Loss Prevention Standards – Casualty Classes

Accident Recording and RIDDOR Reporting

Version: 1.4
Date: 21st November 2024

Workplace accidents and injuries should be recorded and then investigated to prevent further incidents. Some incidents must be automatically reported to the HSE and local authorities.

Aviva: Public

Accident Recording and RIDDOR Reporting

Introduction

The Social Security (Claims and Payments) Regulations 1979 requires all companies with 10 or more employees to keep a record of accidents. Other organisations may also need to collect and retain information about accidents, such as care providers under the Care Quality Commission (Registration) Regulations 2009.

The Accident Book

The current version of the Accident Book (BL510) came into use in 2004. Its stapled and perforated format is designed to meet the requirements of the Data Protection Act 1998. Any individual making an entry is unable to access details of previous entries, and each 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

Recording of accidents is a vital activity for all employers. Furthermore, 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 the circumstances, activity or equipment causing accidents, and whether risks are being adequately controlled.

For example, an increase in eye injuries in a workshop environment may indicate that the rules regarding the wearing of eye protection are not being followed, the right type of protection is not being provided, or training on the processes undertaken or the correct use of eye protection is inadequate.

Similarly, 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

The BL510 Accident Book can be replaced with an alternative recording system. Alternative systems must contain the same information as the BL510 but can record additional data. This could be relevant if an organisation wishes to record information unique to its own premises or procedures, such as the building where the accident occurred.

Any alternative approach must of course comply with the current Data Protection Act 2018 and record as a minimum:

- 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

Reporting accidents is an important first step. However, it must be accompanied by an investigation to determine the true, underlying cause of the accident, so that suitable controls may be developed and implemented.

The report of an accident investigation should include:

- Description of events
- Cause or causes
- Any immediate actions taken to prevent a recurrence
- Any training issues or requirements that have been identified
- Photographs or diagrams that illustrate the accident
- Witness statements
- Conclusions and any recommendations for long-term controls

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

The original RIDDOR 1995 Regulations were put in place to ensure that the Health and Safety Executive (HSE) were informed of serious workplace accidents. Employers, the self-employed and persons in control of work premises all have duties under the Regulations. RIDDOR underwent major changes in 2013, but the essential requirements to record and report remain unchanged.

Reportable accidents

The main purpose of RIDDOR 2013 is to generate reports to the HSE and to local authorities. 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 over-three-day injuries was amended in April 2012. Now only accidents that result in incapacitation for more than seven days, not including the day of the injury, need to be reported.

Making accident reports

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.

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 (0345 300 9923). 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.

Types of Reportable Injury

Deaths

All deaths to workers and non-workers must be reported if they arise from a work-related accident. This includes acts of physical violence to workers, but not suicides.

Specified injuries to workers

A number of certain serious injuries are specified in RIDDOR 2013 (Regulation 4), including:

- Fractures, other than to fingers, thumbs and toes
- Amputation of an arm, hand, finger, thumb, leg, foot or toe
- Blinding or reduction in 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 or heat-induced illness
    - requires resuscitation or admittance to hospital for more than 24 hours

Over-seven-day injuries to workers

This includes any injury that causes an employee or self-employed person to be 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 that are likely to have been caused or exacerbated by their work, including:

- 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 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, including:

- 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 here.

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 ensure that you collect sufficient information to properly manage health and safety risks. It's a valuable management tool that can be used as an aid to risk assessment – helping to develop solutions to potential risks, preventing injuries and ill health, and controlling costs from accidental loss.

Workplaces should keep records of any:

- Accident, occupational disease or dangerous occurrence which requires reporting under RIDDOR
- 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 of Rail and Road (ORR).

How to Report

Online

Responsible persons should complete the appropriate online form on the HSE website. The form will be submitted directly to the RIDDOR database and you can download a copy for your records.

Telephone

For reporting fatal and specified injuries only, the Incident Call Centre can be contacted on 0345 300 9923 - opening hours are Monday to Friday 8:30am to 5.00pm.

Reporting out-of-hours

The HSE has an out-of-hours duty officer, available for circumstances such as a:

- Work-related death, or any situation where there is a strong likelihood of death following an incident at, or connected with, work
- Serious accident at a workplace that requires the HSE to immediately gather physical evidence
- Major incident at a workplace that requires an immediate public statement from either the HSE or government ministers

Click here for additional information on contacting the HSE out-of-hours.

Checklist

A generic Accident Recording and RIDDOR Reporting Checklist is presented in Appendix 1 which can be tailored to your own organisation.

Specialist Partner Solutions

Aviva Risk Management Solutions can offer access to a wide range of risk management products and services at preferential rates via our network of Specialist Partners.

For more information please visit:

Aviva Risk Management Solutions – Specialist Partners

Sources and Useful Links

- 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

Additional Information

Relevant Loss Prevention Standards include:

- Claims Defensibility
- Legal Professional Privilege

To find out more, please visit Aviva Risk Management Solutions or speak to one of our advisors.

Email us at riskadvice@aviva.com or call 0345 366 6666.*

*Calls may be recorded and/or monitored for our joint protection.

Appendix 1 – Accident Recording and RIDDOR Reporting Checklist

Location	
Date	
Completed by (name and signature)	

	Accident Recording	Y/N	Comments
1.	Are compliant and relevant accident books/recording systems in place?		
2.	Are there sufficient books to cover all premises/areas of operation as appropriate?		
3.	Is there a system in place to achieve the confidentiality requirements under the General Data Protection Regulations 2018?		
4.	Is a system in place to investigate all incidents?		
5.	Are investigations undertaken by persons competent to do so?		
6.	Are learnings following investigations acted upon and communicated as appropriate?		
7.	Is regular analysis of incident trends completed and findings acted on?		
8.	Are risk assessments reviewed following incidents, as appropriate?		

	Reporting of Injuries, Diseases and Dangerous Occurrences	Y/N	Comments
9.	Is the appointed Responsible Person aware of what constitutes a reportable incident under the regulations?		
10.	Is there a system in place to notify the Responsible Person of events that may be reportable under the regulations?		
11.	Are all reportable incidents investigated as appropriate?		
12.	Is analysis of reportable incidents undertaken?		
13.	Are the findings of investigations and trend analysis acted upon as appropriate?		
14.	Are learnings communicated to employees/appropriate persons?		
15.	Are risk assessments reviewed following reportable incidents?		
16.	Are suitable records maintained that can be provided to the HSE if requested?		
17.	Additional comments:		

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21st November 2024

Version 1.4

ARMSGI12024

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