



LEE VALLEY REGIONAL PARK AUTHORITY

AUDIT COMMITTEE

20 JUNE 2019 AT 14:00

Agenda Item No:

6

Report No:

AUD/102/19

**ANNUAL REPORT ON HEALTH & SAFETY 2018/19
AND HEALTH & SAFETY AUDIT PLAN 2019/20**

Presented by the Director of Finance & Resources

SUMMARY

This report sets out the Health & Safety work provided by RD Health & Safety, the Authority's Health & Safety service provider, during the financial year 2018/19. The report covers all aspects of Health & Safety work carried out in the Authority and Lee Valley Leisure Trust Ltd.

The main areas for Members to note are:

- a combined Authority/Lee Valley Leisure Trust Ltd corporate average score of 88.9% on all Health & Safety audits was achieved against a stretch target of 95%;
- of the 7.3 million visits the accidents reduced from 2.1 per 10,000 visits in 2017/18 to 1.8 per 10,000 visits in 2018/19;
- 4 accidents (4 in 2017/18) were reported to the Health & Safety Executive (under RIDDOR);
- completion of a comprehensive training programme;
- establishing the Joint Water Safety Partnership;
- major events: Women's Hockey World Cup; Shell Eco Event; Lee Valley White Water Christmas Market; Countryside Live; Six-Day London; Music festivals at Three Mills and other smaller events across the Authority and Lee Valley Leisure Trust Ltd.

RECOMMENDATIONS

- Members Note: (1) the annual report of RD Health & Safety for 2018/19 detailed in Appendix A to this report;
- Members Approve: (2) the aims and objectives for 2019/20, also set out in Appendix A in the annual report of RD Health & Safety; and
- (3) the signing of this years' Health & Safety Policy Statement attached as Appendix B to this report.

BACKGROUND

- 1 The Health & Safety (H&S) service was out-sourced during 2007 and a contract awarded to Right Directions to provide a full and comprehensive H&S service to the Authority. The contract was retendered for 7 years (with the option for extending up to 3 years) from October 2012 and Right Directions (now known as RD Health & Safety (RDHS)) were again appointed as the approved provider. RDHS have extended their contract with Lee Valley Leisure Trust Ltd (the Trust) until 31 March 2020 and with the Authority for a further two years. This report looks at delivery of the H&S service during 2018/19 and summarises the scope of audit coverage during the last financial year.
- 2 RDHS have prepared a comprehensive report for work undertaken in 2018/19 and this is set out in Appendix A to this report.

HEALTH & SAFETY WORK – 2018/19

- 3 All planned H&S activity was completed in accordance with the 2018/19 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 feedback on the service that they received from the contractor. There was 100% positive feedback and managers felt the overall service met or exceeded expectations.

AUDIT FINDINGS – 2018/19

- 7 The full RDHS report is attached at Appendix A to this report for Members information.
- 8 The key message from RDHS is embodied in their opinion shown on page 2 of Appendix A which states:

In our view elected Members of the Authority can seek a higher level of assurance from the Health & Safety work carried out during 2018-19;

*Based on the audits completed in our Health & Safety Assurance Programme covering the period, 1 April 2018 to 31 March 2019, limited to the audit scopes as agreed by the Audit Sponsor, with the exception of any weaknesses identified in our detailed reports, in our opinion, Lee Valley Regional Park Authority (LVRPA) has strong and **effective systems** over risk and Health & Safety, which provided a **higher level of assurance** regarding the effective and efficient achievement of Lee Valley's objectives.*

In respect of the Trust:

Based on the audits completed in our Health & Safety Assurance Programme covering the period, 1 April 2018 to 31 March 2019, 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, Vibrant Partnerships (Vibrant) has robust and effective systems over risk and Health & Safety, which provide reasonable assurance regarding the effective and efficient achievement of Vibrant objectives.

KEY HIGHLIGHTS - 2018/19

- 9 The key work delivered from the H&S team during 2018/19 is detailed in their report. In summary, the key highlights are:
 - achieving a corporate average score of 88.9%;
 - delivery of comprehensive training and e-learning;
 - supporting the Joint Water Safety Partnership;
 - new process and emphasis regarding fire risk management; and
 - major events: Women's Hockey World Cup; Shell Eco Event; Lee Valley White Water Christmas Market; Countryside Live; Six-Day London; Music festivals at Three Mills and other smaller events across the Authority and the Trust.
- 10 The Authority (96.5%) and the Trust (85.6%) achieved a combined average 88.9% score across all sites (95% stretch target set for 2018/19) compared to 90.5% achieved in 2017/18. The achievement of a near 90% average score is still an ongoing significant achievement, but the slight fall (mainly attributable to Picketts Lock and Lee Valley Ice Centre) 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 2019/20 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 88.9% 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 the Trust, overall compliance and effective delivery of the H&S Management System.
- 12 The RDHS report also includes a summary of RIDDOR incidents 4 (4 in 2017/18), during the year and provides detail of the position with regard to insurance claims up to 31 March 2019.

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 (7.3 million 2018/19 up from 7.1 million in 2017/18). Accidents reduced from 2.1 per 10,000 visits in 2017/18 to 1.8 per 10,000 visits in 2018/19.

ANNUAL HEALTH & SAFETY OBJECTIVES 2019/20

- 13 The report by RDHS sets out a summary of objectives for 2019/20 and takes into account the following:

- the Authority and Trust's Strategic Risk Registers;
- a stretch target of 95%;
- 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 2019/20 and Members are asked to approve the aims and objectives as set out in Appendix A to this 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 1.8+ per 10,000 visits, although a decline in the overall audit score 88.9% 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/89/18	Annual Report on Health & Safety 2017/18 & Annual Audit Plan 2018/19	21 June 2018
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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

APPENDICES ATTACHED

Appendix A	Health & Safety Annual Performance Review April 2015 to March 2016
Appendix B	RIDDOR reported accidents
Appendix C	Current insurance claims to 31.3.2016

LIST OF ABBREVIATIONS

HSE	Health & Safety Executive
H&S	Health & Safety
the Trust	Lee Valley Leisure Trust Ltd (trading as Vibrant Partnerships)
RIDDOR	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations
RDHS	RD Health & Safety

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Health & Safety Annual Performance Review

April 2018 to March 2019

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Health & Safety Annual Performance Review

April 2018 to March 2019

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 2019-20.

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 2018-19;

Lee Valley Regional Park Authority

*Based on the audits completed in our Health & Safety Assurance Programme covering the period, 1 April 2018 to 31 March 2019, limited to the audit scopes as agreed by the Audit Sponsor, with the exception of any weaknesses identified in our detailed reports, in our opinion, Lee Valley Regional Park Authority (LVRPA) has **strong and effective systems** over risk and Health & Safety, which provide **a higher level of assurance** regarding the effective and efficient achievement of Lee Valley's objectives*

Vibrant Partnerships

*Based on the audits completed in our Health & Safety Assurance Programme covering the period, 1 April 2018 to 31 March 2019, 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, Vibrant Partnerships (Vibrant) has **robust and effective systems** over risk and Health & Safety, which provide **reasonable assurance** regarding the effective and efficient achievement of Vibrant objectives.*

Delivery of 2018-19 Plan

- A large proportion of time spent providing event safety support advising on both health and safety and spectator safety
- Craig Combe left RDHS Limited in February; H&S Team provision and resilience maintained, with the core role of Health and Safety Advisor jointly managed between Joe Ryan (South Venues, Strategy and Leadership) and Hamish Cherrett (North Venues and process)
- Two Safety Leadership team meetings held during 2018-19 (joint Authority and Trust)
- Four Safety Coordination Group (SCG) meetings have been held during 2018-19, attendance remained inconsistent throughout the year although improving through Q3 and Q4
- Site Safety Coordinators updated, taking account of new appointments to venue teams including Site Safety Coordinators at Hayes Hill Farm and Picketts Lock Golf
- The H&S Team achieved NEBOSH Diploma and Grad. IOSH status in 2018-19
- Aiding in developing location codes through 'What3Words' software which can be incorporated into local emergency service response planning
- Extreme Hot Weather information was also added to the website in light of the extended periods of hot and dry weather during the Summer of 2018.
- 1091 Training Courses delivered through E-Learning
- 141 staff successfully completed classroom based training
- 1125 Counter Terrorism Training delivered through E-Learning.

Policy

- LVRPA Policy Statement was signed and issued in July 2018 (and a new Policy Statement is attached to this report for approval from July 2019)
- Vibrant Partnerships H&S Policy Statement was been submitted to the Safety Leadership Team in April 2019 and the Board of Trustees in May 2019. The Trustees have approved.

Health and Safety Resourcing

- H&S Team continue to deliver support services across all functions, supporting all Trust Venues, Youth & Schools and IT, Rangers, Fisheries, Farm and Myddelton House
- Continue to support Events
- Joe Ryan delivering strategic leadership for the H&S Team
- ICT and Catering services have been invited to formally join Safety Coordination Group (SCG)
- Site Safety Coordinators updated, taking account of new appointments to venue teams including Site Safety Coordinators at Hayes Hill Farm and Picketts Lock Golf
- The H&S Team achieved NEBOSH Diploma and Grad. IOSH status in 2018-19
- H&S Team continue to work towards completing L4 Spectator Safety NVQ Workbooks.

Safety Coordination Group

- Four Safety Coordination Group (SCG) meetings have been held during 2018-19.
- Focus has been on;
 - *Training planning and competency - Changes to training arrangements (E Learning) and the need to maintain skills-based training within programmes*
 - *Workforce engagement through H&S Survey*
 - *Plan for reviewing and updating Fire Risk Assessments*
 - *HSMS section updates*
 - *Lone working and sharing of incident information*
 - *Issues around Travellers and trespassers gaining access to Lee Valley property and how to manage this*

Safety Leadership Team

- Two Safety Leadership team held during 2018-19
- Focus has been on;
 - *Training (inc. attendance)*
 - *Event Safety*
 - *Emergency Procedures with enhanced security arrangements*
 - *Water and fire safety.*

Water Safety Partnership

We have continued attendance at the multi-agency Robbie Lea Water Safety Partnership;

- Supporting a review of water safety signage



Health & Safety Annual Performance Review

April 2018 to March 2019

- Aiding in developing location codes through 'What3Words' software which can be incorporated into local emergency service response planning
- Analysing the impact of introducing additional rescue equipment within certain areas of the Park. This is a challenging assessment given the complex and vast bodies of water coupled with ongoing issues of anti-social behaviour.
- Water Safety Assessments undertaken at publicly accessible bodies of water with the support of the Rangers team and using a recognised RoSPA format.

Communication & Consultation

- Water safety messages (Summer and Winter) reviewed and posted on the 'Visit Lee Valley' website prior to significant warm/cold weather setting in
- Extreme Hot Weather information was also added to the website in light of the extended periods of hot and dry weather.

Health & Safety Related Meetings Attended

- Monthly H&S Management meetings
- LOC planning meetings for UCI Track Cycling World Cup 2018
- LOC planning meetings for Hockey Pro League
- LOC planning meetings for Canoe Slalom World Cup in 2019
- White Water Centre Christmas Market planning meetings
- Attendance at Safety Advisory Group's (SAG)
- New Authority GIS system integration into Incident Management Software
- Water Safety Partnership quarterly update
- Venue specific H&S support days
- Quarterly H&S Training Coordination meeting with HR Dept.

Training Provision / Staff Competency 2018-19

Health & Safety E-Learning Modules													
Course Title	Number of Course Completions												
	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Total
COSHH & Hazardous Substances	8	5	5	1	10	6	2	32	1	6	9	11	96
Display Screen Equipment	8	7	1	7	9	7	3	34	0	7	5	9	97
Electrical Safety	8	5	2	5	6	6	3	30	0	4	3	8	80
Facility Inspection	8	5	1	1	4	6	3	37	1	3	7	7	83
H&S Induction	7	8	8	10	8	13	5	43	0	8	3	9	122
Lone Working	8	6	1	1	5	6	3	39	1	7	9	7	87
Manual Handling	8	6	5	3	5	6	4	40	0	8	4	8	97
Permits to Work	8	5	1	1	5	6	2	29	1	4	6	7	75
Slips and Trips	8	6	2	1	5	6	3	37	0	6	4	6	84
Work Equipment	8	6	2	1	5	6	2	41	0	8	8	8	95
Working at Height	8	5	1	1	5	6	1	29	0	9	5	8	78
Legionella Awareness	NA	1	10	4	5	9	4	38	0	9	7	10	97
Totals	87	65	33	36	77	83	75	423	4	79	70	88	1091

Counter-Terrorism Modules (E-Learning)													
Course Name	Number of Course Completions												
	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Total
Module 1: Introduction to Counter-Terrorism	NA	8	29	6	34	36	47	34	1	11	8	12	200
Module 2: Identifying Security Vulnerabilities	NA	5	17	6	24	36	47	15	1	11	7	12	181
Identify and Respond to Suspicious Behaviour	NA	9	23	5	13	11	42	12	1	11	7	12	146
Identify and Deal with a Suspicious Items	NA	11	18	5	12	11	42	12	1	11	7	12	142
In the Event of a bomb threat	NA	15	18	4	12	11	41	12	1	11	7	12	144
Respond to a Firearms or Weapons Attack	NA	5	18	4	12	12	41	12	1	11	7	12	135
Responding to a Bomb Threat and Supporting Materials	NA	5	17	4	25	35	46	14	1	11	7	12	177
Totals	0	58	134	34	132	152	306	91	7	77	60	84	1125

Class Based Sessions			
Course Name	Date	Number of Course Completions	
		No. delegates Assessed	No. delegates Achieved
First Aid at Work	18/19/21 Apr	9	9
First Aid at Work Revalidation	24/27 Apr	2	2
Emergency First Aid at Work	26-Apr	8	8
Emergency First Aid at Work	01-May	4	4
First Aid at Work Revalidation	15/16 May	2	2
Emergency First Aid at Work	4/6 Jun	5	5
First Aid At Work Revalidation	13/14 Jun	8	8
Emergency First Aid at Work	20-Jun	9	9
Emergency First Aid at Work	10-Jul	6	6
First Aid At Work	24/25/26 Jul	3	3
First Aid At Work Revalidation	6/7 Aug	3	3
Fire Marshal	05-Sep	5	5
Manual Handling	14-Sep	5	5
Paediatric First Aid	24-Oct	5	5
First Aid at Work	29-Oct	5	5
First Aid at Work	12-Nov	6	6
Food Safety	22-Nov	8	8
FAW Re-qualification	10-Dec	5	5
Emergency FAW	20-Dec	7	7
Emergency FAW	21-Dec	2	2
Food Safety	10-Jan	10	10
Emergency First Aid	25-Jan	6	6
Emergency Paediatric First Aid	30-Jan	8	8
Emergency First Aid	08-Mar	4	4
First Aid at Work	12-Mar	6	6
Totals		141	141

Do

- Both LVRPA and Vibrant Partnerships Health and Safety Management System (HSMS) have been reviewed and updated
- H&S Team continue to closely support Events across Lee Valley
- Fire risk assessments has been reviewed as part of ongoing work
- Continuation of the unannounced E. coli inspections at the farms have been undertaken by the H&S Team. No issues to report.



Health & Safety Annual Performance Review

April 2018 to March 2019

Health & Safety Management System

- Both LVRPA and Vibrant Partnerships Health and Safety Management System (HSMS) have been reviewed and updated
- Updates from October 2018 were shared with SCG and SLT prior to upload to Compass. The following sections were reviewed during this period:
 - *Staff Competency*
 - *Worker Engagement*
 - *Accident & Incident Reporting*
 - *Asbestos Management*
 - *Confined Spaces*
 - *Construction, Design & Management (CDM)*
 - *Contractor Management / Permit to Work Scheme*
 - *Display Screen Equipment (DSE)*
 - *Countryside Management*
 - *Display Screen Equipment (DSE)*
 - *Electricity at Work*
 - *Emergency Action Plan (Venues)*
 - *Event Safety*
- All HSMS documents are up to date on Compass to ensure accessible to staff.

Events

Support for events is provided from the planning stage through to the delivery and “bump out” process. Areas for improvement and good practice are fed into the event de-briefs. H&S Team continue to closely support Events across Lee Valley, in particular support was provided for the following:

- **Hockey Pro League** – Ongoing planning support as required
- **Canoe Slalom World Cup** - Ongoing planning support as required including attendance at LOC and SAG
- **Boxing event at LVAC** – Provision of advice and support to ensure that appropriate planning documents in place and competent sign off of contractor RAMS. A small scale event which passed off without incident however important that well planned and managed given event type and crowd profiles.
- **WWC Christmas Market** – advice on Ice Pad operations, sign off of Event Plan and contractor RAMS and site visits during build phase
- **Track Cycling World Cup** – Full support for both event organiser as well as Authority and Venue planning. Team on site during entire build phase and as part of event.
- **Authority Events Team**
 - Notable support has been provided to the Events Team in providing assurance on third party festivals at Three Mills and Waterworks as well as Countryside Live
 - Reviews of documentation, site inspections and on-site presence have helped the team facilitate safe events and mitigate risks.

E. coli Inspections

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

Fire Risk Assessments

The programme of fire risk assessments (FRA) has been reviewed as part of ongoing work and as such the following venues are due a review or re-issue of their specific Fire Risk Assessment in Jan / Feb 2019:

- Riding Centre
- Ice Centre
- Waterworks Centre
- Athletics Centre
- Hayes Hill Farm
- Stanstead Marina
- Springfield Marina
- Dobbs Weir Campsite
- Sewardstone Campsite
- Picketts Lock Campsite / Golf Course
- Holyfield Hall Farm

These are being coordinated by the H&S Team and being undertaken by Fire Safety Specialist under PAS79 format which is a widely recognised methodology for undertaking a fire risk assessment. It is a Publicly Available Specification. The FRA's for the above sites have all been completed in accordance with the agreed timeline. A programme for review will be set during 2019-20, no more than 12 months after the initial FRA's were completed.

Although not a British Standard, it has been developed and published by the British Standards Institution, BSI. This brings all venues fully up to date and will provide clear risk profiles and recommended actions to reduce potential fire risk. The H&S Team will work closely with each venue to develop risk reduction plans where required.

Check

- LVRPA Accidents (23/23) and Incidents have increased (602/535) *
- Vibrant Partnerships Accidents (632/807) have decreased & Incidents have decreased (83/126) *
- RIDDOR reports (LVRPA 0/2), Vibrant (4/2) *
- Staff Accidents (LVRPA 11/13), Vibrant (41/35) *
- Contractor Accidents (LVRPA 0/0), Vibrant (7/4) *
- Overall decrease in Accidents & Incidents across both organisations by 3 (1340/1491) *
- Footfall increased by 268,467
- Accident Incidence Rate (AIR); $No. \text{ of } Acc' / Inc' \times 10,000 \text{ visits} / Total \text{ No. of Visits} = \underline{No. \text{ of Accidents per } 10,000 \text{ visits}}$
- AIR 2018-19 = 1.83 per 10,000 visits (2017-18 2.12 per 10,000 visits)
- 11 new Personal Injury Insurance Claims in 2018-19
- 9 current 'live' Personal Injury Insurance Claims in 2018-19
- 3 Personal Injury Insurance Claims 'closed' in 2018-19.

* (2018-19 / 2017-18 figures)

Issue Date: May 2019

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LVRPA									
Month	Accidents reported			Incidents reported			RIDDOR Reports		
	2018-19	2017-18	Direction of Travel	2018-19	2017-18	Direction of Travel	2018-19	2017-18	Direction of Travel
Apr	0	2	●	57	49	●	0	0	●
May	2	5	●	70	50	●	0	2	●
Jun	6	1	●	52	37	●	0	0	●
Q1 Totals	8	8	●	179	136	●	0	2	●
Jul	4	2	●	102	42	●	0	0	●
Aug	3	1	●	55	58	●	0	0	●
Sept	2	2	●	30	41	●	0	0	●
Q2 Totals	9	5	●	187	141	●	0	0	●
Oct	1	5	●	57	56	●	0	0	●
Nov	1	1	●	46	35	●	0	0	●
Dec	0	1	●	29	25	●	0	0	●
Q3 Totals	2	7	●	132	116	●	0	0	●
Jan	1	0	●	20	54	●	0	0	●
Feb	1	0	●	34	27	●	0	0	●
Mar	2	3	●	50	61	●	0	0	●
Q4 Totals	4	3	●	104	142	●	0	0	●
Annual Totals	23	23	●	602	535	●	0	2	●

LVRPA						
Month	Staff / Volunteer Accidents			Contractor / Agency Accidents		
	2018-19	2017-18	Direction of Travel	2018-19	2017-18	Direction of Travel
Apr	0	1	●	0	0	●
May	1	4	●	0	0	●
Jun	1	1	●	0	0	●
Jul	3	1	●	0	0	●
Aug	2	1	●	0	0	●
Sept	1	2	●	0	0	●
Oct	1	2	●	0	0	●
Nov	1	1	●	0	0	●
Dec	0	0	●	0	0	●
Jan	1	0	●	0	0	●
Feb		0	●		0	●
Mar		0	●		0	●
Annual Totals	11	13	●	0	0	●

LVRPA Accident / Incident Figures 2018-19 (including 2018-19 comparator)

Health & Safety Annual Performance Review

April 2018 to March 2019

Vibrant Partnerships									
Month	Accidents reported			Incidents reported			RIDDOR Reports		
	2018-19	2017-18	Direction of Travel	2018-19	2017-18	Direction of Travel	2018-19	2017-18	Direction of Travel
Apr	66	73	●	12	10	●	0	0	●
May	73	69	●	3	5	●	1	0	●
Jun	83	72	●	4	15	●	0	0	●
Q1 Totals	222	214	●	19	30	●	1	0	●
Jul	79	135	●	11	12	●	1	2	●
Aug	65	98	●	14	21	●	0	0	●
Sept	34	74	●	11	13	●	0	0	●
Q2 Totals	178	307	●	36	46	●	1	2	●
Oct	44	68	●	7	13	●	0	0	●
Nov	52	39	●	1	10	●	0	0	●
Dec	28	45	●	8	9	●	1	0	●
Q3 Totals	124	152	●	16	32	●	1	0	●
Jan	38	40	●	2	7	●	1	0	●
Feb	36	36	●	5	7	●	0	0	●
Mar	34	58	●	5	4	●	0	0	●
Q4 Totals	108	134	●	12	18	●	1	0	●
Annual Totals	632	807	●	83	126	●	4	2	●

Vibrant Partnership Accident / Incident Figures 2018-19 (Including 2017/18 comparator)

Vibrant Partnerships						
Month	Staff / Volunteer Accidents			Contractor / Agency Accidents		
	2018-19	2017-18	Direction of Travel	2018-19	2017-18	Direction of Travel
Apr	4	5	●	1	0	●
May	4	3	●	0	0	●
Jun	7	2	●	3	1	●
Jul	10	7	●	1	2	●
Aug	1	4	●	1	0	●
Sept	1	5	●	0	0	●
Oct	3	3	●	1	0	●
Nov	4	1	●	0	0	●
Dec	2	2	●	0	0	●
Jan	5	1	●	0	0	●
Feb		2	●		1	●
Mar		0	●		0	●
Annual Totals	41	35	●	7	4	●



Health & Safety Annual Performance Review

April 2018 to March 2019

LVRPA & Vibrant Combined Accident / Incident Figures 2018-19

Figures across both organisations and include contractors reported accidents & incidents

LVRPA & Vibrant Partnerships Combined							
Quarter	Total Accidents & Incidents Reported		Visitor Figures		Accidents & Incidents per 10,000 visits		
	2018-19	2017-18	2018-19	2017-18	2018-19	2017-18	Direction of Travel
Q1	428	388	2,154,564	2,199,696	1.99	1.76	●
Q2	410	499	2,438,187	2,263,792	1.68	2.20	●
Q3	274	307	1,378,071	1,304,017	1.99	2.35	●
Q4	228	297	1,337,139	1,271,989	1.71	2.33	●
Annual Totals	1,340	1,491	7,307,961	7,039,494	1.83	2.12	●

Summary of Accidents, Incidents and Near Miss Reports

- Higher instances of 'other' incident are coming through Rangers / Parkguard team. Detail of this indicates that 'car park lock ins' are becoming more frequent issues that teams are responding to
- 'Unauthorised Encampment' now added to Prime to report Traveller incursions given increasing prevalence of this
- Number of accidents reported through the Authority continues to be very low
- Staff and volunteer accidents remain low for the Authority
- Vibrant accident figures have dropped significantly
- Vibrant Incident figures are very low
- Number of Vibrant staff accidents has reduced
- Number of accidents / incidents per 10,000 visitors remains low. Year on year the number of accidents per 10,000 visitors has dropped and remains below 2 per 10,000 which is positive
- Authority figures remain low across both quarters with incidents on the rise for most months
- Abandoned and nuisance vehicles (including off-road motorcycle) are significantly the highest type of incident being reported however during the summer there was an expected rise in unauthorised swimming, and we believe the actual number of those swimming to be far higher than what has been reported
- Vibrant accident figures dropped significantly in Q2. Investigation into this indicated that a high proportion of accidents in 2017 Q2 occurred at White Water Centre inflatable park which was not operating to the same level in 2018
- There were also drops in accidents reported on the White-Water Courses and on the Velodrome tracks which venues state is due to the drop in number of 'taster' sessions booked so fewer inexperienced participants
- The number of accidents occurring at the Hockey Centre has also dropped in Q2 specifically due to closure of the venue for the Hockey World Cup
- An important point to note is the accident reports from events such as Hockey World Cup were not entered onto Prime.

RIDDOR Reportable Accidents:

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- There has been 4 Staff RIDDOR Reportable Accidents during 2018-19;
 - **Pickets Lock Campsite (Staff)** - a member of Rangers team injured while cutting branches – no issues found with working practice or equipment
 - **Waterworks (Staff)** - an Authority employee injuring themselves on Vibrant premises. The IP was undertaking work to remove limbs from a fallen tree. The chainsaw became stuck. In trying to free it, there was a sudden movement in the tree resulting in IP being struck in the face resulting in lacerations. He was wearing a protective helmet and visor at the time.
 - **LV Ice Centre (Staff)** - Member of staff at Ice Centre fell whilst marshalling the public session landing on elbow causing it to break. There was no immediate remedial action required as no defects found with equipment or surface.
 - **White Water Centre (Staff)** - Member of staff was walking behind the deli counter of the main restaurant on the first floor and slipped on some water on the floor. This water had come from a recent floor clean that had taken place where signage had been put out while left to dry. The area was checked following the accident and no faults or defects identified.

Personal Injury (PI) Insurance Claims Management

New personal injury claims received during 2018-19:

- 11 new Personal Injury Insurance Claims in 2018-19
- 9 current 'live' Personal Injury Insurance Claims in 2018-19
- 3 Personal Injury Insurance Claims 'closed' in 2018-19
- See Appendix 3 for the full Insurance Claims Summary.

Current live personal injury claims are:

- **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. Insurers advise they have **rejected claim** based on evidence provided, awaiting update before closing
- **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). **Liability accepted and reserve set**
- **374 (Waterworks Nature Reserve)** - Claimant tripped on uneven paving surface suffering multiple injuries. **Liability accepted and awaiting further advise from insurers**
- **375 (LVAC)** - Claimant tripped on track edging which had been left in situ during a non-sporting event. **Liability accepted and awaiting further advice from insurers**
- **376 (WWC)** - Member of staff claims they suffered back injuries as a result of poor induction, lack of supervision, lack of equipment and no procedures. Insurers advise they have **rejected claim** based on evidence provided, awaiting update before closing
- **377 (VeloPark)** - Claimant states they fell off their bike while cycling along public footpath next to mountain bike course due to poorly maintained surface. Insurers advise they have **rejected claim** based on evidence provided, awaiting update before closing



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- **378 (WWC)** - Child injured themselves climbing on low wall next to sand play park due to nail sticking out of fence. **Liability accepted and reserve set**
- **379 (Ice Centre)** - Alleged that minor suffered multiple leg fractures after fall on ice and subsequent drop by member of staff while dealing with injured party. Loss adjuster has completed report and insurers advise they have **rejected claim** based on evidence provided, awaiting update before closing.

Closed personal injury claims:

- **367 (Three Mills)** - Claimant tripped on raised matting in playground where they suffered injury. **Liability accepted and settlement reached**
- **369 (Waterworks)** - Damage to claimant vehicle by gate that was under the control of staff member. **Liability accepted and settlement reached**
- **372 (Old Mill & Meadows)** - Claimant slipped on ice within car park as they got out of their car. Was originally claimed this occurred at Myddelton House however has been re-submitted with updated location. Insurers advise they have **rejected claim** based on evidence provided, awaiting update before closing.

New claims in 2018-19:

- 370 (Dobbs Weir)
- 371 (LVIC)
- 372 (Old Mill & Meadows)
- 373 (WWC)
- 374 (Waterworks Nature Reserve)
- 375 (LVAC)
- 376 (WWC)
- 377 (Velopark)
- 378 (WWC)
- 379 (Ice Centre)
- 380 (Dobbs Weir)

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

Insurance Issues / Risk Surveys

Meeting in December with Risk Control Coordinator from Travelers covered a number of topics including:

- Provision of 'Claim Defensibility' training for Section / Venue Managers and Site Safety Coordinators – this is provisionally scheduled for April 2019
- Request from WWC to deliver offsite kayak trips has been referred back to the Venue based on insufficient risk assessment
- Vibration risks at Holyfield Farm
- Site visit to Hockey & Tennis Centre and Velopark - no issues identified.

Act

- The 2018-19 Audits conducted in November to February 2018-19
- LVRPA Performance is still extremely high at 96.5% (+1.2%) for LVRPA (and exceeds the 92% required by the British Safety Council 5* accreditation)
- Vibrant Partnerships Performance continues to be below expectations at 85.6% (-2.8%)
- Aggregated Performance between both organisations dropped to 88.9% (-1.6%)
 - LV Ice Centre dropped 16.1%
 - Pickets Lock Campsite dropped 13.0%
 - Pickets Lock Campsite dropped 7.1%.

	Overall Compliance	2017-18 Score	Year on Year Variance
Venue			
Fisheries	97.9	94.7	3.2
Greenspaces	95.5	98.4	-2.9
Holyfield Hall Farm	94.6	91.2	3.4
Myddelton House	95.6	95.4	0.2
Myddelton House Gardens	97.8	97.8	0.0
Youth & Schools	97.7	94.4	3.3
LVRPA Ave.	96.5	95.3	1.2
Dobbs Weir Campsite	86.1	94.3	-8.2
Hayes Hill Farm	83.7	83.7	0.0
LV Athletics Centre	93.9	92.2	1.7
LV Hockey & Tennis Centre	95.6	93.9	1.8
LV Ice Centre	75.6	91.8	-16.1
LV Riding Centre	90.4	93.1	-2.7
LV Velopark	98.9	98.0	0.9
LV White Water Centre	95.7	96.6	-0.9
Picketts Lock Campsite	69.5	82.5	-13.0
Picketts Lock Golf	61.2	68.3	-7.1
Sewardstone Campsite	86.3	93.5	-7.2
Springfield Marina	91.0	86.7	4.3
Stanstead Marina	94.1	94.5	-0.4
Waterworks	76.8	68.5	8.3
Vibrant Partnerships Ave.	85.6	88.4	-2.8
Combined Ave.	88.9	90.5	-1.6

2017-18 Health & Safety Audit Scores

Summary of Audit Performance

- Sites that have scored lower than 90% appear to have undergone management restructure over the year which has influenced outcome
- The H&S Team scheduled further support days with LV Ice Centre.

Health and Safety Audit Targets and Results

Company	Target 2018-19	Actual 2017-18
LVRPA & Vibrant	95%	88.9%
LVRPA	95%	96.5%
Vibrant Partnerships	95%	85.6%

Stretch Target for both Organisations proposed at 95% for 2018-19.

Legislation Updates

- Following a number of high profile serious and fatal incidents involving bouncy castles, there has been a series of HSE guidance updates for operators which RDHS have developed into a specific Guidance Note which will be issued to Venues in January
- IET Wiring Regulations
- Brexit
- Legal Advice Privilege (no changes)
- Drone Safety and Regulation.

Aims & Objectives for 2018-19

Seek agreement of the annual health and safety audit targets

- Authority: 95%
- Vibrant: 95%
- Combined: 95%

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.
- Continuation of the HSMS review
- Continuation of the Unannounced E Coli. inspection at the Farms
- Further development of the Event Safety Manual, with further development of the Adverse Weather Contingency Plan with a key focus on Lightning
- Establish, communicate and complete staff health and safety consultation
- Undertake Workplace Inspections
- Event H&S:



Health & Safety Annual Performance Review

April 2018 to March 2019

- Music Event – Three Mills
- FIH Hockey Pro League
- INF Canoe Slalom World Cup
- Six Day London – LVVP
- Deliver Safety Leadership team and Safety Coordination Group meetings
- Delivery of the Internal Health & Safety Audit programme
- Review the benefits from the online Accident and Incident Reporting software
- Summer 2019 Beach & Play Park development support.





Lee Valley Regional Park Authority Health & Safety Policy Statement

Issue 14

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
- Carry out the relevant risk assessments ensuring that risks are reduced as far as reasonably practicable, and acting on the outcome of the risk assessments where necessary
- Provide a safe and healthy working environment, including employee welfare facilities
- Provide and maintain safe plant, equipment and machinery
- Ensure the safe handling, storage and use of hazardous substances
- Establish standards for incident and emergency management.

Employee Responsibilities

- Take reasonable care of their own safety and the safety of others
- Co-operate with each other so as to enable compliance with any imposed legal duty or requirement
- Not interfere with or misuse, intentionally or recklessly anything provided in the interests of safety
- Comply fully with the 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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