

# **Mandatory Occurrence Reporting (MOR)**

Version 1.0

**MAY 2025**

Mandatory Occurrence Reporting (MOR) process

Mandatory Occurrence Reporting (MOR) as required by the Building Safety Act 2022:

**1. BARKING AND DAGENHAM COUNCILS APPROACH TO MOR:**

- Barking and Dagenham Council will establish a dedicated MOR team responsible for overseeing the reporting and investigation process.
- Barking and Dagenham Council MOR policy will provide a clear and comprehensive approach that outlines the purpose, scope, and procedures for reporting occurrences related to fire and building safety.
- Our policy will also emphasize the importance of transparency, accountability, and continuous improvement in promoting a culture of safety within the organization.
- Our policy will set out what to do if any of our residents needs information in a different language or in an alternative format. For example, large text, easy read, braille, or audio.
- Barking and Dagenham Council will provide a system that enable residents and contractors to report all building safety incidents and risks that have caused, or if not remedied are likely to cause:
  - the death of a significant number of people
  - serious injury to a significant number of people

Building safety incidents and risks involve at least one of the following:

- structural failure of the building
- the spread of fire or smoke in the building
- major breakdown to the lift in the building which has injured or cause serious harm to a significant number of people in the building.
- Barking and Dagenham Council will report incidents or risks that meeting the above criteria to BSR as a safety occurrence by submitting a mandatory occurrence notice as soon, we can and report within 10 days of the safety occurrence being identified.

**2. Reporting MOR for Residents, Contractors, and Staff:**

- Residents will be provided with a clear and accessible channel to report MORs. This can be through a dedicated MOR hotline (yet to be developed), an online reporting form through the council website and our designated email address which is [Compliance@lbbd.gov.uk](mailto:Compliance@lbbd.gov.uk).
- Barking and Dagenham Council will consider what to do if residents, contractors and staff find it difficult to describe an incident and encourage them to submit, for example, photo or video evidence that helps communicate what happened.
- Contractors working on our premises will be required to report any MORs they witness or become aware of during their work. This can be done through a designated reporting form or by notifying the site supervisor.
- Staff members will be educated and trained on the MOR process and encouraged to report any MORs they observe or are informed about. Reporting can be done through our internal reporting system or by directly notifying the Building Safety team.

**3. MORs in relation to Fire and Building Safety:**

- All MORs related to fire incidents, including but not limited to fire outbreaks, fire safety system failures, and evacuation issues, will be reported.
- MORs related to building safety will include occurrences such as structural failures, hazardous material incidents, electrical system malfunctions, and issues with safety equipment.
- The MOR policy will provide clear guidelines on the types of occurrences that should be reported, ensuring a comprehensive reporting system.

**4. Triage, Investigation, and Reporting to the Building Safety Regulator:**

- Upon receiving a MOR, the MOR team will triage the report to determine its severity and urgency.
- High-priority MORs will be immediately investigated by a designated investigation team, while lower-priority MORs will be prioritized based on risk assessment.
- Investigations will be conducted using a systematic and thorough approach, including gathering evidence, interviewing relevant individuals, and analysing relevant documentation.
- Once the investigation is complete, a detailed report will be prepared, including a summary of what occurred, the root causes, and any identified learning outcomes.
- The report will be submitted to the Building Safety Regulator within 10 days of the reported occurrence, as specified by the Building Safety Act 2022.
- The MOR team will also ensure that the relevant stakeholders, including residents, contractors, and staff, are provided with a summary of the investigation findings and any actions taken to address the identified issues.

This MOR process will help ensure that all occurrences related to fire and building safety are promptly reported, investigated, and communicated to the Building Safety Regulator, promoting transparency, accountability, and continuous improvement in building safety practices.

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**Paula Pulley**

**Head of Capital Delivery and Assets**

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