

Our Ref	Trust / Authority	Travelers Ref	Date of Incident	Date Listed	Location	Current Reserve	Payments Made	Open / Closed	Active / Non-Active	Status
388	Authority	938370	18/10/2021	26/01/2022	Dobbs Weir Campsite	£1.00	£0.00	Open	Active	<p>17/01/21 - Notification letter received from Finance 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</p> <p>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</p> <p>07/03/22 - Loss adjuster from Questgates attended site on 02/03/22. Formal statements taken from key witnesses, awaiting further update</p> <p>08/08/22 - Case being internally reviewed at Travelers due to EU VNUK ruling complicating this, awaiting further instructions</p> <p>19/09/22 - Travelers will not cover under PL insurance. Currently liaising with Motor insurers to clarify if they will cover</p> <p>20/09/22 - 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</p> <p>13/10/22 - Email received 06/10/22 from claimants solicitors requesting details of LVRPA motor insurers. Julie Smith (Head of Legal) has responded</p> <p>17/01/23 - Email received from motor insurers confirming the golf buggy will be covered under their insurance. They have asked some additional questions which have been responded too. Awaiting update.</p>
391	Authority	945136	23/08/2020	08/08/2022	White Water Centre	£10,070.00	£360.00	Open	Active	<p>08/08/22 - Email received from Travellers regarding new CNF received for an accident at WWC. Investigation started by RDHS</p> <p>08/09/22 - Questgates visited site on 25/08 to complete investigation. Awaiting update from Travellers but denying liability looking unlikely</p> <p>01/11/22 - Portal settlement pack received by Travelers and offer of 3k made, although they were looking for 4k. Reserve set at 4.8k damages & £1,640 costs.</p> <p>23/05/23 - Still awaiting further medical information.</p>
392	Authority	950571	15/01/2020	17/01/2023	Spring Hill Sports Ground (by footbridge to Springfield Marina)	£0.00	£0.00	Open	Active	<p>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.</p> <p>01/02/23 - Denial agreed and issued by Travelers</p> <p>02/03/23 - No further correspondence so Travelers have closed the case</p> <p>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.</p>
393	Authority	950603	04/09/2021	17/01/2023	Coppermill Bridge	£98,558.00	£0.00	Open	Active	<p>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 LVPRA property.</p> <p>09/02/23 - Travelers have appointed a solicitor from Kennedys to investigate due to the seriousness of the alleged injuries. Further questions have been received and passed onto Ges Hoddinott and Rajan Minstry due to their expertise in these areas. Full response sent back.</p> <p>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 stop and dismount from his bike as he approached the bridge.</p>

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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 started an investigation, no PI received yet.



Closed Personal Injury Insurance Claims Summary

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Lee Valley Leisure Trust Limited - Policy number: UCPOP3981842

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221	Authority	796618	02/10/2011	03/07/2013	LV WWC (Severe injuries when fell out of raft whilst in the water)	£96,000	£626,643	Closed	Closed	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: £38,840.40, Claimant's Solicitor Costs: £145,000.00, Our Defence Costs: £35,324.26, TOTAL OUTLAY: £626642.94
227	Authority	815913	11/10/2012	22-Oct-12	Pickett's Lock Campsite (Fall from step)	£8,500	£5,000	Closed	Closed	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).
229	Authority	819143	26/04/2012	07/01/2013	Pickett's Lock Campsite (Alleged infection caused from animal faeces in plant room)	£10,000	£0	Closed	Closed	Limitation date has passed with no claim being submitted. The insurers have closed their file.
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	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 DIY/Care (£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: £96,609.46
334	Authority	838851	18/01/2013	23/02/2014	Sewardstone Campsite (Fall due to path not being gritted)	£28,236	£35,630	Closed	Closed	Claim reopened 7th May 2015. 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 £28,236, but the solicitors expect to pay damages of approximately £12,000, no more than £17,000. Agreed by Simon Sheldon and Beryl Foster. Confirmation - has been settled at £35,629.74. Closed on 14th November.
336	Authority	844984	21/06/2014	01/10/2014	LVWWC (Raft Capsize)	£19,138	£0	Closed	Closed	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.
337	Authority	845976	30/07/2014	20/08/2014	Hayes Hill Farm (Fall on dip in pathway - Claimant was wearing flip flops)	£13,500	£0	Closed	Closed	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



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338	Authority	846044	16/04/2014	17-Oct-14	Three Mills (Fall in natural play area)	£5,000	£0	Closed	Closed	Liability has been successfully denied by the insurers. Claim closed 5th June 2015 with no payments made.
342	Authority	848506	29/03/2014	17/10/2014	Hayes Hill Farm (Sat on low level rail (barrier) which collapsed under claimants weight)	£5,000	£0	Closed	Closed	Investigated by insurers and liability denied. No further information. Closed July 2015 - no payments made
344	Authority	850053	04/09/2014	13/01/2015	Coleman's Lane, Nazeing (Fall into pot hole on lane)	£6,200	£0	Closed	Closed	Investigated by insurers and liability denied. Closed July 2015 - no payments made
345	Authority	852235	28/12/2014	05/03/2015	LVIC (Fall on ice pad due to sweet wrapper 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 skid and crash vehicle)	TBC	£0	Closed	Closed	Liability has been successfully denied by the insurers. Claim closed 19th June 2015 with no payments made.
348	Authority	854806	30/03/2015	28/04/2015	LVAC (Gym Equipment - leg press seat fall leading to injury whilst lifting weights)	TBC	£0	Closed	Closed	Investigated by insurers and liability denied. Closed Sept 2015 - no payments made
350	Trust	855752	15/05/2015	26/05/2015	VeloPark (Slip, trip, fall plaza area near planted tree)	TBC	£0	Closed	Closed	Investigated by insurers and liability denied. Closed Oct 2015 - no payments made
351	Trust	860005	30/06/2015	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 Marshalls insurers have at last agreed to provide a full indemnity in this matter. All costings recovered from starters insurers.
352	Authority	859943	11/04/2014	24/09/2015	VeloPark	TBC	£0	Closed	Closed	Closed by insurers - no formal claim, enough to deny liability and redirect any future claim
353	Trust	863890	17/09/2015	30-Nov-15	Riding Centre	£5,000	£4,596	Closed	Closed	Ex-employee who suffer a shoulder injury while walking horses - horse jerked its head back, pulling on the claimants arm. Reviewed by Insurers and liability to be denied. Closed: 24/8/16. No payments made.



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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 PI. 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 Pittis 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), £8,106 (claimant solicitor costs),£5,223 (Our solicitor costs) - £5,000 excess to be paid
356	Trust	869773	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 Date Protection issues. Casualty 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	869768	25/07/2016	05/08/2016	WWC	£6,500.00	£7,839.34	Closed	Closed	Customer accidentally had a cup of hot tea split 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 £7,839.34.
359	Trust	874926	04/11/2016	04/01/2017	WWC	£6,680.00	£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	874387	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	£2,500.00	£0.00	Closed	Closed	Slipped on the ice - claiming a defect with the ice surface. Successfully denied liability, with no payments made.



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362	Trust	876165	16/10/2016	03/02/2017	VeloPark	No reserve	£0.00	Closed	Closed	Child alleged to of hurt themselves while sliding 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 we were contacted by the father at a later date and the incident was investigated as a Safeguarding issue. 12/9/17 - 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
363	Trust	876982	09/01/2017	09/03/2017	Picketts 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 tactically 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
364	Trust	878399	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. 9/11/17-We have denied this one and not had any response to this so has been closed by insurer.



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365	Trust	879384	04/08/2016	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 denied. No further updates so file closed in Jan 18.
366	Trust	881678	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	893157	09/07/2017	08/08/2017	Three Mills	£4,787.56	£5,037.56	Closed	Closed	Claimant tripped on rubber matting surrounding the sunken trampoline, 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 6/7/18 - 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 16/10/18 - 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 update. 26/4/18 - 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 Mtr 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 15/06/21 - 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



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371	Trust	886361	02/12/2017	18/12/2017	LV Ice Centre	No reserve	£0	Closed	Non-Active	Claimant suffered pain and bruising to leg following skating session. States they have been in pain and off work for over 5 days. 19/2/18 - Report and docs sent to insurers, awaiting update 30/4/19 - Closed internally as no correspondence for over a year
372	Authority	886944	29/12/2017	08/01/2018	Old Mill & Meadows	No reserve	£6,000	Closed	Closed	Claimant slipped on ice within car park as they got out of their car. CCTV checked and no record at time, seeking further detail from claimant. 23/2/18 - CCTV footage sent to insurers to challenge claimant 4/7/18 - Closed by Insurers as no contact for 3 months 4/9/18 - Re-opened as updated CNF received stating that incident occurred at Meadows Car Park in Broxbourne, not at Myddelton House. CNF provided to Insurers and request for docs from AJ and Rangers team (RA, Procedure, status of flood in car park) 16/10/18 - Investigation complete and sent to insurers 24/10/18 - Insurers advise they have denied liability based on info provided in report 18/1/19 - No response following denial so insurers have closed 12/4/19 - File re-opened as claimant solicitors have challenged our denial. Insurers maintain denial however BLM nominated to accept service should they consider it reasonable to litigate 16/7/19 - No response for 3 months so has been closed by insurers 26/04/21 - Correspondence received from BLM. Claimants solicitors have litigated meaning the case has re-opened. Waiting further advise from BLM & Travellers 13/05/21 - Informed by BLM proceedings have been served, therefore BLM will prepare our defence. Additional information provided to BLM to complete this 04/06/21 - Defence papers issued and reviewed by LV Legal team, a number of small amendments have been made and defence served by BLM 22/11/21 - Further information from BLM informing us a court date of the 28th March has been set for this. 'List of Documents' required to be signed of by LV legal team. Further questions asked from BLM. 07/03/22 - Witness statements issued by 8th Feb. Awaiting decision from the insurers if to settle or continue to defend 11/04/22 - Solicitors advised not to defend and negotiate settlement. A part 36 offer of 5k was made on the 18th March, awaiting decision from IP 15/05/22 - Notification from BLM that case has been settled to the figure of 6k



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373	Trust	887259	22/07/2017	19/01/2018	WWC	£89,755	£89,755	Closed	Active	<p>Claimant was helping to put away large bouncy castle in the rain and slipped over. Suffered a triple leg break and claims they were wearing inappropriate footwear for the task (taken shoes off and wearing socks). RIDDOR report submitted.</p> <p>23/1/18 - RA's and checklists received from venue, requesting further detail on manufacturer guidance and specific set up/down NOP. Insurer contacting claimant - no excess</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 Airquee based on evidence provided</p> <p>5/6/18 - Insurers have updated their position and recommend we accept liability - reserve increased</p> <p>9/8/18 - Liability accepted by Trust - awaiting further update</p> <p>24/9/18 - Employee loss of earnings info sent to insurers - awaiting update</p> <p>1/11/19 - 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 is has made rehab difficult which has prolonged the process</p> <p>15/06/21 - Claim now settled at a total sum of £ 89,754.50. File was closed 12th April 2021.</p>
374	Authority	892557	14/03/2018	20/06/2018	Waterworks Nature Reserve	£15,798	£9,088	Closed	Non-Active	<p>20/6/18 - CNF states claimant tripped on uneven paving slabs on footpath in Nature Reserve suffering various bumps and bruises resulting in hospital visit. CNF sent onto Insurer and acknowledged receipt of CNF with Solicitor. Investigation started</p> <p>15/8/18 - 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 attach under Occupiers Act. Confirm that liability accepted by authority</p> <p>20/8/19 - Payment made by insurers to value of £9,088.20 - less than reserve. Payment info sent to LV Finance for settlement and insurers informed - Now closed</p>



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375	Trust	893353	10/06/2018	11/07/2018	LV Athletics Centre	£7,000	£10,558	Closed	Non-Active	<p>11/7/18 - CNF states claimant tripped on white bars next to track which blended with track 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 only 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 this 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 minimises 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	894228	09/02/2018	09/08/2018	WWC	No reserve	£0	Closed	Non-Active	<p>9/8/18 - Claimant states they suffered back injury through poor working practices when they worked as café employee. They state insufficient 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 induction found at site). Evidence suggests that sufficient workers and supervision in place</p> <p>15/8/18 - Claimant solicitor alleges they came off their bike on this path as result of poorly maintained surface. Not CNF received yet as not confirmed within Authority land. Awaiting confirmation from Planning Dept.</p> <p>21/8/18 - CNF received stating they fell due to poorly maintained surface - internal investigation started and information sent to Insurers. Initial intention is to defend this</p> <p>18/9/18 - Investigation complete with information provided from Velo. Confirmed this is Trust land and has been inspected periodically with appropriate RA in place. Confirmed that this paving design meets with standards. Report sent to insurers and awaiting responses</p> <p>16/11/18 - Insurers have rejected claim based on LV report and will update in 3 months unless hear back from solicitors</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 Velo which allowed debris to build up on this section of footpath adding to fall. Further investigation required with Venue on maintenance and Authority / LLDC to establish design spec</p> <p>15/1/20 - no response from claimants solicitors so non-active</p> <p>7/2/20 - Notification from LLDC that claim has been made against them - H&S to respond with update</p> <p>12/6/20 - Further responses from claimant Solicitor regarding when path handed over and when changed to shared path</p> <p>3/8/20 - Follow up questions relating to when path handed over to LV and who from have been asked</p> <p>9/11/20 - Insurers have maintained denial of our claim and put 4 month period to await 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 fully closed</p> <p>15/06/21 - Denied liability maintained. Limitation has now expired but deadline for service 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 Travellers that this case has now been closed</p>
377	Trust	894673	10/03/2018	15/08/2018	Sultrans Tunnel (nr HTC/MTB Trail)	No reserve	£0	Closed	Active	<p>11/7/18 - CNF states claimant tripped on white bars next to track which blended with track 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 only 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 this 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 minimises 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>



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
380	Trust	900558	24/08/2018	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	909473	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 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



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383	Trust	914687	31/12/2019	07/02/2020	LVIC	£0.00	£0.00	Closed	Active	7/2/20 - New claim notification received from Solicitors. Claimant suffered fractured wrist in two places following fall on Ice Pad. Stated that pad was overcrowded and they were hit by skater going opposite way. Also stated low number of marshals to manage session. 9/3/20 - 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 2/7/20 - 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 person in
384	Trust	TBC	12/01/2020	03/09/2020	HTC	£0.00	£0.00	Closed	Active	Aug-20 - Notified by venue of potential claim from a contract caterer working in kitchen who hurt their back. Claim that they informed HTC staff but no record this 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 05/07/2021 - 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
385	Trust	925176	07/02/2020	15/12/2020	Velo	£1.00	£0.00	Closed	Active	15/12/2020 - Notified by letter received by finance team which contained limited detail. From further investigation it relates to an incident at Velo where an individual has fallen 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 05/05/2021 - No further correspondence received and case closed by Insurers
386	Authority	927739	13/09/2020	03/03/2021	WWC	£5,070.00	£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 Questagtes will be contacting us to investigate 08/06/2021 - Loss adjuster attended site on 13/05/2021 to review events around the claim. Email from Travelers dated 24/05/2021 who have now denied the claim based on the loss adjusters report. Awaiting response from claimants 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. Pictures submitted with help from WWC management team 31/08/2021 - Additional pictures and information provided to Insurers around location of incident, awaiting update 07/01/2022 - Denial has been issued to the claimant solicitors. Currently with Travellers to see if challenge comes. 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.



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387	Authority	935403 935475 935476	05/04/2021 17/06/2021 25/06/2021	14/10/2021	Sewardstone Campsite	£0.00	£0.00	Open	Active	14/10/2021 - Notification letter received from Colbie Carter, relating to ex staff member Lee Richard, who claims to have suffered injuries whilst at work. Notification letter sent onto Travellers and investigation started 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 07/12/21 - Email from Insurers asking for more detail on IP salary information 07/03/22 - Requested update from insurers, awaiting response 11/04/22 - Email received from James Hetherington 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 22/04/22 - Insurers have instructed BLM solicitors to act on our behalf 07/06/22 - Non fault offers made on two claims, awaiting update on third 29/09/22 - All 3 claims closed with approximately 10k in fees
389	Authority	940446	26/12/2021	17/03/2021	Sewardstone Campsite	£1.00	£4,770.00	Closed	Non-Active	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 26/12/21 at Sewardstone Campsite. Details passed onto Travellers and awaiting further update on next steps 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 14/11/22 - Information received from Travelers 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
390	Authority	941542	29/11/2021	28/04/2022	Dobbs Weir Campsite	£0.00	£0.00	Open	Active	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 08/09/22 - Correspondence from Travelers requesting additional pictures of campsite car parking lighting, have requested from Venue Manager 24/10/22 - Additional pictures requested and supplied by Travelers of the car park lighting during darkness 18/04/22 - Email received from Travelers confirming case had been closed for now
Notification only	Trust	870995	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	861425	10/10/2015	06-Nov-15	WWC (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: £4596.40
Notification only	Authority	893872	25/05/2017	22/08/2018	LV Country Park	N/A	0	Closed	N/A	Notification only - Travelers had not been made aware of death so information provided for their records - NFA
Notification only	Trust	903619	23/04/2019	30/04/2019	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



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Notification only	Trust	905977	22/04/2019	22/05/2019	LV Ice Centre	No reserve	£0.00	Closed	Non-Active	22/5/19 - Notification only - Claimed that bruising and blister suffered as result of using centre skates 28/6/19 - 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 fell 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 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.