



LEE VALLEY REGIONAL PARK AUTHORITY
AUDIT COMMITTEE
25 JUNE 2020 AT 13:00

Agenda Item No:

7

Report No:

AUD/109/20

**ANNUAL REPORT ON HEALTH & SAFETY 2019/20
AND HEALTH & SAFETY AUDIT PLAN 2020/21**

Presented by the Corporate Director

SUMMARY

This report sets out the work provided by RD Health & Safety, the Authority's Health & Safety service provider, during the financial year 2019/20. The report covers all aspects of Health & Safety work carried out within the Authority and Lee Valley Leisure Trust Ltd (the Trust).

The main areas for Members to note are:

- a combined (Authority and Trust) corporate average score of 93.2% on all Health & Safety audits was achieved against a stretch target of 95%, an increase of 4.3%;
- of the 7.1 million visits, accidents reduced from 1.83 per 10,000 visits in 2018/19 to 1.57 per 10,000 visits in 2019/20;
- 3 accidents (4 in 2018/19) were reported to the Health & Safety Executive (under RIDDOR);
- completion of a comprehensive training programme;
- establishing the Joint Water Safety Partnership;
- major events including FIH Pro-league, ICF Canoe Slalom World Cup, Bank Holiday Boat Festival, Countryside Live, Music festivals at Three Mills and other smaller events.

RECOMMENDATIONS

- Members Note: (1) the annual report of RD Health & Safety for 2019/20 detailed in Appendix A to this report;
- Members Approve: (2) the aims and objectives for 2020/21, 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 RDHS) were again appointed as the approved provider. RDHS extended their contract with the Lee Valley Leisure Trust Ltd until 31 March 2020 and with the Authority for a further three years until 30 September 2022. This report looks at the delivery of the H&S service during 2019/20 and summarises the scope of audit coverage during the last financial year.

HEALTH & SAFETY WORK – 2019/20

- 2 All planned H&S activity was completed in accordance with the 2019/20 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.
- 3 RDHS have prepared a comprehensive report summarising the reviews and their findings and this is attached as Appendix A to this report.
- 4 In all H&S audits recommendations were made to improve the system of managing H&S and these recommendations were accepted. Follow-up reviews will be undertaken in the next twelve months to ensure appropriate action has been taken.
- 5 In monitoring the contractor's (RDHS) performance each site/area that is audited is requested to confidentially 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 – 2019/20

- 6 The full RDHS report is attached at Appendix A to this report for information.
- 7 The key message from RDHS is embodied in their opinion shown on page 2 of Appendix A to this report, which sets out the assurance for both the Authority and the Trust, it states:

Their view is that elected Members of the Authority can seek a higher level of assurance from the Health & Safety work carried out during 2019-20;

Based on the audits completed in our Health & Safety Assurance Programme covering the period, 1 April 2019 to 31 March 2020, 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.

In respect of the Trust there is also robust and effective systems giving a reasonable level of assurance:

Based on the audits completed in our Health & Safety Assurance Programme

*covering the period, 1 April 2019 to 31 March 2020, 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, LVL 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 - 2019/20

- 8 The key work delivered from the H&S team during 2019/20 is detailed in Appendix Z to this report. In summary, the key highlights are:
- achieving a corporate average score of 93.2%;
 - delivery of comprehensive training and e-learning;
 - supporting the Joint Water Safety Partnership;
 - new process and emphasis regarding Fire risk management;
 - major events including FIH Pro League, ICF Canoe Slalom World Cup, Bank Holiday Boat festival, Music festivals at Three Mills and Countryside live, along with support at other smaller events across LVRPA and the Trust.
- 9 The Authority (96.1%) and Trust (91.9%) achieved a combined average 93.2% score across all sites (95% stretch target set for 2019/20) compared to 88.9% achieved in 2018/19. The achievement of a near 95% average score is an ongoing significant achievement. Continued monitoring will be necessary this year to maintain the 5* British Safety Council levels (approx. 92%). A proposed stretch target of 95% will be set in 2020/21 to ensure all sites strive to maintain the highest level of H&S standards that has been achieved in recent years.
- 10 Having achieved a 93.2% combined score RDHS believe the Authority and the Trust were not necessarily exposed to increased risk as the 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 new Leisure Services Contract contractor (once in place), towards overall compliance and the effective delivery of the H&S Management System.
- 11 The RDHS report also includes a summary of RIDDOR incidents 3 during the year (4 in 2018/19), and provides detail of the position with regard to insurance claims up to 31 March 2020.

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 2019/20 down from 7.4 million in 2018/19). Accidents reduced from 1.83 per 10,000 visits in 2018/19 to 1.57 per 10,000 visits in 2019/20.

ANNUAL HEALTH & SAFETY OBJECTIVES 2020/21

- 12 The report by RDHS sets out a summary of objectives for 2020/21 and takes into account the following:
- the Authority's Strategic Risk Registers;
 - a stretch target of 95%;
 - findings from previous years' H&S work;
 - planned developments within the Authority; and
 - advising the Authority on COVID-19 Planning and the Re-opening Plan of

facilities and open spaces.

- 13 There are 260 contracted days to allow completion of the H&S Plan in 2020/21 and Members are asked to approve the aims and objectives as set out in Appendix A of this report.

ENVIRONMENTAL IMPLICATIONS

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

EQUALITY IMPLICATIONS

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

FINANCIAL IMPLICATIONS

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

HUMAN RESOURCE IMPLICATIONS

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

LEGAL IMPLICATIONS

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

RISK MANAGEMENT IMPLICATIONS

- 19 There are no risk management implications arising directly from the recommendations in this report. The percentage of accidents to usage has decreased to 1.5+ per 10,000 visits, and although there has been an improvement in the overall audit score to 93.2%, Members, Senior Management and Officers still need to be vigilant in their application of H&S management systems, processes and procedures to enable the stretch target of 95% to be achieved. Figures continue to be monitored monthly and reported quarterly to the Authority's Senior Management Team so any emerging trends can be managed accordingly.

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PREVIOUS COMMITTEE REPORTS

Audit Committee	AUD/102/19	Annual Report on Health & Safety 2018/19 & Annual Audit Plan 2019/20	20 June 2019
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Audit Committee	AUD/89/18	Annual Report on Health & Safety 2017/18 & Annual Audit Plan 2018/19	21 June 2018
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 2019 to March 2020
Appendix B	H&S Policy Statement
Appendix C	Current insurance claims to 31 March 2020

LIST OF ABBREVIATIONS

HSE	Health & Safety Executive
H&S	Health & Safety
LWWC	Lee Valley White Water Centre
BSC	British Safety Council
RDHS	Right Directions Health & Safety
LSC	Leisure Service Contract
LVL	Lee Valley Leisure Trust Ltd (trading as Vibrant Partnerships)
RIDDOR	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013

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Health & Safety Annual Performance Review

April 2019 to March 2020

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Health & Safety Annual Performance Review

April 2019 to March 2020

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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 2020-21.

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 2019-20;

Lee Valley Regional Park Authority

*Based on the audits completed in our Health & Safety Assurance Programme covering the period, 1 April 2019 to 31 March 2020, 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 2019 to 31 March 2020, 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 2019-20 Plan

- A large proportion of time spent providing event safety support advising on both health and safety and spectator safety
- One Safety Leadership team meetings held during 2019-20 (joint Authority and Trust)
- Four Safety Coordination Group (SCG) meetings have been held during 2019-20, attendance remained inconsistent throughout the year although improving through Q3 and Q4
- The H&S Team achieved NEBOSH Diploma and Grad. IOSH status in 2019-20
- Water Safety Partnership Awareness event held at White Water Centre in March 2020
- Investigation over request to Install throw line boards within the Park
- Water Safety Assessments carried out with key risk areas highlighted
- Claims Defensibility Training delivered by Authority Insurers
- 445 Training Courses delivered through E-Learning
- 120 staff successfully completed classroom-based training
- 173 Counter Terrorism Training delivered through E-Learning.

Policy

- LVRPA Policy Statement was signed and issued in July 2019 (and a new Policy Statement is attached to this report for approval from July 2020)
- Vibrant Partnerships H&S Policy Statement has been archived from April 2020 and will be retained for a period of 3 years.

Health and Safety Resourcing

- H&S Team continue to deliver support services across all functions, supporting all LVRPA and Trust Venues, Youth & Schools and IT, Rangers, Fisheries, Farm and Myddelton House
- Jack Bernard joined the H&S team to deliver health and safety operational support and assurance work
- Continue to support Events
- Joe Ryan delivering strategic leadership for the H&S Team
- The H&S Team achieved NEBOSH Diploma and Grad. IOSH status in 2019-20.

Safety Leadership Team

- One Safety Leadership team held during 2019-20
- Focus has been on;
 - *Training (inc. attendance)*
 - *Workforce Engagement*
 - *Event Safety*
 - *Emergency Procedures*
 - *Water safety.*

Safety Coordination Group

- Four Safety Coordination Group (SCG) meetings have been held during 2019-20.
- Engagement from those attending continues to be very good
- The focus during 2019-20 has been;
 - *H&S Survey roll out delay*
 - *E Learning updates progress*
 - *Legionella training*
 - *Feedback on H&S Audits completed*
 - *Water Safety Partnership and survey work completed by Rangers Team*
 - *Contractor Management and Permit to Work developments for Major Venues*
 - *Reactive Monitoring – Prime reporting and consistency / speed of information.*

Workforce and Contractor Engagement

- Identified that VeloPark and WWC have been using different Permit to Work forms – work completed to bring these in line with all sites and include any specific variations within Contractor Management section of HSMS
- Further work ongoing with APMD to update approved contractors list and Permit to Work process.

Health & Safety related meetings attended;

- Monthly H&S Management meetings
- Monthly H&S Operations meetings
- LOC planning meetings for Canoe Slalom World Cup in 2019 & European Championships 2020
- 2020 Pro League and Hockey Olympic Qualifiers planning
- Leisure Service Contract monitoring planning meeting
- Venue specific H&S support days
- WWC new rafting products development meeting
- Quarterly H&S Training Coordination meeting with HR Dept
- Attendance at Safety Advisory Group's (SAG)
- Water Safety Partnership quarterly updates
- Quarterly H&S Training Coordination meeting with HR Dept.

Water Safety Partnership

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

- Water Safety Partnership meeting held in May 2019 and January 2020
- Water Safety Partnership Awareness event held at White Water Centre in March 2020, very good attendance from multiple schools and stakeholders to deliver education and engagement sessions including those from Police, Fire, Youth and Schools and White Water Centre coaches.
- Still ongoing investigation over request to install throw line boards within the Park. There is funding available however if deemed it necessary to install these it would be dependent on the risk rating from Rangers report (to be finalised) and agreement that Stakeholders will share responsibility to manage and maintain these

- Water Safety Assessments carried out with key risk areas highlighted
 - *The potential risk spots in the Park tend to be in isolated locations, and any throw lines would likely be vandalised. Difficult to maintain / manage effective to serve its purpose. This is a sensitive issue that must be managed appropriately*
 - *The environment of LV is very different to many other locations given the high volume of open water and number of remote locations around the park which has been taken into account when assessing the suitability of throw lines and other control measures that can be sited in the Park.*

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.

Staff Competency – Learning and Development

- Claims Defensibility Training;
 - *Defensibility training was delivered via a half-day session and delivered by our insurers Travelers. This training included risks, duty of care and statutory requirements and look at control measures, how we can build on this to be more resilient and give more confidence on the claims process.*
- Planning meetings held with Learning and Development Manager to establish priorities including updates to E Learning content, coordination of training matrices and future courses
- Cancelled Training during 2019-20;
 - *First Aid at Work Refresher*
- Additional Training was delivered in 2019-20;
 - *First Aid at Work*
 - *IOSH Managing Safely*
 - *NVQ Level 4 – Spectator Safety Management*



Health & Safety Annual Performance Review

April 2019 to March 2020

Training Provision / Staff Competency 2019-20

Health & Safety E-Learning Modules													
Course Title	Number of Course Completions												
	April	May	Jun	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Total
COSHH & Hazardous	1	3	1	4	4	4	5	3	3	2	3	4	37
Display Screen Equipment	2	2	1	5	10	4	1	6	2	2	2	4	41
Electrical Safety	1	3	1	3	3	4	4	8	2	3	3	3	39
Facility Inspection	1	2	2	4	3	1	3	6	2	3	1	4	32
H&S Induction	4	2	7	4	3	5	2	7	6	4	1	3	49
Lone Working	1	1	3	2	5	2	4	6	6	1	2	3	36
Manual Handling	3	3	3	3	4	5	5	7	6	4	2	4	49
Permits to Work	1	1	2	2	2	1	3	4	2	2	3	4	27
Slips and Trips	0	1	1	4	4	2	3	4	2	4	3	3	31
Work Equipment	0	1	1	2	3	3	1	5	3	3	2	4	34
Working at Height	0	1	1	2	2	0	3	4	5	2	2	3	25
Legionella Awareness	1	3	7	3	3	6	3	8	3	2	3	3	48
Totals	15	23	30	38	45	43	37	70	42	32	27	42	445

Class Based Sessions			
Course Name	Number of Course Completions		
	Date	No. Delegates Attended	No. Delegates Achieved
First Aid Refresher	11/01/2019	1	1
Emergency First Aid	15/04/2019	2	1
Fire Marshal Training	10/08/2019	4	4
First Aid at Work	16/08/2019	4	4
Emergency Pediatric First Aid	11/10/2019	8	8
IOSH Working Safely	21/11/2019	15	15
Food Safety Level 2	02/10/2019	8	8
Claim Defensibility Training	18/10/2019	19	19
Safeguarding Training	14/10/2019	15	15
Food Safety Level 2	15/10/2019	15	15
Fire Safety	06/12/2019	5	5
First Aid at Work	08/01/2020	14	14
First Aid Refresher	14/01/2020	10	10
First Aid Re-qualification	31/01/2020	2	2
Totals		121	120

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	0	1	1	4	6	2	2	0	0	0	6	6	32
Module 2: Identifying Security	0	1	1	4	7	3	2	9	0	0	0	0	27
Module 3: How to Identify and	0	1	1	4	7	3	2	6	0	0	0	0	24
Module 4: How to Identify and Deal	0	0	1	4	7	3	2	6	0	0	0	0	23
Module 5: What to do in the Event of a	0	0	1	3	7	3	2	7	0	0	0	0	23
Module 6: How to Respond to a	0	0	1	4	7	3	2	7	0	0	0	0	24
Module 7: Summary and	0	0	1	4	7	3	2	3	0	0	0	0	20
Totals	0	3	7	27	59	20	14	38	0	0	6	6	173

Online Training Courses			
Course Name	Number of Course Completions		
	Date	No. Delegates Attended	No. Delegates Achieved
IOSH Managing Safely	31/01/2020	5	5
Totals		5	5



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
- Specific Health and Safety Support provided directly to Venues
- Finalised 'Safe Use of Drones' procedure and templates for HSMS.

Health & Safety Management System

- Both LVRPA and Vibrant Partnerships Health and Safety Management System (HSMS) have been reviewed and updated
- Updates from April 2019;
 - *H&S Policy Statements*
 - *H&S Support*
 - *Asbestos*
 - *Confined Spaces*
 - *Construction, Design & Management (CDM)*
 - *Contractor Management*
 - *Electricity*
 - *Event Safety*
 - *Fire Safety*
 - *First Aid*
 - *Legionella*
- Updates from October 2019;
 - *Staff Competency*
 - *Worker Engagement*
 - *Accident & Incident Reporting*
 - *Display Screen Equipment (DSE)*
 - *Countryside Management*
 - *Emergency Action Plan (Venues)*
- All HSMS documents are up to date on Compass to ensure accessible to staff
- Ongoing work to make sure that HSMS Compass files are up to date and accessible for staff and site including planning for non-LSC venues returning to the Authority from April 2020
- Finalised 'Safe Use of Drones' procedure and templates for HSMS.

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:

- **FIH Pro League:**
 - *H&S team reviewed and update contingency planning for adverse weather conditions, which included detailed plan for how to deal with potential lightning strikes*
 - *Work has continued in relation to how we are able to provide improved lightning protection at HTC in the event of a lightning strike as some of the seating remained unprotected*
 - *Provided Safety Officer role for 13 International matches over 11 days*
- **ICF Canoe Slalom World Cup:**
 - *The H&S Team reviewed the lightning protection contingency plan for the Canoe World Cup at WWC*
 - *Spectator numbers were approx. 2,500 which is very good numbers. The H&S Team worked with BC in regard to seating arrangements on grassy banks and no formal stand*
 - *Provided Safety Officer role over 3 days of competition*
- **In May a funfair at the Olympic Park. We are leasing space to a third party**
- **Three Mills – August event over multiple weekends. H&S team focused on observation of third-party promoter delivering and will undertake site visits to monitor**
- **Bank Holiday Boat festival - Event at the Showground Country Park, number of visitors was approx. 5000. Stalls, as well as boats on the river**
- **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.*

Specific Health and Safety Support

- **LV Holyfield – Undertaken review of Welding operations following HSE update to regulations – action taken by farm to install LEV system and improved signage and updated risk assessment**
- **LV Rangers – Supporting the team during transition of workforce, reviewing water safety patrols**
- **Working with APMD to review safety arrangements around East India Dock – potential to install chains at water level within the dock**
- **Met with volunteer Manager to look at BIP development and any specific H&S considerations – need to produce Risk Assessment**
- **Campsites & LV Ice Centre - Support work to improve their processes following poor audit score**
- **WWC - review of Beach Play Park Risk Assessments and training to ensure robust**
- **The Wave Project – As part of the planning application process we have been working closely with LV Project Manager, Picketts Lock Manager and Contractor to ensure that digging of trial pits and collection of samples is completed safely and controls in place to manage risk of Asbestos presence**
- **Dobbs Weir – Review of procedures in place for new hot tubs operation and cleaning regimes.**

Check

- LVRPA Accidents (25/23) have increased and Incidents have decreased (486/602) *
- Vibrant Partnerships Accidents (478/632) have decreased & Incidents have increased (120/83) *
- RIDDOR reports (LVRPA 1/0), Vibrant (2/4) *
- Staff Accidents (LVRPA 12/11), Vibrant (25/41) *
- Contractor Accidents (LVRPA 0/0), Vibrant (7/7) *
- Overall decrease in Accidents & Incidents across both organisations by 231 (1109/1340) *
- Footfall decreased by 229,172
- 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 2019-20 = 1.57 (1.83) per 10,000 visits
- 2 new Personal Injury Insurance Claims in 2019-20
- 8 current 'live' Personal Injury Insurance Claims in 2019-20
- 1 Personal Injury Insurance Claims 'closed' in 2019-20
- 5 Personal Injury Insurance 'Notification Only' in 2019-20.

* (2019-20 / 2018-19 figures)

Proactive Monitoring

As part of Coronavirus controls being implemented at Venues prior to full lockdown closures, the H&S Team undertook monitoring inspections of all premises to ensure that suitable controls had been put in place and being followed. In general, this was being well managed particularly given the ever changing situation and guidance being released by Government.

Quarterly E-Coli inspections have been completed at both farms with no identified issues at each. Noted that farms not open to the public at the time of inspections.

LVRPA Accident / Incident Figures 2019-20 (Including 2018-19 comparator)

LVRPA									
Month	Accidents reported			Incidents reported			RIDDOR Reports		
	2019-20	2018-19	Direction of Travel	2019-20	2018-19	Direction of Travel	2019-20	2018-19	Direction of Travel
Apr	3	0	🔴	89	57	🔴	1	0	🔴
May	0	2	🟢	64	70	🟢	0	0	🟡
Jun	3	6	🟢	77	52	🔴	0	0	🟡
Q1 Totals	6	8	🟢	230	179	🔴	1	0	🔴
Jul	7	4	🔴	75	102	🟢	0	0	🟡
Aug	3	3	🟡	57	55	🔴	0	0	🟡
Sept	3	2	🔴	29	30	🟢	0	0	🟡
Q2 Totals	13	9	🔴	181	187	🟢	0	0	🟡
Oct	1	1	🟡	17	57	🟢	0	0	🟡
Nov	2	1	🔴	15	46	🟢	0	0	🟡
Dec	2	0	🔴	13	29	🟢	0	0	🟡
Q3 Totals	5	2	🔴	45	132	🟢	0	0	🟡
Jan	0	1	🟢	9	20	🟢	0	0	🟡
Feb	1	1	🟡	7	34	🟢	0	0	🟡
Mar	0	2	🟢	34	50	🟢	0	0	🟡
Q4 Totals	1	4	🟢	80	104	🟢	0	0	🟡
Annual Totals	25	23	🔴	486	602	🟢	1	0	🔴

LVRPA Staff / Volunteer and Contractor Accident Figures

LVRPA						
Month	Staff / Volunteer Accidents			Contractor / Agency Accidents		
	2019-20	2018-19	Direction of Travel	2019-20	2018-19	Direction of Travel
Apr	2	0	🔴	0	0	🟡
May	0	1	🟢	0	0	🟡
Jun	0	1	🟢	0	0	🟡
Jul	2	3	🟢	0	0	🟡
Aug	1	2	🟢	0	0	🟡
Sept	1	1	🟡	0	0	🟡
Oct	1	1	🟡	0	0	🟡
Nov	2	1	🔴	0	0	🟡
Dec	2	0	🔴	0	0	🟡
Jan	0	1	🟢	0	0	🟡
Feb	1	0	🔴	0	0	🟡
Mar	0	0	🟡	0	0	🟡
Annual Totals	12	11	🔴	0	0	🟡

Vibrant Partnerships Accident / Incident Figures (including 2018-19 comparator):

Vibrant Partnerships									
Month	Accidents reported			Incidents reported			RIDDOR Reports		
	2019-20	2018-19	Direction of Travel	2019-20	2018-19	Direction of Travel	2019-20	2018-19	Direction of Travel
Apr	32	66	■	8	12	■	0	0	■
May	54	73	■	5	3	■	0	1	■
Jun	36	83	■	17	4	■	1	0	■
Q1 Totals	122	222	■	30	19	■	1	1	■
Jul	37	79	■	8	11	■	0	1	■
Aug	71	65	■	11	14	■	0	0	■
Sept	76	34	■	37	11	■	0	0	■
Q2 Totals	184	178	■	56	36	■	0	1	■
Oct	36	44	■	6	7	■	1	0	■
Nov	29	52	■	2	1	■	0	0	■
Dec	24	28	■	2	8	■	0	1	■
Q3 Totals	89	124	■	10	16	■	1	1	■
Jan	12	38	■	3	2	■	0	1	■
Feb	37	38	■	0	5	■	0	0	■
Mar	34	34	■	21	5	■	0	0	■
Q4 Totals	83	108	■	24	12	■	0	1	■
Annual Totals	478	632	■	120	83	■	2	4	■

Vibrant Staff / Volunteer and Contractor Accident Figures

Vibrant Partnerships						
Month	Staff / Volunteer Accidents			Contractor / Agency Accidents		
	2019-20	2018-19	Direction of Travel	2019-20	2018-19	Direction of Travel
Apr	3	4	■	0	1	■
May	7	4	■	1	0	■
Jun	0	7	■	1	3	■
Jul	6	10	■	2	1	■
Aug	5	1	■	1	1	■
Sept	0	1	■	1	0	■
Oct	2	3	■	0	1	■
Nov	1	4	■	1	0	■
Dec	1	2	■	0	0	■
Jan	0	5	■	0	0	■
Feb	0	0	■	0	0	■
Mar	20	0	■	0	0	■
Annual Totals	<u>25</u>	<u>41</u>	■	<u>7</u>	<u>7</u>	■

Quarterly Usage Rates v Number of Accidents 2019-20

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		
	2019-20	2018-19	2019-20	2018-19	2019-20	2018-19	Direction of Travel
Q1	388	428	2,075,388	2,154,564	1.87	1.99	■
Q2	414	410	2,169,132	2,438,187	1.91	1.68	■
Q3	149	274	1,599,837	1,378,071	0.93	1.99	■
Q4	158	228	1,234,432	1,337,139	1.28	1.71	■
Annual Totals	<u>1,109</u>	<u>1,340</u>	<u>7,078,789</u>	<u>7,307,961</u>	<u>1.57</u>	<u>1.83</u>	■

Summary of Accidents, Incidents and Near Miss Reports – LVRPA

- Cars being locked in car parks out of hours remains highest reported incident type, this continues to be an issue for Rangers and Park Guard teams
- Incidents involved the use of BBQ's in the Park
- Tottenham and Walthamstow Marshes most prominent incident locations and most common incident types are nuisance / abandoned vehicles and rough sleeping
- High number of unauthorised swimming incidents at Glen Faba.

Summary of Accidents, Incidents and Near Miss Reports – Vibrant

- Drop in number of accidents being reported across Venues – this is believed to be accurate reflection of status given previous improvements in reporting by teams and in follow up Interrogation with Venue teams and low overall usage during this period including closures in March
- High number of staff ‘accidents’ as this includes those who reported self-isolation due to Coronavirus symptoms during March
- VeloPark and White-Water Centre most prominent accident locations.

RIDDOR Reportable Accidents

- 3 RIDDOR Reportable accidents during 2019-20
- **Gunpowder Park** – Countryside Assistant suffered a Cut / Laceration. IP was holding wood block fencing being cut, human error cutting knuckle and tendon. Had stiches and signed off work
- **LV Riding Centre** – involving a rider falling from a horse and suffering a neck injury. IP lost his balance and slipped of off the side of Jubilee whilst riding in canter. Riding under instruction.

Prime configuration

- Feasibility review of Prime system (Accident & Incident reporting software) and whether there is alternative system that could be implemented has been postponed given lack of viable alternatives and fact LSC venues coming back into Authority on temporary basis. Decision made with IT Team to return to this in Autumn with plan to set up any new system from April 2021
- From April 2020 all Vibrant venue figures will be incorporated into LVRPA figures
- While continuing with Prime we are working with the developers to implement updates to the system interface and configuration – aim to improve usability and notifications.

Personal Injury Insurance Claims Management

- See Appendix 3 for the full Insurance Claims Summary

New personal injury claims 2019-20

- **381 (WWC) 27/02/20** - Staff slipped in kitchen on wet floor. Internal investigation completed however member of staff been off work since and requires surgery, so insurers notified Loss Adjuster attended and report confirmed **liability accepted**. Reserve has been set however while IP still off sick the figure will likely increase.
- **382 (LVIC) 7/2/20** - Claimant suffered fractured wrist in two places following fall on Ice Pad. Stated that pad was overcrowded and they were hit by skater going opposite way. Also stated low number of marshals to manage session. Investigation completed by H&S Team including CCTV footage. Sufficient staff in place at the time and CCTV shows person fell on their own not as per their claim. **Open and Active**

'Live' personal injury claims 2019-20

- **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**
- **373 (WWC)** – Member of staff at WWC who slipped on wet inflatable suffering multiple leg fractures. **Liability accepted** however final fees to be confirmed
- **377** – Has been re-opened as solicitor has come back to ask for more details on nature of management of footpath and when designated as a shared cycle and pedestrian path. **Liability denied** at this time however ongoing dialogue with insurers over this
- **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
- **380 (Dobbs Weir) 1/2/19** - Customer hit height barrier when leaving premises causing damage to vehicle and bicycle on roof. Claimed that insufficient signage and lighting warning of this. **No response from claimant solicitors so non-active**
- **381 (WWC)** – Loss Adjuster attended, and report confirmed **liability accepted**. Reserve has been set however while IP still off sick the figure will likely increase.

Closed personal injury claims 2019-20

- **Notification Only (HHF)** – Bird of Prey incident at Hayes Hill Farm. **Liability denied** and claimant passed onto Coda Falconry to respond directly
- **372 (Old Mill & Meadows)** - 12/4/19. File re-opened as claimant solicitors have challenged our denial. Insurers maintain denial however BLM nominated to accept service should they consider it reasonable to litigate. 16/7/19 - **No response for 3 months so has been closed by insurers.**
- **374 (Waterworks)** – Member of public tripped on uneven path in Nature Reserve. Payment made by insurers to value of £9,088.20.

Insurance Issues / Risk Surveys

- Nothing to report

Visits by Statutory Bodies e.g. (HSE, EHO, Fire)

- HSE visit to Stansted Marina in light of Welding Fumes Regulation changes, recommendations for improvement provided and H&S Team working with the team there to ensure these are implemented.

Act

H&S Audits

- These were undertaken by H&S Team during Q4 across all Vibrant and key Authority venues, scores are outlined below
- In summary there was a marked improvement across the board, particularly the Vibrant venues which achieved an average score of over 90% for the first time
- All bar one Vibrant venue achieved an improved score (exception being Waterworks however remedial works being undertaken there to improve the situation)
- LVRPA Sections all achieved a very close score to previous year however while score show drops across a number of Sections this is acceptable given the continued high standards and maintaining the average score above 95%
- Areas for improvement are Incident Management Plans (a number were out of date at venues), shared premises, in particular Youth & Schools and Ice Centre, and Noise management issues
- These are being followed up by H&S Team to undertake specific support in those areas to those Venues / Sections
- Overall it was a marked improvement and high standards maintained
- Food Hygiene Audit completed for VeloPark – No significant issues identified.

Health & Safety Annual Performance Review

April 2019 to March 2020

	Overall Compliance	2018-19 Score	Year on Year Variance
Venue			
Fisheries	97.2	98.6	-1.4
Greenspaces	94.7	95.5	-0.7
Holyfield Hall Farm	96.7	95.2	1.6
Myddelton House	96.3	95.7	0.7
Myddelton House Gardens	94.0	97.8	-3.8
Youth & Schools	97.6	97.7	-0.0
LVRPA Average	96.1	96.7	-0.6
Dobbs Weir Campsite	90.0	86.1	3.9
Hayes Hill Farm	93.5	83.7	9.8
LV Athletics Centre	94.5	93.9	0.6
LV Hockey & Tennis Centre	98.0	95.6	2.4
LV Ice Centre	90.7	73.7	17.0
LV Riding Centre	95.0	90.4	4.6
LV Velopark	99.5	98.9	0.6
LV White Water Centre	98.9	95.7	3.1
Picketts Lock Campsite	93.8	69.0	24.8
Picketts Lock Golf	82.4	61.5	20.9
Sewardstone Campsite	90.3	86.3	3.9
Springfield Marina	93.7	91.0	2.7
Stanstead Marina	97.0	94.1	2.9
Waterworks	70.1	76.8	-6.7
Vibrant Partnerships Average	91.9	85.5	6.5
Combined Average	93.2	88.9	4.3



Health & Safety Annual Performance Review

April 2019 to March 2020

Health and Safety Audit Targets and Results

Company	Target 2019-20	Actual 2019-20
LVRPA & Vibrant	95%	93.2%
LVRPA	95%	96.1%
Vibrant Partnerships	95%	91.9%

Stretch Target for Authority proposed at 95% for 2020-21.

Legislation Updates

- Recognition of Mental Health Issues in the Workplace
- EU (Withdrawal) Act 2018
- Drone Safety – Air Navigation Amendment Order 2018
- Bouncy Castles and Other Play Inflatables: Safety Advice
- Sentencing Council: New Manslaughter Definitive Guidelines



Health & Safety Annual Performance Review

April 2019 to March 2020

Aims & Objectives for 2020-21

Seek agreement of the annual health and safety audit targets

- Authority: 95%
- LSC Contractor: 95%
- Combined: 95%

General Objectives

- Advising the Authority on the COVID-19 Planning and the Re-Opening Plan of facilities and open spaces
- Development of COVID-19 Risk Assessments and Safe Operating Procedures (SOP);
 - Communicable Diseases
 - Re-Opening Facilities
 - Individual High Risk or Vulnerable Employees
 - Elite Athlete Training
 - Site Visits
- Provide support during the re-integration of the Leisure Services Contract Venues back to Authority control and then handover to new service contractor
- Agreed extension to current health and safety contract for 3 years, until 30 September 2022
- 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
- Support the LV Events Team on the re-commencement of the events programme
- 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
- Provide enhanced support on health and safety in relation to the Leisure Services Contract, carrying out additional assurance work on behalf of the Authority.

Appendices

- Appendix A: LVRPA Health and Safety Policy Statement
- Appendix B: Personal Injury Insurance Claims Summary
- Appendix C: LVRPA & Vibrant Partnerships Health and Safety Audit Benchmarking

Lee Valley Regional Park Authority Health & Safety Policy Statement

Issue 15

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 (CEO) has overall accountability for health and safety
- The Corporate Director 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 Authority's 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 all Premises / Departments.

Signatories

Shaun Dawson
Chief Executive

Paul Osborn
Chairman

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Personal Injury Insurance Claims Summary

Lee Valley Regional Park Authority - Policy number: UCPOP3344584
 Lee Valley Leisure Trust Limited - Policy number: UCPOP3981842
 Last Updated: 31/03/20

Our Ref	Trust / Authority	Travelers Ref	Date of Incident	Date Listed	Location	Current Reserve	Payments Made	Open / Closed	Active / Non-Active	Status
370	Trust	885183	08/07/2017	15/11/2017	Dobbs Weir Caravan Park	£11,178	£0	Open	Active	Claimant was slaying in a 'wigwag' surrounded by raised decking. Claimant lent on the decking and it gave way causing the Claimant to fall off the decking onto the floor. 18/12/17-Report complete and submitted to insurers, awaiting further guidance. 8/1/18-liability admitted and reserve set, awaiting update. Spindle has been replaced to reduce the gap
373	Trust	887259	22/07/2017	19/01/2018	WWC	£30,406	£0	Open	Active	Claimant was helping to put away large bouncy castle in the rain and slipped over. Suffered a triple leg break and claims they were wearing inappropriate footwear for the task (taken shoes off and wearing socks). RIDDOR report submitted. 23/1/18 - RA's and checklists received from venue, requesting further detail on manufacturer guidance and specific set up/down NOP. Insurer contacting claimant - no excess 5/4/18 - Accident Investigation Report and supporting documents submitted to insurers 22/5/18 - Insurers believe this should be referred to Airquee based on evidence provided 5/6/18 - Insurers have updated their position and recommend we accept liability - reserve increased 9/8/18 - Liability accepted by Trust - awaiting further updates 24/9/18 - Employee loss of earnings info sent to insurers - awaiting update 1/11/19 - Reserved currently at £30k
377	Trust	884673	10/03/2018	15/08/2018	Sutrans Tunnel (nr HTC/MTB Trail)	No reserve	£0	Open	Active	15/8/18 - Claimant solicitor alleges they came off their bike on this path as result of poorly maintained surface. Not CNF received yet as not confirmed within Authority land. Awaiting confirmation from Planning Dept. 21/8/18 - CNF received stating they fell due to poorly maintained surface - internal investigation started and information sent to insurers. Initial intention is to defend this 18/9/18 - Investigation complete with information provided from Velo. Confirmed this is Trust land and has been inspected periodically with appropriate RA in place. Confirmed that this paving design meets with standards. Report sent to insurers and awaiting responses 16/11/18 - Insurers have rejected claim based on LV report and will update in 3 months unless hear back from solicitors 14/1/19 - Solicitor has come back with request for further information and challenging initial denial. More detail to be provided 5/2/19 - Claim from Solicitor that Incorrect Tactile Paving installed and poses additional hazard to cyclists. Also claimed that insufficient checking and maintenance regime in place by Velo which allowed debris to build up on this section of footpath adding to fall. Further investigation required with Venue on maintenance and Authority / LLDC to establish design spec 15/1/20 - no response from claimants solicitors so non-active 7/2/20 - Notification from LLDC that claim has been made against them - H&S to respond with update
378	Trust	885049	08/07/2018	30/08/2018	WWC	£2,080	£0	Open	Active	30/8/18 - Claimant alleges they were climbing on wooden fence and caught themselves on screw/nail sticking out causing laceration and bruising to chest. Reported to staff and item was removed from fence immediately. 7/11/18 - Report submitted to insurers 20/12/18 - Insurers advice to accept liability and have set reserve on this at £2080
379	Trust	897059	01/09/2018	16/10/2018	LVC	No reserve	£0	Open	Non-Active	16/10/18 - CNF received direct from solicitor - alleged that minor suffered multiple leg fractures after fall on ice and subsequent drop by member of staff while dealing with injured party. CNF sent onto Travelers 24/10/18 - Loss adjuster appointed by insurers to investigate further Dec 18 - All info sent to Loss Adjuster and awaiting their recommended position 14/1/19 - Loss Adjuster has advised to deny liability based on witness statement provided by worker. Will await further update from insurers
380	Trust	900558	24/08/2018	01/02/2019	Dobbs Weir Caravan Park	No reserve	£0.00	Open	Non-Active	1/2/19 - Customer hit height barrier when leaving premises causing damage to vehicle and bicycle on roof. Claimed that insufficient signage and lighting warning of this. Investigation commenced with Venue 15/1/20 - No response from claimant solicitors so non-active



Personal Injury Insurance Claims Summary

Lee Valley Regional Park Authority - Policy number: UCPOP3344584
 Lee Valley Leisure Trust Limited - Policy number: UCPOP3981842

Last Updated: 31/03/20

Our Ref	Trust / Authority	Travelers Ref	Date of Incident	Date Listed	Location	Current Reserve	Payments Made	Open / Closed	Active / Non-Active	Status
381	Trust	903821	02/01/2019	30/04/2019	WWC	£24,500.00	£0.00	Open	Active	<p>30/4/19 - Notification only - scan sapped in kitchen on wet floor. Internal investigation completed however member of staff been off work since and requires surgery so insurers notified</p> <p>24/7/19 - Letter sent from Solicitor submitting claim - acknowledged and forwarded onto Travelers. SMT informed and formal investigation report undertaken</p> <p>28/8/19 - H&S met with Loss Adjuster to provide statements and document evidence. Indications that liability will be accepted however will await report</p> <p>4/9/19 - Loss adjuster report recommends acceptance of liability and to settle on best terms - Confirmation of Reserve set at £24.5k</p> <p>17/9/19 - Confirmed to insurers that liability accepted</p> <p>14/11/19 - Insurers wish to contact HR directly to assess wages information as reserve likely to increase</p>
382	Trust	TBC	31/12/2019	07/02/2020	LVC	£0.00	£0.00	Open	Active	<p>7/2/20 - New claim notification received from Solicitors. Claimant suffered fractured wrist in two places following fall on Ice Pad. Stated that pad was overcrowded and they were hit by skater going opposite way. Also stated low number of marshals to manage session.</p> <p>9/3/20 - Investigation completed by H&S Team including CCTV footage. Sufficient staff in place at the time and CCTV shows person fall on their own not as per their claim.</p>



Venue	Overall Compliance	2018-19 Score	Year on Year Variance	Health and Safety Policy	Statement	Responsibilities & Structure	Communication & Consultation with employees	Staff Competency / Info, Inst & Training	Risk Assessment	Accident & Incident Reporting	Management of Asbestos	Contractor Management	COSHH	Display Screen Equipment	Electrical Safety	Event Safety	Fire Safety	First Aid	Legionella	Lifts & Lifting Equipment	Lone Working & Personal Safety	Manual Handling Operations	Noise	New & Expectant Mothers	Personal Protective Equipment	SIMP	Shared Premises	Stress Management	Work Equipment	Working at Height	Workplace & Welfare	Young Persons & Work Experience	Proactive Monitoring	Audit & Review		
Fisheries	97.2	97.9	-0.7	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	83	87	100	100	100	100	100	92	91	100	100	100	100	100	100	100		
Greenspaces	94.7	95.5	-0.7	100	100	100	93	100	94	100	94	92	100	94	95	100	100	95	95	100	100	100	87	83	93	93	100	100	100	78	97	100	100	100		
Holyfield Hall Farm	96.7	94.6	2.2	100	100	100	93	94	100	92	92	100	100	100	81	100	100	94	87	100	100	93	100	100	100	93	100	100	100	100	97	100	100	100		
Myddelton House	96.3	95.6	0.7	100	100	100	93	89	93	93	93	100	100	100	95	100	100	94	93	100	100	100	100	100	100	93	100	100	100	100	100	100	100	100		
Myddelton House Gardens	94.0	97.8	-3.8	100	100	100	93	78	100	92	100	100	93	100	100	100	81	73	87	100	89	93	92	100	100	93	100	100	100	100	100	100	100	100		
Youth & Schools	97.6	97.7	-0.0	100	100	100	100	100	100	100	100	100	73	100	83	100	100	100	91	100	100	100	100	100	100	100	89	100	100	100	100	100	100	100		
LVRPA Ave.	96.1	96.5	0.4	100	100	100	96	94	94	94	94	94	94	99	91	100	95	89	93	100	98	96	85	100	96	94	89	100	100	93	98	98	93	97		
Dobbs Weir Campsite	90.0	86.1	3.9	100	100	83	83	78	83	83	83	87	100	86	94	100	83	90	100	100	100	87	83	100	100	93	100	100	100	100	100	100	100	100	100	
Hayes Hill Farm	93.5	83.7	9.7	100	100	73	89	87	87	100	100	87	100	78	90	100	97	90	91	100	89	100	100	100	100	92	87	100	100	100	100	100	100	100	100	
LV Athletics Centre	94.5	98.9	0.6	100	100	75	100	94	87	100	100	91	100	94	90	83	97	90	100	100	78	100	100	89	100	100	83	100	100	100	100	100	100	100	100	100
LV Hockey & Tennis Centre	98.0	95.6	2.3	100	100	100	100	83	100	100	100	100	93	100	100	100	100	100	93	100	100	100	100	100	100	100	83	100	100	100	100	100	100	100	100	
LV Ice Centre	90.7	75.6	15.0	92	100	83	93	100	72	92	92	92	73	100	81	100	91	95	100	100	100	100	100	100	100	100	87	100	100	100	100	100	100	100	100	
LV Riding Centre	95.0	90.4	4.6	100	100	100	100	100	100	100	100	100	100	100	95	100	97	95	100	93	100	100	100	100	100	100	80	100	100	100	100	100	100	100	100	
LV Velopark	99.5	98.9	0.6	100	100	100	100	100	100	100	100	100	100	100	95	100	97	95	100	100	100	100	100	100	100	100	87	100	100	100	100	100	100	100	100	
LV White Water Centre	98.9	95.7	3.1	100	100	100	100	94	100	100	100	90	100	89	95	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	
Picketts Lock Campsite	93.8	69.5	24.3	100	100	83	100	94	83	100	100	100	100	100	89	100	94	95	80	100	100	100	100	100	100	100	80	100	100	100	100	100	100	100	100	
Picketts Lock Golf	82.4	61.2	21.3	92	92	83	73	83	83	83	83	87	73	89	71	100	82	73	81	80	100	100	100	100	100	100	87	100	100	100	100	100	100	100	100	
Sewardstone Campsite	90.3	86.3	3.9	100	87	91	80	83	83	100	100	100	100	100	89	100	85	86	100	100	100	100	100	100	100	73	100	100	100	100	100	100	100	100	100	
Springfield Marina	93.7	91.0	2.7	92	100	75	100	100	89	80	87	100	100	100	94	100	91	90	87	100	100	100	100	100	100	80	100	100	100	100	100	100	100	100	100	
Stanstead Marina	97.0	94.1	2.9	96	100	92	93	100	100	100	100	93	93	94	94	100	93	100	91	100	100	100	100	100	100	93	100	100	100	100	100	100	100	100	100	
Waterworks	70.1	76.8	-6.7	83	82	82	81	91	72	83	75	94	81	81	81	67	81	82	83	100	78	80	83	100	83	80	80	75	83	100	100	100	100	100	100	
Vibrant Partnerships Ave.	91.9	85.6	6.3	97	96	85	90	89	88	92	91	92	90	90	90	90	91	90	88	96	89	90	91	89	86	81	86	96	96	97	96	99	90	100		
Combined Ave.	93.2	91.1	2.1	98	97	90	91	90	91	92	92	94	93	93	91	92	92	90	90	90	97	92	92	99	96	85	87	97	96	96	97	99	91	99		

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