelers requested if Carillion have been involved in any LVRPA / Vibrant construction works which may affect current warranties. Of which it is believed no works had taken place using Carillion.

Occupational Health Statistics

Number of Referrals to Occupational Health

LVRPA/Vibrant						
	Total Days	Work Related	Other	Musculo-Skeletal	Chest / Respiratory	Stress / Anxiety
LVRPA	3	1	1	1	0	0
Vibrant	10	2	5	3	0	0

Sickness Absence

The following sickness absence day were recorded in 2017-18;

- LVRPA: 647.5 days
- Vibrant: 693.5 days.

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 went to Executive Committee in May (Paper E/563/18)
- Vibrant Partnerships – Bi-annual Report goes to HR Remuneration Committee

Act

Key Headlines

1. The 2017-18 Audits conducted in November to February 2017-18
2. LVRPA Performance is still extremely high at 95.7% for LVRPA (and exceeds the 92% required by the British Safety Council 5* accreditation), 0.6% down on 2016-17
3. Vibrant Partnerships Performance is below expectations at 87.9%, 4.5% down on 2016-17
4. Aggregated Performance between both organisations dropped by 4% when compared to the 2016-17 audits
5. Picketts Lock Campsite dropped 13.4%
6. Waterworks dropped 21.5%
7. NaTSCO Crowded Places guidance document published.

Internal Health and Safety Assurance Programme

2017-18 Health & Safety Audit Scores

Venue	Overall Compliance (%)	2016-17 Score (%)	Year on Year Variance (%)
Fisheries	94.7	98.9	-4.2
Greenspaces	98.4	99.3	-0.9
Holyfield Hall Farm	91.2	97.5	-6.3
Myddelton House	95.4	91.5	3.9
Myddelton House Gardens	97.8	96.9	0.8
Youth & Schools	94.4	97.9	-3.5
LVRPA Average	95.7	96.3	-0.6
Dobbs Weir Campsite	94.3	93.9	0.4
Hayes Hill Farm	83.7	91.2	-7.5
LV Athletics Centre	92.2	92.3	-0.1
LV Hockey & Tennis Centre	93.9	96.5	-2.6
LV Ice Centre	91.8	97.7	-5.9
LV Riding Centre	93.1	90.9	2.2
LV VeloPark	98.0	98.7	-0.7
LV White Water Centre	96.6	95.1	1.5
Picketts Lock Campsite	82.5	95.9	-13.4
Picketts Lock Golf	68.3	80.5	-12.2
Sewardstone Campsite	93.5	91.5	2.0
Springfield Marina	86.7	94.6	-7.9
Stanstead Marina	94.5	99.2	-4.7
Waterworks	68.5	90.0	-21.5
Vibrant Partnerships Average	87.9	92.4	-4.5
Combined Average	90.5	94.5	-4.0

Summary of Audit Performance

- Sites that have scored lower than 90% appear to have undergone management restructure over the year which has influenced communications and consultation as well as management of checks and records
- The H&S Team have scheduled further support days with Picketts Lock Golf and Waterworks to address outstanding actions at both sites, reporting directly to Alan Butler and Brian Daley on progress. The support days will focus on both outstanding actions and a programme for future development / workplan
- Corporate systems and structure remains strong
- Strong management culture observed across majority of sites / departments with good delegation to teams
- Strong events management procedures and planning in place across many venues
- Generally good management of fire safety across venues
- Workplace and welfare arrangements are consistent and strong
- Permit to Work system is inconsistently followed with some sites issuing for all contractor works and some not using the system. Further training through a Tool Box Talk and Workplace Inspections have been completed to improve performance
- COSHH assessments require more thorough reviewing, ensuring that Safety Data Sheets are being checked with suppliers for updated versions. This will be delivered through Site Safety Coordinators and agreed at the Safety Coordination Group meetings
- Mixture of HSMS records being held – recommend moving to online system via Compass
- Legionella risk assessments and checks inconsistent in some venues. This has been communicated to the APMD team, who will increase reviews through the Maintenance Performance Guides (MPG)
- Training records are generally good however each site appears to have own template for recording this. Action is being collectively taken with the HR and H&S team to provide master training records leading to consistency of recording
- Recommend noise risk assessments are more thorough and testing of equipment noise levels over time is good practice to follow.

Picketts Lock Golf:

- Management and supervisory team has changed which meant that no management presence to oversee key responsibilities and communications with employers
- No management available at time of audit to show records of risk assessments, statutory checks and training records
- General work practices were observed as safe and conversations with employees working at the time demonstrated good level of knowledge and understanding of safe working however very little / no documentation or evidence to back this up
- There was also no evidence of suitable or sufficient COSHH Assessments for chemicals held at site
- Emergency procedures require periodic review and training to follow
- Some first aid equipment is out of date
- Manual handling training required for key tasks.
- Interim Audit required to check remedial actions.

Waterworks:

- Site Safety Coordinator has been on long term sick and responsibility for H&S being picked up by DM team from Ice Centre however this has been inconsistent
- Similar to Picketts Lock, records of statutory checks and inspections was poor at the time of the audit
- No evidence of communications for staff, insufficient training records and no presence at any H&S Committee Meetings
- Risk Assessments lacked detail and had not been reviewed since 2016
- Management of electrical safety was poor with some equipment in poor state of repair, no records of

- most recent fixed electrical testing and no records of Portable Appliance Testing having taken place
- Fire risk assessment was deemed insufficient and recommend one is undertaken by Fire Engineer
- No evidence of emergency lighting checks being undertaken
- Out of date items found within First Aid boxes and no documentation to confirm who is responsible for first aid provision
- Further detail required in lone working procedure, very generic for the nature of the site operations
- Emergency action plan requires review and update along with training for staff
- The H&S team will increase the levels of support.

Health and Safety Audit Targets and Results

Company	Target 2017-18	Actual 2017-18
LVRPA & Vibrant	90%	90.5%
LVRPA	95%	95.7%
Vibrant Partnerships	85%	87.9%

Stretch Target for both Organisations proposed at 95% for 2018/19

Key Strengths (Top 5)

LVRPA		Vibrant	
Responsibilities & Structure	100	New & Expectant Mothers	99.4
Event Safety	100	Young Persons & Work Exp'	97.3
New & Expectant Mothers	100	H&S Policy Statement	96.8
Stress Management	100	Stress Management	96.5
Proactive Monitoring	100	Audit & Review	95.2

Key Risks (Top 5)

LVRPA		Vibrant	
Lifts & Lifting Equipment	80.7	COSHH	78.6
Risk Assessment	87	Communication	82.3
Working at Height	88.8	Lifts & Lifting Equipment	82.6
Shared Premises	89	Incident Management	82.6
COSHH	89.2	Risk Assessment	82.9

Legislation Updates

- NaCTSO issued Crowded Places Guidance following the attacks in Manchester and London
- Updated first aid guidance has been issued.

Aims & Objectives for 2018-19

Seek agreement of the annual health and safety audit targets

- Authority: 95%
- Vibrant: 95%
- Combined: 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
- H&S Team to complete L4 Spectator Safety NVQ Workbooks

General Objectives

- Continued review of H&S Resourcing to ensure support is matched with the growth of both LVRPA and Vibrant Partnerships. Further changes may be needed to ensure H&S provision is maintained at the level both organisations have been operating
- Further review of cost efficiencies throughout the Health and Safety Services will be carried out, such as procurement of PPE, Training, Accident Reporting etc.
- 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
- Continued 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
- Undertake Workplace Inspections
- Review Parkland fire risk assessments
- Update and amend Incident Management Procedures
- Event H&S:
 - Music Event – Three Mills
 - Hockey Women's World Cup 2018
 - Six Day London – LVVP
- Deliver Safety Leadership team and Safety Coordination Group meetings
- Delivery of the Internal Health & Safety Audit programme
- Development of Prime incident reporting process
- Review of Fire Risk Assessment programme
- Development / review of the Workplace Health & Safety Inspection programme
- Summer 2018 Beach & Play Park development support.
- Formal review of the Internal Health & Safety Audit programme from 2018-19.

Appendices

- Appendix A: LVRPA Health and Safety Policy Statement
- Appendix B: Vibrant Partnerships Health and Safety Policy Statement
- Appendix C: Insurance Summary

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 HS(G)65 Managing for health and safety(3rd Edition) that outlines the Plan, Do, Check, Act approach
- Establish an effective management structure, with key health and safety responsibilities identified and communicated effectively to staff
- Ensure employees are competent to deliver the health and safety standards
- Provide adequate resources to manage the health and safety standards effectively
- Consult with employees and others (where necessary) on matters affecting their health and safety
- 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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