

**ANNUAL REPORT ON HEALTH & SAFETY 2022/23
AND HEALTH & SAFETY AUDIT PLAN 2023/24**

Presented by the Corporate Director

SUMMARY

This report sets out the work provided by RDHS Safety Consultancy Limited (April to September 2022) and Right Directions Limited (October 2022 to March 2023), both companies acting as the Authority's Health & Safety service provider during the financial year 2022/23 with the new contract with Right Directions commencing on 1 October 2022. The report covers all aspects of Health & Safety work carried out within the Authority including the six Leisure Service Contract venues that are managed by Greenwich Leisure Limited.

The main areas for Members to note are:

- an average score of 88.3% on non-Leisure Service Contract Health & Safety audits was achieved against a target of 95%, a decrease of 4.2% on the previous year;
- an average score of 94.2% on Leisure Service Contract Health & Safety audits was achieved against a target of 95%, which was a decrease of 3.37% on the previous year;
- of the 8.05 million visits, accidents reduced from 0.53 per 10,000 visits in 2021/22 to 0.4 per 10,000 visits in 2022/23;
- 4 accidents (1 in 2021/22) were reported to the Health & Safety Executive (under RIDDOR);
- completion of a comprehensive training programme; and
- the assistance of the Health and Safety team at major events including FIH Pro-League, Eastern Electrics - Maiden Voyage (Showground event) and minor events such as the KMPG Marie Curie Walk and ATW - Run Fest.

RECOMMENDATIONS

Members Note: (1) the annual report of Right Directions Ltd for 2022/23 detailed in Appendix A to this report;

Members Approve: (2) the aims and objectives for 2023/24, set out in Appendix A in the annual report of Right Directions Ltd; 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 re-procured during 2022 and a contract awarded to Right Directions to provide a full and comprehensive H&S service to the Authority. The contract was tendered for 7 years (with the option for extending up to 3 years) from October 2022 and Right Directions Ltd were appointed as the approved provider. This report looks at the delivery of the H&S service during 2022/23 and summarises the scope of audit coverage during the last financial year.

HEALTH & SAFETY WORK – 2022/23

- 2 All planned H&S activity was completed in accordance with the 2022/23 plan along with increased support for Events and, after the commencement of the new contract in October 2022, a more forensic approach to H&S audits.
- 3 Right Directions 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 have been accepted by officers. Follow-up reviews will be undertaken in the next twelve months to ensure appropriate action has been taken.
- 5 In monitoring the contractor's (Right Directions Ltd) performance each site/area that is audited is requested to confidentially feedback on the service that they received from the contractor. There has been 100% positive feedback and managers felt the overall service met or exceeded expectations, with the high level of site support provided.

AUDIT FINDINGS – 2022/23

- 6 The full Right Directions Ltd report is attached at Appendix A to this report for information.
- 7 The key message from Right Directions Ltd is embodied in their opinion shown on page 3 of Appendix A to this report, which sets out the assurance for the Authority, it states:

Assurance

- Right Directions Ltd is unable to provide a level of assurance covering all aspects of H&S work in 2022/23 as they are not in a position to assure the work conducted by the previous contractor. Since the commencement of the new H&S contract in October 2022, the Authority has increased its level of support to the sites and more day to day head office management support to the venues to return to the pre-COVID levels of high assurance.
- Based on the H&S audit results achieved during the H&S Assurance Programme, covering the period 1 April 2022 to 31 March 2023, the very high target set for both Authority operated venues and Greenwich Leisure Ltd (GLL) managed venues was not met. However the scores are increasing and the

average scores obtained are still of a very respectable standard based upon the audit criteria and the contractors other clients.

KEY HIGHLIGHTS - 2022/23

8 The key work delivered from the H&S team during 2022/23 is detailed in Appendix A to this report. In summary, the key highlights are:

- achieving a corporate average score of 91.25%;
- delivery of training and e-learning;
- all venues have been appointed a dedicated member of the H&S Team as their main point of contact; and
- support for FIH Pro-league, Eastern Electrics - Maiden Voyage (Showground event) and minor events such as the KMPG Marie Curie Walk and ATW - Run Fest.

9 The Authority venues, which consist of the non-Leisure Service Contract (LSC) facilities (four campsites and two marinas, Lee Valley WaterWorks Centre, Holyfield Hall Farm, Rangers, Myddelton House, Myddelton House Gardens, Golf and Learning & Engagement) had an average score of 88.31% against a 95% target set for 2022/23, which was not met due to the more forensic approach to audits during this year. Previous years (under the old contractor) had a single annual audit; from 1 April 2022, quarterly audits were introduced to allow a more in depth review of H&S standards. This hands on approach has showed that some of the venues standards have dropped; this is mainly down to a lack of staff and numerous vacancies that the Authority are struggling to fill. As such that means that some of the paperwork element of H&S hasn't been satisfactorily completed, therefore we have designated support both internally and from Right Directions Ltd to bring the evidence (paperwork) in line with what's actually happening at the relevant sites.

The LSC facilities managed by GLL (Lee Valley VeloPark, Lee Valley Hockey and Tennis Centre, Lee Valley Riding Centre, Lee Valley Athletics Centre, Lee Valley White Water Centre) had an average score of 94.18% against a 95% target set for 2022/23, again due to the more forensic approach to audits during this year, with the previous year's score at 97.55%.

The achievement of a 91.25% average score although lower than last year is an significant achievement based on the more in-depth process used for the audits this year. The target for the LSC facilities is proposed at 95%, with non-LSC sites also set at 95% for 2023-2024 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 91.25% combined score, Right Directions Ltd believe the Authority was not necessarily exposed to increased risk as the fall in the number of accidents per 10,000 visits indicates, although additional work will be required to ensure focus remains on the risk profile of the Authority and the new LSC contractor (contract commenced on 1 April 2022), towards overall compliance and the effective delivery of the H&S Management System.

11 The Right Directions Ltd report also includes a summary of RIDDOR incidents, 4 during the year (1 in 2021/22), and provides detail of the position with regard to insurance claims up to 31 March 2023.

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 (8.05 million 2022/23 down from 8.80 million in 2021/22). Accidents reduced from 0.53 per 10,000 visits in 2021/22 to 0.4 per 10,000 visits in 2022/23.

ANNUAL HEALTH & SAFETY OBJECTIVES 2023/24

- 12 The report by Right Directions Ltd sets out a summary of objectives for 2023/24 and takes into account the following:
- the Authority's Strategic Risk Registers;
 - targets of 95% (non-LSC sites) and 95% (LSC sites);
 - findings from previous years' H&S work; and
 - planned developments within the Authority.
- 13 There are 416 contracted days to allow completion of the H&S Plan in 2023/24 and Members are asked to approve the aims and objectives as set out in Appendix A of this report. Appendix D to this report shows the long term Strategic Plan which includes the objectives for 2023/24.

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 0.4 per 10,000 visits, and with the fall in the overall audit score to 91.25%, Members, Senior Management and Officers will need to continue to be vigilant in their application of H&S management systems, processes and procedures to enable the targets of 95% (non-LSC sites) and 95% (LSC sites) 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.

Author: Vincent Donaldson, 01992 709816, vdonaldson@leevalleypark.org.uk

PREVIOUS COMMITTEE REPORTS

Audit Committee	AUD/128/22	Annual Report on Health & Safety 2021/22 & Annual Audit Plan 2022/23	23 June 2022
Audit Committee	AUD/119/21	Annual Report on Health & Safety 2020/21 & Annual Audit Plan 2021/22	24 June 2021
Audit Committee	AUD/109/20	Annual Report on Health & Safety 2019/20 & Annual Audit Plan 2020/21	25 June 2020
Audit Committee	AUD/102/19	Annual Report on Health & Safety 2018/19 & Annual Audit Plan 2019/20	20 June 2019
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

APPENDICES ATTACHED

Appendix A	Health & Safety Annual Performance Review April 2022 to March 2023
Appendix B	H&S Policy Statement
Appendix C	Current insurance claims to 31 March 2023
Appendix D	Health and Safety Strategic Plan 2023-26

LIST OF ABBREVIATIONS

HSE	Health & Safety Executive
H&S	Health & Safety
LVWWC	Lee Valley White Water Centre
BSC	British Safety Council
RDHS	RD Health & Safety Consultancy Limited
LSC	Leisure Service Contract
RIDDOR	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
GLL	Greenwich Leisure Ltd

This page is blank

Right Directions

Quality Support in Safe Hands



Annual Health & Safety Audit Committee Report

April 2022 – March 2023



Annual Health & Safety Annual Performance Review April 2022 – March 2023

Contents

Introduction	3
Delivery of the Health and Safety Contract	3
Health & Safety Policy Statement.....	4
Health & Safety Resourcing	4
Safety Leadership Team and Coordination	4
Workforce and Contractor Engagement.....	5
Staff Competency Learning and Development	5
Training Provision / Staff Competency 2022-23	5
Do.....	6
Health & Safety Management System (HSMS)	6
Specific Health and Safety Support	6
Event Safety	7
Check.....	8
Proactive Monitoring.....	8
LVRPA Accident / Incident Figures 2022-23 (Including 2021-22 comparator).....	8
LVRPA Staff / Volunteer and Contractor Accident Figures 2022-23	9
Quarterly Usage Rates v Number of Accidents & Incidents 2022-23.....	9
Summary of Accidents, Incidents and Near Miss Reports –.....	10
RIDDOR Reportable Accidents.....	10
Personal Injury Insurance Claims Management.....	11
Insurance Issues / Risk Surveys / Thorough Examinations.....	13
Visits by Statutory Bodies e.g. (HSE, EHO, Fire).....	14
Act.....	14
Health and Safety Audits	14
Audit Performance Comparison	16
Changes in Legislation.....	16
Alms & Objectives for 2023-24	17
Seek agreement of the annual health and safety audit targets	17
General Objectives 2023/24.....	17
Appendices.....	17

Introduction

- Right Directions were appointed as the approved contractor for delivering the Health and Safety contract to the Lee Valley Regional Park Authority, with the new contract commencing on the 1st of October 2022. This report predominately covers a performance review of health and safety across the Authority for the first six months of the new contract, as Right Directions are unable to comment on the workings of the previous service contractor but can report on details and data already provided by the previous contractor in existing internal reports.
- This report will also detail key aims and objectives for the year ahead in 2023/24.

Assurance

- With Right Directions still mobilising the contract as the new approved supplier in our view, as mentioned above, we are unable to provide the elected Members of the Authority a level of assurance covering all of the health and safety work carried out during 2022/3, as we are not in a position to assure the work conducted by the previous approved contractor.
- Based on the audit results achieved during the Health & Safety Assurance Programme, covering the period, 1 April 2022 to 31 March 2023, the very high target set for both Authority operated venues and GLL managed venues was not met, however the average scores obtained are very still of a very respectable standard based upon the audit criteria set by the previous contractor.

Delivery of the Health and Safety Contract

- Within the first month of the new contract the Health and Safety Team visited the venues to introduce themselves to all Venue Managers and venue teams. All venues have been appointed a dedicated member of the Health and Safety Team as their main point of contact. Monthly support day visits have been completed at each venue and will continue to take place at least once a month, with weekly contact being made with Managers by their dedicated team member. Support days include a tour/safety inspection of the premises, a check/review of the fire and legionella logbooks, accident and incident reports, risk assessments, risk reduction plans, health and safety training records and training requirements, with the previous visit's actions discussed and signed off where completed. Support day notes/reports are provided to Venue Managers following each visit with actions identified for both the venue and Health and Safety Team.
- A contract mobilisation plan was developed when the contract was awarded to Right Directions. This was used to log and track all items which required some form of action or implementation as part of the new contract against the contract specification. This document is continually reviewed with its implementation reported to senior management and will be continually reviewed moving into 2023/24.
- Two new Right Directions online platforms have been introduced since October 2022, which are;
 - 'STITCH' – An accident and incident reporting system which replaced the previous 'AIR' system, this new system went live in January 2023. This platform also has the capability to complete digital risk assessments, work has been undertaken to upload all current venue risk assessments onto this platform. The overall aim will be for all venues to store and review their complete suite of risk assessments on this platform, going live in early 2023/4.
 - 'StaffMIS' – This bespoke platform will be the new home of the authority's health and safety management system and much more and is named 'LVQMS'. Since the start

Annual Health & Safety Annual Performance Review April 2022 – March 2023

of the contract the current QMS (Quality Management System) has been uploaded. Future developments underway include in-house safety checks being completed via the platform, staff being able to access training allocated by HR and Managers, rotas, storing of statutory inspection records, and also a communication mechanism to staff.

Health & Safety Policy Statement

- The previous LVRPA Policy Statement was signed and issued in July 2022 (and a new Policy Statement is attached to this report for approval, which is to be issued in July 2023).
- Once approved, the Policy Statement will be circulated to all venues to be displayed.

Health & Safety Resourcing

- The Health and Safety Team remained available throughout 2022-23 to deliver support services across all venues, services and departments.
- The new Health and Safety Team in place for Right Directions is made up of four very competent and experienced members of staff;
 - Andy Waters (Contract Manager)
 - Jack Bernard (Health, Safety and Quality Support Manager)
 - Christine Coppack (Health, Safety and Quality Support Manager)
 - Clare Cardy (Health, Safety and Quality Support Manager)
- The wider Right Directions team are also available upon request to provide support on any queries relating to health and safety and food safety, the two online platforms and undertake health and safety audits.
- 24/7 remote telephone emergency support is in place, with management, Non-LSC and LSC venues being provided with the contact details and arrangements.

Safety Leadership Team and Coordination

- Monthly Health and Safety Strategic Team meetings were held to discuss key topics in the health and safety strategic plan alongside discussing any reactive issues. The group included the following key staff;
 - Dan Buck, Corporate Director
 - Jon Carney, Corporate Director
 - Vince Donaldson, Senior Contracts & Quality Manager
 - Justin Baker, Senior Sport, Leisure & Projects Manager
 - Simon Clarke, Head of IT, currently supporting the Marinas.
 - Andy Waters (Right Directions), Contract Manager.
- The monthly Health and Safety Forum has continued to take place with a different topic being covered each month. The following topics have been delivered by a member of the Right Directions team since the start of the new contract;
 - November (Accidents, Incidents and Personal Injury Claims Management)
 - December (Ladder Safety)
 - January (Internal Facility Inspections)
 - February (Managing Contractors)
 - March (Managing Legionella & Biological Hazards)
- The quarterly Safety Coordinators Group has been reinstated with the last meeting taking place in February 2023. The focus of this group remains to bring the key members of staff together from across the Authority to share best practice, be provided with health and safety updates, as well as cover specific health and safety subject matter including key issues and hot topics.

Annual Health & Safety Annual Performance Review April 2022 – March 2023

Workforce and Contractor Engagement

- The Staff Health and Safety Survey was sent out to all staff to complete via a Microsoft Teams link in June 2022. Following an initial low response rate, the survey was re-issued to all staff in July 2022. Staff had the option of remaining anonymous, which the majority of staff did.
- Of the 120 contracted staff currently employed by the Authority, 79 members of staff responded to the survey, giving a response rate of 68%. Line Managers were also asked to send the survey onto casual members of staff which in total was an additional 70 members of staff, however it is unclear how many of these it reached.
- The full report was submitted to the SMT in August 2022 and is available separately on request.
- Actions were identified from the responses which are being worked through by Officers and Right Directions. Staff have been provided with an update on the progress of the actions identified.

Staff Competency Learning and Development

- Class based sessions have decreased from levels previously recorded in 2021/22, with 10 sessions being delivered with 108 staff attendances recorded. Training included Fire Marshall, Legionella Awareness and Manual Handling. The decrease in training numbers is mainly due to staff at the LSC venues now being trained by Greenwich Leisure Limited (GLL).
- Right Directions have been working closely with the Head of HR to support her on several training issues identified since the start of the new contract. Work included a review of corporate and venue specific induction procedures to ensure all venues are covering the necessary health and safety information and training. We also progressed an action from a previous health and safety survey by sourcing a training provider to provide a 'train the trainer' course on workshop equipment / power tools, empowering Marina staff as competent trainers to train others on the safe use of workshop equipment.
- As identified in the staff consultation survey we sourced a trainer on behalf of the Authority to deliver conflict resolution, lone working and personal safety training. This was a key area raised by staff within the Health and Safety survey in which they felt they needed additional training to deal with certain situations across the venues. Overall, 23 members of staff attended this training, with more sessions planned during 2023/24.

Training Provision / Staff Competency 2022-23

Class Based Sessions			
Course Name	Number of Course Completions		
	Date	No. Delegates Attended	No. Delegates Achieved Certification
IOSH Working Safely	9th Aug	13	13
Fire Marshall Training	20th Sep	13	13
Claims 'Defensibility' Workshop	27th Sep	16	16

Annual Health & Safety Annual Performance Review April 2022 – March 2023

IOSH Working Safely	9th Nov	9	9
First Aid at Work (Requalification)	17th/18th Jan	3	3
Conflict Resolution, Lone Working and Personal Safety training	24th Jan	12	12
Conflict Resolution, Lone Working and Personal Safety training	9th Feb	11	11
Manual Handling Training - Half Day	21st Feb	13	13
Legionella Training - Half Day	21st Feb	12	12
Workshop Equipment 'Train the Trainer'	6 sessions over a 3-week period in February	6	6
Totals		108	108

Do

Health & Safety Management System (HSMS)

- The Lee Valley Health and Safety Management System (HSMS) was last updated by the previous health and safety contractor in April 2022.
- Right Directions are currently in the process of completing a gap analysis exercise on the current Health and Safety Management System against the Right Directions procedures. Once completed management system procedures will be shared with relevant Officers for their input before being signed off and going live. Training sessions will be factored in upon the launch of the new management system.

Specific Health and Safety Support

- **AED Recall** - The team escalated a manufacturer recall on the brand of AED's (defibrillators) installed at all venues, including the GLL venues. Information was received that the particular model held by each venue required an update from the manufacturer, which lead to a loan system being implemented within LVRPA due to the manufacturer being unable to meet the demand for loan equipment.
- **Energy Saving** - Work was completed with the Head of APMD to investigate energy saving schemes across the venues. All campsites and marinas have been visited and assessed to establish if there any safety related issues raised by plans to reduce lighting in certain areas at night.
- **Food Safety** - The Head of Food Safety at Right Directions completed a food safety audit at Myddelton House Café. Overall, the team achieved a score of 63% with actions being implemented with a follow up audit programmed in for November 2023. Gap analysis work was completed on the current LVRPA food management system against the Right Directions system.
- **Gritting Procedures** - Venue gritting procedures were reviewed, updated and circulated. This included each venue being provided with an updated risk assessment template and venue specific gritting map, to help tighten procedures during the winter months. Checks

were completed as part of the audit process to ensure the documents had been made site specific.

- **Legionella** - Guidance was provided to Stanstead Marina in December following a positive Legionella sample within their water system. The system was put out of use, chlorinated and then retested by a contractor and was quickly put back in use. Work has been progressed with the Head of APMD on producing a legionella written scheme of control. Site visits have also taken place with the Head of APMD to assist Managers in understanding how legionella controls are to be correctly delivered.
- **Fire Risk Assessments** - Fire Risk Assessments have been completed by one of Right Directions' qualified fire risk assessors at Springfield Marina, Stansted Marina, Holyfield Hall Farm, the Wildlife Discovery Centre, the Waterworks Centre, and the recently refurbished rental property at Sewardstone Campsite. All other venues which require Fire Risk Assessment reviews during 2023 have received dates for the review to take place.
- **Asbestos** - The team provided support to Springfield Marina who had minor structural damage to the workshop roof which contains asbestos cement. The venue was visited, and feedback given to the Head of APMD who arranged for specialist contractors to attend to conduct air sampling. The results concluded that there was not a risk to staff, and repairs to the roof have taken place.
- **Adverse Weather** - The adverse weather procedure was completed and sent to Heads of Service for review and comments. The final version was added to 'Compass' in March. As part of the process the health and safety team monitors Met Office weather alerts and feed into an 'emergency team' WhatsApp group which has been set up by the Communications department to assist in improving communications during occurrences of adverse weather. The process will also be used to provide timely seasonal and weather warning communications to staff and the public through various medias.
- **Risk Reduction Plans** - A new 'Safety and Quality Improvement Plan' was drafted after varying types of action plans were sampled during venue visits. This amalgamated each site's Risk Reduction Plan and Service Improvement plan into one document. A template for all to use is being implemented to maintain consistency. A work instruction to support this was also developed, so all members of staff responsible for the plan at their Venue fully understand how it works.
- **Water Safety** - The Water Safety Report was drafted and sent onto the relevant officers for comment. This piece of work has been challenging due to all of the information being collected by the previous health and safety contractor approximately 3 years ago. It has been our recommendation that this project is revisited.

Event Safety

- **FIH Pro League - May 2022**
 - This was the largest event at the HTC since the global pandemic. Overall, 12 International matches over 6 event days (an additional 4 fixtures over 2 days were overseen by GLL). The health and safety team were present for the majority of fixtures, however roles for this were slightly different due to GLL now providing a safety officer.
 - The Health and Safety Team worked with the Events Team, GLL Venue Team and England Hockey to ensure all safety measures were in place prior to spectators being allowed in
 - The Health and Safety Team reviewed key documents including the Event Management Plan, and the Crowd Management Plan & Contingency Plans to ensure all were up to date and correct.
- The C3 Event Command Structure was reviewed with the aim of streamlining the document to provide concise details on responsibilities, actions and the escalation process should an incident take place. Discussions had been held with the Events Team as part of the review process. Once the procedure has been signed off by SMT further training sessions will be

Annual Health & Safety Annual Performance Review April 2022 – March 2023

provided to ensure relevant Officers are updated on the command structure procedure and escalation process.

- Work continued alongside the Events Team to establish what actions are likely to be required from the pending new 'Protect Duty' legislation or 'Martyn's Law' following the findings from the Manchester Arena Inquiry. A Home Office update webinar was attended by both members of the Health and Safety and Events teams in March 2023. The legislation was still very much in the draft stage. However, a draft Bill has since been produced in May 2023, which the Health and Safety Team and Lee Valley Officers are reviewing. Both the Events and Health and Safety Teams will continue to monitor Government updates and review actions plans accordingly.

Check

Proactive Monitoring

LVRPA Accident / Incident Figures 2022-23 (Including 2021-22 comparator)

LVRPA (Non - LSC)									
Month	Accidents reported			Incidents reported			RIDDOR Reports		
	2022-23	2021-22	Direction of Travel	2022-23	2021-22	Direction of Travel	2022-23	2021-22	Direction of Travel
Apr	1	8	-7.00	20	32	-12	0	0	0
May	0	6	-6	14	25	-11	0	0	0
Jun	5	10	-5	15	21	-6	0	0	0
Q1 Totals	6	24	-18	49	78	-29	0	0	0
Jul	4	23	-19	54	21	33	0	0	0
Aug	5	35	-30	87	27	60	1	0	1
Sept	2	29	-27	16	25	-9	0	0	0
Q2 Totals	11	87	-76	157	73	84	1	0	1
Oct	3	24	-21	12	38	-26	1	1	0
Nov	3	15	-12	12	9	3	0	0	0
Dec	2	10	-8	8	12	-4	0	0	0
Q3 Totals	8	49	-41	32	59	-27	1	0	0
Jan	2	16	-14	23	17	6	1	0	1
Feb	1	23	-22	19	10	9	0	0	0
Mar	1	16	-15	17	14	3	2	0	2

Annual Health & Safety Annual Performance Review April 2022 – March 2023

Q4 Totals	4	55	-51	59	41	18	3	0	3
Totals	29	215	-186	297	251	46	5	1	4

LVRPA Staff / Volunteer and Contractor Accident Figures 2022-23

LVRPA						
	Staff / Volunteer Accidents			Contractor / Agency Accidents		
	2022- 23	2021- 22	Direction of Travel	2022- 23	2021- 22	Direction of Travel
Apr	0	2	-2	0	0	0
May	0	1	-1	0	0	0
Jun	4	2	+2	0	0	0
Jul	0	0	0	0	0	0
Aug	3	10	-7	0	0	0
Sept	0	4	-4	0	0	0
Oct	1	1	0	0	0	0
Nov	2	0	+2	0	0	0
Dec	2	2	0	0	0	0
Jan	2	3	-1	0	0	0
Feb	0	2	-1	0	0	0
Mar	2	1	0	0	0	0
Annual Totals	16	28	-12	0	0	0

Quarterly Usage Rates v Number of Accidents & Incidents 2022-23

LVRPA (Non - LSC)							
Quarter	Total A&I Reported		Visitor Figures		Accidents & Incidents per 10,000 visits		
	2022- 23	2021- 22	2022-23	2021-22	2022- 23	2021- 22	Direction of Travel
Q1	55	102	2,516,621	2,888,543	0.22	0.35	-0.135
Q2	168	160	2,244,604	2,144,514	0.75	0.75	0.0024
Q3	40	108	1,577,384	1,695,230	0.25	0.64	-0.383
Q4	63	96	1,715,983	2,077,416	0.37	0.46	-0.09
Cumulative Totals	326	466	8,054,592	8,805,703	0.40	0.53	-0.12

* Figures across all Venues and departments, and include contractors reported accidents & incidents

Summary of Accidents, Incidents and Near Miss Reports –

- Overall numbers for accidents are significantly down. This is due to the LSC sites accounting for the majority of accidents reported in the figures given for 2021-22. A more accurate reflection year on year should be available moving forwards.
- The numbers for incidents increased. A large proportion of the increase can be seen in quarter two, specifically in July and August. Due to increased spells of hot weather across England, the Ranger Team had to deal with a vast number of incidents across the open spaces. This mainly included unauthorised swimming and groups using BBQs in the park, which are prohibited.
- Fly tipping, illegal gatherings and antisocial behaviour remain among the higher reported incident types which continue to be an issue for the Ranger and Parkguard teams.
- RIDDOR reportable incidents have increased on the previous year. No trends could be identified for this with each report being investigated. Additional information can be found below.

RIDDOR Reportable Accidents

- Four RIDDOR reports were submitted during 2022/23.
- The first RIDDOR was reported during quarter two. This tragically involved the death of a 14-year-old male at North Met Pits. It is reported the individual was part of a group who attended the location during the hot weather to swim in the pit. The full circumstances are being investigated but it is believed he got into trouble in the deep water and could not be saved. This was tragically one of several deaths across the UK during the heatwave over the summer months in 2022.
- The second report involved a member of the visitor centre café team slipping on the courtyard slope during the icy conditions whilst opening the building. No serious injuries have been reported however, the staff member was signed off work for over 7 days to recover from bruising, therefore this was deemed a RIDDOR reportable accident. The opening up procedure was discussed with the Myddelton House Facilities team to ensure gritting takes place, ideally the evening before when icy conditions are forecast, if not, then before any other staff arrive on site in the morning. The gritting procedure was reviewed as part of the process.
- The third report involved a member of the visitor centre café team suffering an asthma attack on inhaling chemical/cleaning product fumes from the dishwasher. Staff were using coffee machine cleaner diluted with water in a sink to soak coffee/tea pots in order to remove coffee/tea stains. The process was to soak them, rinse them off and then put them through the dish washer for two cycles. After this process, the staff member opened the dish washer, and the 'fumes/vapour' caused her to have an asthma attack. Right Directions investigated and the process was halted immediately. The employee is now back to work and no long-term injuries are believed to have been sustained, however due to being signed off for over 7 days this was deemed RIDDOR reportable.
- The final accident reported during 2022/23 involved a member of staff slipping outside on a grass area at Springfield Marina which resulted in him suffering quite substantial injuries including a broken fibula and ankle, first aid was delivered by the site team and the member of staff was taken directly to hospital. At the time of the accident, it was noted that ice and snow from the previous night was still lying on the ground. Due to the severity of the injuries and the time needed to recover this accident was reported under RIDDOR.

* One RIDDOR report has been submitted early in 2023/24 which involved a guest staying at Sewardstone Campsite who tripped on a pathway near her lodge, which she has reported to be the cause of a fracture and torn ligaments to her right ankle. Due to the injured person being taken directly to hospital it meant this accident was reportable under RIDDOR. A full investigation has been completed with further details included in this report.

Personal Injury Insurance Claims Management

- See Appendix B for the full Insurance Claims Summary.

New Personal Injury Claims Received During 2022/23

- **Ref:391 (White Water Centre)** - Date of accident 23 August 2020.
 - Notification received in August 2022 relating to a child who had sustained injuries whilst falling off her scooter at the White Water Centre. It is claimed she hit her head on a faulty piece of cable trunking which runs along the bottom of the fence line.
 - Investigation started and during August 2022 a Liability Adjuster attended site to investigate. There was no CCTV footage available, and the venue management were aware of the fault with the cable trunking, they had tried to make in-house fixes to this however they had failed to suitably complete the remedial works. The record keeping behind their actions was poor, so the Liability Adjuster advised the Authority to accept liability to keep costs down.
 - An offer of £3,000 was made by Travelers. Reserve set at £.8k damages & £1,640 costs. **Open and Active.**
- **Ref:392 (Spring Hill Sports Ground, close to bridge leading to Springfield Marina)** -- Date of accident 15 January 2020.
 - An individual claims to have sustained injuries on the cycle path outside Spring Hill Sports Ground. It is claimed they suffered soft tissue injuries, bruising and lacerations to their elbow.
 - The lease in place with Hackney Council stipulates that the tenant will indemnify the Authority against all actions, claims or demands arising from third party or public liability claims.
 - Denial agreed by Travelers and notification received in March 2023 that the case had been closed however correspondence received in May 2023 showed that the case had been reopened by the Claimant who had requested a without prejudice offer. Information passed onto Travelers. **Open and Active.**
- **Ref:393 (Coppermill Bridge)** – Date of accident 04 September 2021.
 - An individual claims to have sustained injuries at the Coppermill Bridge on Coppermill Lane. It is claimed they suffered head injuries including a closed skull fracture, facial injuries and psychological injuries.
 - Early in 2023 Travelers passed this case over to a solicitor to investigate, due to the nature of the injuries which are alleged to have been sustained.
 - Relevant officers provided Solicitors information they had requested.
 - Feedback was received from Travelers in April 2023 that they are maintaining the reservation of all rights under the policy, pending the outcome of their enquiries. This is due to a member of the Lee Valley Ranger team arriving at the accident shortly after it happened, but not correctly reporting it as per organisations procedures.
 - No further update at this stage. **Open and Active.**

New notification of potential personal injury claims during 2022/23

This section of information relates to accidents or incidents which the Authority's insurers have been notified of. No official personal injury claims have yet been received, but could potentially be received in the future:

- **Ref: 394 (Fishers Green)** – Date of incident 10 February 2023.
 - This relates to an oil spill which impacted on part of the Fishers Green Lake, which was caused by work being completed by British Pipelines who were working adjacent to the area.
 - The contaminated water was quickly contained, tested and removed from site to a waste facility. Any contaminated excavated spoil was segregated for testing and subsequent removal from the site. There were remaining excavations taking place however there are in uncontaminated locations.
 - The Environment Agency were made aware of the situation and worked closely with the relevant officers. No further information received. **Open and Active.**

- **Ref: 395 (Sewardstone Campsite)** – Date of incident 24 April 2023.
 - A guest staying at Sewardstone Campsite alleges that they tripped on a pathway near their lodge, which was reported to be the cause of a fracture and torn ligaments to her right ankle.
 - Investigations completed by Right Directions found issues with first aid cover, in-house site check sheets and risk assessments. All information from the investigation was reported back to Venue Manager and senior management team.
 - All documents collected and filed; no personal injury claim received. **Notification only.**

- **Ref: 396 (Bowyers Water)** – Date of incident 1 January 2023.
 - A member of the public alleges to have sustained a broken elbow from a trip on a pathway near Bowyer's water.
 - It would appear from early findings that the ground where the injury person tripped was unsettled by tankers which were brought in by an external company to clear another oil spill.
 - The Lee Valley Ranger Team were aware of the uneven area of ground and attempts had been made to close the walking route nearby; however, signage had frequently been removed and ignored by members of the public as it's a popular route for many visitors.
 - The injured person did not go directly to hospital from the scene therefore it was not RIDDOR reportable.
 - All documents collected and filed; no personal injury claim received. **Notification only.**

Ongoing Live Personal Injury Claims 2022/23

- **Ref:388 (Dobbs Weir Caravan Park)** - Date of accident 18 October 2023.
 - An accident involving a member of staff driving a golf buggy and two injured parties.
 - Investigation completed by the previous health and safety contractor (RDHS) and sent onto the insurers. It would appear this one will be difficult to defend, and Lee Valley may have to accept liability.
 - Early in January 2023 an update was received from Gallagher Bassett (LVRPA's motor insurers) who confirmed that the golf buggy would be covered under the Authority's motor insurance policy. Some additional questions were raised around the female claimant who alleges she was also hit by the buggy, as well as the male. It is believed this may be potentially false after a witness came forward. This has been

communicated back to the insurance company, alongside an independent witness statement from the new witness. **Claim open and active.**

Closed Personal Injury Claims During 2022/23

- **Ref:372 (Old Mill & Meadow Carpark)** - Date of accident 29 December 2017.
 - This case had been ongoing since December 2017 and had originally closed, however litigated in April 2021.
 - To avoid incurring further costs the insurers and solicitors advised not to defend and negotiate a settlement. A part 36 offer of £6k was made on the 18 March 2022.
 - Notification was received in May 2022 which confirmed the case had been settled to the sum of £6,000.

- **Ref:387 (Sewardstone Campsite)** - Dates of accident(s) June 2021.
 - Notification received on the 14 October 2021 relating to ex staff member at Sewardstone Campsite, who claims to have suffered injuries whilst at work.
 - Investigation started and during November 2021 a Liability adjuster attended site to investigate.
 - Limited training records and RAMS were in place for equipment involved, therefore liability was accepted.
 - After accepting liability, the previous Health and Safety contractor (RDHS) were provided with training records 2 months after the investigation by the venue management. By this stage it was very difficult to change the plea therefore the discovery of these records could not be used.
 - All 3 separate claims have now been closed to the value of approximately £10,000. **Liability accepted; claim closed.**
 - Since these accidents took place Right Directions had been proactively working closer with the Campsite Venue Management team to review training records and risk assessments to eliminate the risk of any recurrence.

- **Ref:389 (Sewardstone Campsite)** - Date of accident 26 December 2021.
 - The injured person had fallen down a set of steps to a neighbour's static home, which were installed by on-site staff.
 - An investigation has been completed and it found the Authority liable for the accident. Damages of £3,000 and claimants' solicitor's fees of £1,770 were awarded, totalling £4,770. The policy deductible is £10,000; therefore, the Authority were required to pay these costs. **Liability accepted; claim closed.**

- **Ref:390 (Dobbs Weir Caravan Park)** - Date of accident 29 November 2021.
 - An individual slipping on ice in the car park at Dobbs Weir campsite.
 - Investigation completed which found faults with the injured persons claims. This included reviewing weather reports from the night of the alleged slip which found temperatures to be well above where water would normally freeze.
 - Investigation report sent onto Travellers who agreed there was good ground to deny this.
 - Notification received from Travelers that this case had been closed due to inactivity. **Liability denied; claim closed.**

Insurance Issues / Risk Surveys / Thorough Examinations

- Right Directions organised and hosted a visit from LVRPA insurance provider, Travelers. A report from the visit was received on the 13 December 2022 which detailed the actions required from the visit in November, with most being for Dobbs Weir Campsite. After working closely with the venues throughout the quarter, we were able to inform Travelers on 16 March 2023 that all actions had been completed within the deadlines set out.

Annual Health & Safety Annual Performance Review April 2022 – March 2023

- Right Directions and the Head of Legal will continue to meet with Travelers on a bi-annual basis.

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

- No visits to report.

Act

Health and Safety Audits

Right Directions were tasked with continuing the quarterly audit programme which had been started by the previous health and safety contractor. This involved reviewing what modules had been audited already and planning for the Quarter 3 and Quarter 4 audits. Additional questions were included in the remaining quarterly audit modules in order to delve further into documentation and ask further questions of management and staff. To ensure the audits are consistent and unbiased, Right Directions used an experienced member of the wider team who does not work on the Lee Valley contract to act as an independent auditor.

Quarter 3 audits were completed during December and January, with Quarter 4 audits completed in February and March. The table below highlights how each Venue performed, with the latter column showing a total score of all audits during 2022-23. The more forensic approach used in the last two quarters showed a drop in the average scores from Quarter 1 and 2, with the overall scores down on the set target of 95%. Non LSC venues were down 6.69% on the target, and LSC venues slightly down by 0.82%.

Non - LSC Venues Audit Performance 2022-23

Venue	Quarter 1 (%)	Quarter 2 (%)	Quarter 3 (%)	Quarter 4 (%)	Total (%)
Holyfield Farm	94.97	95.68	92.95	93.71	94.33
Stanstead Marina	94.00	95.99	86.60	85.10	90.42
*Waterworks	93.61	96.44	N/A	N/A	95.03
Rangers Service	92.85	95.24	91.40	94.90	93.60
Myddelton House	89.95	100.00	73.36	86.49	87.45
Myddelton House Gardens	82.69	N/A	89.25	83.20	85.05
Sewardstone Campsite	80.68	94.43	90.95	89.71	88.94
Edmonton Campsite	79.84	94.43	88.75	93.28	89.08
Dobbs Weir Caravan Park	70.00	90.52	88.13	89.59	84.56
Springfield Marina	69.60	88.97	84.88	83.51	81.74
**Learning & Engagement Team	N/A	N/A	N/A	(95.99)	95.99

Annual Health & Safety Annual Performance Review April 2022 – March 2023

Edmonton Golf	58.98	77.00	83.96	74.35	73.57
Average Score	82.47	92.87	87.02	87.38	88.31

* The Waterworks Centre is to be included in the South Rangers audit in the schedule for 2023-24, as the facility is only being used by the South Ranger Team.

** The Annual Learning & Engagement Team audit was completed on 21 February 2023. The overall Health & Safety arrangements in place were very good, which resulted in them scoring 95.99%.

Summary

- On the whole scores for quarter 3 and 4 were lower than quarter 1 and 2.
- No imminent risks were identified.
- Vibration hazards was an area highlighted at a number of venues which was inconsistent within the risk assessments sampled, this also included a lack of monitoring for how long staff were potentially exposed to risks associated with vibration (such as Hand Arm Vibration HAV).
- Venue Managers were unable to evidence health and safety objectives and KPIs. These should be set by senior LVRPA management and monitored throughout the year.
 - It is recommended that the SMT consider providing health and safety objectives/KPI's to venues such as:
 - 100% target score in the new 2023/4 audit 'statutory compliance' module of H&S audits for both LSC and Non - LSC venues
 - 100% first aid cover at all times at Non – LSC venues
 - 100% of all mandatory health and safety training is completed at Non – LSC venues.
- Results were mixed for venues having a robust proactive monitoring processes in place. In most cases in-house safety checks were taking place, however there was nothing, or very little documented to evidence this.

LSC Venues Audit Performance 2022-23

Venue	Quarter 1 (%)	Quarter 2 (%)	Quarter 3 (%)	Quarter 4 (%)	Total (%)
LV VeloPark	99.38	100.00	93.73	96.73	97.46
LV Riding Centre	98.19	100.00	95.75	92.29	96.55
LV WWC	95.68	98.81	89.50	91.61	93.90
LV HTC	95.25	94.76	93.83	96.05	94.97
LVAC	91.07	85.34	90.83	84.92	88.04
Average Score	95.91	95.78	92.64	92.32	94.18

Summary

- At the LSC venues good health and safety measures appeared to have been retained so far through the transition period from the Authority to GLL.
- No imminent risks were identified.

Annual Health & Safety Annual Performance Review April 2022 – March 2023

- Several sites were unable to provide a procedure for 'Young Workers'. Venues should liaise with the central support team at GLL to establish what corporate procedures are already in place for this.
- Venue management was very organised with documentation, and evidence was easily accessible.
- Venue staff met during the audits had a good general understanding of the health and safety requirements for their venue's operation.

The Quarter 1 2023/24 audits are scheduled in for May and June 2023.

Audit Performance Comparison

Venue	2022-23 Score	2021-22 Score	Year on Year Variance
LV Athletics Centre	88.0	93.2	-5.2
LV Hockey & Tennis Centre	95.0	98.5	-3.5
LV Riding Centre	96.6	99.0	-2.4
LV VeloPark	97.5	99.1	-1.6
LV White Water Centre	93.9	97.9	-4.0
LSC Average	94.18	97.55	-3.37
Dobbs Weir Campsite	84.6	87.2	-2.6
Sewardstone Campsite	88.9	93.4	-4.5
Edmonton Campsite	89.1	91.9	-2.8
Edmonton Golf	73.6	80.9	-7.3
Springfield Marina	81.7	93.0	-11.3
Stanstead Marina	90.4	95.7	-5.3
Holyfield Hall Farm	94.3	97.2	-2.9
Rangers North & South	93.6	95.7	-2.1
Myddelton House	87.5	94.4	-6.9
Myddelton House Gardens	85.1	91.3	-6.2
Waterworks	95.0	97.3	-2.3
Non LSC Average	88.31	92.55	-4.24
Combined Average	91.25	95.05	-3.81

Changes In Legislation

- As highlighted above we are closely monitoring the forthcoming legislation on 'Martyn's Law' and 'Protect Duty'. Work will continue on this alongside the Events Team over the course of 2023/24.

Aims & Objectives for 2023-24

Seek agreement of the annual health and safety audit targets

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

General Objectives 2023/24

- The team will continue to build rapport with Venue teams through on-going training, forums and support visits.
- Our contract mobilisation plan will be continually reviewed to ensure any tasks planned throughout 2023/4 are on track. At the end of March 2023, 58 actions had been completed, 30 were in progress/ongoing, and 11 had not been started, mainly due to target dates set in the future.
- Training sessions for the implementation of StaffMIS platform (known as LVQMS) will take place prior to each module's implementation, with all functions 'live' by the end of quarter 4.
- Work planning the launch of the 'STITCH' risk assessment module will continue. This will involve planning training sessions to coincide with the launch, and further support through the monthly support days.
- Monitoring will continue on how well the 'STITCH' accident and incident reporting process is being used by venues.
- A new health and safety audit process will be introduced during Quarter 1, which will be delivered at all Venues. Departmental audits will also be introduced for the Events team, HR, Volunteers, Sport & Active Recreation Team and Working from Home Process (H.R. and I.T.).
- The launch of the new 'Safety & Quality Improvement Plan' (SQIP) will help us track and monitor venue managers progress on health and safety actions, which we will be reporting to the Strategic Health and Safety Group.

Appendices

- Appendix A: LVRPA Health and Safety Policy Statement 2023-24
- Appendix B: Personal Injury Insurance Claims Summary

Right Directions

Quality Support in Safe Hands



**Lee Valley
Regional Park Authority**
Community focused, commercially driven



Quality Support in Safe Hands

The Stables, Whitehouse Business Centre,
Gaddesden Row, HP2 6HG
t 01582 840 098 e info@rightdirections.co.uk
w www.rightdirections.co.uk

Right Directions
Quality Support in Safe Hands

Health & Safety Policy Statement

The Lee Valley Regional Park Authority aims to promote the health, safety and welfare of all staff, customers, volunteers and visitors through a commitment to the development of a positive health and safety culture within all offices, facilities and departments operated under their management.

To achieve the highest possible standards, The Lee Valley Regional Park Authority aims to, so far as is reasonably practicable:

- Implement and develop a health and safety management strategy around the Health and Safety Executive (HSE) principles of Plan, Do, Check and Act
- Identify the risk to health and safety through comprehensive risk assessments, ensuring actions arising are implemented and the risks are reduced to the lowest practicable level
- Provide defined standards, which will include safe methods of working for all staff
- Provide and maintain plant, equipment and machinery and ensure safe storage/use of substances
- Seek to prevent accidents, incidents and near misses and cases of work-related ill health
- Implement emergency procedures
- Increase the number of near-miss reports
- Ensure the timely completion of investigations to prevent incident reoccurrence
- Ensure mechanisms are in place to report hazards and identify faults for rectification
- Provide a safe and healthy working environment for all members of staff, visitors, members of the public and contractors
- Award contracts for goods and services to persons or organisations able to demonstrate compliance with health and safety legislation and best practice.

The Lee Valley Regional Park Authority is committed to staff development and involvement and aims to ensure the following provisions are met:

- Establish an effective management structure, with key health and safety responsibilities identified and communicated
- Create a proactive and sustainable health and safety culture, that encourages the involvement of all members of staff
- Consult and engage with our staff on matters affecting their health and safety, including day-to-day health and safety conditions
- Ensure suitable welfare arrangements are in place for all staff
- Raise the standard of internal health and safety knowledge by providing suitable and sufficient training, which is appropriate to the business needs of the organisation
- Provide staff with appropriate information, instruction and supervision to ensure staff are competent
- Ensure staff are given necessary health and safety induction and provided with appropriate training and personal protective equipment where required

The Chief Executive Officer (CEO) has overall accountability for health and safety. The Corporate Director (Sport & Leisure) has responsibility for the delivery of health and safety. The Senior Management Team will review this policy statement at least annually and any revisions will be made accessible to all members of staff.

Signatories:

Shaun Dawson - Chief Executive

Paul Osborn – Chairman

This page is blank

Open Personal Injury Insurance Claims Summary

Lee Valley Regional Park Authority - Policy number: UCPOP3344584

Last Updated: 23/05/23

Our Ref	Trust/ Authority	Travelers Ref	Date of Incident	Location	Current Reserve	Payments Made	Open/ Closed	Active/ Inactive	Status
388	Authority	939370	19/10/2021	Drabbe Weir Campsite	£1.00	£0.00	Open	Active	17/01/21 - Notification letter received from Franco team relating to a claim where two claimant have suffered injuries following a collision with a golf buggy being driven by a member of staff 31/01/21 - Investigation report completed by Jack Bernard and sent onto our insurers. It would appear this one will be difficult to defend and Lee Valley may have to accept liability 07/03/22 - Lees adjuster from Questgnosis attended site on 02/03/22. Formal statements taken from key witnesses, awaiting further updates 08/06/22 - Case being internally reviewed at Travelers due to EU VNUK ruling complicating this, awaiting further instructions 18/06/22 - Travelers will not cover under PL insurances. Currently liaising with Motor insurers to clarify if they will cover 20/06/22 - Contact made by RDHS to Gallagher Bassett informing them of claim. Response received and a claims specialist allocated to the case. All details have been passed over and we await further instruction 13/10/22 - Email received 09/10/22 from claimants solicitors requesting details of LVRPA motor insurers. Julie Smith (Head of Legal) has responded 17/01/23 - Email received from motor insurers confirming the golf buggy will be covered under their insurances. They have asked some additional questions which have been responded too. Awaiting updates.
391	Authority	945136	23/09/2020	White Water Centre	£10,070.00	£390.00	Open	Active	09/09/22 - Email received from Travelers regarding new CNF received for an accident at WWC. Investigation started by RDHS 08/09/22 - Questgnosis visited site on 25/08 to complete investigation. Awaiting updates from Travelers but denying liability looking unlikely 01/11/22 - Portal settlement pack received by Travelers and offer of 3k needs, although they were looking for 4k. Reserve set at 4.8k damages & £1,840 costs. 23/05/23 - Still awaiting further medical information.
392	Authority	950671	16/01/2020	Spring Hill Sports Ground (by knowledge to Springfield Marina)	£0.00	£0.00	Open	Active	17/01/23 - Email received from LV finance team with new claim. Passed onto Travelers for further guidance, but land is not believed to be LVRPA property, due to being on a 50 year lease to Hackney Council. 01/02/23 - Denial agreed and issued by Travelers 02/03/23 - No further correspondence so Travelers have closed the case 23/05/23 - Correspondence received that the case had been reopened by the claimant who had requested a without prejudice offer. Information passed onto Travelers who have passed this onto their solicitors.
393	Authority	850603	04/08/2021	Coppermill Bridge	£98,558.00	£0.00	Open	Active	17/01/23 - Email received from LV Legal team with new claim. Passed onto Travelers for further guidance, but land is not believed to be LVRPA property. 08/02/23 - Travelers have appointed a solicitor from Kennedy's to investigate due to the seriousness of the alleged injuries. Further questions have been received and passed onto Gas Hoddinott and Rejan Ministry due to their expertise in these areas. Full response sent back. 23/05/23 - Liability has been denied. If any common law or statutory duty is established, it has been stated that the accident was entirely caused or contributed to by the Claimant. The hazard of the low bridge was an obvious risk of which the Claimant was (or should have been) aware and the Claimant should have taken greater care; he failed to look where he was going, he failed to slow down, and he failed to step and dismount from his bike as he approached the bridge.




Notification - Personal Injury Insurance Claims Summary

Lee Valley Regional Park Authority - Policy number: UCPOP3344584

Last Updated: 23/05/23


Our Ref	Travelers Ref	Date of Incident	Date Listed	Location	Status
394	951606	10/02/2023	13/02/2023	Fishers Green	13/02/23 - Email received from Julie Smith regarding Oil leak at Fishers Green. No official claim yet but notification given to insurers.
394	951606	10/02/2023	22/02/2023	Fishers Green	22/02/2023 - There has been a discovery of oil at an area of LV land at Fishers Green, at a site that is currently occupied by United Kingdom Oil Pipelines. The incident has been reported to the Environment Agency. We don't have any more information at this stage and will advise as and when we know more.
395	954118	23/04/2023	26/04/2023	Sewardstone Campsite	26/04/23 - Email from Sewardstone Campsite referring to an accident to a guest who had tripped on a path. Investigation to be completed. 09/05/23 - Investigation completed by CC who found issues with first aid cover, check sheets and risk assessment. All documents collected and filed, no PI claim received yet.
396	954403	01/01/2023	05/05/2023	Bowyers Water	05/05/23 - Email from Legal Team regarding accident to member of the public dating back to January. Appears to have sustained broken elbow from a trip near Bowyers water. JB has stated an investigation, no PI received yet.

 Lee Valley Regional Park Authority		Closed Personal Injury Insurance Claims Summary Lee Valley Regional Park Authority - Policy number: UCPOP3344584 Lee Valley Leisure Trust Limited - Policy number: UCPOP3981842 Last Updated: 23/05/23									
Claim Ref	Trust / Authority	Travelers Ref	Date of Incident	Date Listed	Location	Current Reserve	Payments made	Open / Closed	Active / Non-Active / Closed	Status	
221	Authority	798818	02/10/2011	03/07/2013	LV WWWC (Severe injuries when fell out of raft whilst in the water)	£96,000	£928,643	Closed	Closed	<p>Proceedings served with court hearing to take place 7th August. Claimants solicitors have valued the claim at a potential £900,000 inc costs. The insurers believe this is highly over inflated but have liaised with the Authority with view to meeting the claimants solicitors to discuss a 'without prejudice' settlement. Settlement totalled: Damages: £400,000.00, DSS: £38,640.40, Claimant's Solicitor Costs: £145,000.00, Our Defence Costs: £35,324.26, TOTAL OUTLAY: £528,664.29</p>	
227	Authority	815913	11/10/2012	22-Oct-12	Pickett's Lock Campsite (Fall from step)	£8,500	£5,000	Closed	Closed	<p>Liability was admitted. (10/01/13). Offer of £8,500 made and accepted. Total costs £19,750 with policy deductible amount of £5,000 to be paid (August 2015).</p>	
228	Authority	818143	26/04/2012	07/01/2013	Pickett's Lock Campsite (Alleged infection caused from animal faeces in plant room)	£10,000	£0	Closed	Closed	<p>Limitation date has passed with no claim being submitted. The insurers have closed their file.</p>	
330	Authority	823185	10/02/2013	03/07/2013	LVRC (Horse 'spooked' and threw rider causing a spinal injury)	£55,500	£96,609	Closed	Closed	<p>The insurers currently value, on a full liability basis, damages at £55,500 plus costs. An offer to settle damages in the sum of £7,500 is to be made without admission of liability. Proceedings have been issued (Dec 2015). The claimants valuation of the case increased significantly in February 2016 following the service of proceedings, and they valued their clients claim at £98,000, broken down as follows: £30,000 - General Damages £20,000 - Past Losses £24,000 - Smith and Manchester award (Disadvantage on the open labour market) £10,000 - Future DV/Car (£500 per annum) £10,000 - Future Loss of earnings (Roughly based on £923 per annum until retirement) £ 1,000 - Interest £3,000 - repayment of sick pay to employer Total: £96,609</p>	
334	Authority	838851	18/01/2013	23/02/2014	Sewardstone Campsite (Fall due to path not being gritted)	£28,238	£35,630	Closed	Closed	<p>Claim reopened 7th May 2016. Unfortunately our continued defence of this claim appears vulnerable so our insurers intention is to look to settle this claim on the best terms we can negotiate. The current reserve is £28,238, but the solicitors expect to pay damages of approximately £12,000, no more than £17,000. Agreed by Simon Sheibon and Beryl Foster. Confirmation - has been settled at £35,628.74. Closed on 14th November.</p>	
336	Authority	844984	21/08/2014	01/10/2014	LVWWWC (Raft Capsize)	£19,138	£0	Closed	Closed	<p>Insurers investigated the claim and information provided to them with liability to be denied. No further information or communication since Aug 2015. Insurers have now closed file.</p>	
337	Authority	845976	30/07/2014	20/09/2014	Hayes Hill Farm (Fall on dip in pathway - Claimant was wearing flip flops)	£13,500	£0	Closed	Closed	<p>Insurers investigated the claim and liability has been denied. Reserve has increased and further information provided to the claimants solicitors. Closed Oct 2015 - no payments made</p>	




Closed Personal Injury Insurance Claims Summary
 Lee Valley Regional Park Authority - Policy number: UCP0P3344584
 Lee Valley Leisure Trust Limited - Policy number: UCP0P3981842
 Last Updated: 23/05/23

Current Ref	Trust / Authority	Travelers Ref	Date of Incident	Date Listed	Location	Current reserve	Payments made	Open / Closed	Active / Non-Active / closed	Status
338	Authority	848044	16/04/2014	17-Oct-14	Three Mills (fall in natural play area)	55,000	£0	Closed	Closed	Liability has been successfully denied by the insurers. Claim closed 5th April 2015 with no payments made.
342	Authority	848508	28/03/2014	17/10/2014	Hayes Hill Farm (Sat on low level rail (barrier) which collapsed under childrens weight))	55,000	£0	Closed	Closed	Investigated by insurers and liability denied. No further information. Closed July 2015 - no payments made
344	Authority	850053	04/08/2014	13/01/2015	Coleman's Lane, Nazeing (fall into pot hole on lane)	59,200	£0	Closed	Closed	Investigated by insurers and liability denied. Closed July 2015 - no payments made
345	Authority	852235	28/12/2014	05/03/2015	LVMC (fall on bus pad due to street lighting on ice)	TBC	£0	Closed	Closed	Investigated by insurers and liability denied. Closed Dec 2015 - no payments made
347	Authority	852834	24/10/2014	05/03/2015	Public Highway - Nazeing (mud on road from farm vehicles caused driver to slide and crash vehicle)	TBC	£0	Closed	Closed	Liability has been successfully denied by the insurers. Claim closed 18th June 2015 with no payments made.
348	Authority	854808	30/03/2015	28/04/2015	LVMC (Gym Equipment - leg press seat fall leading to injury whilst fitting weights)	TBC	£0	Closed	Closed	Investigated by insurers and liability denied. Closed Sept 2015 - no payments made
350	Trust	855752	16/05/2015	28/05/2015	ValdPark (Sip, top, fall plaza area near donated tree)	TBC	£0	Closed	Closed	Investigated by insurers and liability denied. Closed Oct 2015 - no payments made
351	Trust	859005	30/09/2015	31-Jul-15	Athletics Centre (received burns from starters gun)	£18,500	£18,522	Closed	Closed	Liability has been admitted to keep this claim in the portal and insurers are awaiting the Stage 2 settlement pack. Starting March insurers have at last agreed to provide a full indemnity in this matter. All costs recovered from starters insurers.
352	Authority	859043	11/04/2014	24/08/2015	ValdPark	TBC	£0	Closed	Closed	Closed by insurers - no formal claim, enough to deny liability and reject any future claim
353	Trust	853880	17/03/2015	30-Nov-15	Riding Centre	55,000	54,586	Closed	Closed	Ex-employees who suffer a shoulder injury while walking horses - horse jerked his head back, pulling on the claimants arm. Reviewed by insurers and liability to be denied. Closed: 24/8/16. No payments made.

 Lee Valley Regional Park Authority		Closed Personal Injury Insurance Claims Summary Lee Valley Regional Park Authority - Policy number: UCPOP3344514 Lee Valley Leisure Trust Limited - Policy number: UCPOP3981842 Last Updated: 23/05/23									
Our ref	Trust / Authority	Travelers Ref	Date of Incident	Date Listed	Location	Current reserve	Payments made	Open / Closed	Active / Non-Active / Closed	Status	
354	Trust	865116	06/02/2016	23/02/2016	VeloPark	£2,471	£0	Closed	Closed	Customer suffered damage to his car from gravel thrown up by wind. No #1. Insurers have investigated, our latest reserve information: Damages £2471.32. This is reserved on a 50% basis. Your excess payable on this claim is £5000. Closed by Travelers - no payments made.	
354	Authority	863634	24/10/2013	11/01/2016	Ice Centre - Spectator Seating	£25,000.00	£18,164.63	Closed	Closed	Court proceedings have been issued via Roach Pitts Solicitors. Claim not exceeding £10,000. Insurers are proceeding on the basis that primary liability will rest against us but with substantial contributory negligence and we propose making a Part 36 offer of £2500 in an attempt to conclude settlement. Last correspondence has been from DWF - The Court has now directed that we are to serve a list of all documents relevant to the case. Awaiting medical evidence. Payment made to DWF. 8.11 - The claim has been settled for £4,834.87. The damages have been paid but costs are still to be agreed. 18/12-Final settlement of costs brings total to £18,164.63 - split £4,834 (damages), £3,108 (claimant solicitor costs),£5,223 (Our solicitor costs) - £5,000 excess to be paid	
356	Trust	868773	12/03/2016	21/07/2016	VeloPark	£10,320.00	£0.00	Closed	Closed	Claimant suffered fracture to left elbow and shoulder, cuts and bruises . Accident reports states: "Riding down a hill (on the road circuit), didn't press brakes, got nervous and fell to left side. Investigated by our Insurers. Denial issued. Will close in one month if nothing more heard.	
357	Trust	862334	08/11/2015	26-Nov-15	VeloPark	£0	£0	Closed	Closed	Casualty broke collar bone following a touch of wheels and was looking to claim off of a fellow rider. Travelers originally notified due to potential Dale Protection issues. Casually now indicating they are going to attempt claim from us. Investigated by our Insurers. Denial issued. closed by Travelers on 14th November. No Payments made.	
358	Trust	868768	25/07/2016	05/08/2016	WWC	£6,500.00	£7,838.34	Closed	Closed	Customer accidently had a cup of hot tea spill on his forearm, which resulted in pronounced scalding. Had been closed as no claim received, but now reopened following notification from claimant's solicitors. Insurers view is that we will not be able to dispute liability. We have accepted liability and now await submission of the claimant's settlement pack to enable us to progress matters. Our reserve is £6500, split £5000 damages, £1500 costs. Insurers currently waiting for settlement pack. Request for payment of £7,838.34.	
359	Trust	874926	04/11/2016	04/01/2017	WWC	£6,660.00	£7,177.00	Closed	Closed	Claimant suffered injury following a fall outside on the decked area. Cause is yet TBC, but Prime report states that decking was unstable. Liability has been accepted. 8/12/17 - Insurers still awaiting receipt of settlement pack. 26/2/18 - Insurers have made offer to claimant and made reference to medical records and historic claims made 30/4/18 - Damages have been settled at £5300.00 plus £665.00 NHS charges and fixed costs settled at £1212.00 - Total £7177	
360	Authority	874887	10/05/2011	13/12/2016	Hayes Hill Farm	£5,000	£0	Closed	Closed	Claimant states they suffered kidney failure following contraction of E.coli. Documentation has been collated and forwarded onto our Insurers. Due to the amount of information, no further info at this time. Current position is to deny. Nothing heard from claimant for six months, closed on 17/10/17.	
361	Trust	875209	11/12/2016	16/01/2017	LV Ice Centre	£2,600.00	£0.00	Closed	Closed	Slipped on the ice - claiming a defect with the ice surface. Successfully denied liability, with no payments made.	

Cur Ref	Trust / Authority	Travelers Ref	Date of Incident	Date Listed	Location	Current reserve	Payments made	Open / Closed	Active / Non-Active / Closed	Details
392	Trust	679165	16/10/2016	03/02/2017	ValoPark	No reserve	£0.00	Closed	Closed	Child alleged to of hurt themselves while sitting down a hand rail on the outside steps. Child had just finished a BMX session and had not been met by their parent immediately following. Not reported at the time, but was contacted by the father at a later date and the incident was investigated as a self-harming issue. 12/5/17 - We have maintained our denial and are now waiting to see if proceedings are issued. No payments have been made to date. 20/2/18 - Still no final closure, awaiting further update in 3 months. 23/5/18 - File now closed as no further activity.
393	Trust	679982	09/01/2017	09/03/2017	Pickets Lock	£1,074.00	£1,374.00	Closed	Closed	Not a PI Claim - property damage. Claimant struck a post after being directed to park in a overflow bay. Vehicle became stuck due to wet weather and slid into the post causing damage to his camper van. Denied. Attempt to backedly deny has not been successful, recommend settle the third party claim on best terms. The policy deductible is £10,000.00 and, therefore, the current balance due is £1074.00
394	Trust	679399	02/04/2017	21/04/2017	LV Ice Centre	£3,000.00	£0.00	Closed	Closed	The claimant suffered a fractured wrist after another skater bumped into them whilst skating backwards during a public session. 9/1/17-We have denied this one and not had any response to the so has been closed by insurer.

 Lee Valley Regional Park Authority		Closed Personal Injury Insurance Claims Summary									
		Lee Valley Regional Park Authority - Policy number: UCPOP3344584									
		Lee Valley Leisure Trust Limited - Policy number: UCPOP3981842									
		Last Updated: 23/05/23									
Our ref	Trust / Authority	Travelers Ref	Date of incident	Date Listed	Location	Current reserve	Payments made	Open / Closed	Active / Non-Active / Closed	Status	
365	Trust	879384	04/09/2016	24/05/2017	VeloPark	No reserve	£0.00	Closed	Closed	Claimant suffered cuts, grazes, shoulder pain, jaw pain and damage to their teeth after they applied the brakes and went over the handle bars. This was on the road circuit. Claimant alleges that the brakes were faulty. Liability has been accepted. No further updates to file closed in Jan 18.	
366	Trust	881878	01/08/2017	08/08/2017	VeloPark	No reserve	£0.00	Closed	Closed	Claimant suffered multiple injuries (which required 5 stitches) after their chain came off their bike, whilst on the road circuit. 7/12/17 - has been rejected by insurers based on evidence provided 22/2/18 - Closed by Insurers	
367	Authority	883157	08/07/2017	08/08/2017	Three Mills	£4,787.56	£5,037.66	Closed	Closed	Claimant tripped on rubber matting surrounding the sunken trampolines, which was raised. Reserve now set at £4330.00. 13/2/18-Reserve now set at £4787 (The amount has been agreed in principle but as the claimant is a child, the settlement amount needs to be agreed by the Court) 16/4/18 - Litigation papers have been sent directly to LV for resolution 8/7/18 - Court papers received however incorrect defendant recorded - request made to insurers that should be LVRPA and not Trust 15/8/18 - Court Order received confirming settlement made however still incorrect defendant - Insurers notified 18/10/18 - Updated documents from Court confirming that defendant name changed to LVRPA. Invoice received from insurers and passed onto LV finance for total outlay of £5037	
368	Authority	882555	19/01/2016	29/08/2017	Three Mill Lane	No reserve	£0.00	Closed	Closed	Claimant states that they slipped on ice formed due to water that leaked through the pavement, due to our failure to maintain the condition of the highway (pavement). 30/11/17-Info provided by LV property (N.Powell) confirming that location not within LV boundary. 7/12/17-Insurers have advised to reject claim. no reserve held, will update in 3 months	
369	Trust	884476	18/10/2017	24/10/2017	Waterworks Centre	£2,200.00	£1,908.67	Closed	Closed	Claimant states their vehicle was struck by a gate being held open by a member of staff from the Centre during an event. Statement provided by staff member that they did accidentally let go of the gate and that it did strike the claimants car. 18/12/17 - Insurers have received quotes for repairs, LV confirm accept liability. Awaiting updates. 28/4/18 - Reserve set at 2,200, awaiting final bill from garage 21/5/18 - This claim has now been settled as follows: 1873.67 TPPD, 35.00 Mir Engineers Fee. Total paid 1908.67	
370	Trust	885183	08/07/2017	15/11/2017	Dobbs Weir Caravan Park	£7,353	£0	Closed	Active	Claimant was staying in a 'wigwam' 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 1/5/20 - Still open with insurers as this is a Minor and will need to go through courts - being handled by Insurers 10/12/20 - Still open and waiting for the courts to set a date, once the hearing has taken place a settlement will be reached 02/02/21 - Still open and awaiting courts to set date 15/09/21 - Infant Approval Hearing now set for 10th September 2021. Once the Court has approved the value of the claim it should be a simple process of making the payment and then entering cost negotiations to settle the claim. 07/01/22 - Notification from Insurers that claim was settled during December, total payments made were £7,352.50	

Closed Personal Injury Insurance Claims Summary
 Lee Valley Regional Park Authority - Policy number: UCPPOP3344584
 Lee Valley Leisure Trust Limited - Policy number: UCPPOP3981842
 Last Updated: 23/05/23

Our ref	Traffic / Authority	Travelers Ref	Date of Incident	Date Listed	Location	Current reserve	Payments made	Open / Closed	Active / Inactive / closed	Status
371	Truck	888381	02/12/2017	18/12/2017	LV Ice Centre	No reserve	£0	Closed	Non-Active	<p>Claimant suffered pain and swelling to leg following hitting support. Swelling they have been in pain and off work for over 5 days.</p> <p>19/12/18 - Report and doc sent to insurer, awaiting update.</p> <p>30/4/19 - Closed internally as no correspondence for over a year.</p> <p>Claimant signed on his own car park as they got out of their car. CCTV checked and no record at time, seeking further detail from claimant.</p> <p>23/2/18 - CCTV footage sent to insurers to challenge claimant.</p> <p>4/7/18 - Closed by insurers as no contact for 3 months.</p> <p>4/9/18 - Re-opened as updated CNF received stating that incident occurred at Meadow Car Park in Broadbarns, not at Middleton House. CNF provided to insurers and request for docs from AJ and Rangers team (RA, Procedure, status of food in car park).</p> <p>16/10/18 - Investigation complete and sent to insurers.</p> <p>24/10/18 - Insurers advise they have derived liability based on info provided in report.</p> <p>18/1/19 - No response following denial so insurers have closed.</p> <p>12/4/19 - File re-opened as claimant solicitors have challenged our denial. Insurers maintain denial however BLM nominated to accept savings should they consider it reasonable to litigate.</p> <p>18/7/19 - No response for 3 months so has been closed by insurers.</p> <p>29/04/21 - Correspondence received from BLM. Claimant's solicitors have litigated meeting the case has re-opened. Waiting further advice from BLM & Travelers.</p> <p>19/05/21 - Informed by BLM proceedings have been served, therefore BLM will prepare our defence. Additional information provided to BLM to complete this.</p> <p>04/08/21 - Defence papers issued and reviewed by LV Legal team, a number of small amendments have been made and defence served by BLM.</p> <p>22/11/21 - Further information from BLM informing us a court date of the 28th March has been set for the 'List of Documents' required to be signed off by LV legal team. Further questions asked from BLM.</p> <p>07/03/22 - Witness statements issued by 8th Feb. Awaiting decision from the insurers if to settle or continue to defend.</p> <p>11/04/22 - Solicitors advised not to defend and negotiate settlement. A part 36 offer of £k was made on the 18th March, awaiting decision from JP.</p> <p>15/05/22 - Notification from BLM that case has been settled to the figure of £k.</p>
372	Authority	888344	28/12/2017	08/01/2018	Old Mill & Meadows	No reserve	£9,000	Closed	Closed	

Closed Personal Injury Insurance Claims Summary
 Leo Valley Regional Park Authority - Policy number: UCPOP3344564
 Leo Valley Leisure Trust Limited - Policy number: UCPOP3981842
 Last Updated: 23/05/23

Current	Trust / Authority	Travelers Ref	Date of Incident	Date Listed	Location	Current reserve	Payments made	Open / Closed	Active / Non-Active / Closed	Status
373	Trust	887259	22/07/2017	19/01/2018	WNC	£98,755	£98,755	Closed	Active	<p>Claimant was helping to put away large brownie castle in the van and slipping over. Suffered a triple leg break and claims they were wearing inappropriate footwear for the task (bunson shoes off and wearing socks). RIDDOR report submitted.</p> <p>23/1/18 - RA's and checklist received from venue, requesting further detail on manufacturer guidance and specific sit up/down HDP. Insurer contacting claimant - no access</p> <p>5/4/18 - Accident Investigation Report and supporting documents submitted to Insurers</p> <p>22/5/18 - Insurers believe this should be referred to Arjune based on evidence provided</p> <p>5/6/18 - Insurers have updated their position and recommend we accept liability - reserve increased</p> <p>30/9/18 - Liability accepted by Trout - awaiting further update</p> <p>24/10/18 - Employee loss of earnings info sent to insurers - awaiting update</p> <p>1/11/18 - Reserved currently at £30k</p> <p>1/5/20 - Still open and latest report from Insurers confirms reserve has risen to £50k+</p> <p>12/11/20 - Remains open with latest fig paid updated - no record of increase to reserve</p> <p>11/12/20 - Matter is ongoing and claimant has not recovered from their injuries, due to COVID-19 has made rehab difficult which has prolonged the process</p> <p>15/06/21 - Claim now settled at a total sum of £ 89,754.00. File was closed 12th April 2021.</p>
374	Authority	882557	14/03/2018	29/03/2018	Waterworks Nature Reserve	£15,786	£9,086	Closed	Non-Active	<p>20/6/18 - CNF states claimant tripped on uneven paving slabs on footpath in Nature Reserve suffering various burns and bruises resulting in hospital visit. CNF sent onto Insurer and acknowledged receipt of CNF with Solicitor. Investigation started</p> <p>15/6/18 - Loss Adjuster visited site with HC and their report recommends liability be accepted on basis that surface not maintained and no warning signs installed. Will instruct Occupiers Act. Confirm that liability accepted by authority</p> <p>20/8/18 - Payment made by Insurers to value of £9,086.20 - less than reserve. Payment info sent to LV Finance for settlement and Insurers informed - Now closed</p>

Our ref	Trust / Authority	Travelers Ref	Date of Incident	Date Listed	Location	Current reserve	Payments made	Open / Closed	Active / More Active / Closed	Status
375	Trust	893383	10/09/2018	11/07/2018	LV Athletics Centre	£7,000	£10,588	Closed	Non-Active	<p>11/7/18 - CNF issues claimant impact on write back next to date which headed with back lines. No record of accident reported on Prime. CNF sent to insurers and investigation started</p> <p>17/7/18 - Site visit completed - confirmed that inner track barrier was in place for the event and is taken up when vehicles present.</p> <p>4/9/18 - Report and supporting docs submitted to insurers - initial internal investigation indicates that venue do not remove kerbing for these events and did not place signage up (could be assumed as creating an avoidable trip hazard). Venue also were aware of people tripping on the previously (with no previous reported injuries).</p> <p>18/9/18 - Further internal investigation to be undertaken to review proximity of edging to concrete kerb and whether this worsens the impact of trip hazard</p> <p>16/10/18 - Further images sent to insurers which confirm that the kerb is flush with the track and the edging is raised approx. 50mm above track surface. Liability admitted and reserve set at £7,000</p> <p>4/3/19 - Confirmed settlement accepted - payment made for £10557.75 and policy deductible is £10k so this is due</p>
376	Trust	894226	09/02/2018	09/08/2018	WWC	No reserve	£0	Closed	Non-Active	<p>8/6/18 - Claimant states they suffered back injury through poor working practices when they worked as cafe employee. They state fraudulent staff, no training and poor supervision. Investigation started and info requested from venue and HR</p> <p>6/9/18 - Investigation Report and supporting evidence sent to insurers for review (note that no photos provided). Evidence supports their allegations and provides a clear picture of the situation.</p> <p>15/9/18 - Claimant solicitor alleges they came off their bike on the path as a result of poorly maintained surface. Not CNF reached yet as not confirmed with Authority land. Awaiting confirmation from Planning Dept.</p> <p>21/9/18 - CNF received stating they fell due to poorly maintained surface - Internal investigation started and information sent to insurer. Initial intention is to defend this</p> <p>18/9/18 - Investigation complete with information provided from Vale. Confirmed this is Trust land and has been inspected periodically with appropriate PA in place. Confirmed that the paving design meets with standards. Report sent to insurers and awaiting responses</p> <p>18/11/18 - Insurers have rejected claim based on LV report and will update in 3 months unless hear back from solicitor</p> <p>14/1/19 - Solicitor has come back with request for further information and challenging initial denial. More detail to be provided</p> <p>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 Vale which allowed debris to build up on the section of footpath adding to fall. Further investigation required with Venue on maintenance and Authority / LLDC to establish design spec</p> <p>15/1/20 - no responses from claimant's solicitors so non-active</p> <p>7/2/20 - Notification from LLDC that claim has been made against them - HAS to respond with update</p> <p>12/6/20 - Further responses from claimant Solicitor regarding when path handed over and when changed to other path</p> <p>3/6/20 - Follow up questions relating to when path handed over to LV and who from have been asked</p> <p>6/11/20 - Insurers have maintained denial of our claim and put 4 month period to seek response from claimant</p> <p>10/12/20 - Position remains unchanged and maintained denial of liability. Case to close if no further contact is made by March 2021</p> <p>20/04/21 - Update from insurers, claimant has until 10th July 2021 to appeal. If nothing is received case will be they closed</p> <p>15/05/21 - Denied liability maintained. Limitation has now expired but deadline for services of limitation proceedings outstanding. If no proceedings served by 10th July 2021 we will close our file</p> <p>23/07/21 - Confirmation received from Travelers that this case has now been closed</p>
377	Trust	894673	10/03/2018	16/08/2018	Sudreus Tunnel (for HTCANTS Trail)	No reserve	£0	Closed	Active	



Closed Personal Injury Insurance Claims Summary

Lee Valley Regional Park Authority - Policy number: UCPOP3344584

Lee Valley Leisure Trust Limited - Policy number: UCPOP3981842

Last Updated: 23/05/23


Claim Ref	Trust / Authority	Travelers Ref	Date of Incident	Date Listed	Location	Current reserve	Payments made	Open / Closed	Active / Non-Active / Closed	Status
380	Trust	900558	24/09/2018	01/02/2019	Dobbs Weir Caravan Park	No reserve	£0.00	Closed	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
382	Trust	905473	04/09/2019	18/09/2019	Hayes Hill Farm	No reserve	£0.00	Closed	Non-Active	18/9/19 - Notification only - Child collided with Raven (Coda Owned) and suffered injury - parent claiming that child attacked and inadequate response from bird handler. Claiming that child has suffered psychological damage as result and seeking compensation 31/10/19 - Recommended from insurer that liability be denied and passed onto Coda insurers for their own assessment. Insurers will contact claimant 07/02/20 - Closed as denied liability and deferred to Coda for response. 12/11/20 - Remains open on insurers report so moved back to this section 03/02/21 - Notification from insurers that case is closed

Closed Personal Injury Insurance Claims Summary

Lee Valley Regional Park Authority - Policy number: UCPOP3344584
Lee Valley Leisure Trust Limited - Policy number: UCPOP3381842

Last Updated: 23/05/23

Cur ref	Trust / Authority	Travelers Ref	Date of Incident	Date Listed	Location	Current reserve	Payments made	Open / Closed	Active / Non-Active / closed	Status
383	Trust	814887	31/12/2019	07/02/2020	LVIC	£0.00	£0.00	Closed	Active	17/2/20 - New claim notification received from Solicitor. Claimant suffered fractured wrist in two places following fall on Ice Pad. Stated that pad was overcrowded and they were hit by slider going opposite way. Also stated low number of marshals to manage session. 06/3/20 - 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. Liability denied 27/7/20 - Follow up from claimant Solicitor asking further questions to confirm person in CCTV was claimant - JB has followed up with LVIC team to confirm some details. 21/8/20 - Witness statement from LVIC staff submitted to insurers as confirmation that <u>person</u> in Aug-20 - Notified by vendor of potential claim from a contract caterer working in kitchen who hurt their back. Claim that they informed HTC staff but no record the incident at all and unknown incident until informed by claimant solicitor 3/9/20 - Informed Travelers of this and requested that they contact claimant solicitor and Loss Adjuster. Awaiting update from insurers 06/07/2021 - Confirmed by Travelers that claim does not need to be formally reported, however details have been logged in case anything is received in the future
384	Trust	TBC	12/01/2020	03/09/2020	HTC	£0.00	£0.00	Closed	Active	15/12/2020 - Notified by letter received by fitness team which contained limited detail. From further investigation it relates to an incident at Velo where an individual has taken during a track session and suffered a splinter injury from the collision. Travelers have been informed and more information will be provided 02/02/2021 - Investigation completed by Jack and submitted to insurers, liability denied and reserve set at 4k. 05/06/2021 - No further correspondences received and case closed by insurers
385	Trust	829178	07/02/2020	15/12/2020	Velo	£1.00	£0.00	Closed	Active	03/03/2021 - Claimant alleges to have broken her thumb and fractured her wrist after falling off a SUP board during a flat water session at the WWC. Investigation started and documents being gathered from site 07/04/2021 - Loss adjuster set by insurers due to conflicting statements on version of events 21/04/2021 - Reserve set by insurers at 5k. Informed Claimant we will be contacting us to investigate 08/08/2021 - Loss adjuster attended site on 19/08/2021 to review events around the claim. Email from Travelers dated 24/05/2021 who have now denied the claim based on the loss adjuster report. Awaiting response from claimant's solicitors. If no response is received it will close in August 2021 10/08/2021 - Email received from insurers stating the IP solicitors had challenged where the injury took place. Features submitted with help from WWC management team 31/08/2021 - Additional pictures and information provided to insurers around location of incident, swelling updates 07/01/2022 - Denial has been issued to the claimant solicitors. Currently with Travelers to see if challenge correct. 11/04/2022 - No challenge received therefore case has been closed by Travelers, always a chance this can mitigate in the future but closed for now.
386	Authority	827739	19/09/2020	03/03/2021	WWC	£5,070.00	£0.00	Closed	Active	

 Lee Valley Regional Park Authority		Closed Personal Injury Insurance Claims Summary Lee Valley Regional Park Authority - Policy number: UCPOP3344594 Lee Valley Leisure Trust Limited - Policy number: UCPOP3881842 Last Updated: 23/05/23									
Our ref	Trust / Authority	Travelers Ref	Date of Incident	Date Listed	Location	Current reserve	Payments made	Open / Closed	Active / Non-Active / Closed	Status	
387	Authority	935403 935475 935476	05/04/2021 17/08/2021 25/05/2021	14/10/2021	Sewardstone Campsite	£0.00	£0.00	Open	Active	<p>14/10/2021 - Notification letter received from Coline Carter, relating to ex staff member Les Richard, who claims to have suffered injuries whilst at work. Notification letter sent onto Travellers and investigation started</p> <p>11/11/2021 - Liability adjuster attended site with Gary Milne (RDHS) to investigate. Limited training records and RAMS in place for equipment involved, therefore claims looking difficult to defend against</p> <p>07/11/2021 - Email from Insurers asking for more detail on IP salary information</p> <p>07/03/22 - Requested update from Insurers, awaiting response</p> <p>11/04/22 - Email received from James Hedderington on 11/03/2022, they have now located 'misfiled' training records for IP, these have been sent to Insurers. Following this part 36 offer withdrawn and a Without Prejudice offer £5,500 (inclusive of costs) was issued on all 3 claims, awaiting response from IP</p> <p>22/04/22 - Insurers have instructed BLM solicitors to act on our behalf</p> <p>07/08/22 - Non fault offers made on two claims, awaiting update on third</p> <p>28/08/22 - All 3 claims closed with approximately 10k in fees</p>	
388	Authority	940446	28/12/2021	17/03/2021	Sewardstone Campsite	£1.00	£4,770.00	Closed	Non-Active	<p>16/03/22 - Email received from Rajan (Legal Team) regarding letter received from JF Law requesting details of our insurers. Appears to be relating to accident from 28/12/21 at Sewardstone Campsite. Details passed onto Travellers and awaiting further update on next steps</p> <p>04/07/22 - Investigation completed internally to find major faults within the way the venue management dealt with this customer. Full findings submitted to SMT for consideration. Liability accepted following visit from Loss Adjuster</p> <p>14/11/22 - Information received from Travellers informing us that the case has been settled and closed. Damages of £3k and claimants solicitors fees of £1770, total outlay £4770. The policy deductible is £10,000 therefore LV are liable to pay these costs</p>	
389	Authority	941542	29/11/2021	28/04/2022	Dobbs Weir Campsite	£0.00	£0.00	Open	Active	<p>28/04/22 - Original correspondence from IP seeking compensation dated 02/12/21. Official CNF received 28/04/22. Investigation completed and denial submitted, awaiting further update from Insurers</p> <p>08/09/22 - Correspondence from Travellers requesting additional pictures of campsite car parking lighting, have requested from Venue Manager</p> <p>24/10/22 - Additional pictures requested and supplied by Travellers of the car park lighting during darkness</p> <p>18/04/22 - Email received from Travellers confirming case had been closed for now</p>	
Notification only	Trust	870895	15/08/2016	31/08/2016	VeloPark	N/A	£0	Closed	N/A	Rider on rider claim. To whom it may concern letters have been received from Leigh Day with a request for us to forward onto the cyclists. Letters sent on 23rd Sept. Additional requests for letters to be sent out and information in regards to other riders involved in the incident. To date, all have been refused on Data Protection grounds.	
Notification only	Trust	851425	10/10/2015	08-Nov-15	WHC (hit head on block or bottom of the course following falling from raft)	N/A	£0	Closed	Closed	Incident investigated. Response sent to Mr Campbell (father) following a letter from him. This has received positive feedback. Nothing further received as of July 16. Closed on 3rd November 2016. Costs for investigation: £4988.40	
Notification only	Authority	883872	25/05/2017	22/08/2018	LV Country Park	N/A	0	Closed	N/A	Notification only - Travellers had not been made aware of death so information provided for their records - NFA	
Notification only	Trust	903819	23/04/2018	30/04/2018	VeloPark	No reserve	£0.00	Closed	Non-Active	30/4/19 - Notification only - expect a claim attempt however no evidence to suggest fault with bike and CCTV shows accident	

Closed Personal Injury Insurance Claims Summary

Lee Valley Regional Park Authority - Policy number: UCPPOP3344584

Lee Valley Leisure Trust Limited - Policy number: UCPPOP3681842

Last Updated: 23/05/23

Our ref	Trust / Authority	Travelers Ref	Date of Incident	Date Listed	Location	Current reserves	Payments made	Open / Closed	Active / Non- Active / Closed	Status
Notification only	Trust	909977	22/04/2019	22/05/2019	LV Ice Centre	No reserve	£0.00	Closed	Non-Active	22/5/19 - Notification only - Claimed that training and blister suffered as result of using centre skates 29/8/19 - Insurers notified and H&S Team in contact with claimant 31/7/19 - Insurers have denied liability however would like further information from LVIC to back up denial - HC to follow up with SS
Notification only	Trust	TBC	08/02/2019	22/05/2019	LV Ice Centre	No reserve	£0.00	Closed	Non-Active	22/5/19 - Notification only - Claimed that child fell over on ice and injured wrists - requested from Solicitor for CCTV footage
Notification only	Trust	TBC	10/05/2019	22/05/2019	LVRC	No reserve	£0.00	Closed	Non-Active	22/5/19 - Notification only - email received claiming that fall from horse during instructor led session where injuries sustained and individual states that instructor did not secure saddle correctly causing the fall
Notification only	Trust	TBC	04/08/2019	18/09/2019	Hayes Hill Farm	No reserve	£0.00	Closed	Non-Active	18/9/19 - Notification only - Child collided with Raven (Coda Owned) and suffered injury - parent claiming that child detached and handgrips response from lead handler. Claiming that child has suffered psychological damage as result and seeking compensation 31/10/19 - Recommended from insurer that liability be denied and passed onto Coda Insurers for their own assessment. Insurers will contact claimant. 07/02/20 - Closed as denied liability and deferred to Coda for response.

Contents

Plan	2
Scope	2
Planning for Safe Operations	2
Creating a Positive Health & Safety Culture	2
Accountability and Responsibility	2
Essential Principles	3
Resourcing & Skills	3
Communication.....	4
Training and Competency	5
Worker Engagement	6
Do	6
Management Arrangements/Health and Safety Management System	6
Risk Management.....	6
Check	7
Health & Safety Objectives 2023-26	7
Health & Safety Key Performance Indicators	8
Assurance Programme	8
Performance Monitoring.....	8
Risk Surveys.....	9
Health and Safety Management Reporting	9
Act	9
Performance Review and Annual Benchmarking	9
Review.....	9
Sources of Information	10

Plan

Scope

The development of the strategic health and safety plan describes how we will put the vision for health and safety into effect to help us achieve our aims for the safety of Lee Valley Regional Park Authority's future activities and projects. It sets out how we will plan for safe projects, events, venues and environments, the management arrangements we will develop, how we will monitor the success of the arrangements and learn lessons from what goes well and where there is the need for improvement.

Planning for Safe Operations

To plan for safety, we need to understand the significant risks that may affect staff, volunteers, contractors, key clients and customers. To do this we will introduce a method of assessing risks for management and the Authority operations, so we understand how best to design them out or suitably and sufficiently manage them.

Where we cannot design out significant risks, we will be prescriptive about how they must be managed, and the procedures people must follow to avoid being harmed or harming others.

Creating a Positive Health & Safety Culture

As well as insisting that people do things a certain way where the risks to them are significant, we also need to encourage everyone to think about the risks they face to better help them look after themselves and their colleagues. We want them to know that their health and safety is important to the Authority and tell them about the significant risks relevant to them. We will do this by communicating and consulting with staff on health and safety matters.

The Chief Executive and the SMT are key to creating a positive health and safety culture and therefore, are required to embrace a positive culture so it stems from the top of the organisation and is cascaded down to all employees and volunteers.

Accountability and Responsibility

Health and safety law places duties on organisations and employers, and members can be personally liable when these duties are breached: the Senior Management Team (SMT) have both collective and individual responsibility for health and safety within the Lee Valley Regional Park Authority.

The SMT and the Chief Executive are accountable for the Health and Safety Management Plan. It is the responsibility of the SMT to agree and sign off the plan.

The Corporate Director of Sport & Leisure is responsible for the effective implementation of the Health and Safety Strategic Plan and will present the management plan to the Senior Management Team in the first quarter of the year for approval.

Essential Principles

- **Strong and active leadership from the top:**
 - Visible, active commitment from the SMT
 - Establishing effective two way communication systems and management structures
 - Integration of good health and safety management within business decisions
- **Team involvement:** Engaging the workforce in the promotion and achievement of safe and healthy conditions and a positive health and safety culture, whilst considering the mental health and wellbeing of all staff, through
 - Effective communication and consultation
 - Providing high-quality workforce training and development
- **Assessment and review:**
 - Identifying and managing health and safety risks
 - Accessing (and following) competent advice
 - Monitoring, reporting and reviewing performance.

Resourcing & Skills

The organisations Head of HR is to oversee the delivery of the health and safety training and development plan.

The Authority has procured the services of Right Directions (Management) Ltd. as their health and safety support from October 2022 until October 2029. As part of this support function, a dedicated on site health and safety team will deliver a health and safety audit and support programme over the 3-year term for this strategic plan.

The audit process will focus on statutory compliance, site hazards and key risks, knowledge of team members, training and competency, and safety culture.

The Right Directions Health and Safety Team will provide day to day resources through direct support to the SMT, Heads of Service, venues and head office departments. The team will oversee the coordination of our health and safety work, provide advice, direct support and formalise consistent ways of working safely where it is important to achieving our vision to do so.

Right Directions are responsible for ensuring that day to day resources, 365 days a year are provided to the Authority, with additional out of hours support provided in the event of an emergency. To deliver the support function, Right Directions provide three Health and Safety Managers who are responsible for health and safety support, together with the additional support of the Contract Lead, with the wider Right Directions management and team on hand to assist the Health and Safety Team.

The team will support the Authorities officers on all health and safety, event safety, fire safety, legionella safety, staff training and competency, as well as staff, volunteer, contractor and public safety.

The Health and Safety Team will provide attendance on-site during an emergency situation within 1 hour of receiving notification of an emergency in progress or having recently taken place.

Communication

Health & Safety Structure

- Health & Safety Management Reporting Structure within Lee Valley Regional Park Authority consists of:
 - Local Authority Members
 - Chief Executive
 - Senior Management Team
 - Corporate Directors
 - Heads of Service
 - Health and Safety Strategic Team
 - Section / Department / Venue Managers
 - Safety Coordinators
 - Section / Department / Venue Teams
 - Right Directors (Health and Safety Team).

Health and Safety Strategic Team Meetings

The Right Directions Contract lead and team members will meet with the LVRPA Lead Officers for health and safety. The meeting will coordinate the development and implementation of our plans, policies and procedures.

This group will meet monthly to discuss and progress on health and safety matters and will ensure that best practice is shared and focus of both organisations is on key risks relevant at each phase of activity.

The agenda for the Health and Safety Strategic Team meetings is as follows;

- Monthly review of health and safety programme
- Training and development
- Workforce engagement
- Review of the risk management strategy and key risks to the business
- Health and Safety Management System review
- Statutory compliance and visits by enforcing officers
- Monthly accident and incident trend analysis
- Monthly review of the current personal injury insurance claims
- Review of the assurance programme
- Legislation and industry updates.

Health and Safety Forum Meetings

The Right Directions Health and Safety Team will meet with the Authority's Venue Managers and Safety Coordinators on a monthly basis to discuss and progress health and safety matters and will ensure that best practice is shared, with a focus on key risks. Toolbox training sessions will also take place on a regular basis covering key issues and hot health and safety topics.

Authority Safety Coordination Meetings

The Health and Safety Team will lead the Safety Coordination Team meetings. The purpose of this group is to coordinate the delivery of our health and safety arrangements across the Authority to allow us to agree appropriate standards, share best practice, make best use of our resources, and

communicate and consult on health and safety matters. The membership of the Safety Coordination Group will be the venue and department health and safety competent persons, who lead on safety or champion for it. This group meets on a quarterly basis.

Venue & Department Meetings

Health & Safety is to be an agenda item at all department meetings.

The following items will be discussed, where relevant:

- Minutes from the health and safety meetings
- STITCH headlines
- Health & Safety issues
- Risk assessment review
- Internal workplace inspection results
- Monthly monitoring returns
- Audit results
- Changes in legislation and best practice
- Procedure's review and update
- Team information, instruction, training, competency and mental health/wellbeing.

Training and Competency

Lee Valley Regional Park Authority will encourage a commitment from across the organisation to the delivery of the Health & Safety Policy. This will include involvement and engagement from all stakeholders. Lee Valley Regional Park Authority will continue to ensure each post holder understands their role and the execution of their responsibilities.

An emphasis is placed on competency so the SMT, Heads of Service, Line Managers, Venue Managers, Competent Persons and the workforce ensuring all are able to determine what is reasonably practicable in terms of health and safety management.

The training programme embeds the basic understanding of risk so that it is a life skill making sure that those joining the organisation are more aware of risk.

A review of the health and safety training programme will be carried out by the Head of HR in conjunction with the Health and Safety Team.

Lee Valley Regional Park Authority will deliver a health and safety training programme for all team members, including volunteers at venues and within all departments. The training plan will include the following elements:

- Corporate health and safety induction
- Job specific health and safety induction
- Job specific induction & training
- Secondary training
- Refresher training

Training will be based on a training needs analysis, a training matrix and the annual appraisal performance review process.

It is important that the organisation can demonstrate the competency of the team at all levels and, as such, a competency assessment framework is to be implemented. The Head of HR reviews the team training plan and competency assessment framework on an annual basis.

LVRPA are responsible for ensuring that each venue and department has a health and safety competent person trained to minimum of IOSH Managing Safety, or equivalent.

Venue Management will act as the venue-specific health and safety competent person to coordinate and assist in the delivery of the health and safety arrangements, within each venue. Head office department managers are to either be that person or are to allocate and ensure that a suitable team member is trained as a health and safety competent person.

Health & Safety Induction programme

The Health and Safety Team will work with HR to develop an online health and safety induction programme. All Personnel coming to work for LVRPA must receive and successfully complete the health & safety induction prior to working.

Worker Engagement

Staff consultation is to be coordinated using Microsoft Forms software. The consultation programme is to be completed annually. Staff are to be provided with a summary of the responses, and actions are to be taken by the Authority based upon the findings. Management will provide staff with updates on the progress and completion of the actions.

Do

Management Arrangements/Health and Safety Management System

The Health and Safety Team will maintain and continually develop the Health and Safety Management System (HSMS) for the Authority.

The HSMS will be reviewed quarterly by Right Directions and the Health and Safety Team or if changes to legislation require, with any changes in legislation being monitored and template procedures updated by Right Directions, with the Health and Safety Team updating the Authority specific procedures. All amendments made to the HSMS procedures will be presented to the Strategic Health & Safety Team, with approval for sign off sought from the SMT.

The HSMS will be located along with the associated forms and information documents on the LVQMS portal.

Risk Management

Development of Risk Assessments

The Health and Safety Team will coordinate the programme of the development for template risk assessments on the 'STITCH' system with the risk assessment module to be launched for use by venues. The Health and Safety Team will implement a phased quarterly approach to reviewing risk assessments which venue management are to follow, enabling them to have sufficient time to thoroughly review risk assessments. The content and completion of risk assessments will be examined as part of the audit assurance process to ensure that risk assessments follow the HSE's 5 steps to risk assessment.

Head office departments will assess the hazards to which their teams will be exposed and where they cannot be designed out will provide suitable controls to minimise risks. Departments will be

required to work with the Health and Safety Team who have specialist knowledge of managing the types of risk relevant to their services.

Fire Risk Assessment

Right Directions and the Health and Safety Team will conduct fire risk assessments for the venues. Reports and action plans will be provided following each assessment, with the follow up of actions reviewed during monthly support days and the audit process.

Check

Health & Safety Objectives 2023-26

- Achieve **95%** audit score across all venues (Non-LSC 95% and LSC 95%)
- Provide training sessions for the implementation of StaffMIS platform (known as LVQMS) prior to each module's implementation
- Launch of the 'STITCH' risk assessment module
- Develop a risk assessment review schedule and monitor the completion of risk assessments, ensuring they meet the HSE's 5 step approach to risk assessment
- Monitor how well the 'STITCH' accident and incident reporting process is being used by venues
- Complete all Audits quarterly for both Non-LSC and LSC venues, Green Flag open spaces, and departments identified in the service contract
- Delve in further into venue operations as part of the health and safety audits
- 100% compliant in the statutory compliance module of the health and safety audits
- 100% first aid cover at all times at Non – LSC venues
- 100% of all mandatory health and safety training is completed at Non – LSC venues
- Implement additional departmental audits for those others not required as part of the service contracts so all departments are audited
- Monitor the progress on the implementation of 'Martyn's Law' by the UK government, and implement actions required by legislation once the legislation and guidance has been published, ensuring that all actions are completed within the lead in time to the legislation coming into force
- Investigate how leased out venues and services are monitored in terms of health and safety, and make improvements to monitoring where required
- Review and set further health and safety objectives and key performance indicators
- Seek to renew the Authority's 5* rating in terms of health and safety
- Proactively support the Events team and the events programme, maintaining competencies (Level 4) in Event Safety & Spectator Safety
- Supply of monthly accident and Incident statistics
- Complete quarterly health and safety reports to the SMT
- Ensure all head office departments have a designated health and safety competent person
- Undertake a new water safety survey for water bodies within the open spaces
- Complete an annual report for the Audit Committee and plan for the year ahead
- The Health and Safety team will hold membership with the Institute of Occupational Safety and Health (IOSH) being a 'technician' member level as a minimum
- Performance Monitoring Team are to assist with undertaking basic health and safety checks during site visits, with the formulation of quarterly league tables.

Health & Safety Key Performance Indicators

- Number of reported accidents – corporate (Public, Employee and Contractor)
- Number of reported accidents by venue / department (Public, Employee and Contractor)
- Number of RIDDOR reports submitted (Public, Employee and Contractor)
- Insurance claims: number of claims and values of claims
- Number of improvement notices issued
- Number of prohibition notices issued
- Number of prosecutions and cost of fines
- Staff health and safety survey responses.

Assurance Programme

Internal Health and Safety Audit Programme

Right Directions will carry out quarterly audits. The Health and Safety Team will coordinate the annual programme of audits, with each team member completing one set of quarterly audits each year. Right Directions Head of Operations will mentor all auditors each year to ensure standards are being met by auditors and there is a consistent approach to auditing.

The internal health and safety audit programme will include the following for both Non-LSC and LSC venues;

- A site-specific audit report, which includes prioritised actions in terms of liability, will be written for each Venue
- The process will continue to be 'announced' audits
- The audits will focus on statutory compliance, key risks, safety processes, knowledge of staff on site, staff competency, safety culture and other selected relevant safety criteria.

Departmental Audits

Right Directions will carry out quarterly audits of certain head office departments, with particular subjects covered such as corporate health and safety training, event safety, the working from home process, occupational health arrangements, and specific departmental health and safety arrangements for hazards faced such as lone working and work related driving. The process will also evaluate staff competency.

The Health and Safety Team will review all accidents, incidents recorded on STITCH, and investigate accidents where required, as well as investigate accidents and incidents reportable under RIDDOR, and make recommendations as part of investigations for risk reduction and raise areas of specific concern to the Strategic Health and Safety Team and the SMT.

The Health and Safety Team will review any visits carried out by Environmental Health Officers, the Health and Safety Executive or other relevant body, making recommendations to the Authority of action to be taken, and assist Officers in the implementation of any recommendations.

Performance Monitoring

Monthly performance monitoring will be carried out by the Contracts and Quality Officer. The Officer will assist with undertaking basic health and safety checks during site visits and report their findings

to the Health and Safety Team who will formulate and communicate the results in the form of quarterly league tables which are to be published and communicated.

Risk Surveys

Officers and the Health and Safety Team will work closely with the Insurers 'Travelers'. Travelers Senior Risk Control Consultant will carry out periodic accident investigations, risk surveys and property risk overviews as required.

The Health and Safety Team will review reports submitted and actions identified to assist the authority to reduce risk.

The Health and Safety Team with the Head of Legal will meet with Travelers representatives twice a year.

Health and Safety Management Reporting

The Health and Safety Team will coordinate the development of the health and safety management quarterly and annual reporting programme.

The strategic health and safety plan will be reviewed during Q4 each year, which will result in the production of the annual health and safety management report. This report will provide information of performance for the year and set objectives / key performance indicators (KPI) for the forthcoming financial year.

The Health and Safety team will prepare the annual Health and Safety Report for the Audit Committee, which is to be submitted to the Corporate Director.

Act

Performance Review and Annual Benchmarking

The Health and Safety Team will coordinate a review of performance following the completion of the assurance programme through evaluating key risks and issues identified as part of the audit process. The 'RD Dashboard' provides that evaluation mechanism, where reports and charts can be produced. The system also provides each venues audit performance against other Authority Venues as well as audits undertaken by Right Directions' other clients, both in terms of scoring and positioning in a national league table.

A performance review will be prepared following the internal health and safety audits. The report will be documented in the quarterly SMT reports and annual health and safety report. The performance review details will also include local and national benchmarking statistics.

Review

This health and safety strategic plan will be reviewed annually, as a minimum unless changes in legislation occur.

Sources of Information

- Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulations 1999
- [Health and Safety Executive](#)
- LVRPA HSMS
- Health & Safety Policy Statement
- Health & Safety Management System
- Health & Safety Performance Reviews
- Health & Safety Audit Reports
- Health & Safety Returns
- Internal Workplace Inspections
- Health & Safety Agendas
- Audit Committee Annual Health & Safety Report
- Corporate Training Programme
- Corporate Training Matrix.