



Incident Reporting Policy

Policy Number 07

Policy Reviewed on: 27th November 2025

Next Review Date: November 2027

Signed: Head of Housing & Property Services

*Policy to be read in conjunction with LRHS Health & Safety Policy

1. Purpose

This policy is relevant to Littlehampton & Rustington Housing Society Ltd Property Management Services and the staff within the Estates Team.

1.1 LRHS is committed to ensuring its properties and places of work are safe places to live and work at.

1.2 All organisations have a legal duty to report certain kinds of accidents and incidents, as well as a duty to protect from injury or ill health, those who come into contact with the Association's work activities. This policy sets out definitions and LRHS's approach to incident mitigation, reporting and learning.

1.3 This policy covers accidents, incidents and near miss events.

2. Definitions and Scope

2.1 The Chief Executive, through LRHS's Board of Directors, has overall responsibility for the provision of adequate systems for the management of Health and Safety, including the reporting and managing of incidents, accidents and near miss events.

2.2 For the purposes of this policy, an incident is defined as: Any event which has given rise to potential or actual harm or injury, tenant dissatisfaction or damage to or loss of property.

2.3 This definition includes injury to tenants, staff or other persons at any of LRHS's properties where the incident relates to the fabric of the property. It also includes damage to equipment belonging to or maintained by LRHS, fire, theft, vandalism, assault and employee accidents and near misses. It includes incidents resulting from negligent acts, whether deliberate or unforeseen, as well as unplanned or unexpected events in which a member of staff, contractor or the public has been, or could have been injured, killed, or suffered mental trauma, or led to loss or damage to equipment or property, or other financial loss.

For example: - Unexpected or unexplained death - A member of staff hurts him/herself - A member of staff is subject to verbal or physical abuse - Fire in office premises or at a LRHS property - Theft, loss or damage to organisation or personal property - Scalding in one of LRHS's properties - A 'near miss' such as an item falling from a building to the street below, or a potential scalding incident due to higher-than-normal water temperatures.

2.4 It is important to note that this policy relates only to LRHS's staff, contractors, tenants and other individuals (e.g. family/friends) where the incident has occurred due to either potential negligence on the part of LRHS as a result of LRHS's fixtures and fittings within the building, or the fabric of the building itself. Where incidents occur outside of this scope, it is expected they are reported through alternative channels e.g. support staff report through their employer.

2.5 The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) place duties on all organisations to report certain serious workplace accidents, occupational diseases and specified dangerous occurrences (near misses) to the Health and

Safety Executive (HSE). A RIDDOR report is required when the accident is work-related and the type of injury/disease or dangerous occurrence is of the reportable type. Refer to www.hse.gov.uk/riddor for the form and further information.

3. Equality & Diversity

LRHS recognise that different people and communities may have specific needs which may require flexible approaches. We also appreciate that some groups or individuals may experience discrimination and disadvantage. This may be due to their protected characteristics under the Equality Act 2010.