

**PREPARATION OF ANNUAL HEALTH AND SAFETY REPORT - Report by
Chief Executive**

Summary

An important element of the Governance structure relating to the company's Health and Safety performance is the Health and Safety annual report.

This report informs Directors about the performance of High Life Highland in terms of health and safety management and also suggests that the company's health and safety advisors attend the next meeting of the Board to discuss the content and structure of the annual health and safety report.

It is recommended that Directors:-

- i. agree that QLM, the Company's health and safety advisors be invited to the next Board meeting to discuss the content and structure of the first and future health and safety reports; and
- ii. note the low number and low severity of incidents over the period reflecting good practice across the company

1. Background

- 1.1 The terms of the High Life Highland (HLH) Health and Safety Policy Statement requires annual and exception reporting to the HLH Board on health and safety performance

2. Business Plan Contribution

- 2.1 This report contributes to all of the outcomes of the HLH Business Plan 2012-15.

2. Health and Safety Management in High Life Highland

- 2.1 The responsibilities for health and safety have been clearly defined through a set of health and safety policies and procedures:-
 - i. each member of staff for HLH has a responsibility for their own, and others, health and safety;
 - ii. managers are responsible for health and safety in their areas of work;
 - iii. Heads of Service have specific duties and responsibilities to ensure proper risk assessments are carried out; that policies and procedures are implemented; and that their staff have sufficient knowledge and understanding to perform their duties safely;
 - iv. the Head of Resources is charged with formulating and implementing policy;
 - v. overall responsibility for health and safety lies with the Chief Executive;

and

- vi. a Director has been appointed to take a special interest in health and safety and Ken Nicol is the current incumbent.

2.2 A process for monitoring accidents and incidents is in place and actions to improve health and safety have been both identified and undertaken in the last year:-

- i. HLH has an incident reporting system that ensures that any significant incident is immediately reported “up the line” through managers to the Chief Executive, and action taken if required;
- ii. the Head of Resources and the Head of Performance receive and review a report on all accidents and incidents monthly. There are examples in the last year of this system identifying a minor trend and action was taken to ensure that it had been noticed and addressed;
- iii. an annual audit of health and safety is undertaken by HLH’s health and safety professional advisors and an action plan agreed. This is reported on further below;
- iv. there are two working groups on health and safety that regularly review performance statistics: a strategic group that includes Board representation and is attended by the 3 Heads of Service; and a staff consultation group attended by the Trade Unions and the 5 Principal Managers. These groups meet quarterly and receive performance reports and an update on the audit action plan and are a forum for discussing issues and recommending improvements. Both groups receive a quarterly update on the “national scene” as it affects the areas of work of HLH and changes to practices are implemented as appropriate;
- v. there is an annual reporting system to the HLH Board; and
- vi. any major one-off incidents are brought to the attention of the Chair and to Directors as appropriate.

3. Professional Advice

3.1 Directors will recall that it is a legal requirement that HLH have access to “a competent person” to provide advice on health and safety. QLM have been appointed by HLH to act in this capacity. Their representative attends all quarterly meetings, the company provides a telephone advice service to local managers and they undertake an annual audit of health and safety practices. There is a very good working relationship with QLM.

4. Health and Safety Audit

4.1 The annual health and safety audit takes the form of a sample of HLH facilities in one geographical area. The first audit was of facilities in Badenoch and Strathspey and Lochaber and covered leisure centres and swimming pools, libraries, community facilities and outdoor centres. The main point of the audit is to look at practices across HLH and their local implementation, and it also comments on any health and safety issues in the individual facilities themselves.

4.2 The annual health and safety audit results in an action plan, which is monitored by the two working groups. The action plan is attached as **Appendix A**.

4.3 The 2012 audit produced satisfactory results in that no changes were required in procedures or processes and no significant breaches were identified.

4.4 The progress of two items in the action plan are slower than hoped for. Both relate to the Property Agreement with The Highland Council (THC). The audit identified the requirement for legionella inspections in all buildings. THC is taking this forward in two stages and has included 18 of HLH's buildings in the first, high priority, phase. Discussions are on-going with officers of THC to determine the timetable for the remaining inspections. Secondly action to replace some equipment in Lochaber Leisure Centre is taking longer than anticipated.

5. Health and Safety Performance

5.1 It will be recommended that Directors discuss the form and content of future health and safety reports at the march Board meeting. This report includes a list of all the accidents and incidents reported from April 2012 to date, in **Appendix B**.

5.2 A number of points can be drawn from these statistics:

- there were no significant RIDDOR reportable accidents in the last year;
- there has been one incident where it was felt necessary to implement the reporting system to the Chair, although the staff actions were exemplary, and HLH procedures immediately executed. Two young children got into difficulties in one of our pools, one immediately after the other. The staff could have had their attention diverted by the first incident and not been immediately aware of the second. This did not happen and both children were assisted to the side of the pool. They remained in the shallow end playing under supervision until their parents arrived; and
- a possible under-reporting of minor "slips and trips" type incidents was noticed earlier in the year and the reporting of these has increased in recent months after this was drawn to the attention of staff.

5.3 Given the size of our operation and the number of visits to HLH facilities, there have been a minimum number of incidents reflecting good practice in our facilities. Good progress has been made in terms of reviewing all policies and procedures, and the audit and review groups have ensured a culture of continuous improvement.

6. Review of Health and Safety Processes

6.1 At its start-up, HLH adopted the health and safety policies and procedures of THC, with minor amendments. Since then, and in discussion with our advisors, the need to build new policies and procedures from scratch has been agreed. This is not to be seen as the result of any deficiencies in THC systems, simply that they reflect the needs of a very large organisation.

6.2 The opportunity is being taken to simplify the guidelines and processes for health and safety in HLH. The new system will be ready to be reviewed by the various groups after January. Work on the project is being undertaken by

Kevin Thomson, who is on a 6-month secondment from his post as the Area Sports Development Officer (South). The length of the secondment reflects the scale and complexity of the task. This work will be reviewed by QLM and is based on their guidelines.

7. Format and Content of Future Reports

- 7.1 This report has provided the board with raw data of all of the health and safety incidents within the company. However trend analysis is not yet available, and there has been some discussion as to whether environmental issues, building and plant failures should be included in the annual report, and also on the content of trend analysis and reporting. It will be recommended that QLM, the Company's health and safety advisors, be invited to the March meeting of the Board to facilitate a discussion on the form and content of future reports.

8. Risk Implications

- 8.1 That health and safety matters reported to the Housing and Property Service can remain unresolved after a period of time creates a risk for HLH: and it is a concern that a timetable to have legionella risk assessments completed has not yet been finalised. Both these points have been added to the risk register, and are subject to on-going discussions with HaPS.

Recommendation

It is recommended that Directors:-

- i. agree that QLM, the Company's health and safety advisors be invited to the next Board meeting to discuss the content and structure of the first and future health and safety reports; and
- ii. note the low number and low severity of incidents over the period reflecting good practice across the company

Signature:

Designation: Chief Executive

Date: 26 November 2012

APPENDIX A

Health and Safety Action Plan, 2012

Action No.	QLM No	Required Action	Lead	Current position Date: 13th September 2012	Completed Y/N
		Action for management team			
1	6.1	Given the geographical area covered, there should be representation on a corporate safety committee from wet, dry, community and library facilities for both north and south of the region to ensure appropriate levels of communication and discussion.			
		Response: agreed	GW	Principal Managers will attend staff consultation meetings	Y
2	6.2	Current ISRM assessments should, as part of the 2012 review, be upgraded to the 2011 CIMSPA structure; Training be provided for staff who are required to undertake risk assessment as part of their role. In this respect, the new CIMSPA Health and Safety Management Certificate course is considered to be appropriate.			
		Response: Agreed	FH	Training has been put in place and the first sixteen staff attend week beginning 12 th Nov 2012	N
3	6.3a	Agreement to be reached between the Trust and QLM Ltd on whether centre management staff may make a direct approach to QLM Ltd or whether this should be facilitated through a health and safety co-ordinator.			
		Response: responsibility for contacting QLM will remain with	GW	Agreed with QLM 24 th July 2012	Y

Action No.	QLM No	Required Action	Lead	Current position Date: 13th September 2012	Completed Y/N
4	6.3b	<p>north and south managers rather than centre managers, as this will ensure that messages are consistent and wider implications and lessons are taken on and disseminated</p> <p>Consideration should be given to appointing a central health and safety co-ordinator or officer and a safety co-ordinator within each of the Trust's operating disciplines</p> <p>Response: the five principal officers will attend future operational meetings, subject to 1 above</p>	GW	See action point 1 above	Y
5	6.4	<p>The Trust considers the introduction of a 13 or 26 week probationary period for all new staff to allow a review of suitability for a post, knowledge and performance to be completed before confirming a permanent post. Induction training and information be reorganized to meet the following structure:</p> <ul style="list-style-type: none"> • First day • First Week • First month • First quarter • End of probationary period <p>Response: If staff are not performing then systems exist to address these issues. HLH induction processes are adequate and we do not use, nor plan to introduce, probationary periods</p>	N/A		Y
6	6.6	<p>A programme of internal and external safety reviews should be developed in conjunction with the Trust's safety advisors. Key performance indicators for health and safety should be agreed</p>			

Action No.	QLM No	Required Action	Lead	Current position Date: 13th September 2012	Completed Y/N
		and safety reviews measured against these			
		Response: Agreed, and this will be discussed with QLM	GW	Discussed at H&S Strategic group meeting on 4 th September. Agreed to implement after the work completing the policy review is done.	N
7	7.9	Facility managers should review the diverse range of working activities and identify those where lone working takes place. Control measures including monitoring of staff and better communications should be adopted to better manage this.			
		Response: Agreed. Area managers to monitor and maintain	GW	Following policy review, Head of Resources to brief Principal Managers and ensure that system is established	N
		Action through estate management and HaPS			
8	7.3	A full review of all fire fighting equipment be undertaken as part of the recommended fire risk assessment review to identify and replace all old style, coloured extinguishers with red body models complying with BSEN 3.			
		Response: Agreed	SS	The existing appliances will remain in place until such time as they become unserviceable/unfit for use or if they fail their annual test, at which point they will be replaced with BSEN 3 compliant extinguishers.	Y
9	7.4	All facilities need to have rechargeable torches or lanterns that are on permanent trickle charge for such emergencies.			
		Response: Noted. However, having discussed this with the	SS	No further action required.	Y

Action No.	QLM No	Required Action	Lead	Current position Date: 13th September 2012	Completed Y/N
10	7.5.3	<p>Consideration needs to be given to how first aid incidents are to be recorded. Facilities currently have Highland Council records but we feel that the use of either the HSE approved first aid pad or a High Life Highland equivalent would be more appropriate.</p> <p>Response: Agreed that this will be considered</p>	KT	Will be examined as part of health and safety policy review	N
11	7.7	<p>Liaison with Highland Council is needed to establish the dates on which the most recent inspections were undertaken and arrangements must be implemented to meet the inspection criteria in the IEE Regulations.</p> <p>Response: Agreed</p>			
12	7.8	<p>An urgent review of water quality management must be undertaken without delay to include as a minimum:</p> <ul style="list-style-type: none"> • completion of a legionella risk assessment • completion of a water services register • implementation of a programme of water temperature testing at sentinel points • water sampling for microbiological analysis • disinfection of cold water storage tanks if appropriate <p>Response: Agreed, and this matter has been taken up with HAPS who are contracted to provide support services</p>	SS	<p>Spread sheet has been populated by HaPS and John Oman is their consultant who is currently ensuring that the correct frequency of inspections is applied to all HLH properties especially the pools and pool halls.</p>	Y
			SS	HaPS have agreed to prioritise HLH properties immediately following care homes. Work is	N

Action No.	QLM No	Required Action	Lead	Current position Date: 13th September 2012	Completed Y/N
13	7.8	L8 training be arranged for key staff at each facility to ensure that there is a competent person who can take responsibility for routine water services management. Response: Agreed. This will be done on receipt of site specific Legionella Risk Assessments	SS	expected to start in autumn. Initial 18 properties to be done through quick quote. Remaining on wider contract. QLM aware.	N
14	7.12.3	A number of work tasks at the museum involve working at height. Tower scaffold training was discussed to facilitate this. There is a proposal for staff to dismantle, relocate and rebuild a shinty pavilion to become a museum exhibit. Response: Agreed. Staff training records to be compiled and updated accordingly so that site specific tasks such as working with scaffolding is covered and refreshed when necessary.	SS	Staff training records have been compiled. Further courses being identified and will be attended by requisite staff.	N
15	8.1.2	Filters at Lochaber are reported as not having been serviced for at least 8 years. Best practice to maintain consistent water quality and effective backwashing is to ensure that there is an annual visual inspection and a full service with new filter medium at least every 7 years and this should be addressed as part of the Centre's PPM programme. Response: Principal Estates Manager to confirm and if required arrange through HaPS.	SS	This has been checked and filters are not due to be replaced until 2013	Y
16	8.1.3	The ventilation system covers in the pool hall at Lochaber were in a very poor condition and filthy. In recognizing that cleaning these will not be a simple task and will involve constructing a			

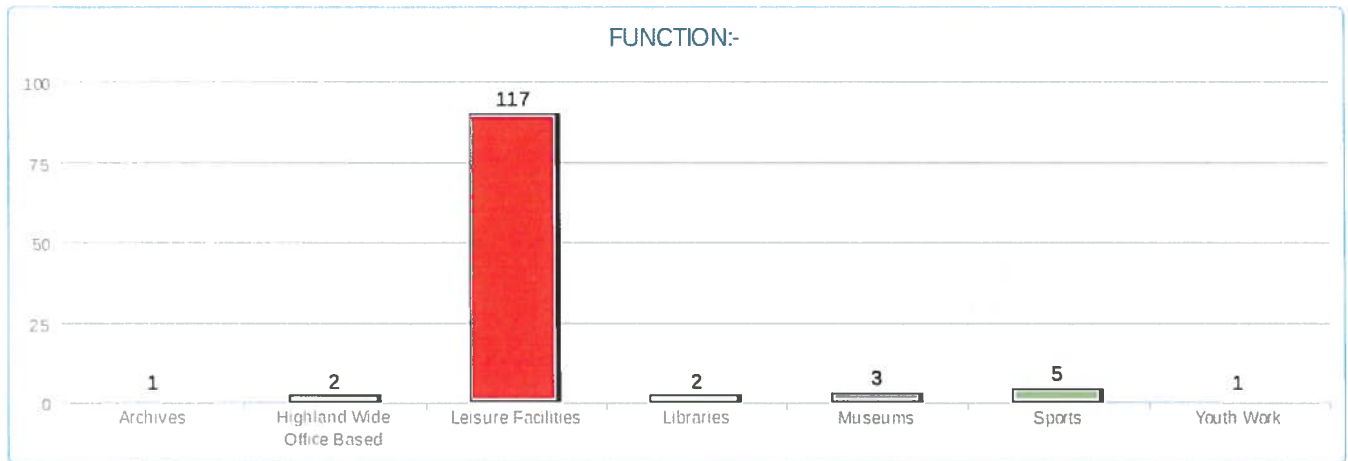
Action No.	QLM No	Required Action	Lead	Current position Date: 13th September 2012	Completed Y/N
		scaffold access in the pool, they represent a biological hazard. Ceiling ventilation cleaning should be addressed as part of the PPM programme.			
		Response: Agreed	SS	HaPS requested to action, waiting for response despite constant hastening for action.	N
17	8.1.5	Improved safety signs are required on some chemical storerooms [Lochaber] and improved bunding is needed where PAC containers are used and/or stored. Response: Principal Estates Manager to confirm and if required arrange through HaPS.	SS	HaPS requested to action, waiting for response	N
18	8.3.1	Doors on some corridors were identified as major traffic routes but did not feature vision panels. The was particularly the case at Lochaber SC. Where these are identified, doors should be replaced or have vision panels fitted. Response: Principal Estates Manager to confirm and if required arrange through HaPS.	SS	HaPS requested to action, waiting for response	N
19	8.3.3	Electrical distribution boards are fitted in a room at Lochaber SC that is shared with the washing machine as the room is used as a laundry. Shared use of this type is not appropriate and the laundry facility should be relocated. In addition, the fire compartmentalization has been breached by the installation of cabling and conduit. This requires attention to minimize the likelihood of a fire spreading in this area. Response: Principal Estates Manager to confirm and if required arrange through HaPS.	SS	HaPS requested to action, waiting for work to commence	N
Action by Managers Across HLH					

Action No.	QLM No	Required Action	Lead	Current position Date: 13th September 2012	Completed Y/N
20	7.10	Internal auditing should incorporate checks on equipment and cross-checking with staff who may use equipment to confirm that they understand the importance of this and that it takes place. Response: Agreed. Staff training database to be established along with the RPO training regime. Area managers to monitor and maintain	SS	RPOs are brought together for annual training and a register of training is being established. Comprehensive testing records for each item of equipment requiring them, will eventually be retained on site.	Y
21	7.12	The number and locations of cherry pickers be determined and that they be moved to a secure location pending determination of their future. Response: Agreed. Further discussion to be had by SMT regarding a decision on these. In the meantime only trained staff or contractors to use these providing that the are currently serviceable and have a current and valid service certificate. Additionally, insurance implications to be investigate by HLH	SS	SMT have instructed that these are only to be used by qualified contractors. They are serviced and inspected annually, and contractors are insured to use them.	Y
22	8.2a	Further advice to be sought from the insurance advisors on whether staff are required to notify their insurers of the circumstances of using their own vehicles to ascertain if person class 1 insurance is required. Response: Agreed. Legal advice to be sought and current Council Policy to be investigated and adapted to make suitable for HLH staff	GW	Staff are required to notify their insurers, and further advice has been issued	Y
23	8.3.6	The staffing structure at each of the facilities where there is an above ground area be reviewed to ensure that there are			

Action No.	QLM No	Required Action	Lead	Current position Date: 13th September 2012	Completed Y/N
		sufficient staff to ensure the safe evacuation of all occupants.			
		Response: This is reviewed as part of the fire management audits	SS		Y
		Specific Actions for Lochaber leisure Centre			
24	8.1a	Investigate a means of preventing unauthorized access to the Lochaber pool hall when it is closed for use to relieve the need for constant staffing			
		Response: Site staff to liaise With HaPS to investigate the feasibility of providing a lock down ability by the Installation of additional locks on doors. Fire escapes routes to be maintained at all times though.	SS		Y
25	8.1b	Review the programme (at Lochaber leisure centre) to ensure that there are no periods where the pool is closed during the day to make best use of lifeguard resources.			
		Response – this is not a health and safety issue	N/A		Y

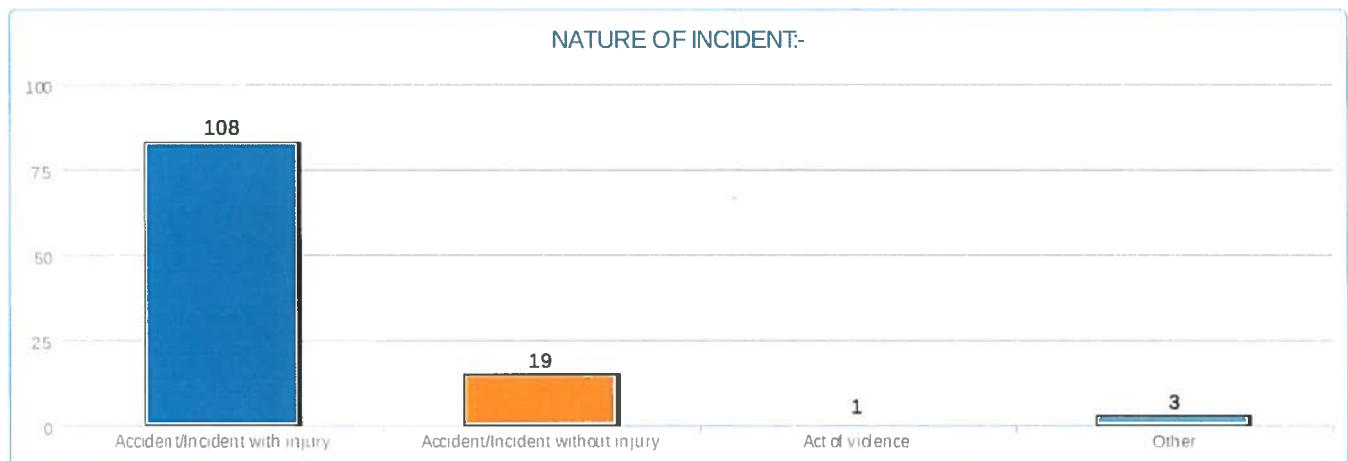
Monthly Accident/Incident Summary Report

Survey: Reporting of Accidents, Incidents and Occupational Health



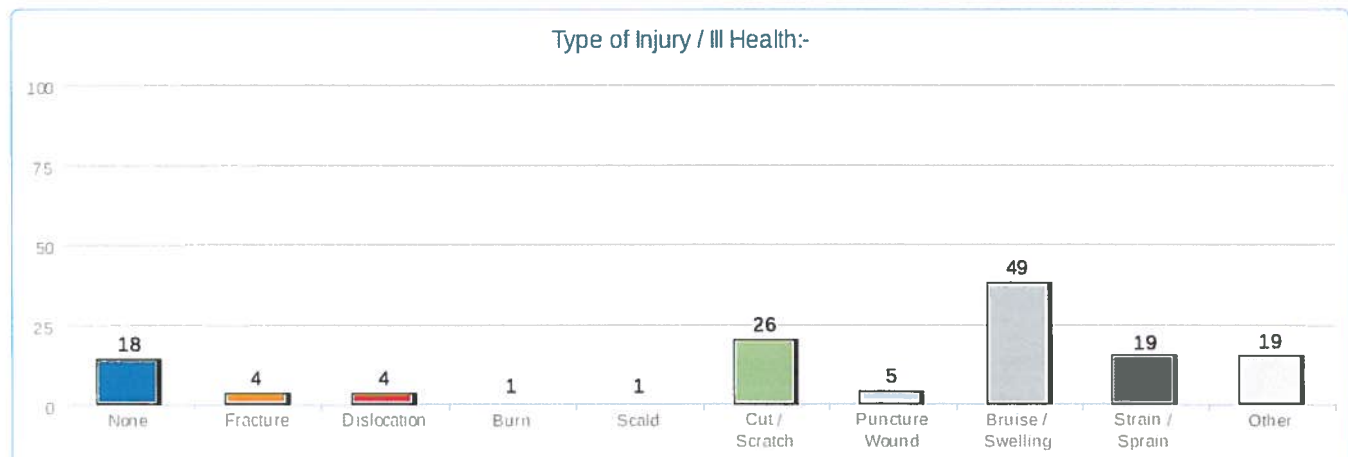
12 FUNCTION:-

Statistics	
Total Responses	131



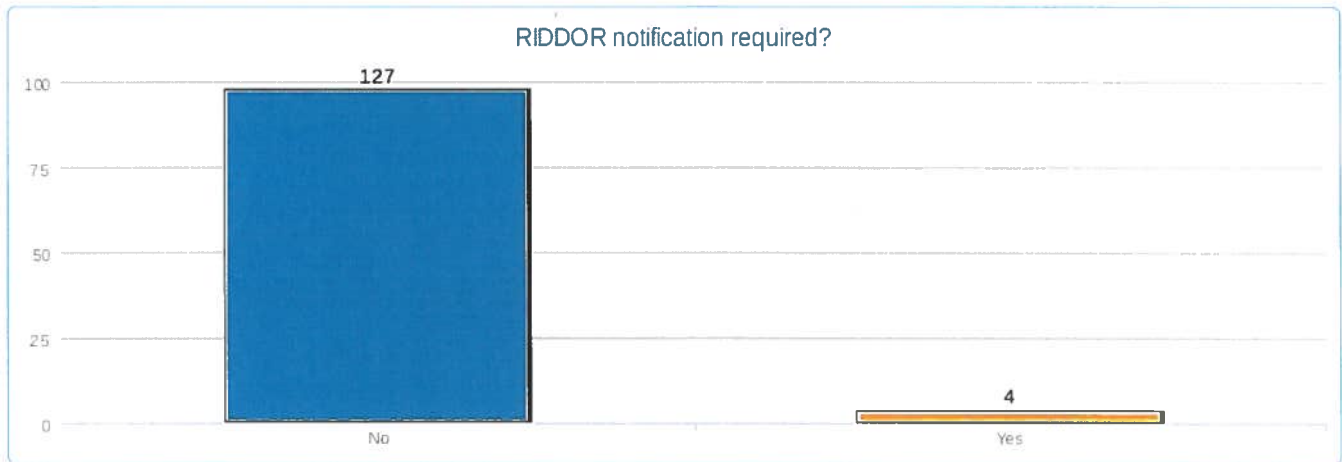
1 NATURE OF INCIDENT:-

Statistics	
Total Responses	131



31 Type of Injury / Ill Health:-

Statistics
Total Responses 131



RIDDOR notification required?

Statistics
Total Responses 131

Brief description (1st Line) & Recommendations (2nd Line) & Service / Facility / Date of Incident (mm/dd/yyyy) / RIDDOR Notification Y/N?

ResponseID	Response
14	Child tried to push shower button on, slipped and fell forward onto face. None, no slippy agents on shower floor to be seen. Leisure Facilities- - - - Craig Maclean Leisure Centre- - - - - 06/24/2012- No-
15	Whilst playing netball Natalie tripped and fell grazing her knee None detailed Leisure Facilities- - - - Craig Maclean Leisure Centre- - - - - 06/11/2012- No-
16	Jammed fingers in door on way to poolside N/A Leisure Facilities- - - - Craig Maclean Leisure Centre- - - - - 06/11/2012- No-
17	Amber was dancing in class (pirrout), slipped and fell over. Sock on half foot as per instruction N/A Leisure Facilities- - - - Craig Maclean Leisure Centre- - - - - 06/11/2012- No-
18	Abby was hit on the nose by the "boat" toy which caused a nose bleed. None - Incident accidental only Leisure Facilities- - - - Fingal Centre (Arainn Fhin, Portree High School)- - - - - 06/20/2012- No-
19	Hit arm (not known which arm) on front doors Ice Pack given Leisure Facilities- - - - Fingal Centre (Arainn Fhin, Portree High School)- - - - - 06/18/2012- No-
20	Small cut on toe, applied plaster None Leisure Facilities- - - - Fingal Centre (Arainn Fhin, Portree High School)- - - - - 05/30/2012- No-
21	Landed wrong and hurt wrist whilst at dance class Ice pack applied Leisure Facilities- - - - James Cameron Community Centre- - - - - 05/23/2012- No-
23	Whilst exercising during cross training came across a wee bit dizzy and felt sick Sat customer on chair in foyer and gave him some cool water. Suggest he might want to have a more substantial meal at lunch time as he hadnt eaten. Leisure Facilities- - - - Craig Maclean Leisure Centre- - - - - 05/17/2012- No-

- 24 Went to jump into pool and hit leg of side of pool, took out of pool and managed to bend it. Just sat on side and was fine after
N/A
Leisure Facilities- - - - Fingal Centre (Arainn Fhin, Portree High School)- - - - 05/22/2012- No-
- 25 Whilst warming up on poolside, Ben moved his leg back to stretch it and hit the back of his foot (ankle)
Wash and plaster - re-wash when home and keep clean
Leisure Facilities- - - - Craig Maclean Leisure Centre- - - - 05/15/2012- No-
- 27 While in swimming pool Graig jumped into the pool at the deep end and ended up with a nose bleed
N/A
Leisure Facilities- - - - Dingwall Leisure Centre- - - - 06/29/2012- No-
- 28 While performing a movement he got thrown to the ground and his head bounce off the mat when Issac struck Lewys accidentally with his fist.
N/A
Leisure Facilities- - - - Dingwall Leisure Centre- - - - 06/29/2012- No-
- 29 Kirsty was doing Frog Jumps in Aqua Aerobics, she started screaming and 3 of the ladies huddled round her. I turned music off and shouted for assistance. Myself and Chris entered entered the water as the 3 ladies had lifted her out of the water. Myself and Chris guided the spinal board under her. Ambulance was called and we guided the board onto the wall, placed ice pack on the right knee which she had dislocated and wrapped her up in towels
N/A
Leisure Facilities- - - - Tain Royal Academy Community Complex (TRACC)- - - - 08/20/2012- Yes-
- 30 Taking part in a step class, foot caught side of step. Landed on ankle R.I.C.E. Advised to go to hospital to have it checked.
N/A
Leisure Facilities- - - - Fingal Centre (Arainn Fhin, Portree High School)- - - - 05/07/2012- No-
- 31 Francesca was running across carpark heading for front doors and fell forward
N/A
Leisure Facilities- - - - Craig Maclean Leisure Centre- - - - 05/07/2012- No-
- 32 Tripped going up the stairs. Cups in hand prevented me from protecting myself and knee landed on edge of step.
N/A
Highland Wide Office Based- - - - HLH Ardross Sreet, Inverness- - - - 05/03/2012- No-
- 33 Taking part in circuit blast, tripped on apertatus (step) and went over ankle. R.E.S.T and advised possibly going to hospital to have it checked
N/A
Leisure Facilities- - - - Fingal Centre (Arainn Fhin, Portree High School)- - - - 05/01/2012- No-
- 34 Player warming up in goal, tried to save ball, banged head off goal post
Informed player to be off his line more whn involved in warm up drills
Sports- - - - - Other- - 05/01/2012- No-
- 35 Young person playing football, went to tackle other player, fell to the ground on hand akwardly resulting in injury
N/A
Sports- - - - - Other- - 05/01/2012- No-
- 37 Jack was playing football, jumped up and came down and hurt his foot. Ice pack given
N/A
Leisure Facilities- - - - Fingal Centre (Arainn Fhin, Portree High School)- - - - 04/20/2012- No-
- 38 Robert was taking part in a martial arts class, whilst sparring he caught his finger and reported that it was sore. He showed signs of some swelling and slight bruising
Review with Club Manager, Susan Menzies
Leisure Facilities- - - - Hilton Community Centre- - - - 04/19/2012- No-
- 39 Steven caught his toe nail on edge of AIKIDO mats
N/A
Leisure Facilities- - - - Craig Maclean Leisure Centre- - - - 04/04/2012- No-
- 40 Slipped off bouldering wall
Ice pack - R.I.C.E
Leisure Facilities- - - - Craig Maclean Leisure Centre- - - - 04/03/2012- No-
- 41 Elizabeth was driving in her own car over the the Dava Moor Road to meet colleagues to travel with them to the CLIPS library conference in Dundee. Her car failed to take a corner and overturned and rolled. Elizabeth got out of her car and the driver of another car stopped to helpo and to call the police and an ambulance.
N/A
Libraries- - - - Inverness Library- - - - 06/12/2012- Yes-
- 42 Adam said he was playing outside the building and slipped and cut the back of his head. His mum was there to

- put a tissue on the wound and it stopped bleeding. She then took him home
N/A
Leisure Facilities- - - - Dingwall Leisure Centre- - - - - 05/11/2012- No-
- 43 Gavin banged his big toe whilst in the pool for school lessons
N/A
Leisure Facilities- - - - Dingwall Leisure Centre- - - - - 05/09/2012- No-
- 44 Adam claims while in swimming he decided to swim under water. He hit his left top front tooth off the pool floor resulting in a broken tooth
Seek medical advice
Leisure Facilities- - - - Dingwall Leisure Centre- - - - - 04/19/2012- No-
- 45 Lexie went over on her ankle on her way to use the toilet
Lexie was wearing brand new trainers at time of incident which may have been a contributory factor. No cause for concern in area.
Leisure Facilities- - - - Craig Maclean Leisure Centre- - - - - 04/24/2012- Yes-
- 46 Tripped on an uneven slab. Twisted left ankle and landed on both knees and left hand, arm and shoulder
Uneven slabs were repaired 05.06.12
Sports- - - - - Other- - 06/01/2012- Yes-
- 47 Elaine was playing badminton and as she took a shot she claims her leg made a popping noise
To go home and put some ice on leg but if she wants to, to go to hospital
Leisure Facilities- - - - Dingwall Leisure Centre- - - - - 07/13/2012- No-
- 48 Cameron claims to have fallen on the steps leading up to the flume. He banged his leg and arm.
Youth Worker was going to inform his parents
Leisure Facilities- - - - Dingwall Leisure Centre- - - - - 07/13/2012- No-
- 49 Sarah claimed she went over her ankle playing badminton
Keep ice pack on. Rest. See Doctor if necessary
Leisure Facilities- - - - Dingwall Leisure Centre- - - - - 07/14/2012- No-
- 50 Customer attacked Mr Jarrat, no injury other than shock sustained
Ban customer, police contacted and reported incident
Museums- - - - - Highland Folk Museum- - - - 07/14/2012- No-
- 51 The lady was a guest at a wedding ceremony and was feeling unwell when she arrived. During the ceremony she started to feel dizzy and another guest called the ambulance. The lady then went to the toilet. Ambulance arrived and the paramedics assessed the lady and thought it could be trapped wind but took her to hospital as a precaution
N/A
Leisure Facilities- - - - Floral Hall & Training Centre- - - - - 07/21/2012- No-
- 52 The lady was a little unfit and with the heat in the gameshall she fainted while playing hockey.
Recommended air conditioning
Leisure Facilities- - - - Invergordon Leisure Centre- - - - - 07/26/2012- No-
- 53 Whilst returning to my seat which was next to the VC screen on the left side of our table, Sport Scotland were up delivering a presentation and the cable was blocking the way from the screen to the table. I then crouched down to duck under the cable when my knee crunched and I sat on my seat. As the session carried on my knee started to swell and once back to my feet I was struggling to walk on it.
N/A
Highland Wide Office Based- - - - HLH Old Library, Dingwall- - - - - 07/26/2012- No-
- 54 Whilst doing a fast walk, Jill turned to go the opposite direction and tripped over her own foot
She didnt want any fuss. She was ok a little embarrassed as this was her first class. I offered a cold pack for her wrist but she said she was fine.
Leisure Facilities- - - - Craig Maclean Leisure Centre- - - - - 07/07/2012- No-
- 55 Danielle felt dizzy and fell backwards while sitting doing arts and crafts, her head struck the floor and corner of skirting
Monitor closely children to see if anyone is unwell
Leisure Facilities- - - - Craig Maclean Leisure Centre- - - - - 07/09/2012- No-
- 56 Whilst warming up during summer sports Charlie turned round quickly and banged into another little girl. She landed on her bum and nose/face on the floor
His father was called and advised to take Charlie to A&E as his nose didnt look right - His eyes were dark, think he was in shock.
Leisure Facilities- - - - Craig Maclean Leisure Centre- - - - - 07/09/2012- No-
- 57 Fergus banged into another boys back with his nose and it started bleeding
Prone to nose bleeds apparently. It was quite bad, very dotted. He rejoined class but asked Lee to keep an eye

- on him. Pinched nose until bleeding stopped.
Leisure Facilities- - - - Craig Maclean Leisure Centre- - - - 07/18/2012- No-
- 58 Injury to arch of foot when bouncing on the trampoline
Ice & rest 2-3 days
Leisure Facilities- - - - Craig Maclean Leisure Centre- - - - 07/19/2012- No-
- 59 Scott and another child ran into each other leading to Scott banging his nose and getting a nose bleed. Treated by qualified first aider
Re-inforce coaching points during session "child look forward - run into spaces"
Leisure Facilities- - - - Craig Maclean Leisure Centre- - - - 07/19/2012- No-
- 60 Tripped and Fell
None
Museums- - - - Highland Folk Museum- - - - 07/20/2012- No-
- 61 Fell over playing football and hurt thumb
N/A
Leisure Facilities- - - - Hilton Community Centre- - - - 07/27/2012- No-
- 62 Girl came down the slide of the inflatable into water out of her depth. She was asked if she could swim before going onto the inflatable and she had said yes. However the supervisor on shift had recommended that she be swim tested but the lifeguard at the top of the inflatable let her on without swim testing her despite being radioed by the supervisor
Recommended that the girl sit on poolside for a few minutes to get her breath back and asked her if she had swallowed any water to which she replied no. Then told her to stay in water that was her depth and that she was comfortable in. All children to be swim tested if in doubt.
Leisure Facilities- - - - AIness Academy Swimming Pool- - - - 07/28/2012- No-
- 63 Sarah claims to have fallen whilst stepping into the spa due to not being able to see the steps clearly when the spa was switched on
Signage displayed to warn customers to take care when stepping into spa
Leisure Facilities- - - - Dingwall Leisure Centre- - - - 07/28/2012- No-
- 64 Julie came through to reception asking for a first aider, Julie said one of her spin class girls wasn't feeling well. I got Sarah to sit against a wall and had her drink some water. Asked Sarah if she had eaten enough and what exercise she had done.
Drink more water when participating
Leisure Facilities- - - - Tain Royal Academy Community Complex (TRACC)- - - - 07/30/2012- No-
- 65 Kerry pulled muscle during metafit class in games hall. Kerry's leg was irritated before entering class and became worse during class
N/A
Leisure Facilities- - - - Invergordon Leisure Centre- - - - 07/30/2012- No-
- 66 Finger touched moving circular saw blade
N/A
Museums- - - - Highland Folk Museum- - - - 08/01/2012- No-
- 67 Anita came out the hall with a cut on her elbow, it was bleeding, she said she is on medication that makes her bleed easily.
Got given a plaster and told her to take it easy
Leisure Facilities- - - - Craig Maclean Leisure Centre- - - - 08/03/2012- No-
- 68 During kids mini olympics children were sitting near the volleyball bracket - unfortunately one of the kids hit quick release and the bracket struck the side of Charlie's head
Only a minor bump and contact - Ice pack given, removed bracket volley ball not in use and keep kids away from it at all times
Leisure Facilities- - - - Craig Maclean Leisure Centre- - - - 08/06/2012- No-
- 69 Max climbed into the water and hit his knee of the ledge of the wall
Watch how the children climb into and out of pool
Leisure Facilities- - - - Tain Royal Academy Community Complex (TRACC)- - - - 08/08/2012- No-
- 70 Whilst in shower, dropped a very large bottle of shampoo on her toe
Wipe clean, wee cut on toe. She could wiggle her toes. Suggest if she loses movement to visit Doctor for advice as children have very small fragile bones on their feet and toes
Leisure Facilities- - - - Craig Maclean Leisure Centre- - - - 07/21/2012- No-
- 71 Adam taking part in mini mayhen - Grandmother beside him, Adam fell backwards off bench and landed flat on his back and banged back of his head on ground. I advised his grandparents to take him to GP to be checked out. Parents have been advised at start of sessions about close supervision of children
Leisure Facilities- - - - Craig Maclean Leisure Centre- - - - 08/24/2012- No-

- 72 Ryan claims to have slipped at the top of the flume causing him to hit his head on the flume itself
Advised to Ross Memorial due to head knock
Leisure Facilities- - - - Dingwall Leisure Centre- - - - 08/08/2012- No-
- 73 A ball hit him in the face and his tooth became loose
Told him to get checked by a dentist Details of accident passed onto YMCA, who should review and discuss horseplay with all YC headers
Leisure Facilities- - - - Hilton Community Centre- - - - 08/09/2012- No-
- 74 Josh was belaying for his brother and the belay plate nipped his skin on his hand
His mum ran his hand under the tap and Kirsti then gave an ice pack
Leisure Facilities- - - - Craig Maclean Leisure Centre- - - - 08/10/2012- No-
- 75 Barbara claims to have put her money in the locker, when the door swung open and caught her hand, creating a cut along the top of her hand
Report broken/damaged lockers and look at repairing/replacing
Leisure Facilities- - - - Invergordon Leisure Centre- - - - 08/10/2012- No-
- 76 Went down flume fast and banged his toes off bottom steps, causing bleeding
Take extra care in waiting for level of water to rise sufficiently
Leisure Facilities- - - - Invergordon Leisure Centre- - - - 08/10/2012- No-
- 77 Keith was using the D.A.P multifunctional trainer. He was kneeling in front of machine doing pull downs. Keith had added a weight disk from smith machine to the pin of dap to increase the maximum weight. The pin slipped out as Keith pulled down - he fell forward forcefully onto his elbows, bursting bot of them open as he hit the floor. All users inducted and are aware that adapting the equipment in this way is not permitted - he admitted he shouldnt have done it!
Leisure Facilities- - - - Craig Maclean Leisure Centre- - - - 08/11/2012- No-
- 78 Evelyn slipped on poolside (on dry floor) when instructing Aqua Zumba. Given Ice pack and continued with class
Non-slip mat to be purchased to prevent recurrence
Leisure Facilities- - - - Fingal Centre (Arainn Fhin, Portree High School)- - - - 08/14/2012- No-
- 79 Jrena claims that a child spashed water in her face while she was swimming. She claims to have swallowed the water and got a fright. Courtney spotted her struggling, entered the water and towed Jrena to the side. She was assisted out and checked that she was ok and later allowed back into the pool
Maybe an estra memer of staff on poolside in extremely busy sessions (if sup or staff think its necessary)
Leisure Facilities- - - - Invergordon Leisure Centre- - - - 08/15/2012- No-
- 80 During martial arts activity Kuk Sool Won, Kamie tripped and hurt his ankle which required an ice pack to bring down swelling
Ice pack given, Jamie continued with his class under instruction of his instructor
Leisure Facilities- - - - Black Isle Leisure Centre- - - - 08/15/2012- No-
- 81 As Kian was walking into the gym hall, another boy opened the door at the same time thus the door hitting Kian in the nose
Accident hard to reduce
Leisure Facilities- - - - AIness Academy Swimming Pool- - - - 08/22/2012- No-
- 82 First day in new group and swam diagonally, so became out of her depth (lifeguard jump in to help her) and she was then moved to the lower swimming lessons group.
N/A
Leisure Facilities- - - - Invergordon Leisure Centre- - - - 08/22/2012- No-
- 83 Cut the back of the right hand whilst using the guillotine (forgot to attach the safety guard)
Take care to use the safety guard each time
Libraries- - - - Fortrose Library & Computer Suite- - - - 08/27/2012- No-
- 84 Monica had been swimming and on the way out informed the receptionist (Jackie Ross) that she wasnt feeling well. I (Billy Sayer) was called to the scene where Monica was lying down and complaining of chest pains and heart palpitations. An ambualnce was phoned and the paramedics gave oxygen and took Monica to hospital as a precaution
N/A
Leisure Facilities- - - - Dingwall Leisure Centre- - - - 08/28/2012- No-
- 85 Kevin was swimming lengths when he pulled up with cramp near the shallow end. I got him to swim to the side and climb out at the steps. I then sat him down at the side and instructed him to stretch it of until it felt better. I radioed Emma to bring him through salty water for him, he drank it then decided to retire to the changing room
We told him to try and eat more before coming to the pool and if cramp continues then go to doctor
Leisure Facilities- - - - Sutherland Swimming Pool Complex- - - - 08/29/2012- No-
- 86 Dylan claims that when practicing kempo with his instructor he suffered and injury to his left leg. Applied an ice pack to the knee and advised to go to A&E with his mother
N/A

- Leisure Facilities- - - - Dingwall Leisure Centre- - - - 08/31/2012- No-
- 87 Peter claims to have been hit on the left pinky finger, it appeared to be discolated, I bandaged Peters whole hand and his fingers together
Visit hospital asap
Leisure Facilities- - - - Alness Academy Swimming Pool- - - - 08/22/2012- No-
- 88 Andrew claims to have slipped on poolside whilst mopping the drains under the bench on female change entrance to poolside. Andrew claims to have hit his face of the floats on poolside whilst falling (no injury). Andrew cut his right thumb whlie falling, Andrew was given a antibacterial wet wipe for his thumb and the bleeding stopped. Andrew claimed he was fine after this.
Squeegee any excess water on poolside to reduce risk in future.
Leisure Facilities- - - - Alness Academy Swimming Pool- - - - 09/03/2012- No-
- 89 When removing spark plug arm brushed against lawn mower's engine block
None
Leisure Facilities- - - - Floral Hall & Training Centre- - - - 09/05/2012- No-
- 90 Joe said he was goal keeper and his team mate Fergus stood on his anterior part of his left foot and he fell to the grund awkwardly. Myself and Eilidh Murno went down to the pitch, we assessed his foot, he could slightly move his ankle upward and downwards but not a lot of movement. He could not put weight on it. Eilidh bandaged it up before we applied ice. We phoned his mum and she came to take him up to get an XRay. We told him to keep ice applied.
To go and get an XRay
Leisure Facilities- - - - Tain Royal Academy Community Complex (TRACC)- - - - 09/06/2012- No-
- 91 David was strimming grass and disturbed wasp nest. 3 stings ensued and he ran away for assistance. All staff present on site came to his assistance and vinegar was applied to affected tissues. He was driven back to his accommodation later.
A warning tape was put around area of wasp nest(s) pending further investigation. Phoned pest control to arrange for them to come along and destroy nest.
Leisure Facilities- - - - Floral Hall & Training Centre- - - - 09/07/2012- No-
- 92 Slipped on wet patch on floor during Tang Soo Do training. Banged head and elbow. Ice pack applied
Steward spoke to group leader who confirmed floor was wet from sweat, they did not tell staff.
Leisure Facilities- - - - Hilton Community Centre- - - - 09/07/2012- No-
- 93 Ryan during a self directed horseplay moment hit a bin outside hurting his right hand causing a bruise and swelling to his right hand.
Ryan informed to be careful when he takes part in horseplay next time and also informed that 'it hurts' hitting bins.
Leisure Facilities- - - - James Cameron Community Centre- - - - 09/12/2012- No-
- 96 Grace fell off baby changing unit in cubicle, bumped her knee OK otherwise
None
Leisure Facilities- - - - Fingal Centre (Arainn Fhin, Portree High School)- - - - 09/15/2012- No-
- 97 Neil claimed that he slippef at the top of the flume when about to go down, he banged his head and cut it. I placed a dressing on the wound and advised Neil to go to hospital to get it checked.
None
Leisure Facilities- - - - Dingwall Leisure Centre- - - - 09/16/2012- No-
- 98 Janice slipped whilst coming down the steps on the raised walkway on poolside. She claimed to have hurt her back. When I was notified I went through to see her and gave her an ice pack to apply to her back. I advised Janice that if it didn't improve then to seek medical advice.
None
Leisure Facilities- - - - Dingwall Leisure Centre- - - - 09/16/2012- No-
- 101 OVER STRECHED ON SIDE STEP EXERCISE
?
Leisure Facilities- - - - Fingal Centre (Arainn Fhin, Portree High School)- - - - 10/31/2012- No-
- 102 Jack dislocated his shoulder while swimming. Removed from the water with a hoist. He has dislocated his shoulder twice before, the last time in the Summer. Ambulance and parents called, he was taken to Portree Hospial by ambulance.
None
Leisure Facilities- - - - Fingal Centre (Arainn Fhin, Portree High School)- - - - 10/27/2012- No-
- 103 Gavin said he went in for a tackle and tripped over the ball and couldnt put weight on his foot. The boys got him to sit down and they sent for a member of staff. Eilidh Munro went down with ice pack and applied it to right foot as it was severely swollen. Then I came down with bandage applied it to his foot. We recommend that he didnt drive and to go get an Xray but just suspected that it is ligament damage.
I recommend that Gavin did not drive and to go get an Xray to check that its only ligament damage.
Leisure Facilities- - - - Tain Royal Academy Community Complex (TRACC)- - - - 09/19/2012- No-

- 104 Activity was "The Mummy Game" with toilet roll. Child left the music area and slipped on loose piece of toilet roll. Sweep area more thoroughly to make sure nothing left to slip on.
Sports- - - - - Other- - 10/19/2012- No-
- 105 Kern stepped on piece of glass while in changing room cubicle
Check changing room regularly and clean
Leisure Facilities- - - - Fingal Centre (Arainn Fhin, Portree High School)- - - - - 09/20/2012- No-
- 106 Collided with classmate, fell over and bruised hip
It was an accident so nothing really but just to be careful
Leisure Facilities- - - - Invergordon Leisure Centre- - - - - 10/26/2012- No-
- 107 CUT TOES
?
Leisure Facilities- - - - Invergordon Leisure Centre- - - - - 10/31/2012- No-
- 108 Sandy Mackenzie was holding oon to a big float with his son sitting on top of the float. Sandy called a young boy that was playing in the pool beside him and asked him to pull the float from the deep water to shallow. The boy lost grip of the float and Alexander Mackenzie fell off the float and pushed it back to deep water. Sandy then began to struggle. I threw the rope to Sandy and pulled him in. Once Sandy was in shallow water he was fine. I spoke to him and he seemed fine.
None
Leisure Facilities- - - - Tain Royal Academy Community Complex (TRACC)- - - - - 09/21/2012- No-
- 109 Child rolled on Anna when on fast track.
?
Leisure Facilities- - - - Black Isle Leisure Centre- - - - - 10/15/2012- No-
- 110 Pat attempted to swim but could not regain her footing
Pat will not attempt this action again.
Leisure Facilities- - - - Puffin Pool, Dingwall- - - - - 10/23/2012- No-
- 111 Lesley Sutherland and Malcolm Mackay were cleaning the machines in the gym. A girl was on one of the machines and it suddenly pushed forward hitting the wall, the girl fell off . I asked if she was OK and she went onto another machine.
Put Out of Order sign on the machine - reported to Graeme Ross
Leisure Facilities- - - - Sutherland Swimming Pool Complex- - - - - 09/22/2012- No-
- 112 TRIPPED OFF STEP AND BROKE HIS LEFT FOOT
?
Leisure Facilities- - - - Sutherland Swimming Pool Complex- - - - - 11/01/2012- No-
- 113 Kaitlin was head butted by another child when playing
?
Leisure Facilities- - - - Black Isle Leisure Centre- - - - - 10/19/2012- No-
- 114 Loading boxes of records into boot of car for transfer to HARC. Pulled muscle resulted from awkward handling while muscles were cold.
Operator should have known better and should observe safe handling procedures in the future
Archives- - Other- - - - - 09/24/2012- No-
- 115 Michael was cycling around BMX specialist venue & was hit by another participant who came on the same ramp from another direction. Left hand immediately swollen.
Young people will be reminded to be spatially aware of their surroundings when moving around the venue.
Youth Work- - - - - Other- 10/18/2012- No-
- 117 SEIZURE, FELL AND BACK HIT WOODEN SLEEPER
?
Leisure Facilities- - - - Floral Hall & Training Centre- - - - - 10/31/2012- No-
- 118 Finlay says he was on the treadmill running then slipped off the back of it as he tripped over his laces on his trainers.
Ensure emergency cord is attached to customers before using treadmill (ensure covered in induction)
Leisure Facilities- - - - Invergordon Leisure Centre- - - - - 09/24/2012- No-
- 119 Heather tripped over while playing a game and hurt her elbow
?
Leisure Facilities- - - - Black Isle Leisure Centre- - - - - 10/16/2012- No-
- 120 Took a football to the face during PE lesson at school. Nose started to bleed whilst watching brother at swim lessons.
Mother taking daughter to Dr on own opinion
Leisure Facilities- - - - Sutherland Swimming Pool Complex- - - - - 09/25/2012- No-
- 121 Martin said he landed awkwardly on the pool inflatable and dislocated his left shoulder

- no further action required
Leisure Facilities- - - - Nairn Swimming Pool- - - - - 10/16/2012- No-
- 122** SWAM IN TO WALL - NOSE BLEED
ENCOURAGE CHILDRED TO SWIM WITH EYES OPEN OR PURCHASE GOOGLES
Leisure Facilities- - - - Sutherland Swimming Pool Complex- - - - - 10/30/2012- No-
- 123** Callum claims to have been pushed into the pool by another btaher and clais his foot got caught in the scum channel and hurt his left knee. Callum's mother was there and he appeared to be OK and she took him home
None
Leisure Facilities- - - - Dingwall Leisure Centre- - - - - 09/26/2012- No-
- 124** Casualty was taking down a gym towel from a hook in retail area when goggle display stand fell from its position (resting on those rungs) and struck her on the nose, causing redness.
Goggle stand has been moved to a new location. A larger area for reception/retail stock and its display would be ideal.
Leisure Facilities- - - - Fingal Centre (Arainn Fhin, Portree High School)- - - - - 10/17/2012- No-
- 125** Robert claims to have felt light headed and dizzy while attending body balance. He claimes this was due to the fumes from the newly painted walls
?
Leisure Facilities- - - - Dingwall Leisure Centre- - - - - 10/14/2012- No-
- 126** Patsy claimed to hurt her back when participating in a body pump class. Gave her an ice pack and advised to seek medical help.
None
Leisure Facilities- - - - Dingwall Leisure Centre- - - - - 09/29/2012- No-
- 127** COMING BACK DOWN FLUME STEPS, SLIPPED SCRATCHED BACK AND DOWN LEFT SIDE
?
Leisure Facilities- - - - Invergordon Leisure Centre- - - - - 10/28/2012- No-
- 128** Orla said she was bouncing on the castle and another child bumped into her
Monitor numbers of castle - close supervision
Leisure Facilities- - - - Black Isle Leisure Centre- - - - - 09/29/2012- No-
- 129** deep cut on the bottom of her foot after family friendly session
search poolside for any broken tiles or grout
Leisure Facilities- - - - Fingal Centre (Arainn Fhin, Portree High School)- - - - - 10/11/2012- No-
- 130** Another child accidentally kicked a football intto James' face
Take care with balls
Leisure Facilities- - - - Black Isle Leisure Centre- - - - - 09/29/2012- No-
- 131** Swimming costume clip snapped & flew upwards hitting the customer's left eye and causing redness/soreness & blurred vision.
none.
Leisure Facilities- - - - Fingal Centre (Arainn Fhin, Portree High School)- - - - - 10/17/2012- No-
- 132** Leila said she was running and tripped hurting her left hip on the floor. Quite a bad bruise
Encourage children not to run too fast
Leisure Facilities- - - - Black Isle Leisure Centre- - - - - 09/29/2012- No-
- 134** heather slid along main hall floor and burnt/scratched her knee
?
Leisure Facilities- - - - Black Isle Leisure Centre- - - - - 10/11/2012- No-
- 135** When Lucy was supervising the Bouncy Castle she said that a child punched her on the mouth. Her tooth cut into her upper lip in two places. Sent her home at 1.45 pm
It was really a random accident. Lucy said that the child was just pretending to do karate.
Leisure Facilities- - - - Black Isle Leisure Centre- - - - - 09/29/2012- No-
- 136** Alexis was knocked into and fell over after a boy ran into her.
none
Leisure Facilities- - - - Black Isle Leisure Centre- - - - - 10/16/2012- No-
- 137** he was riding his bike and cycled into a fence
?
Leisure Facilities- - - - Black Isle Leisure Centre- - - - - 10/10/2012- No-
- 138** Rolling up an electrical extension cable and plug flew up and hit my forehead
Take more care when using electrical extension cable in the future.
Leisure Facilities- - - - Floral Hall & Training Centre- - - - - 09/30/2012- No-
- 139** Geordie walked out after football and was found by a teacher from school. He was meant to be picked up by a parent from the centre. His dad has been in and isnt happy he lives up to 2 mlies away - He is OK now

- Tightened security on kids activities by not allowing children to leave the hall without register/coach advising. If parent doesn't arrive Reception to contact parent. FM advised also
Leisure Facilities- - - - - Badenoch Centre- - - - - 09/18/2012- No-
- 140 Casualty had rushed through to changing area as someone told him they had put water in his shoes so he rushed to check. Slipped & hit knee off mats in changing room.
No more misbehaving in changing room.
Leisure Facilities- - - - - Tain Royal Academy Community Complex (TRACC)- - - - - 11/12/2012- No-
- 141 ACCIDENT - FELL OVER WHILST DRYING HER LEGS
SIT WHILST DRYING HERSELF
Leisure Facilities- - - - - Puffin Pool, Dingwall- - - - - 10/04/2012- No-
- 142 Amy was on her way out of pool hall when she opened the door it caught her foot causing bruising/swelling. Took her to the side and applied ice pack to her foot
None
Leisure Facilities- - - - - Invergordon Leisure Centre- - - - - 09/13/2012- No-
- 143 Martin claimed that Liam was mucking about and caught his finger in the wetside locker
Jackie gave Martin a plaster and he put it on Liam's finger before they left.
Leisure Facilities- - - - - Dingwall Leisure Centre- - - - - 10/06/2012- No-
- 144 Tripped over own clothing and banged her knee in hall during zumba class
Advised to wear suitable clothing and staff could be aware to check this in future
Leisure Facilities- - - - - Badenoch Centre- - - - - 09/13/2012- No-
- 145 FELL WHILST PLAYING FOOTBALL, WENT OVER HIS ANKLE, CRUNCHING SOUND
?
Sports- - - - - Highland Football Academy, Dingwall- - 10/04/2012- No-
- 146 Lady collapsed - suspected stroke although lady did not lose consciousness. She collapsed again and put in recovery position. She did not want GP or hospital but on speaking to her daughter by phone her daughter stated her mother had had a previous stroke and requested I phone an ambulance which I did.
Taken to hospital where she would be met by her daughter
Leisure Facilities- - - - - Other- - - - - 09/29/2012- No-
- 147 despite being warned, the three boys continued to mess about. Michael did a dive bomb into the pool and injured his knee
?
Leisure Facilities- - - - - Tain Royal Academy Community Complex (TRACC)- - - - - 10/09/2012- No-
- 149 Casualty claims to have banged heads with his brother whilst playing in the pool.
Be more vigilant to horseplay in the pool to prevent any accidents.
Leisure Facilities- - - - - Invergordon Leisure Centre- - - - - 11/11/2012- No-
- 150 scrapped his knee of the inflatable
ensure safer ways of getting onto the monster are found and followed
Leisure Facilities- - - - - Lothaber Leisure Centre- - - - - 10/07/2012- No-
- 151 Heather was pulling the door open to go into Dolphin Room and the door swung back and hit her in the temple
None
Leisure Facilities- - - - - Black Isle Leisure Centre- - - - - 11/03/2012- No-
- 152 HIT HEAD ON WALL
NONE
Leisure Facilities- - - - - Sutherland Swimming Pool Complex- - - - - 10/02/2012- No-
- 153 Customer was attending swimming classes & was told to leave by the steps but instead left by trying to climb out. Slipped back into pool lodging her knee in the scum channel. 2 members of staff freed customer.
none
Leisure Facilities- - - - - Sutherland Swimming Pool Complex- - - - - 11/10/2012- No-
- 154 Scratched wrist on white grate (white overflow grid) on chairside of pool - deep end (floor raised)
Madeline was offered a plaster but declined and carried on lesson
Leisure Facilities- - - - - Fingal Centre (Arainn Fhin, Portree High School)- - - - - 11/01/2012- No-