

# Loss Prevention Standards

## Accident Recording and RIDDOR Reporting

### Introduction

All companies with 10 or more employees are required to keep a record of accidents, as a requirement of the Social Security (Claims and Payments) Regulations 1979. Other organisations may also require the collection and retention of information about accidents, e.g. the Care Quality Commission (CQC).

The current version of the Accident Book (BL510) came into use in 2004 in order to meet the requirements of the Data Protection Act 1998. The booklet is designed such that an individual making an entry is unable to access details of previous entries (by using a stapled/perforated format). Each individual report can be removed once completed and stored separately. The accident book also provides first aid advice and information on an employer's duties under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).

### Accident Recording and Analysis

The recording of accidents is a vital activity for all employers.

It is good practice to monitor the number and type of accidents that are recorded. The number and pattern of accidents will provide an indication of what circumstances, activity or equipment is causing accidents and indicates whether risks are being adequately controlled.

An increase in eye injuries in a workshop environment may indicate that the rules regarding the wearing of eye protection are not being followed. Alternatively, it might be that the right type of protection is not being provided.

An increase in back injuries might be indicative of a need for retraining, that goods have started to arrive in larger or heavier sizes or that mechanical handling equipment is defective or broken.

### Alternative Recording Approaches

It is possible to replace the BL510 Accident Book with an alternative recording system such as one's own computer system. However, alternative systems must, as a minimum, contain the same information as the BL510 alongside other additional data should the latter be required. For example, an organisation may wish to record information unique to its own premises or manufacturing procedures such as the building where the accident(s) occurred or the type of process being carried out at the time.

Any alternative approach must of course comply with the current [Data Protection Act 2018](#). As a minimum, the following must be recorded:

- Full name, address and occupation of the injured person
- Date and time of the accident
- Location of the accident
- Nature of the injury and how it was caused

### Storage and Retention Procedures

The traditional practice of placing a copy of the Accident Book in the first aid room or a suitable location near to the shop floor is no longer acceptable. Employers must establish a system for the control of accident reports in order to achieve confidentiality requirements. After a report has been completed it should be removed from the Accident Book and handed to a suitable person nominated for filing in a safe and secure place.



## Accident Investigation

The examples above indicate that reporting of accidents is an important first step, but it must be accompanied by an investigation to determine the true, underlying cause in order that suitable controls may be developed and implemented.

The report of an accident investigation should include:

- Description of events
- Cause(s) of events
- Any immediate actions taken to prevent a recurrence
- Any training issues or requirements that have been identified
- Photographs, drawings, etc.
- Witness statements
- Conclusions and any recommendations for long term/permanent controls

## Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)

The original RIDDOR 1995 Regulations were made to provide a source of data on accidents and ensure that the Health and Safety Executive (HSE) were informed of serious accidents involving employees and certain other classes of persons. Employers, the self-employed and persons in control of work premises have duties under the Regulations. RIDDOR 1995 underwent major changes in 2013 but the essential requirements to record and report remain unchanged.

The main purpose of RIDDOR 2013 is to generate reports to the HSE and to local authorities. To this end, the law requires employers and persons in charge of work premises to report and keep records of:

- Work-related accidents which cause deaths whether they be workers or non-workers
- Work-related accidents which cause certain serious injuries (reportable injuries)
- Diagnosed cases of certain industrial diseases
- Certain dangerous occurrences (incidents with the potential to cause harm)

The previous requirement to report an 'over-3-day injury' was amended on the 6<sup>th</sup> April 2012, and now only accidents that result in 'incapacitation' for more than 7 days (not including the day of the injury) need to be reported.

Businesses can no longer report incidents by post or fax and the facility to report via email has also been removed – all injuries must now be reported online. Fatal and specified injuries can be reported to the HSE's Incident Contact Centre (ICC) by telephone. The ICC (a joint venture between the HSE and local authorities) acts as a focal point for all RIDDOR telephone reporting throughout England, Wales and Scotland. By reporting to the ICC there is no need to contact the local HSE office or a local authority as this will be handled by the ICC.

## Who Should Report?

The Regulations require that the reports are made by the 'Responsible Person' and this is normally the employer of the person injured, or the person in control of the premises where the incident occurred or if a reportable injury affects a self-employed contractor or a member of the public is injured.

## Types of Reportable Injury

**Deaths:** all deaths to workers and non-workers must be reported if they arise from a work-related accident, including an act of physical violence to a worker. Suicides are not reportable as the death does not result from a work-related accident.

**Specified injuries to workers:** such are specified in RIDDOR 2013 (regulation 4) and includes:

- A fracture other than to fingers, thumbs and toes
- Amputation of an arm, hand, finger, thumb, leg, foot or toe
- Permanent loss of sight or reduction of sight
- Crush injuries leading to internal organ damage; serious burns (covering more than 10% of the body, or damaging the eyes, respiratory system or other vital organs)
- Scalpings (separation of skin from the head) which require hospital treatment; unconsciousness caused by head injury or asphyxia
- Any other injury arising from working in an enclosed space, which leads to hypothermia, heat-induced illness or requires resuscitation or admittance to hospital for more than 24 hours

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**Over-seven-day injuries to workers:** this is where an employee, or self-employed person, is away from work or unable to perform their normal work duties for more than seven consecutive days (not counting the date of the accident).

**Injuries to non-workers:** work-related accidents involving members of the public or people who are not at work must be reported if a person is injured and is taken from the scene of the accident to hospital for treatment to that injury. There is no requirement to establish what hospital treatment was actually provided, and no need to report incidents where people are taken to hospital purely as a precaution when no injury is apparent.

## Reportable Occupational Diseases

Employers and self-employed persons must report diagnoses of certain occupational diseases, where these are likely to have been caused or made worse by their work. These diseases include:

- Carpal tunnel syndrome
- Severe cramp of the hand or forearm
- Occupational dermatitis
- Hand-arm vibration syndrome
- Occupational asthma
- Tendonitis or tenosynovitis of the hand or forearm
- Any occupational cancer
- Any disease attributed to an occupational exposure to a biological agent

## Reportable Dangerous Occurrences

Dangerous occurrences are certain, specified 'near-miss' events (incidents with the potential to cause harm). Not all such events require reporting. There are 27 categories of dangerous occurrences that are relevant to most workplaces, e.g.:

- The collapse, overturning or failure of load-bearing parts of lifts and lifting equipment
- Plant or equipment coming into contact with overhead power lines
- Explosions or fires causing work to be stopped for more than 24 hours

**Note:** [A full listing of the 27 dangerous occurrences is available at the HSE website.](#)

## Reportable Gas Incidents

Relevant to a distributor, filler, importer or supplier of flammable gas who learns directly or indirectly, that someone has died, lost consciousness, or been taken to hospital for treatment to an injury arising in connection with the gas they have distributed, filled, imported or supplied (such can be reported online).

Also of relevance to a gas engineer registered with the Gas Safe Register, when details of any gas appliance or fittings must be reported when they are considered to be dangerous to the extent that people could die, lose consciousness, or require hospital treatment. This of course may be due to the design, construction, installation, modification or servicing of the system and could result in:

- An accidental leakage of gas
- Inadequate combustion of gas
- Inadequate removal of products of the combustion of gas

## Recording Requirements

Records of incidents covered by RIDDOR are also important. They ensure that you collect sufficient information to allow you to properly manage health and safety risks. This information is a valuable management tool that can be used as an aid to risk assessment, helping to develop solutions to potential risks. In this way, records also help to prevent injuries and ill health, and control costs from accidental loss.

Records of the following should be retained:

- Any accident, occupational disease or dangerous occurrence which requires reporting under RIDDOR; and
- Any other occupational accident causing injuries that result in a worker being away from work or incapacitated for more than three consecutive days (not counting the day of the accident but including any weekends or other rest days). You do not have to report over-three-day injuries, unless the incapacitation period goes on to exceed seven days

RIDDOR records must be produced when requested by the HSE, local authority or in the case of rail-related workplaces, the Office for Rail Regulation (ORR).



## How to Report

**Online:** access [HSE](#) and complete the appropriate online report form. The form will then be submitted directly to the RIDDOR database and you will receive a copy for your records.

**Telephone:** all incidents can be reported online but a telephone service remains for reporting fatal and specified injuries only. The Incident Call Centre can be contacted on 0845 300 9923, (opening hours Monday to Friday 8:30am to 5.00pm).

**Reporting out of hours:** the HSE has an out-of-hours duty officer. Circumstances where the HSE may need to respond out of hours include:

- A work-related death or situation where there is a strong likelihood of death following an incident at, or connected with, work
- A serious accident at a workplace so that the HSE can gather details of physical evidence that would be lost with time
- Following a major incident at a workplace where the severity of the incident, or the degree of public concern, requires an immediate public statement from either the HSE or government ministers

[Additional information for contacting the HSE out of hours](#)

## Additional Information

- [Reporting Accidents and Incidents at Work – A Brief Guide to the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 \(RIDDOR\) - INDG453](#): HSE
- [Investigating Accidents and Incidents: A Workbook for Employers, Union, Safety Representatives and Safety Professionals – HSG245](#): HSE
- [General Information in Respect of Health and Safety](#): Barbour

Further risk management information can be obtained from [Aviva Risk Management Solutions](#)

Please Note

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