

Health & Safety Performance

As of 30/06/2026

Our Health & Safety Team log all health and safety incidents, accidents, and RIDDOR reportable incidents.

This performance data contains information about all health and safety reporting that directly relates to our customers.

The categories are defined as follows:

- **Incidents:** Any unplanned or undesired events which result in property loss or damage, or have the potential to cause injury or harm, including verbal aggression, threats or acts of physical violence
- **Accidents:** Any unplanned or undesired events which result in actual physical injury or ill health. (These do not include accidents which happen to customers within their own homes.)
- **RIDDOOR Reportable:** this relates to specific injuries that are reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations ([RIDDOR](#))

2026	Incidents	Accidents	RIDDOR Reportable
January	24	9	0
February	16	4	0
March	16	8	0
April	15	5	0
May	13	9	1
June	14	3	0
Total	98	38	1