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**UK MANAGING AGENTS  
ACCIDENT AND INCIDENTS  
GUIDANCE**

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## **I**NTRODUCTION

British Land's Health and Safety Policy Manual for the UK Managed Portfolio states:

*All accidents and dangerous occurrences (including near misses) that occur within the common areas of the property for which the managing agent is responsible, whether they are notifiable or not under RIDDOR, must be recorded by the managing agent using the QUOODA® on-line health and safety management system.*

The following guidance is provided to give managing agents further clarification as to the type and nature of accidents and injuries that should be recorded through the QUOODA® on-line health and safety management system and through RIDDOR.

This document provides detail of those accidents and dangerous occurrences which you are required to report on British Land's behalf.

RIDDOR requires employers, and other people in control of work premises, to report and keep records of:

- work-related accidents which cause death;
- work-related accidents which cause certain serious injuries (reportable injuries);
- diagnosed cases of certain industrial diseases; and
- certain 'dangerous occurrences' (incidents with the potential to cause harm).

In addition RIDDOR requires employers and others to maintain records of minor injuries.

Guidance is included within this document on reporting and recording ill health. For more detail on each accident category please consult the following chapters.

Finally a further section provides some examples of various incidents and situations that should be reported and others that do not need to be reported.

## **R**IDDOR REPORTABLE ACCIDENTS AND INCIDENTS

There are three types of reportable "specified injury" under the Reporting of Injuries, Diseases and Dangerous Occurrence Regulations 2013 (RIDDOR).

- Deaths
- Major injuries
- Over-seven-day injuries

In cases of death or major injuries, Managing Agents must notify the enforcing authority without delay, most easily by reporting online. Alternatively, managing agents can telephone 0845 300 9923.

Cases of over-seven day injuries and major injuries must be notified within fifteen days of the incident occurring using the appropriate online form.

Cases of disease should also be reported as soon as a doctor notifies the Managing Agents that its employee suffers from a reportable work-related disease using the online form.

There are a number of ways Managing Agents can report an accident or incident

- Online - Complete the appropriate online report form listed below. The form will then be submitted directly to the RIDDOR database. You will receive a copy for your records.

Reporting a Death or an Injury –

<https://extranet.hse.gov.uk/lfserver/external/F2508IE>

Reporting a Dangerous Occurrence -

<https://extranet.hse.gov.uk/lfserver/external/F2508DOE>

Reporting a Disease –

<https://extranet.hse.gov.uk/lfserver/external/F2508AE>

- Telephone - All incidents can be reported online but a telephone service remains for reporting deaths and major injuries only - call the Incident Contact Centre on 0845 300 9923 (opening hours Monday to Friday 8.30 am to 5 pm).

Reporting out of hours - the HSE and local authority enforcement officers are not an emergency service and the only way to report an accident or injury out of hours is via the on-line service.

## **D**EATHS AND MAJOR INJURIES

If someone has died or is subject to a major injury because of a work-related accident within the common areas of a property or in an area under the managing agents control (and therefore the responsibility of British Land) this must be reported.

If someone has died or is subject to a major injury because of a work-related accident within an occupier's demised area this must be reported by the tenant who has responsibility.

***The managing agent is not responsible for reporting these incidents and although it is prudent to maintain such details these should not be recorded on HQUOODA®.***

Please note that the accident that caused the death or injury must be connected to a work activity for it to be reportable - ***a suicide, for example is not considered to be an accident or a death connected to a work activity.***

For people who are killed or injured whilst not at work (including members of the public) the following applies; where a member of the public or person who is not at work has died, or where injuries to members of the public or people not at work have occurred and they are taken from the scene of an accident to hospital for treatment, these are reportable under RIDDOR.

Reportable specified injuries include:

- 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.

## **O**VER 7 DAY INJURIES

Where an employee or self-employed person is away from work or unable to perform their normal work duties due to a work related accident or incident for more than seven consecutive days (not counting the day of the accident) these are reportable under RIDDOR.

Employers and others with responsibilities under RIDDOR must still keep a record of all over three day injuries – if the employer has to keep an accident book, then this record will be enough.

The deadline by which the over seven day injury must be reported is 15 days from the day of the accident.

## **R**EPORTABLE OCCUPATIONAL DISEASES

Employers and self-employed people 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; and
- any disease attributed to an occupational exposure to a biological agent.

## **R**EPORTABLE DANGEROUS OCCURENCES

Dangerous occurrences are defined as “*near-miss events*.” Not every near-miss event must be reported.

There are several types of dangerous occurrence that require reporting in circumstances where the incident has the potential to cause injury or death.

This assessment does not require any complex analysis, measurement or tests, but rather for a reasonable judgement to be made as to whether the circumstances gave rise to a real,

rather than notional, risk. Such judgement allows for prompt reporting, and ensures that valuable information is not lost.

There are a number of reportable dangerous occurrences that should be reported including:

- The collapse, overturning or failure of any load-bearing part of any lifting equipment, other than an accessory for lifting;
- The failure of any closed pressure vessel, its protective devices or of any associated pipework (other than a pipeline) forming part of a pressure system as defined by regulation 2(1) of the Pressure Systems Safety Regulations 2000, where that failure could cause the death of any person;
- Any plant or equipment unintentionally coming into:
  - a. contact with an uninsulated overhead electric line in which the voltage exceeds 200 volts; or
  - b. close proximity with such an electric line, such that it causes an electrical discharge.;
- Any explosion or fire caused by an electrical short circuit or overload (including those resulting from accidental damage to the electrical plant) which either:
  - a. results in the stoppage of the plant involved for more than 24 hours; or
  - b. causes a significant risk of death; Any accident or incident which results or could have resulted in the release or escape of a biological agent likely to cause severe human infection or illness.
- Any explosion, discharge or intentional fire or ignition which causes any injury to a person requiring first-aid or medical treatment;
- The complete or partial collapse (including falling, buckling or overturning) of:
  - a. a substantial part of any scaffold more than 5 metres in height;
  - b. any supporting part of any slung or suspended scaffold which causes a working platform to fall (whether or not in use); or
  - c. any part of any scaffold in circumstances such that there would be a significant risk of drowning to a person falling from the scaffold;
- Any fall of a person into water from more than 2 metres

**Please note that other near misses including minor slips, trips and falls are no longer considered as being near misses and are not required to be recorded.**

## **M**INOR INJURIES

The HSE have estimated that over 400,000 minor injuries occur at work across the UK which when added to other ill health injuries (stress, musculoskeletal diseases, depression etc.) equate to almost 1 million non-RIDDOR reportable accidents and incidents. Records in relation to visitors and others are not known but the HSE estimate the cost to the UK is in excess of £6.3 billion (sick pay, health care expenditure, down time etc.); a further £7.6 billion represents the monetary value given to individuals' 'pain, grief and suffering'.

Minor injuries include

- Fractures to fingers, thumbs and toes
- Sprains, strains (swellings and bruising)
- Cuts (those that require stiches or medical attention)
- Dislocation of the fingers, thumbs and toes
- Non-reportable burns and scolds
- Minor electrical shocks
- Non-reportable falls, abrasions, slips and trips (leading to an injury)

Managing Agents should therefore record all minor injuries that occur within the common areas of the property or in an area under the Managing Agent's control (and therefore the responsibility of British Land). This should include minor injuries to employees, contractors, visitors and members of the public.

**Where a minor injury occurs within an occupier's demised area this must be recorded by the occupier who has responsibility. The Managing Agent is not responsible for recording these even where first aid assistance is provided. Although it is prudent to maintain such details, these should not be recorded on QUOODA®.**

## **I**LL HEALTH

Ill health issues for Managing Agents' employees working on British Land sites such as stress, musculoskeletal diseases, depression etc. which have been brought on by work activities undertaken on British Land sites should be recorded on QUOODA®. Ill health issues in respect of occupiers, visitors and members of the public should not be recorded on QUOODA® although it may be prudent to maintain details for reference, especially where first aid assistance is provided.

## **A**CCIDENT INVESTIGATION

British Land require that in the event of a RIDDOR reportable accident or incident (including a reportable disease and/or dangerous occurrence) having occurred within a British Land managed property that the Managing Agent undertake a full investigation, using a competent person, and that details of this investigation are uploaded onto QUOODA® for review within 14 days of the accident being reported. The record of the investigation should include the following:

- Time and date of accident/incident.
- Location of the accident/incident.
- Full description of injuries.
- Was the injured person taken to hospital?
- Were there any witnesses?
- Was the injured person working at the time of the accident/incident? – if so –
  - Was a risk assessment in place for the job? Was this followed?
  - Was a method statement in place for the work? Was this followed?
  - Was the work subject to a permit to work?
  - Was the work authorised?
- Have the control measures within the general and fire risk assessments been signed off?
- Full description and review of the accident including: background; site conditions; lighting at the scene; weather conditions; job type; what was being handled; unusual hazards; warning notices in place; PPE and safety equipment being used, etc.
- Details of any relevant plant and equipment maintenance regimes (if appropriate); dates of last statutory inspection and/or test; location of records.
- Identification of cause of accident.
- Details of any action taken or planned to prevent recurrence.
- Who reported the accident/incident, when and by what means.
- Details of any attendance or formal action being taken by any enforcement agency.

# D O I NEED TO REPORT - FAQ's?

Here are some examples of situations or incidents that are required to be reported under RIDDOR and others that are not:

**Q. *Two shoppers were injured and taken to hospital for treatment when their cars collided on a retail park car park.***

**A.** Yes, but only if the accident was connected to the retail park work. A car park is not regarded as a 'road' as defined in the Road Traffic Act 1988 and so RIDDOR applies. Examples of where the retail park work is connected to the accident would be poor design of the car park or if the landlord had erected an advertising board that obscured the view of the drivers and so contributed to the collision.

**Q. *One of our staff was verbally abused. Although they were not physically hurt, they were shaken up. They took two weeks off sick because of this incident.***

**A.** No. Only deaths and physical injuries have to be reported resulting from acts of violence to people at work.

**Q. *A person fainted and as a precaution they were taken to hospital.***

**A.** No. The injury must result from an accident that arises out of or is connected to the work. This is not the case where people have been taken ill.

**Q. *A shopper had a serious injury but said they were okay and wouldn't go to hospital.***

**A.** No. The duty is for a report to be made when a person not at work is injured because of a work accident and is taken, by whatever means, to a hospital for treatment.

**Q. *A customer killed themselves whilst on our premises.***

**A.** No. Suicides and cases of self-harm are not reportable, as there is no accident from which the death or injury results.

**Q. *A child, under the supervision of their parent, falls from play equipment in a maintained children's play area, breaking their arm.***

**A.** No, if the equipment was in good working order and free of defects. An accident would generally be reportable if it was caused by: faulty or poorly maintained equipment, a failure of staff to supervise play activities properly (when it was being carried out under their charge), or a failure of health and safety management systems.

**Q. *A retired employee has been diagnosed with an asbestos-related disease. Their work used to involve working with asbestos but hasn't for many years.***

**A.** No, this case is not reportable as the sufferer is no longer involved in the type of work listed against the disease.