

Mandatory Occurrence Reporting Policy

Originator:	Policy and Strategy Team
Executive Management Team Approval Date:	November 2024
Review date:	November 2027

1	Introduction
1.1	As a responsible landlord, One Vision Housing (OVH) treats the health and safety of its tenants, staff, contractors and other users of its buildings of paramount importance.
1.2	This Policy covers OVH’s responsibilities to comply with the Building Safety Act 2022, in managing fire and buildings safety in higher risk buildings (high-rise type accommodation – 7 storeys or at least 18 meters high with at least Two residential units), specifically the requirement to develop and maintain a ‘Mandatory Occurrence Reporting’ Policy and system.
1.3	Operation of this Policy also assists OVH to comply with the Regulatory Framework for Social Housing as adopted by the Regulator for Social Housing (RSH) as follows: <ul style="list-style-type: none"> Registered providers must identify and meet all legal requirements that relate to the health and safety of tenants in their homes and communal areas Registered providers must ensure that all required actions arising from legally required health and safety assessments are carried out within appropriate timescales Registered providers must ensure that the safety of tenants is considered in the design and delivery of landlord services and take reasonable steps to mitigate any identified risks to tenants
1.4	Access and Communication
1.4.1	OVH is committed to ensuring that the services it provides are accessible to everyone. OVH will seek alternative methods of access and service delivery where barriers, perceived or real may exist, that may make it difficult for people to work for OVH or use its services.
1.5	Equality, Diversity and Human Rights
1.5.1	OVH is committed to ensuring that no person or group of persons will be treated less favourably than another person or group of persons and will carry out its duty with positive regard for the following core strands of equality; Age, Disability, Gender, Race, Gender Identity / Gender Expression, Sexual Orientation, Religion and /or Belief, Civil Partnership and Marriage, Pregnancy and Maternity.
1.5.2	OVH also recognises that some people experience disadvantage due to their socio-economic circumstances, employment status, class, appearance, responsibility for dependants,

<p>1.5.3</p> <p>1.6</p>	<p>unrelated criminal activities, being HIV positive or with AIDS, or any other matter which causes a person to be treated with injustice.</p> <p>OVH will endeavour to ensure that all services and actions are delivered within the context of current Human Rights legislation and will make every effort to ensure staff and others with whom OVH works, will adhere to the central principles of the Human Rights Act (1998).</p> <p>This Policy should be read in conjunction with all relevant legislation including the following:</p> <ul style="list-style-type: none"> • OVH Health and Safety Policy • OVH Fire Safety Policy • OVH High-Rise Building and Fire Safety Residents Engagement Strategic Plan • Sovini Fire Safety Management Plan • OVH Communal Areas Policy • OVH Mobility Scooters in Communal Areas Policy • OVH Periodical Electrical Testing Policy • OVH Access to Properties Policy • OVH Hoarding Management Policy • OVH Gas Safety Policy • OVH Repairs, Maintenance and Planned Works Policy • OVH Vulnerable Persons and Reasonable Adjustment Policy
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2	Statement of Intent
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<p>2.1</p> <p>2.2</p>	<p>In operating this Policy and the systems that support it, OVH intends to meet all legal requirements in regard to safety of higher risk buildings, specifically:</p> <ul style="list-style-type: none"> • Operation of a Mandatory Reporting Policy / System • Discharging the duties placed on the Principal Accountable Person (for the purposes of this Policy the Principal Accountable Person is OVH as an organisation) and if required by any building works / alterations ensuring the duties of the Principal Designer and Principal Contractor are also fulfilled <p>In discharging the above duties OVH intends to provide assurance to residents and users of the higher risk buildings it owns and has management responsibility for, that it takes all reasonable steps to ensure safety is maintained at all times.</p>
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3	Policy
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<p>3.1</p>	<p>In line with legal requirements OVH operates a Mandatory Occurrence Reporting System, to ensure all residents / users of its higher risk buildings can report any building safety incidents and risks that have caused, or if not remedied are likely to cause:</p> <ul style="list-style-type: none"> • The death of a significant number of people • Serious injury to a significant number of people <p>Building safety incidents and risks involve at least one of the following:</p> <ul style="list-style-type: none"> • Structural failure of the building
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- The spread of fire or smoke in the building

3.2 OVH residents / users of its higher risk buildings can raise any concern (no matter how trivial or inconsequential seeming) or if any explanation of the Policy is required in the following ways:

- In person to any staff member employed directly by OVH
- Via letter to Postal address:
 - **One Vision Housing, PO Box 891, Orpington. BR6 1LY**
- Telephone: **0300 365 1111**
- Email: enquiries@ovh.org.uk or FireSafetyTeam@ovh.org.uk.
- Website: www.ovh.org.uk (using the 'My Account' facility)

3.3 When raising concerns of this nature, those reporting are encouraged to provide as much detail as is possible including description, location, what has given rise to the concern and if possible, photographs which can be submitted via electronic means.

3.4 Reporting of this nature should never replace raising an alarm to the emergency services or using location-based alarm systems where there is thought to be an immediate risk e.g. if a fire is discovered.

3.5 All potential Mandatory Occurrence concerns, no matter how raised, will be passed for the attention of the Building Safety and Compliance Team (**Note:** OVH have provided training to all front-line staff to be able to recognise potential issues that may involve a concern over building safety, including any that are raised via the OVH complaints system). The Building Safety and Compliance Team will then ensure:

- A record is kept in the appropriate asset management system, in line with UK Data Protection legislation requirements
- An investigation is instigated which will involve physical inspection of the building / location where an incident occurred or cause of the concern exists, at the earliest practical opportunity
- Feedback is provided to those raising the concern, within three working days (unless provided anonymously), giving details of next steps or any remedial actions that will be required. Those raising concerns will be provided with a named contact / number to enquire how the investigation is progressing, and every effort will be made to meet any preferred / alternative communication needs of who those raised the concern
- Feedback will be provided, as necessary, to wider building users where any ongoing risk is identified, and remedial actions are required
- When the criteria is reached a Mandatory Occurrence Notice and Report is provided to the Building Safety Regulator as soon as possible and within 10 days of the safety occurrence being identified. Non-exhaustive examples of the type of incident that would meet criteria includes:
 - The spread of fire
 - Total or partial collapse of the building
 - Defective building work
 - Unexpected failure or the degradation of construction materials
 - The discovery of structural defects
 - Failure of a critical fire safety measure, such as an automatic opening vent, smoke extraction or fire doors

3.6	<p>In addition to information submitted by resident and building users, OVH will also identify any potential hazards that would require a Mandatory Occurrence Notice / Report through its own block inspections and regular assessment of its wider compliance responsibilities.</p>
3.7	<p>Where a Mandatory Occurrence Notice and Report is required, the OVH Building Safety and Compliance Manager (acting as the single point of contact for OVH) will supply the following information to the Building Safety Regulator:</p> <ul style="list-style-type: none"> • Initially on Notification: <ul style="list-style-type: none"> ○ Full contact details ○ the address of the building where the incident or risk has been identified ○ the date the incident or risk was identified ○ a brief description of the incident or risk ○ any immediate actions taken to keep people safe • On request for Report: <ul style="list-style-type: none"> ○ The mandatory occurrence notice reference number (supplied by the Building Safety Regulator) ○ The building registration application reference or address if the building is occupied ○ The building control application reference number if the building is in design or construction and construction work has started ○ Contact details, the name of OVH and its involvement in the building ○ The incident or risk being reporting and when and how OVH became aware of it ○ What happened, or has the potential of happening ○ Who is involved and the effect on them ○ What OVH have done and plan to do to keep people safe ○ Any supporting information, such as documents, videos or photo
3.8	<p>If following the submission of a Mandatory Occurrence Notice or Report, the Building Safety Regulator decides to carry out an investigation, OVH will comply in a timely fashion with any recommendations for additional actions that may be made.</p>
4 Implementation	
4.1	<p>All staff have responsibility to be aware of the provisions of the Mandatory Occurrence Policy in order to forward on, via the appropriate internal channels, any building safety concerns that may be raised to them in the course of their duties.</p>
4.2	<p>The OVH Building Safety and Compliance Team will have specific responsibility for:</p> <ul style="list-style-type: none"> • Managing all systems for the recording of Mandatory Occurrence incidents • Carrying out investigations and responding to those raising concerns • Instigating any remedial actions that may be required after investigation and for informing those impacted • Providing training to front-line staff to help identify building safety concerns
4.3	<p>The Building Safety and Compliance Manager will have responsibility for submitting any Mandatory Occurrence Notices / Reports and for coordinating any actions that result, as required.</p>

4.4	The Building Safety and Compliance Manager would also have responsibility for working closely with a Principal Designer and Principal Contractor to assist them in discharging their own Mandatory Occurrence responsibilities should any major alterations or remedial works on OVH’s higher risk buildings be required.	
5	Performance	
5.1	Performance on all aspects of buildings safety is monitored at the monthly internal Building and Fire Safety Group, including any activity associated with Mandatory Occurrence Reporting.	
5.2	This will include any preventative actions or on-going control measures that are designed to stop issues reaching notification / reporting thresholds.	
5.3	The OVH Board of Management will receive a half yearly update alongside information on other compliance performance on meeting Mandatory Occurrence requirements and by exception for any incident / reason for Notification / Reporting to the Building Safety Regulator.	
5.4	OVH will also report any activity associated with the operation of the Mandatory occurrence system to the regular meetings of the High-Rise Living Building and Safety Group (open to all OVH high-rise residents to attend).	
6	Consultation	
6.1	All OVH staff have been consulted in the development of this Policy. The initial draft of the Policy has also been shared with members of the High-Rise Living and Building Safety Group.	
6.2	This Group will also receive updates at each meeting of all Mandatory Occurrence activities (and wider buildings safety information) and will be invited to comment on any future revisions of the Policy.	
7	Review	
7.1	The Policy will be reviewed every Three Years (from the date of Executive Management Team’s –EMT Approval) to ensure its continuing suitability, adequacy and effectiveness or as required by the introduction of new legislation or regulation that impacts on the buildings safety obligations of OVH, changes to OVH business practices or in the light of management system audits.	
8	Equality Impact Assessment	
8.1	Was a full Equality Impact Assessment (EIA) required?	No
8.2	When was EIA conducted and by who?	An EIA Relevance Test was undertaken by the Policy and Strategy Manager and the Quality and Inclusion Officer in October 2024

8.3	Results of EIA	The Relevance Test did not identify any differential or adverse impact for any group with protected characteristics	
9	Scheme of Delegation		
9.1	Responsible committee for approving and monitoring implementation of the Policy and any amendments to it	Executive Management Team	
9.2	Responsible officer for formulating Policy and reporting to committee on its effective implementation	Building Safety and Compliance Manager	
9.3	Responsible officer for formulating, reviewing and monitoring implementation of procedures	Building Safety and Compliance Manager	
10	Amendment Log		
Date of revision:	Reason for revision:	Consultation record:	Record of amendments:
No applicable – first version of this Policy	Not Applicable	See Section 6	Not applicable