

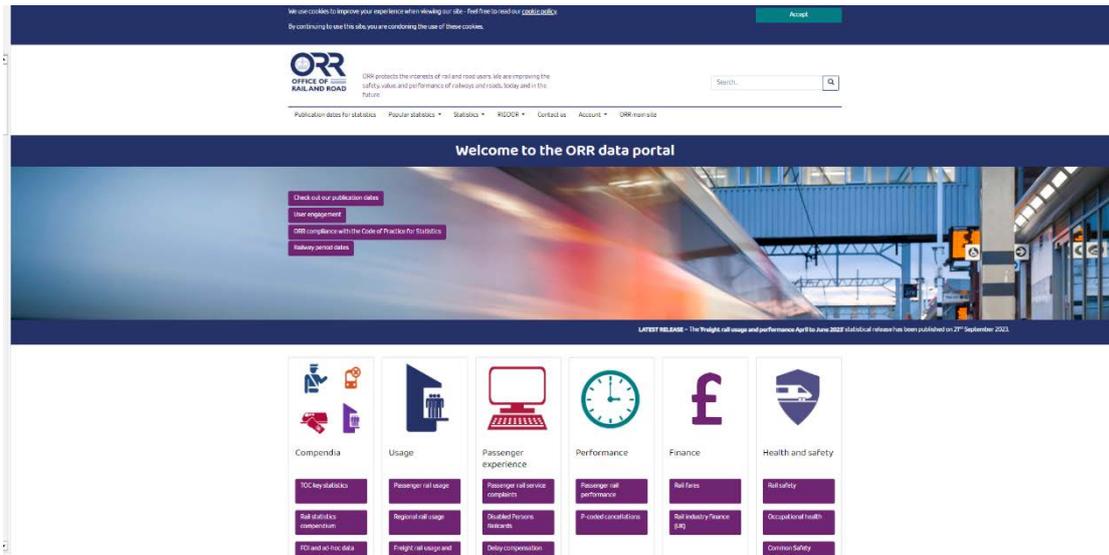


ORR online RIDDOR form guidance

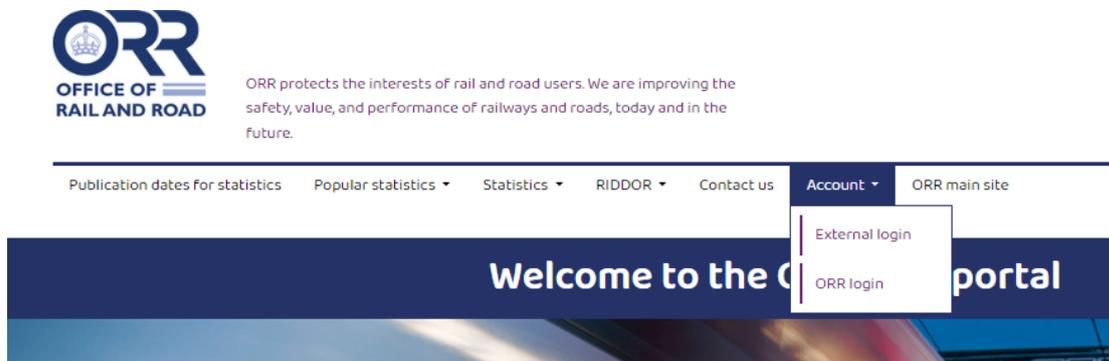
June 2024

Registering and using ORR’s online RIDDOR form

1. Browse to the homepage of ORR’s data portal <https://dataportal.orr.gov.uk/>



2. On the menu bar, from the Account drop-down, select 'External login'.



3. If you have not used the form before, you will need to register on the data portal and send a request to use it. If you are already registered, please skip to paragraph 6.

Publication dates for statistics Popular statistics ▾ Statistics ▾ RIDDOR ▾ Contact us Account ▾ ORR main site

External login

Already got an account?
Log in here

User name

Password

[Forgotten your password?](#)

Want to register?
Fill out this form

Name

Email

Password

Confirm password

4. On the right-hand side of the screen, please enter:

- Name;
- Email address; and
- Password (must be at least 10 characters).

The email address must be a genuine email address as you will be notified of your RIDDOR reference number once the incident has been submitted. Similarly, a notification will be sent to the registered email address if there has been any problem during your submission.

If you are using a generic email address, please note that anyone who has access to that email address and password will be able to view and print previous submissions (only incidents submitted after 5 September 2023).

5. Click 'Register'. You should see confirmation of successful registration to the data portal.
6. From the menu option RIDDOR, select 'Submit new incident'.



ORR protects the interests of rail and road users. We are improving the safety, value, and performance of railways and roads, today and in the future.

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Home / RIDDOR / Submit new incident

- Submit new incident
- Previously submitted incidents

7. You will be prompted to provide your Organisation name in the text box before clicking 'Request RIDDOR access'.

Thank you for registering with the ORR Data Portal.

If you have registered to submit details of a RIDDOR incident, please click below to request access to the online reporting form. Please note it might be 24 hrs before you are given permission.

If it is urgent or if you have any other queries, please contact rail.stats@orr.gov.uk

You do not have permission to access the online reporting form. Please request access below. And include the name of the organisation you are from.

Which organisation are you from?

8. This completes the process of requesting access to ORR's online RIDDOR form.
9. You will receive an email notification once access to the RIDDOR form has been provided. It may take up to 24 hours to be granted access.

Submitting a new incident

10. Login to your account using your registered email address and password.
11. On the menu bar, select the RIDDOR drop-down and choose 'Submit new incident' option to report a new incident.
12. On the RIDDOR form please complete sections A and B (mandatory fields are marked with a red asterisk).
13. For Part C '**Were there any injured parties?**' please enter 'Yes' or 'No' in the drop-down.
14. If 'Yes', please complete the additional fields that appear as fully as possible.
15. If there is more than one injured party, please select 'Add additional injured party'.
16. If you add an additional injured party in error, you can delete them by selecting the bin icon on the right-hand side of the screen.
17. For Part D '**Was there a dangerous occurrence?**' please enter 'Yes' or 'No'.
18. If 'Yes', please only select the most relevant DO (e.g. if reporting a DO73a there is no need to report the same incident also as a DO73f).
19. Depending on the type of dangerous occurrence, follow-on questions may appear. Please complete these as fully as possible.
20. For Part C and Part D, you cannot enter 'No' for both questions. To be RIDDOR reportable, there must be either a RIDDOR reportable injury or dangerous occurrence (or both).
21. Once you have completed the RIDDOR form, click 'Submit'. If there are any errors on the page, these will be highlighted on the page in red for you to correct.
22. Once submitted, you should receive a message on the page to confirm successful submission. You will receive an email providing the incident reference number, which is also available when you view previous submissions.
23. You may bookmark the RIDDOR form page for future submissions.
24. If you have any issues using the RIDDOR form, please contact rail.stats@orr.gov.uk

Viewing previous submissions

25. Login to your account using your registered email address and password
26. On the menu bar, select the RIDDOR dropdown
27. Click on 'Previously submitted incidents'
28. The screen will, by default, show the 10 most recently submitted incidents. You can view up to 100 by amending the Show entries toggle.

The 'View' option allows you to view the form within the web page itself. The 'Print' option will open up the default print window and allow you to print off a copy of the entry for your own records.

Frequently asked questions

FAQ's	Answer
Is my incident RIDDOR reportable?	Please describe the incident and email rail.stats@orr.gov.uk . We will provide guidance on whether it is reportable or not.
Why have I not received a confirmation email with a reference number?	If the email address you have used to register is a valid email address, you should have received notification. If not, please email rail.stats@orr.gov.uk and ask for confirmation that it has been received. Please provide date/location of incident.
I have submitted a RIDDOR incident. Can I get a copy of the form?	After logging in, select ' Previously submitted incidents ' from the RIDDOR dropdown menu to view or print the incident report.

<p>Is it possible to amend my submission?</p>	<p>The duty holder (DH) cannot make amendments or add extra information. Please send the updated text or amendment to rail.stats@orr.gov.uk and provide the reference number. ORR will send the updated RIDDOR to the DH (and copy in the original person who made the RIDDOR, if the DH is different).</p>
<p>Is it possible to add pictures or a short video which demonstrates the incident sometimes much better than plain text?</p>	<p>No, it is not currently possible to do this with the system. The DH can hold the extra information for ORR's RSD Inspector should the Inspector wish to investigate further.</p>