

Mandatory Occurrence Reporting Policy

1.0 Introduction

- 1.1 The Wrekin Housing Group (the 'Group') recognises its duty of care towards tenants, leaseholders, service users and others who are associated by activity to the Group, in respect of Building Safety Risk Conditions.
- 1.2 This policy sets out the Group's aims of managing and reducing building-related safety occurrences to ensure that the Group carries out its work in a safe and healthy way.
- 1.3 This Policy and the associated procedure identify the methodology to be followed if an employee, tenant, leaseholder, service user or other, reports a building safety occurrence, as defined by the Higher-Risk Buildings Procedures (England) Regulations 2023. This includes when construction or building works are being undertaken during occupation within a Higher Risk Buildings.

2.0 Policy Statement

- 2.1 The Wrekin Housing Group accepts its responsibility under the Building Safety Act 2022 (Section 87) and the Building (Higher-Risk Buildings Procedures) (England) Regulations 2023 (Section 33 to 37) with regards to the requirement for Mandatory Occurrence Reporting (MOR). It is the intention of the Group to ensure that all safety occurrences are reported in order to reduce the risk so far as is reasonably practicable and to protect the health, safety, and welfare of all.
- 2.2 The aim of this policy is to ensure that the Group fulfils its legal obligations for the reporting of building safety occurrences that resulted in, or is likely to result in:
- the death of a significant number of people;
 - serious injury that needs immediate treatment in hospital for a significant number of people;
 - a permanent or irreversible disabling condition to a significant number of people.
- 2.3 Mandatory occurrences must always be reported, even if the cause of the incident or risk is immediately fixed.

3.0 Policy Scope

- 3.1 Mandatory Occurrence Reporting relates to the building in construction or to the building undergoing building work, along with buildings in occupation. They do not relate to the construction site in general or any temporary structures
- 3.2 This Policy is for the Group as Principal Accountable Person, Principal Designers and Principal Contractors who are responsible for a higher-risk building:
- in construction;
 - undergoing building work;
 - in occupation.
- 3.3 A higher-risk building is at least 18 meters in height or has at least 7 storeys and either:
- has at least 2 residential units;

- is a hospital or care home.

3.4 These buildings are subject to enhanced regulatory oversight and compliance requirements due to their potential impact on occupant safety in the event of structural failure or a fire.

3.5 A building safety occurrence is an incident involving a risk condition of the building, which, if left unremedied, would be likely to present a risk of a significant number of deaths, or serious injury to a significant number of people. This can include:

- structural failure, which poses a risk to people in and around the building;
- the spread of fire or smoke, which poses a risk to people in and around the building.

3.6 All accidents/incidents must be reported to the Building Safety Regulator fully and investigated in order to identify risks and identify opportunities for improvement to reduce the risk to building and users' health and safety to the lowest level that is reasonably practicable.

3.7 Other Principal Duty Holders (Principal Designers, Principal Contractors) and parties involved in the construction process share a collective responsibility to actively participate in building safety. Each duty holder must ensure their full cooperation with the Group in alignment with the Building Safety Act 2022 and the Building (Higher-Risk Buildings Procedures) (England) Regulations 2023. This co-operation encompasses adherence to prescribed reporting obligations, immediate notification of safety occurrences and pro-active engagement in the continuous improvement of building safety standards. Failure to fulfil these duties may result in legal consequences and regulatory actions.

3.8 The Group must report faults discovered in the design plans for any building works that meet the criteria of what must be reported to BSR. A report must be made regardless of whether the fault is because of design software or human error.

3.9 Whilst not an exhaustive list, examples that should be reported which would lead to a notice being submitted include:

- The spread of fire and/or smoke, posing a risk to the safety of those in the building;
- Defective construction work that may result in the spread of fire and smoke, posing a risk to the safety of those using the building;
- Issues identified regarding the structural safety of the building;
- Inappropriate or non-compliant products being used as part of the construction work;
- Failure of a product being used in the construction works, not conforming with specification or test data;
- A death in the building relating to the works or a building safety issue;
- Injury caused to those in the building by the work or a building safety issue.

4.0 Definitions

4.1 Mandatory Occurrence Reporting refers to the legal obligation to report specific safety incidents, hazards, or risks associated with the structural and fire safety of buildings. This requirement aims to ensure that all significant safety occurrences are systematically reported to the appropriate regulatory body. The process facilitates the identification of

potential safety issues before they result in serious harm, allowing for the implementation of preventive measures to protect the health, safety, and welfare of occupants and the public. MOR encompasses incidents that have occurred, are occurring, or may occur due to a building's condition or operations, especially those that could lead to serious injury, death, or significant property damage.

4.2 A Building Safety Occurrence is any event, condition, or hazard that poses a significant risk to the safety of the building's occupants or the public. This includes but is not limited to, structural failures, fire and smoke spread risks, and failures in safety systems that could lead to serious injury, death, or substantial property damage if not promptly addressed. Building Safety Occurrences require immediate reporting and action to mitigate risks and prevent potential accidents or disasters.

4.3 Principal Duty Holders refer to the key roles identified under the Building Safety Act and associated regulations, which ensure the safety and compliance of buildings throughout their lifecycle. Principal Duty Holders are required to cooperate and share information to ensure the comprehensive management of building safety risks, fulfilling their respective responsibilities as outlined by law.

4.4 These roles include:

4.4.1 Principal Accountable Person: The owner or entity responsible for the overall safety of the building, ensuring compliance with safety regulations.

4.4.2 Principal Designer: The individual or organisation appointed during the design phase, responsible for planning, managing, and monitoring the pre-construction phase, considering the health and safety of everyone affected by the work.

4.4.3 Principal Contractor: The contractor appointed to manage and control the construction phase, ensuring that the work is carried out without risks to health and safety.

5.0 Continuous Improvement

5.1 This policy emphasises the Group's commitment to continuous improvement by learning from reported incidents, implementing corrective actions and maintaining compliance with regulatory requirements that relate to building safety.

6.0 Instruction and Training

6.1 The Group will provide regular instruction and training to all employees, tenants, leaseholders, service users and other relevant stakeholders to ensure they understand the mandatory occurrence reporting system and the types of incidents that need to be reported.

6.2 Training materials will be regularly reviewed and updated to reflect any changes in legislation or internal policies.

7.0 Communication and Reporting Channels

7.1 Clear and accessible communication channels will be established and maintained for reporting safety occurrences. These channels will be made available to all stakeholders including employees, contractors, tenants and service users.

7.2 The Group will ensure that all reported information is handled confidentially and securely in accordance with data protection laws and regulations.

8.0 Accountability and Enforcement

- 8.1 The Group will regularly monitor compliance with this policy and the associated procedures. Non-compliance by employees, contractors or other stakeholders will be addressed promptly and may result in disciplinary action, contractual penalties or other appropriate measures.
- 8.2 The Group will co-operate fully with any investigations conducted by the Building Safety Regulator and will take necessary actions based on the findings and recommendations of such investigations.

9.0 Feedback and Continuous Learning

- 9.1 The Group will establish a feedback mechanism to gather insights and suggestions from all stakeholders regarding the effectiveness of the mandatory occurrence reporting system.
- 9.2 Continuous learning from reported incidents, feedback and regulatory updates will be incorporated in to the Group's overall strategy for enhancing building safety.

10.0 Documentation and Record Management

- 10.1 All reports, investigations and follow-up actions related to safety occurrences will be documented thoroughly. These records will be maintained as part of the Group's Housing Management System and will be available for review by the Building Safety Regulator as required.
- 10.2 The Group will ensure that documentation relating to safety occurrences is preserved for an appropriate duration in line with legal and regulatory requirements.

The Wrekin Housing Group	Policy Control Sheet Mandatory Occurrence Reporting Policy Policy reference number - 2024/015
Policy Author	David Hall Head of Property
Direct Lead	David Wells Executive Director of Operational Services
Version	1.0 – July 2024
Target audience	Employees of The Wrekin Housing Group Contractors working on behalf of the Group
Consultation	Senior Managers Housing Services Managers Executive Management Group Audit & Assurance Committee
Customer Feedback Summary	Consultation has taken place with internal customers as listed above.
Date of Equality Impact Assessment	No individuals or groups of people are disadvantaged by the adoption of this policy
Date of Data Privacy Impact Assessment	No personal data is processed as a result of this policy.
Approving Body	The Wrekin Housing Group Board
Date of final approval	3 rd July 2024
Implementation date	July 2024
Monitoring arrangements	Property Team Audit & Assurance Committee Group Board
Reporting	Audit & Assurance Committee Group Board
Review date	June 2025
Expiry date	September 2025
Review cycle	Annually
Policy category	Health and Safety
Associated policies and procedures	Asset Management Strategy Building Safety Policy Disciplinary Policy Fire Safety Policy Fire Safety Procedures Health and Safety Policy Resident Engagement Strategy
Policy location	SharePoint The Wrekin Housing Group website

Summary of changes table

Revision history			
Author	Summary of changes	Version	Authorised by & date
David Hall – Head of Property	New Policy and Procedure	V 1.00 – July 2024	Audit & Assurance Committee – May 2024

			The Wrekin Housing Group Board – 3 rd July 2024
--	--	--	---