



## Investigating and Reporting Accidents, Incidents and Diseases

As with any business, at times the unexpected happens, so having a documented contingency process in place ready to deal with the consequences of any unforeseen events is crucial.

Roofing is a high-risk industry. Therefore, control measures should be put in place to mitigate any risks that are noticeable prior to undertaking the works. This ensures that you protect, as far as reasonably practicable your staff, operatives, other trades and members of the public to an acceptable level to prevent accidents and causes of ill health.

If an adverse event occurs whilst undertaking works this may suggest that the existing risk control measures were either not comprehensive or that there has been a breakdown in the procedure, so an investigation would be needed to identify the causes and consequences.

- An understanding of what happened and why the incident occurred.
- An understanding of the ways people can be exposed to different hazards whilst undertaking their tasks.
- A true snapshot of what really happened and how work is really done, as workers may find short cuts to make their work easier or quicker by disregarding the safe system of work you have implemented (*either deliberately or unintentionally*).
- Identifying deficiencies in the risk control management, which will enable an organisation to improve on future risk management procedures.

### Reporting accidents & incidents

All employers, the self-employed and people in control of work premises have duties under the *Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013* (RIDDOR).

RIDDOR is the law that 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.
- Certain 'dangerous occurrences' (*incidents with the potential to cause harm*).

Only the responsible persons listed previously should submit reports under RIDDOR.

### Recording requirements

Ensuring that records are kept of incidents covered by RIDDOR is important as they provide the management of a company the information on which decisions could be made on how to change, alter, or adjust their management procedures.

Furthermore, this information can also be used as an aid when undertaking a risk assessment. This will help to develop solutions to potential risks which ultimately can prevent further injuries and ill health occurring. In addition, this information could be used to prevent financial loss to the company or an individual which may occur as a result of an injury or illness at work.

You must keep a record of:

- Any **accident, occupational disease or dangerous occurrence** which requires reporting under RIDDOR.
- 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*).
- Please note that you **do not** have to report over-three-day injuries unless the incapacitation period goes on to exceed seven days.

### How to report an accident under RIDDOR

#### ONLINE

Go to [www.hse.gov.uk/riddor](http://www.hse.gov.uk/riddor) and complete the appropriate online report form. The form will then be submitted directly to the RIDDOR database. You will receive a copy for your records.

#### TELEPHONE

All incidents can be reported online but a telephone service is also provided for reporting fatal/specified incidents only—call the Incident Contact Centre on **0345 300 9923** (*opening hours Monday to Friday 8.30 am to 5 pm*).

Reporting an incident under RIDDOR does not negate the requirement for the company to undertake an investigation to ascertain the reason for the incident and to ensure that any lessons learnt are quickly and efficiently communicated and if required changing the working or management process.



### Further information

If you require any further information, advice or guidance regarding an accident or incident that has occurred within your business, contact the NFRC Helpdesk ([helpdesk@nfrco.co.uk](mailto:helpdesk@nfrco.co.uk)) to speak to a member of the NFRC Technical Team.

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