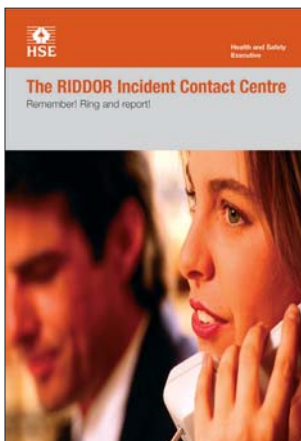


The RIDDOR Incident Contact Centre

Remember! Ring and report!



One of your workers seriously injured in a slip, trip or fall?

Then give the Incident Contact Centre a call on 0845 300 9923 (local rate)

What is the incident contact centre?

The Incident Contact Centre (ICC) is a 'one-stop' reporting service for work-related health and safety incidents.

If you have a question about a report made before 2001, please contact your local enforcing authority, HSE or the local authority.

What is RIDDOR?

RIDDOR, or the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995, places a legal duty on:

- employers;
- the self-employed; and
- those in control of premises;

to notify and report some work-related accidents, diseases and dangerous occurrences to the relevant enforcing authority for their work activity. The easiest way to do this is by telephoning the ICC.

How does RIDDOR affect me?

The law requires the following work-related incidents to be reported:

- deaths;
- major injuries;
- over-3-day injuries – where an employee or self-employed person is away from work or unable to work normally for more than 3 consecutive days;
- injuries to members of the public or people not at work where they are taken from the scene of an accident to hospital;
- some work-related diseases (using the F2508A report form);
- dangerous occurrences – where something happens that does not result in an injury, but could have done;
- flammable gas incidents (using the F2508G1 report form) (for gas conveyors and suppliers only); and
- dangerous gas fittings (for registered CORGI gas fitters only) (using the F2508G2 report form).

How do I use this service?

By telephoning 0845 300 9923 (local rate). This way is the quickest and most straightforward way to report with no need to fill in a report form. The ICC is open from Monday to Friday between 8.30 am and 5 pm, to speak to an ICC operator. All information will remain confidential.

The responsible person (RP) (the employer or person in control of the premises) must notify, report and record incidents. The ICC will pass your report on to the relevant enforcing authority. You will then be sent a copy for your own records - this meets the RIDDOR requirement to keep records of all reportable incidents. It also allows you to correct any errors or omissions.

You can also report by completing an interactive form on the ICC RIDDOR website (you will be automatically sent a copy for your records).

Reports are also accepted via email (as an attachment), provided that the attachment is in the same format as the F2508 report form. You can also post a report to the address below.

How to contact the ICC

By phone: **0845 300 9923 (local rate)**

Via the internet: **www.riddor.gov.uk**

Via the HSE website: **www.hse.gov.uk**

By e-mail: **riddor@natbrit.com**

By post: **Incident Contact Centre, Caerphilly Business Park, Caerphilly CF83 3GG**

Reporting out of normal working hours

You should **only** contact your enforcing authority out of hours in the following circumstances:

- fatal accidents;
- accidents where several workers have been seriously injured;
- accidents resulting in serious injury to a member of the public;
- accidents and incidents causing major disruption, such as evacuation of people, closure of roads, large numbers of people going to hospital etc.

Remember, you can always complete a form on the ICC website or send an e-mail with an attachment – 24 hours a day.

What if I have comments or queries?

The ICC facility is managed by HSE. Comments on any aspect of the service should go to the ICC Contracts Management team on **0151 951 3801**.

Remember! Ring and report!

Other information

HSE has published guidance on RIDDOR, *A guide to the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 L73* (Second edition) HSE Books 1999 ISBN 0 7176 2431 5. This guide contains more detailed technical background information and advice on interpretation.

RIDDOR explained: Reporting of Injuries, Diseases and Dangerous Occurrences Regulations Leaflet HSE31(rev1) HSE Books 1999 (single copy free or priced packs of 10 ISBN 0 7176 2441 2). This leaflet contains all the information most people will need to understand their duties and know when to act.

Report of an injury, dangerous occurrence or case of disease Forms F2508 and F2508A HSE Books 1996 ISBN 0 7176 1078 0. This leaflet contains all the information most people will need to understand their duties and know when to act.

HSE priced and free publications are available by mail order from HSE Books, PO Box 1999, Sudbury, Suffolk CO10 2WA Tel: 01787 881165 Fax: 01787 313995 Website: www.hsebooks.co.uk (HSE priced publications are also available from bookshops and free leaflets can be downloaded from HSE's website: www.hse.gov.uk)

For information about health and safety ring HSE's Infoline Tel: 0845 345 0055 Fax: 0845 408 9566 Textphone: 0845 408 9577 e-mail: hse.infoline@natbrit.com or write to HSE Information Services, Caerphilly Business Park, Caerphilly CF83 3GG.

Single free copies of this leaflet are available from HSE Books or online at: www.hse.gov.uk/pubns/MISC310.pdf

© *Crown copyright* This publication may be freely reproduced, except for advertising, endorsement or commercial purposes. First published 09/05. Please acknowledge the source as HSE.