

GS- PR - 061 Mandatory Reporting process – Building Safety
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1.0 Introduction

This document outlines Stonewater's procedure for the reporting of building safety incidents and risks as defined by the Building Safety Act and supporting secondary legislation.

2.0 Aims & Objectives

This documents purpose is to:

- clearly define the process for colleagues, customers and other relevant persons to report building safety incidents and risks to Stonewater, where it is the Principal Accountable Person (PAP);
- outline for the process for the investigation and assessment of incident and risks;
- outline the process for the reporting of incidents to the Regulator;
- define how the contents of this process will be provided to colleagues, customers and other relevant parties.

3.0 Scope

This procedure outlines Stonewater's Mandatory Reporting process for those buildings within its management and control.

Mandatory reporting processes for those acting as Principle Designer and Principal Contractor are not in scope.

Noting that Stonewater will not act as Principle Designer for any building works to in-scope buildings, as such the requirement to operate a Mandatory Reporting system for Principal Contractors and Principal Designers is excluded from the scope of this process.

4.0 Legal framework

A Mandatory Reporting system is a requirement for PAPs as outlined under Part 4 Article 87 of the Building Safety Act and Article 6 of The Higher-Risk Buildings (Management of Safety Risks etc) (England) Regulations 2023.

5.0 Abbreviations & Definitions

H&BS -	Health & Building Safety team
mySafety -	Stonewater's SHE management system
HSE -	Health & Safety Executive
AIRS -	Accident & Incident Reporting System
BCP -	Business Continuity Plan

Reportable Incidents (safety occurrences) – Defined as an incident which has or is likely to cause, the death of a significant number of people or serious injury to a significant number of people, due to the structural failure of a building or spread of fire, within a building.

In-scope buildings – Defined as buildings over 18 metres in height or 7 storeys

Significant number – The Regulations and subsequent guidance do not provide a definition of “significant number” as such for the purposes of this process, until such time as guidance is clarified, Stonewater will define this as 5 or more persons.

Structural failure - As above “structural failure” has not been defined by the Regulations, as such Stonewater define this to be “the loss of load carrying capacity of a component or member within a structure or the structure itself”

Fire spread - As above, this has not been defined, as such Stonewater define it to be “the spread of fire beyond the flat/ compartment of origin”

A serious injury – As above this is yet to be defined, as such for the purposes of this process we define this as an injury:

- that resulted in the loss of a limb;
- that results in permanent loss of mobility;
- that caused a temporary or permanent loss of sight;
- that resulted in broken bone(s) other than to hands and feet;
- that caused deep thermal or partial thickness burns to skin;
- that caused respiratory system damage requiring on-going hospital treatment due to smoke or hot gas inhalation;

6.0 Roles & Responsibilities

6.1 All employees are responsible for:

- reporting all accidents, incidents, near miss events, hazards or reportable events as required by this process, via mySafety, as soon as reasonably practicable;
- providing any supporting information to enable the incident report to be completed, including photographs, accident and incident descriptions and witness statements etc;
- co-operating with managers, the Health & Safety team (H&S) and Building Safety teams (BST) to enable investigations to be completed.

6.2 Residents (Customers) of High rise buildings are responsible for:

- reporting all accidents, incidents, near miss events, hazards or reportable events as required by this process, via mySafety or email, as soon as reasonably practicable;
- cooperating and coordinating with Stonewater as the PAP to enable it to investigate risks and incidents.

6.3 Stonewater’s Head of Health and Safety/ H&S leads in subsidiary organisations are responsible for:

- Informing the Head of Fire & Building Safety of any incident or risk report which has been received via the organisations corporate AIRS (where mySafety has not been adopted) which would fall within the definition of a Building Safety incident or risk.

6.4 The Building Safety Manager (BSM) is responsible for:

- Pro-actively inspecting buildings to identify risks;
- Investigating building safety risks and incidents when reported;
- Liaising with residents and other stakeholders in furtherance of investigating concerns and incidents;

- Providing feedback to residents who report concerns regarding the status of the investigations, outcomes and any proposed changes;
- Liaising with the Resident engagement panel to proactively review this process on an annual basis;
- Ensuring that mandatory reporting signage and instructions are maintained in all buildings foyers and that all residents are regularly informed of this process as part of the wider building safety communications campaign.

6.5 The Head of Fire & Building Safety is responsible for:

- Investigating building safety risks and incidents when reported;
- Ensuring Group policies and procedures are updated as required to address gaps in the building safety management system and support continuous improvements;
- Ensuring lessons learnt are disseminated to the Group, via the H&S committee structure;
- Ensuring that action plans arising from investigations are fully implemented to drive continuous improvement;
- Ensuring a copy of this procedure is available to customers and other stakeholders on the Groups website;
- Ensuring reportable incidents are reported via the Regulators portal within the required timescales.

7.0 Procedure

7.1 What should be reported?

- A death of one or more persons as a result of a structural failure or a fire incident in an in-scope building
- A serious injury of one or more persons as a result of a structural failure or a fire incident in an in-scope building
- A risk (something) that you believe that could lead to 5 or more people dying or being injured if not fixed, regarding the structural integrity or fire safety of the building

Examples may include (noting this list is not exhaustive):

- A fire in someone's flat that has led to a one or more person's death;
- A fire in someone's flat that has led to a person(s) requiring hospital treatment for significant burns or smoke inhalation;
- The collapse of a roof, floor or wall which has led to a one or more persons death;
- The collapse of a balcony externally, which has led to one or more person's death or injury;
- The total or partial collapse of a building which has resulted in one or more deaths or injury;
- Evidence of building movement, just as large gaps appearing at the junction of walls, ceilings and floors;
- Cracks or movement noted between the main building and you balcony
- Unusual movement on your balcony (i.e it wobbles or sways when you stand on it);
- Floors feel raised, uneven or have visible cracks running through them;

- A part of the building appears to be loose or coming away. i.e roof soffits/ fascia's or cladding to walls;
- A section of concrete has fallen or looks likely to fall from the building.
- The dry rising main (fire-fighting main) has been vandalised.

7.2 Resident (Customer) reporting process

1. Residents have two routes to report Building Safety incidents* or risks:
 - Via a QR code displayed on Fire Action notices displayed in the communal areas of the block or on the "Report a Building Safety incident or risk" poster in the blocks notice board, which will allow residents to complete an on-line form or
 - By emailing the building safety team via buildingsafety@stonewater.org
2. Upon receipt of a completed form, the BST will receive an email notification, which provides a link to the completed form;
3. The BST will review the form within 48 hours of completion (inside working hours) and validate the entry, ensuring the form has been completed correctly and all supporting information has been provided;
4. Where an email has been received the BST will populate the on-line report form in mySafety based on the information received in the email;
5. The HO Fire & Building Safety will advise the Director of Building Safety & Compliance where a reportable incident or a substantial risk has been reported, by the quickest means possible;
6. The BSM will contact the reporting party within 72 hours (inside normal working hours) to confirm receipt and confirm / validate information provided.
7. The BSM will agree a timetable to provide the reporting party with updates regarding the progress of the investigation;
8. The HO Fire & Building Safety will then undertake an investigation, in conjunction with internal stakeholders to confirm the root cause of any incident, or investigate and quantify the risk identified.
9. The HO Fire & Building Safety will take steps in conjunction with the BSM to ensure any immediate risks identified are mitigated, whilst a full investigation and relevant controls are put in place to reduce the risk to tolerable;
10. The BSM will coordinate resident and stakeholder communications post incident or notify residents where a building risk has been identified in conjunction with the resident engagement team/ corporate communications team.
11. The HO Fire & Building Safety will coordinate internal resources to ensure that action is taken to control risks identified and reduce the risk to tolerable in appropriate timescales.
12. In the event that Stonewater is informed of a live Building Safety incident the organisations BCP will be implemented;
13. Where a Building Safety incident or risk meets the criteria for a "Reportable Occurance" the HO Fire & Building Safety will inform the Director of Building Safety & Compliance and Chief Officer of Assets, Safety & Sustainability.
14. The HO Fire & Building Safety will then submit a report via the Regulators portal within the required 10 day period from the date that Stonewater were made aware of the incident or risk.

*It is presumed that Stonewater will be informed of Building Safety Incidents as defined by the Act, by emergency services during the course of the incident, as such there should be no circumstances whereby Stonewater is reliant on Customers to inform us of a Building Safety incident within our in-scope buildings.

In the event that Stonewater is informed by emergency services of a Building Safety incident, the Groups BCP plan will be initiated.

7.3 Colleague reporting process

1. Colleagues are to report all incident and risks as defined by GS-PR-005 Reporting Accidents, Incident and Near Miss procures via mySafety
2. The H&S team will transfer any relevant reports from the corporate register to the Building Safety register as part of the report verification process, thus notifying the BST.
3. Process continues from point 3 above

7.4 Data Protection

This process is to be read in conjunction with Stonewater Data privacy Policy available via our website.

8 Success measures

1. No fatalities associated with uncontrolled Building Safety risks are reported;
2. Residents are actively reporting Building Safety risks and concerns;
3. All incidents and risks are subject to investigation;

9.0 Linked Documents

GS – PR – 005 – Reporting accidents, incidents and near miss events
GS – PR-005 A Verifying incident process'

10. References

- Building Safety Act
- The Higher –Risk Buildings (Management of Safety Risks etc) (England) Regulations 2023
- Operating a mandatory occurrence reporting system guidance - DLHUC

11. Document review

Process documents are reviewed at annual intervals or following a statutory or other change.

This process is to be reviewed in conjunction with the Residents Building Safety Committee.