

## User guide for the FPA / RISCAuthority Fire & Flood Database (FFDB) data upload portal

### 1. HISTORY & PURPOSE OF THE FFDB

The Fire & Flood Database (or FFDB) was previously referred to as the Large Loss Database (or LLDB) but was renamed in 2021 to reflect an increase in its scope to incorporate flood-related losses. The database is a repository of important information on significant fire and flood losses within the UK. RISCAuthority originally introduced this system many years ago to replace the paper-based methods formally administered by ABI as detailed in Section 4 of the 'Blue Book' – Claims Management. Submissions to the database are made on the insurers' behalf by the loss-adjusting community, usually as part of their contract, for incidents meeting one or more of the following criteria:

- material damage for all interested parties exceeding £100,000
- business interruption is estimated at over £100,000
- where the combined figure of material damage and business interruption is expected to exceed £100,000
- whenever there is a fire-related fatality, regardless of the above
- following any fire-related sprinkler actuation regardless of the above monetary thresholds

The contribution of loss data by the adjusting teams is essential to the work of RISCAuthority and the support it provides to the insurer membership. For fire losses, the data capture relates primarily to commercial claims and is not required for household losses unless fatalities are involved. Analysis of the collected data enables interrogation of factors that contribute to loss incident prevalence, the extent of loss, and factors that acted beneficially or detrimentally to the outcome. The data is also used by RISCAuthority for horizon-scanning purposes to identify research needs and is made available to insurers to support their own risk analysis and mitigation initiatives.

### 2. GAINING ACCESS TO THE FFDB UPLOAD PORTAL

The FFDB data upload portal can be accessed directly using this link:

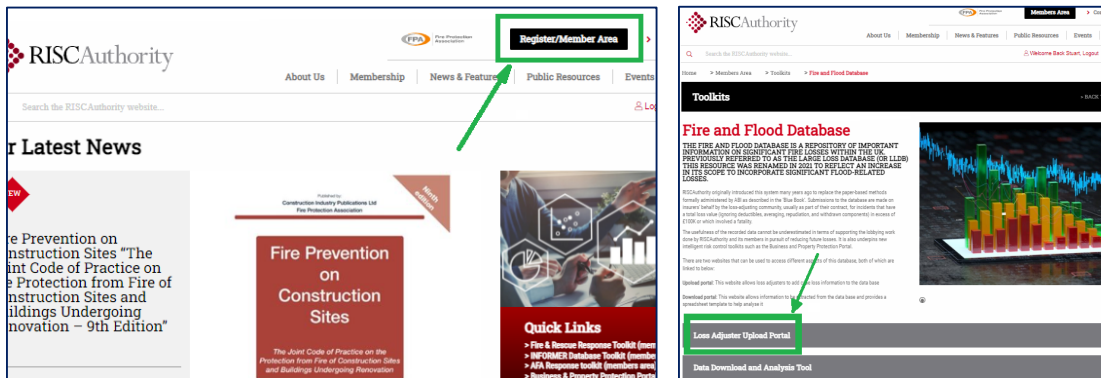
<https://fpalarge loss.riscauthority.co.uk/Account/Login>

Alternatively, the upload portal can be accessed via the RISCAuthority website:

[www.riscauthority.co.uk](http://www.riscauthority.co.uk)

Navigate to: **Members Area**, then **Toolkits** and then to **Fire and Flood Database**

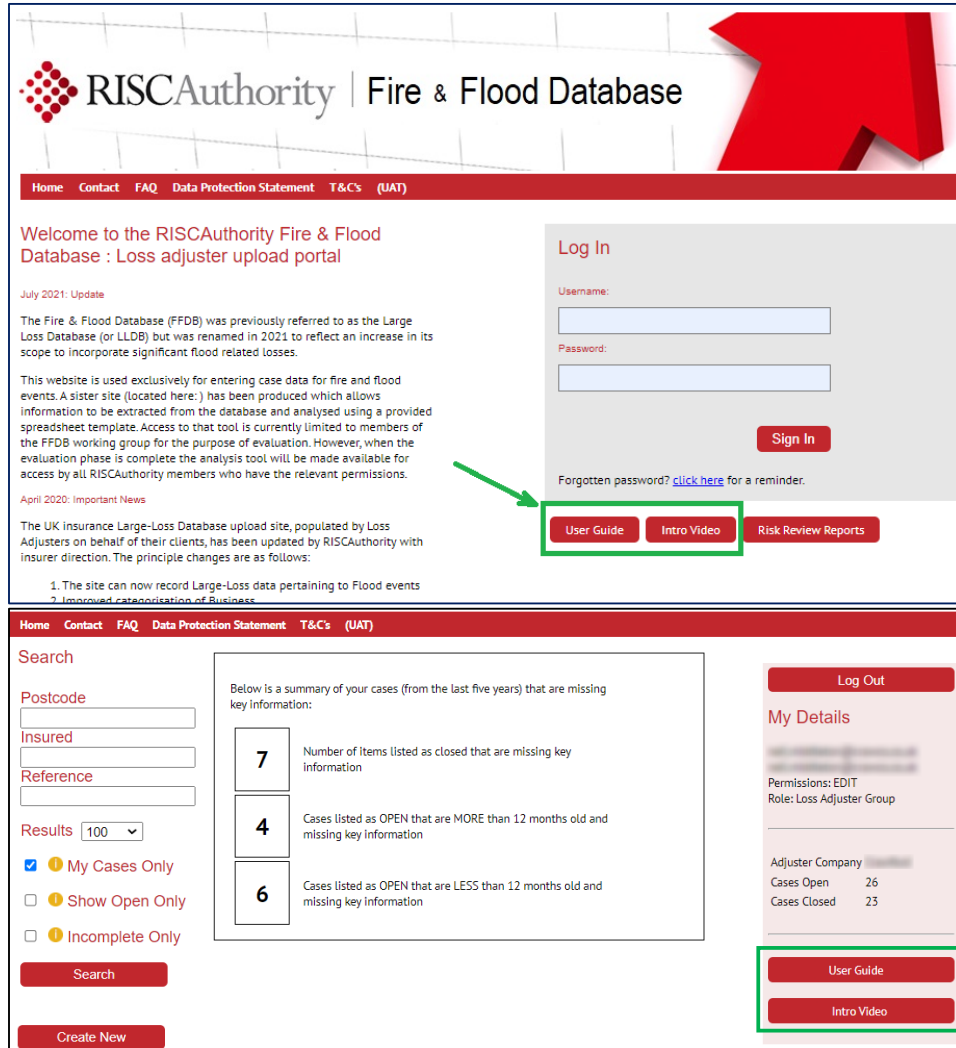
From this page you can also access the Data Download & Analysis Tool site.



Both the above methods will require you to log-in with your user account. If you do not currently have a user account, then please contact us (see section 8) and we will assist in setting one up for you.

### 3. GETTING STARTED

From both the log-in page and the home page of the portal, you can access a copy of this user guide and a video that provides a brief introduction of how to use the portal and enter case data.



After logging in, users are presented with the following summary information:

- The right-hand side panel shows the user's email address/username/company and the number of their submitted cases that are open and closed
- The central panel provides a reminder of the number of the user's cases that are missing key information (ideally these should all read zero) – see section 6.

From the left-hand panel the user can either create a new case or search for existing cases (see section 7).

### 4. CREATING A NEW FIRE CASE RECORD

From the log-in page, click on the 'Create New' button and you will be given the option to create a new 'Fire Loss Case' or a new 'Flood Loss Case'.



This section deals with creating a 'Fire Loss Case' and having selected that option you will be asked to provide details relating to the name and address of the site where the fire occurred, the date it occurred, and your company's reference code for this case. After entering this information click on 'Create A New Case'.

**Create New Fire Case**

Postcode

Address1

Address2

Address3

Town

County

Name of insured

Loss Adjuster Reference

Incident Date

Loss Adjuster Company

**Create A New Case**

If you omit any key details, then a reminder will be shown and it won't be possible to create the new case until the required information is entered.

**Create New Fire Case**

Postcode

Address1

Address2

Address3

Town

County

Name of Insured

Loss Adjuster Reference

The Reference field is required.

Incident Date

Loss Adjuster Company

**Create A New Case**

After submitting the information detailed above the following summary will be displayed:

**Create New Fire Case**

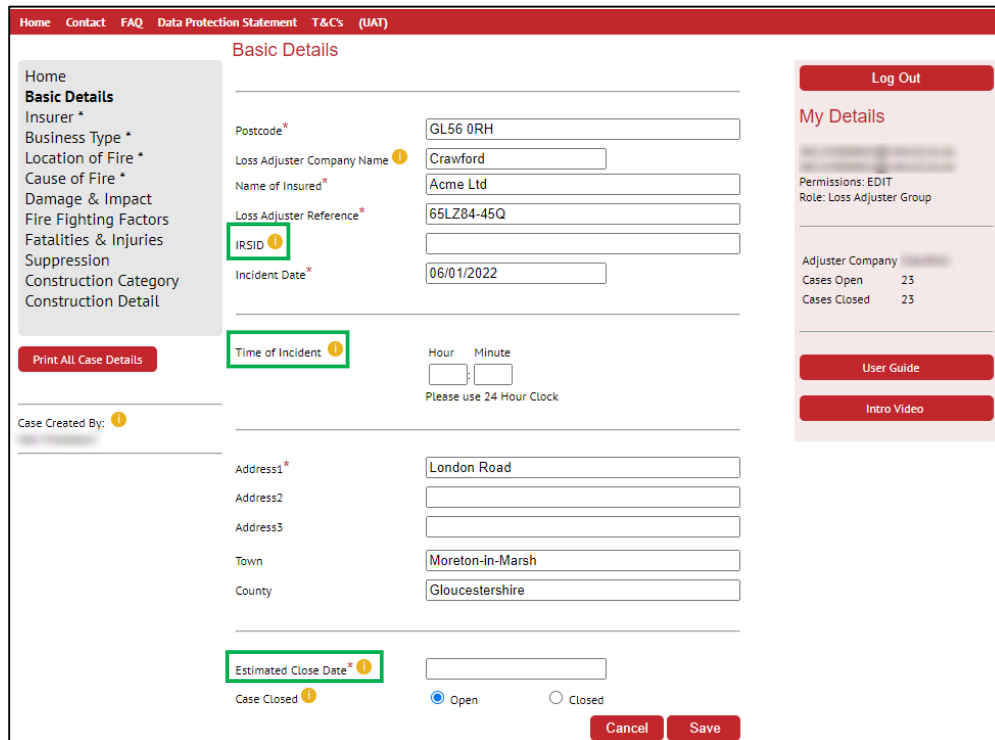
Case created, you can continue editing from here:

Postcode: GL56 0RH  
 Date Of Incident: 06/01/2022  
 Address 1: London Road  
 Address 2:  
 Address 3:  
 Town: Moreton-in-Marsh  
 County: Gloucestershire  
 Name Of Insured: Acme Ltd  
 Loss Adjuster Reference: 65LZ84-45Q  
 Loss Adjuster Company: Crawford

[Continue editing](#)

Next, you will be presented with the case 'Basic Details' page which require three additional items to be entered on this page:

- IRSIS: This field identifies Fire & Rescue Service IRS records (this should be added if known but can be left blank if it is not)
- The time at which the incident occurred (if known)
- An estimated date by which it is expected that the case will be completed (an entry for this field is mandatory and it won't be possible to save this page without doing so. However, if not known then a rough estimate can be added and then edited later.)



**Basic Details**

Postcode\* GL56 0RH

Loss Adjuster Company Name (1) Crawford

Name of Insured\* Acme Ltd

Loss Adjuster Reference\* 65LZ84-45Q

IRSIS (1)

Incident Date\* 06/01/2022

Time of Incident (1) Hour Minute  
Please use 24 Hour Clock

Case Created By: (1)

Address1\* London Road

Address2

Address3

Town Moreton-in-Marsh

County Gloucestershire

Estimated Close Date\* (1)

Case Closed (1)  Open  Closed

[Cancel](#) [Save](#)

**Notes:**

- (1) It is important that on this page, and all subsequent pages, to click on 'Save' before moving to the next page
- (2) Items marked with a red asterisk are considered key information – see section 6.

After saving the 'Basic Details' page you can navigate to the 'Insurer' page using the left-hand navigation panel. On this page you can enter details of which insurance company (if any) is associated with each of the seven insured interests (building, contents, stock, etc)

Start by selecting an 'Interest' relevant to this case and from the drop-down list select which insurer is associated with that interest.

Next, enter as many details as possible in the table for that particular interest. When first setting up a new case it may be that you will have limited information available, however, the case entry can be edited at any time and supplemental details added.

Typically, it should be possible to at least enter the policy number, claim number, and an estimated cost for the insured interest. Hovering the mouse over the small orange circles with an 'i' will show a tooltip that briefly describes what details are being requested.

Home Contact FAQ Data Protection Statement T&C's (UAT)

**Insurance Details**

Home -> Basic Details -> Insurer -> Business Type -> Location of Fire -> Cause of Fire -> Damage -> Fire Fighting Factors -> Fatalities -> Suppression -> Construction Category -> Construction Detail

Type	Policy Number	Insurer's Claim Number	Total Sum Insured	Estimated Amount	Final Amount	Deductible	Average	Loss Before D & A	Repudiated	Withdrawn
Building	83GH642P-12QM	98734-34	2750000	130000				0.00	<input type="checkbox"/>	<input type="checkbox"/>
Contents									<input type="checkbox"/>	<input type="checkbox"/>
Stock									<input type="checkbox"/>	<input type="checkbox"/>
BI									<input type="checkbox"/>	<input type="checkbox"/>
Rent									<input type="checkbox"/>	<input type="checkbox"/>
Machinery									<input type="checkbox"/>	<input type="checkbox"/>
Other									<input type="checkbox"/>	<input type="checkbox"/>

Amount (£) not paid as part of settlement.

**Interest** ⓘ **Insurer**

Building  AIG

Contents  -

All except one of the columns require information to be entered by the user. However, the 'Loss Before D & A' column is calculated automatically (it is the sum of the values entered for Estimated, Deductible and Average). Any other relevant insured interests can each be added in a similar manner.

Home Contact FAQ Data Protection Statement T&C's (UAT)

**Insurance Details**

Home -> Basic Details -> Insurer -> Business Type -> Location of Fire -> Cause of Fire -> Damage -> Fire Fighting Factors -> Fatalities -> Suppression -> Construction Category -> Construction Detail

Type	Policy Number	Insurer's Claim Number	Total Sum Insured	Estimated Amount	Final Amount	Deductible	Average	Loss Before D & A	Repudiated	Withdrawn
Building	83GH642P-12QM	98734-34	2750000.00	130000.00				130000.00	<input type="checkbox"/>	<input type="checkbox"/>
Contents									<input type="checkbox"/>	<input type="checkbox"/>
Stock									<input type="checkbox"/>	<input type="checkbox"/>
BI	HU7827-903	123-873-01		60000.00				60000.00	<input type="checkbox"/>	<input type="checkbox"/>
Rent									<input type="checkbox"/>	<input type="checkbox"/>
Machinery									<input type="checkbox"/>	<input type="checkbox"/>
Other									<input type="checkbox"/>	<input type="checkbox"/>

**Interest** ⓘ **Insurer**

Building  AIG

Contents  -

Stock  -

Business Interruption  RSA Insurance Group PLC

Rent  -

Machinery & Plant  -

Other  -

Cancel Save

Should an 'Interest' be selected without a corresponding 'Insurer' being selected also then you will not be able to 'Save' the page details and will be warned that it contains errors. To overcome this, select the appropriate insurer and then add in the other relevant details (policy number, claim number, estimated cost, etc).

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### Insurance Details

Home -> Basic Details -> Insurer -> Business Type -> Location of Fire -> Cause of Fire -> Damage -> Fire Fighting Factors -> Fatalities -> Suppression -> Construction Category -> Construction Detail

Type	Policy Number	Insurer's Claim Number	Total Sum Insured	Estimated Amount	Final Amount	Deductible	Average	Loss Before D & A	Repudiated	Withdrawn
Building	83GH842P-12QM	98734-34	2750000.00	130000.00				130000.00	<input type="checkbox"/>	<input type="checkbox"/>
Contents									<input type="checkbox"/>	<input type="checkbox"/>
Stock									<input type="checkbox"/>	<input type="checkbox"/>
BI	HU7827-903	123-873-01		60000.00				60000.00	<input type="checkbox"/>	<input type="checkbox"/>
Rent									<input type="checkbox"/>	<input type="checkbox"/>
Machinery									<input type="checkbox"/>	<input type="checkbox"/>
Other									<input type="checkbox"/>	<input type="checkbox"/>

**Interest** ⓘ

- Building  -
- Contents  -
- Stock  -
- Business Interruption  RSA Insurance Group PLC
- Rent  - Please select an Insurer
- Machinery & Plant  -
- Other  -

**Insurer**

- Building  AIG
- Contents  -
- Stock  -
- Business Interruption  RSA Insurance Group PLC
- Rent  - Please select an Insurer
- Machinery & Plant  -
- Other  -

Cancel Save

**Page contains errors and cannot be saved!**

When all relevant details have been entered click 'Save' to proceed to the 'Business Type' page.

Home Contact FAQ Data Protection Statement T&Cs (UAT)

### Insurance Details

Home -> Basic Details -> Insurer -> Business Type -> Location of Fire -> Cause of Fire -> Damage -> Fire Fighting Factors -> Fatalities -> Suppression -> Construction Category -> Construction Detail

Type	Policy Number	Insurer's Claim Number	Total Sum Insured	Estimated Amount	Final Amount	Deductible	Average	Loss Before D & A	Repudiated	Withdrawn
Building	83GH842P-12QM	98734-34	2750000	130000					<input type="checkbox"/>	<input type="checkbox"/>
Contents									<input type="checkbox"/>	<input type="checkbox"/>
Stock									<input type="checkbox"/>	<input type="checkbox"/>
BI	HU7827-903	123-873-01		60000					<input type="checkbox"/>	<input type="checkbox"/>
Rent	83KW693P-2FK	98734-35		40000					<input type="checkbox"/>	<input type="checkbox"/>
Machinery									<input type="checkbox"/>	<input type="checkbox"/>
Other									<input type="checkbox"/>	<input type="checkbox"/>

**Interest** ⓘ

- Building  -
- Contents  -
- Stock  -
- Business Interruption  RSA Insurance Group PLC
- Rent  AIG
- Machinery & Plant  -
- Other  -

**Insurer**

- Building  AIG
- Contents  -
- Stock  -
- Business Interruption  RSA Insurance Group PLC
- Rent  AIG
- Machinery & Plant  -
- Other  -

Cancel Save

**You have unsaved changes!**

The first three items on this page (occupation/status/situation) just require one of the options to be selected. For the 'Special Features' section either none, one, or more than one of the options can be selected as appropriate. For 'Business Type', first select an option from the left-hand column, then select a subcategory from the right-hand column (which will be populated with options that depend on the primary category that is selected first). When this is done, click on 'Save' and then move onto the next page (Location of Fire).

Home Contact FAQ Data Protection Statement T&Cs (UAT)

Home  
Basic Details  
Insurer  
**Business Type \***  
Location of Fire \*  
Cause of Fire \*  
Damage & Impact  
Fire Fighting Factors  
Fatalities & Injuries  
Suppression  
Construction Category  
Construction Detail

Print All Case Details

Case Created By: **1**  
Neil Middleton

**Business Type**

**Building Occupation** **1**

Occupied  
 Unoccupied  
 Unknown

**Building Status**

Completed  
 In Construction  
 In Refurbishment  
 Unknown

**Situation**

Attached  
 Detached  
 Semi-Detached  
 Unknown

**Special Features**

Conservation Area **1**   
Listed **1**   
Island Location **1**   
Other

**Business Type\***

**Subcategory\***

Business Type	Subcategory
Accommodation	
Construction	
Education	
Entertainment and Culture	
Farming & Fishing	
Food & Drink Retail	
Healthcare	
Industrial Processing & Manufacturing	
Mining and Quarrying	
Power & Water	
Professional Services	
Public Admin	
Retail	
Storage & Warehousing	
Transportation	
Unclassified	
Waste Management	
Wholesale	

Log Out

**My Details**

neil.middleton@crawco.co.uk  
neil.middleton@crawco.co.uk  
Permissions: EDIT  
Role: Loss Adjuster Group

Adjuster Company Crawford  
Cases Open 13  
Cases Closed 13

User Guide

Intro Video

Cancel Save

**Business Type\***

Industrial Processing & Manufacturing

**Subcategory\***

Metal products

Business Type	Subcategory
Accommodation	Assembly
Construction	Chemical
Education	Electrical goods
Entertainment and Culture	Engineering
Farming & Fishing	Food & beverage processing and production
Food & Drink Retail	Laundry
Healthcare	<b>Metal products</b>
<b>Industrial Processing &amp; Manufacturing</b>	Non-metal products
Mining and Quarrying	Oil refining
Power & Water	Other
Professional Services	Pharmaceutical
Public Admin	Plastics
Retail	Printing
Storage & Warehousing	Textiles
Transportation	Vehicles
Unclassified	Wood and pulp products
Waste Management	
Wholesale	

Cancel Save



On this page simply select a primary location type from the left-hand column and then a location subcategory from the right-hand column.

On the 'Cause of Fire' page, indicate if the incident was deliberate, accidental, or unknown cause and whether it was a fire or explosion event. Then choose the most appropriate primary cause and subcategory.

On the 'Damage & Impact' page, start by entering the requested details about the extent of damage resulting from the event and how much this impacted the business. The 'Description of Damage' section is a free form text entry field to record important additional information about the nature of any damage incurred.

The screenshot shows the 'Damage & Impact' page. The top navigation bar includes 'Home', 'Contact', 'FAQ', 'Data Protection Statement', 'T&Cs', and '(UAT)'. The left sidebar contains a menu with options like 'Home', 'Basic Details', 'Insurer', 'Business Type', 'Location of Fire', 'Cause of Fire', 'Damage & Impact', 'Fire Fighting Factors', 'Fatalities & Injuries', 'Suppression', 'Construction Category', and 'Construction Detail'. The main content area is titled 'Damage & Impact' and contains several input fields: 'Total Area Damaged m<sup>2</sup>' (4500), 'Area Damaged by Smoke m<sup>2</sup>' (4500), 'Area Damaged by Fire m<sup>2</sup>' (50), 'Area Damaged by Water m<sup>2</sup>' (100), 'Number of Days of Business Interruption' (17), and 'Percentage of Site Operation Interrupted during the period' (10). Below these is a 'Description of Damage' text area. Further down are sections for 'Floors Above Ground Level' and 'Floors Below Ground Level', each with input fields for the total number of floors and the number of affected floors. A 'Print All Case Details' button is located below the sidebar. The right sidebar, titled 'My Details', shows 'Log Out', 'Permissions: EDIT', 'Role: Loss Adjuster Group', 'Adjuster Company', 'Cases Open: 25', 'Cases Closed: 23', 'User Guide', and 'Intro Video' buttons.

Next, record the number of floors in the building - assuming that the fire was in a building, if it wasn't then this section can be left blank. Below these questions, a number of new lines will automatically be added, equivalent to the number entered for affected floors. Floor 0 refers to the ground floor and will always be present regardless of the number entered for affected floors. Initially, the floor numbers in the red boxes will be labelled as 1,2,3 etc, however, these can be edited as required. In the example shown here the building had 5 floors, 2 of which were affected (floors 3 and 4).

This close-up shows the 'Floors Above Ground Level' section. The first question is 'How many floors above ground level did the building have?' with an input field containing '5'. The second question is 'How many floors above ground level were affected?' with an input field containing '2'. Below these are three red boxes representing floors: 'Floor 2', 'Floor 1', and 'Floor 0'. Each floor box has a 'Sustained Damage' checkbox to its right. The 'Floor 0' checkbox is checked.

This close-up shows the same 'Floors Above Ground Level' section, but with the affected floors highlighted. The input fields remain '5' and '2'. The red boxes for 'Floor 4' and 'Floor 3' are highlighted, indicating they are the affected floors. The 'Floor 0' box is also present with its 'Sustained Damage' checkbox checked.

Next, click on the check boxes to indicate which of the affected floors sustained some damage. If this box is ticked then a further three options will be displayed for that floor, to record the type of damage that was sustained (fire, water or smoke). In the example shown here, the fire occurred on the 4<sup>th</sup> floor which sustained fire, smoke and water damage, whilst the floor below this was affected only by runoff water.

**Floors Above Ground Level**

How many floors above ground level did the building have?

How many floors above ground level were affected?

Floor 4 Sustained Damage  Fire  Water  Smoke

Floor 3 Sustained Damage  Fire  Water  Smoke

Floor 0 Sustained Damage

**Floors Below Ground Level**

How many floors below ground level did the building have?

How many floors below ground level were affected?

**Floors Above Ground Level**

How many floors above ground level did the building have?

How many floors above ground level were affected?

Floor 4 Sustained Damage  Fire  Water  Smoke

Floor 3 Sustained Damage  Fire  Water  Smoke

Floor 0 Sustained Damage

**Floors Below Ground Level**

How many floors below ground level did the building have?

How many floors below ground level were affected?

The 'Floors Below Ground Level' section allows any affected basement floors to be recorded in a similar manner. The next page is used to record any factors that may have influenced the process of the Fire & Rescue Service dealing with the event, such as limited access for their vehicles, insufficient water availability, or restrictive environmental issues. Multiple factors can be selected if required, or this section can be left blank if none of the listed factors are relevant.

Home Contact FAQ Data Protection Statement T&C's (UAT)

**Fire Fighting Factors**

- Inadequate Water Supply
- Access
- Acetylene Cylinders
- Storage of Fuel
- Resources
- Source Protection Zone
- Solar Panels
- Electrical Storage
- Green Roofs & Walls
- Other Environmental

Print All Case Details

Case Created By:

Cancel Save

Log Out

**My Details**

Permissions: EDIT  
Role: Loss Adjuster Group

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Adjuster Company

Cases Open 23  
Cases Closed 23

User Guide

Intro Video

On the following page, document the number of injuries and deaths (if any) that resulted from the fire.

Home Contact FAQ Data Protection Statement T&C's (UAT)

**Fatalities & Injuries**

Number of Fatalities

Number of Injuries

Cancel Save

Log Out

**My Details**

Permissions: EDIT  
Role: Loss Adjuster Group

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Adjuster Company

Cases Open 24  
Cases Closed 23

The 'Fire Suppression System' page initially displays two questions, relating to whether there was a suppression system and fire detection system in the building.

The screenshot shows the 'Fire Suppression System' page. The navigation menu on the left includes: Home, Basic Details, Insurer \*, Business Type \*, Location of Fire \*, Cause of Fire \*, Damage & Impact, Fire Fighting Factors, Fatalities & Injuries, **Suppression**, Construction Category, and Construction Detail. The main content area contains two questions: 'Was there a fixed Fire Suppression System Installed?' and 'Was automatic fire detection installed?'. Both questions have 'No' selected. There are 'Cancel' and 'Save' buttons at the bottom. On the right, there is a 'Log Out' button and a 'My Details' section showing 'Permissions: EDIT' and 'Role: Loss Adjuster Group'. Below that, it lists 'Adjuster Company', 'Cases Open: 24', and 'Cases Closed: 23'. At the bottom right, there are 'User Guide' and 'Intro Video' buttons. A 'Print All Case Details' button is located at the bottom left.

If the answer to both is 'No' then no further questions are asked on this page.

This screenshot is identical to the previous one, showing the 'Fire Suppression System' page with 'No' selected for both questions. The layout and content are the same as described in the previous screenshot.

However, if the first question is answered with 'Yes' then a number of additional questions will appear relating to the installed suppression system. It is possible to select multiple system types if this is required. For water-based systems, additional questions will be asked as shown below.

The screenshot shows the 'Fire Suppression System' page with 'Yes' selected for the first question. The second question is 'Was it designed to protect the area in which the fire occurred?' with 'Yes' selected. The 'Name of Manufacturer' field contains 'Acme Suppression Co.'. Below the questions, there are three columns of checkboxes: 'Did it control or extinguish the fire?', 'Number of Heads Operated?', and a list of system types. The system types listed are: Sprinkler, Drencher, Water Mist, Dry Powder Systems, Carbon Dioxide, Inert Gas, Chemical Gas, and Other. Each system type has a yellow information icon (i) next to it.

This screenshot is identical to the previous one, showing the 'Fire Suppression System' page with 'Yes' selected for the first question. The second question is 'Was it designed to protect the area in which the fire occurred?' with 'Yes' selected. The 'Name of Manufacturer' field contains 'Acme Suppression Co.'. Below the questions, there are three columns of checkboxes: 'Did it control or extinguish the fire?', 'Number of Heads Operated?', and a list of system types. The system types listed are: Sprinkler, Drencher, Water Mist, Dry Powder Systems, Carbon Dioxide, Inert Gas, Chemical Gas, and Other. Each system type has a yellow information icon (i) next to it. The 'Sprinkler' checkbox is checked, and the 'Number of Heads Operated?' field contains the value '8'.

For gas and powder-based systems, a single extra question is posed and for 'Other' systems a free form text entry box is provided for the user to describe the system in detail.

The screenshots show the 'Fire Suppression System' form. The left screenshot shows the form with 'Inert Gas' selected. The right screenshot shows the form with 'Other' selected and a text box for 'Specify Other'.

If a fire detection system was installed, then two additional questions are posed.

The screenshot shows the 'Fire Suppression System' form with the following questions and answers:

- Was there a fixed Fire Suppression System Installed? Yes  No
- Was automatic fire detection installed? Yes  No
- Did it detect fire? Yes  No
- AFD Linked to alarm receiving centre Yes  No

Select the most appropriate answer for each question, save and proceed to the next page.

The screenshot shows the 'Fire Suppression System' form with the following questions and answers:

- Was there a fixed Fire Suppression System Installed? Yes  No
- Was automatic fire detection installed? Yes  No
- Did it detect fire? Yes  No
- AFD Linked to alarm receiving centre Yes  No

On the Construction Category page there are seven categories to choose from, each of which is briefly described. Should further help be needed in selecting the most appropriate category, a link is provided on this page to a RISCAuthority document that explains the categorisation in more detail.

Home
Contact
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(UAT)

Home

Basic Details

Insurer \*

Business Type \*

Location of Fire \*

Cause of Fire \*

Damage & Impact

Fire Fighting Factors

Fatalities & Injuries

Suppression

**Construction Category**

Construction Detail

### Construction Category

<input type="radio"/> Cat1 Fire Resisting	All elements of construction (including floors) to be non-combustible and achieve at least 90 minutes fire resistance in terms of both integrity and insulation. Some combustible elements (up to 10%) are allowed.
<input type="radio"/> Cat2 Non-Combustible	All elements of construction to be non-combustible. Some combustible elements (up to 10%) are allowed.
<input type="radio"/> Cat2a Non-Combustible	Certain elements of construction can be excluded from the calculations which would normally identify combustible elements. Examples would be brick/stone/slate/tile construction features in low rise buildings, that is, not normally more than 2 - 3 storeys, which do not represent a significant exposure to fire.
<input type="radio"/> Cat2b Non-Combustible	Some buildings fall within the principal category 'Non-Combustible' (above) but contain more than 10% of insulated sandwich panels approved by an independent, UKAS-accredited approvals organisation. (An example of such a panel would be one approved to the Loss Prevention Certification Board's LPS 1181: part 1:EXT or Part 2: INT.) Panels which satisfy Essential Principle 1 of the FPA Design Guide shall be deemed to be non-combustible for the purposes of these categorisations. State percentage and also identify degree of fire rating of panel.
<input type="radio"/> Cat3PC	Any building having from more than 10% up to 35% of its elements of construction consisting of combustible materials. State percentage of elements of construction which are combustible. are allowed.
<input type="radio"/> Cat4 Combustible	Any building having from more than 35% and up to 70% of its elements of construction of combustible materials. State percentage of elements of construction which are combustible.
<input type="radio"/> Cat Highly Combustible	Any building which contains over 70% of combustible materials or a significant percentage of highly combustible materials State percentage of elements of construction which are combustible.

Log Out

**My Details**

Permissions: EDIT  
Role: Loss Adjuster Group


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Adjuster Company

Cases Open 24  
Cases Closed 23

User Guide

Intro Video



Click the image above to download a full explanation of construction categories.

Cancel
Save

On the final page, information is requested about the construction materials used for the building's structure, cladding and roof. For each of those three sections multiple items can be selected and a free form text entry box can be accessed by selecting 'Other'. As with all previous pages click on 'Save' when complete.

[Home](#) [Contact](#) [FAQ](#) [Data Protection Statement](#) [T&C's](#) [\(UAT\)](#)

Home

Basic Details

Insurer \*

Business Type \*

Location of Fire \*

Cause of Fire \*

Damage & Impact

Fire Fighting Factors

Fatalities & Injuries

Suppression

Construction Category

**Construction Detail**

Print All Case Details

---

Case Created By: 1

### Cladding

Insulation

-- Polystyrene 1

-- Combustible 1

-- Non-Combustible 1

External Insulation

Non-Combustible Render

Brick

Stone

Render - PUR/EPS/Stone Wool

Wood Shingle

Plaster Shingle

Curtain Glazing

External Thermal Insulated Panels

Metal

Floor Construction

Timber Cladding

Other (500 character limit) 1

### Roof

Insulation

-- Polystyrene 1

-- Combustible 1

-- Non-Combustible 1

Wood

Wood Tile

Flat Felt (Timber Board/Concrete)

Thatch

Timber

Ply

Slate

Green

Asbestos

Poly-Carbonate

Polythene

ETFE (Ethylene tetrafluoroethylene)

Rubberised Air Membrane (Metal/Concrete/Timber)

Glass

Air Supported Structure

Sandwich Panel (Any)

-- PUR

-- PIR

-- MWRF

-- EPS

-- XPS

-- MPHEN

-- Cellular Glass

Other (500 character limit) 1

### Structure

Brick & Stone 1

Light Timber Frame (LTF) 1

Structural Insulated Panels 1

Hemp Crete 1

Straw Bale & Render 1

Glued Laminated Timber (GLULAM) 1

Steel Frame & Sandwich Panel

-- Non-Combustible 1

-- Combustible 1

-- Unknown 1

Insulated Concrete Forms 1

Steel & Glass 1

Concrete Frame 1

Earth & Construction 1

Timber Frame - Variants 1

Pods/Modular: Volumetric 1

Pods/Modular: Two dimensional 1

Palletised System - please specify 1

Cob 1

Cross Laminated Timber (CLT) 1

Light Gauge Steel Frame 1

Metal 1

Other (500 character limit) 1

Cancel
Save

**GENERAL NOTE ON ENTERING CASE INFORMATION**

When a case is first created, please enter as much detail as possible, however it is acknowledged that not all information will be available at that early stage. Where information is not known then the relevant questions can be left unanswered and completed at a later date.

## 5. CREATING FLOOD RECORDS

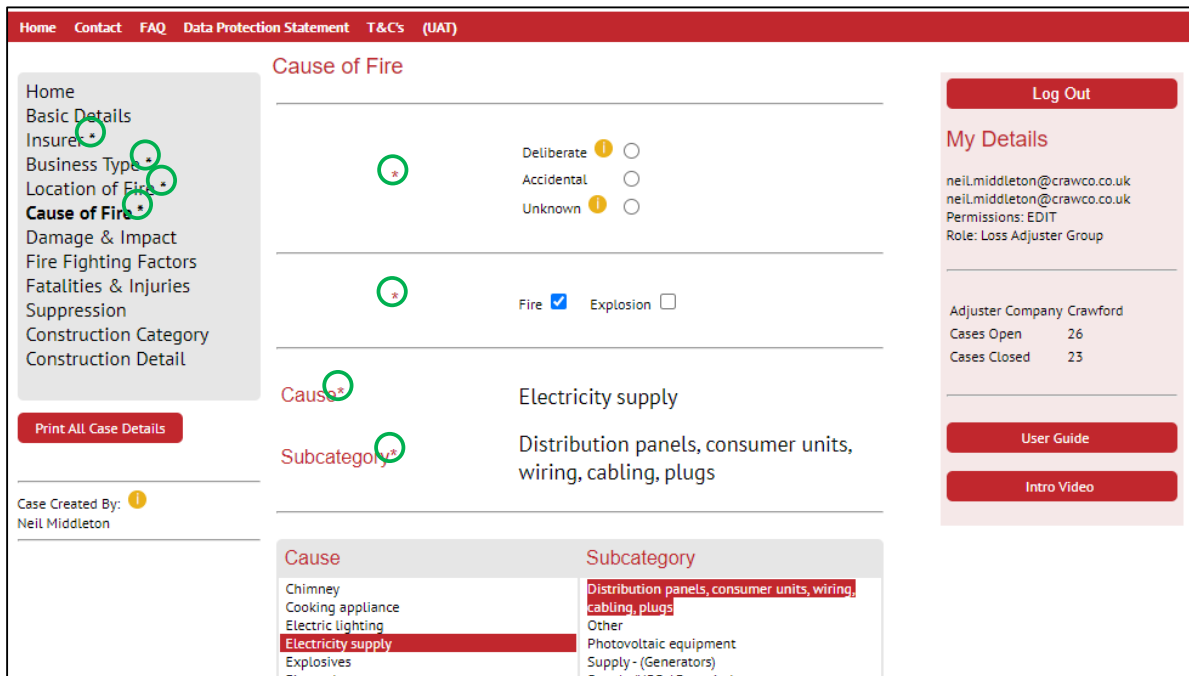
When creating a new flood case, several of the pages request similar information and follow the same format as detailed in section 4 for fire cases (Basic Details, Insurer, Business Type, Construction Detail). There are five additional pages that require quite different information but the general format for adding information is the same as covered in the fire section. Detailed instructions for entering flood case information will be added here in a future update of this user guide.

## 6. KEY INFORMATION ITEMS

Certain items of information are considered critical and expected to be included in all fire cases that are submitted. These are denoted by red asterisks on the following pages:

- Basic Details
- Insurer
- Business Type
- Location of Fire
- Cause of Fire

In the example below, the user has indicated that the event was 'Fire' and selected the 'Cause' category and 'Subcategory', but has not yet indicated whether it was Deliberate/Accidental/Unknown.



Asterisks displayed next to the page links in the left-hand panel indicate that some key information is missing from those pages. Once that key information is provided then the asterisks next to the page links will no longer be displayed. On the 'Insurer' page there are no asterisks displayed as the required key information varies depending on preceding user inputs. However, for each 'Interest' that is selected there should be (at the very least) either an 'Estimated' or 'Final' amount entered.

Please note that all the requested case information is relevant, important and useful. The 'Key' information simply represents what is considered to be the very bare minimum that is required for every case.



**7. EDITING AND UPDATING EXISTING RECORDS**

On the home page of the upload portal (see below) details are provided about the total number of cases that you have entered **A** (split between those that are closed and those that are still open) and the number of your cases (from the last five years) that are missing some key information **B**.

The screenshot shows the home page of the upload portal. On the left is a search panel with fields for Postcode, Insured, and Reference, a Results dropdown set to 100, and checkboxes for 'My Cases Only', 'Show Open Only', and 'Incomplete Only'. A central box, labeled 'B', contains a summary of cases with missing key information: 7 closed items missing information, 4 open items over 12 months old missing information, and 6 open items under 12 months old missing information. On the right, a 'My Details' panel, labeled 'A', shows the user's role as 'Loss Adjuster Group' and a summary of cases: 26 Cases Open and 23 Cases Closed. Navigation buttons for 'Log Out', 'User Guide', and 'Intro Video' are also visible.

These numbers should act as a reminder to:

- Mark cases as closed (on the Basic Details page) once they have been settled
- Ensure that (as a minimum) all items of 'Key Information' are entered for every case (whether open or closed). Ideally, no cases should be missing any 'Key Information'.

To view a list of all the cases you have entered simply click on 'Search' - the 'My Cases Only' check box is selected by default. Note that the number of search results per page can be set to 10,20,50,100,1000, or 10000 and is set to 100 by default. In the example above, the right-hand panel indicates that the user has only 49 cases (26 open and 23 closed) so all of them are shown in the resulting search list (below) . Should you have more than 100 cases then adjust the 'Results' dropdown to the most suitable number.

The screenshot shows the search results page. The search filters on the left are the same as in the previous image, with the 'Results' dropdown highlighted. The main area displays a table of 49 results. The table has columns for 'Name of Insured', 'Postcode', 'Reference', 'Date', 'Close', and 'Print'. Each row represents a case and includes a 'Print' button. On the right, the 'My Details' panel is visible, showing the same case counts as in the previous image.

If a search is done with the 'My Cases Only' filter un-selected, the results will contain all of your own cases but also all cases entered by anyone else from your loss adjusting company.

Home Contact FAQ Data Protection Statement T&C's (UAT)

Search

Postcode:

Insured:

Reference:

Results: 10000

My Cases Only

Show Open Only

Incomplete Only

Search

Create New

Name of Insured	Postcode	Reference	Date	Close	Print
1375 Result(s)					
...	...	...	...	...	...

Log Out

My Details

Permissions: EDIT  
Role: Loss Adjuster Group

Adjuster Company: **...**

Cases Open: 26  
Cases Closed: 23

User Guide

Intro Video

Searching with both the 'My Cases Only' and 'Show Open Only' filters selected, will display a list of all your cases that have not been marked as closed (on the Basic Details page).

Home Contact FAQ Data Protection Statement T&C's (UAT)

Search

Postcode:

Insured:

Reference:

Results: 100

My Cases Only

Show Open Only

Incomplete Only

Search

Create New

Name of Insured	Postcode	Reference	Date	Close	Print
26 Result(s)					
...	...	...	...	...	...

Log Out

My Details

Permissions: EDIT  
Role: Loss Adjuster Group

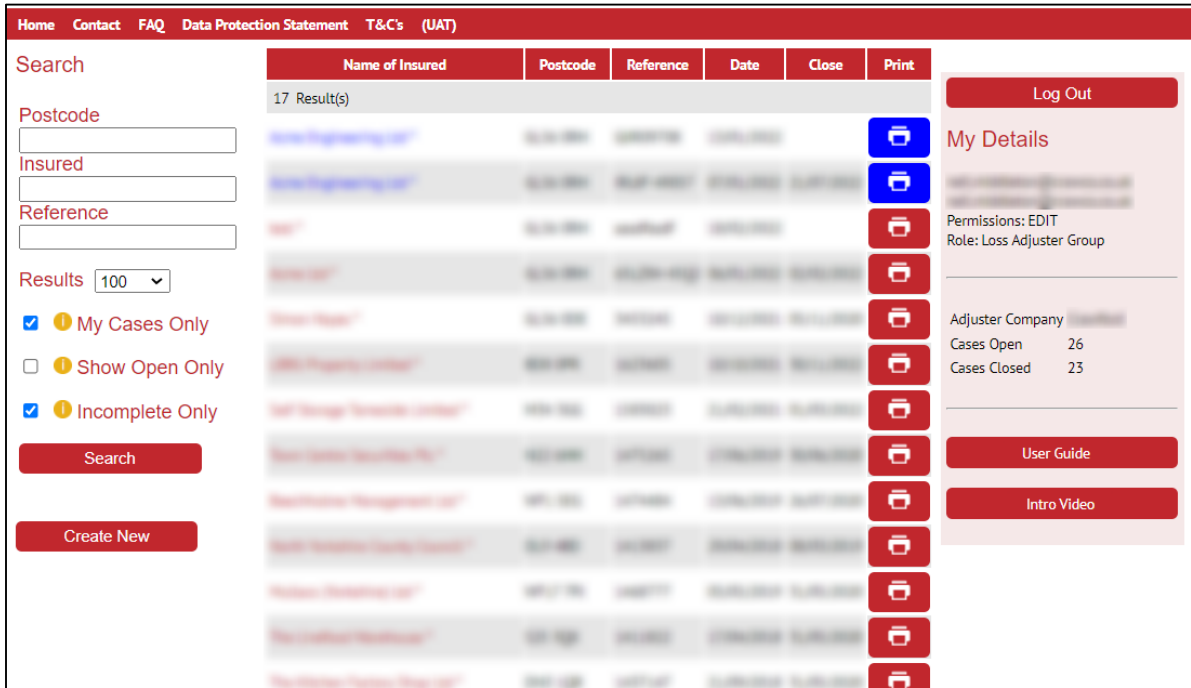
Adjuster Company: **...**

Cases Open: **26**  
Cases Closed: 23

User Guide

Intro Video

Similarly, searching with both the 'My Cases Only' and 'Incomplete Only' filters selected, will display a list of all your cases that are missing some 'Key Information'.



The screenshot shows the search results page with the following elements:

- Navigation:** Home, Contact, FAQ, Data Protection Statement, T&C's (UAT)
- Search Filters:**
  - Postcode: [ ]
  - Insured: [ ]
  - Reference: [ ]
  - Results: 100
  - My Cases Only
  - Show Open Only
  - Incomplete Only
  - Buttons: Search, Create New
- Table:**

Name of Insured	Postcode	Reference	Date	Close	Print
17 Result(s)					
[blurred]	[blurred]	[blurred]	[blurred]	[blurred]	[Print]
[blurred]	[blurred]	[blurred]	[blurred]	[blurred]	[Print]
[blurred]	[blurred]	[blurred]	[blurred]	[blurred]	[Print]
[blurred]	[blurred]	[blurred]	[blurred]	[blurred]	[Print]
[blurred]	[blurred]	[blurred]	[blurred]	[blurred]	[Print]
[blurred]	[blurred]	[blurred]	[blurred]	[blurred]	[Print]
[blurred]	[blurred]	[blurred]	[blurred]	[blurred]	[Print]
[blurred]	[blurred]	[blurred]	[blurred]	[blurred]	[Print]
[blurred]	[blurred]	[blurred]	[blurred]	[blurred]	[Print]
[blurred]	[blurred]	[blurred]	[blurred]	[blurred]	[Print]
[blurred]	[blurred]	[blurred]	[blurred]	[blurred]	[Print]
[blurred]	[blurred]	[blurred]	[blurred]	[blurred]	[Print]
[blurred]	[blurred]	[blurred]	[blurred]	[blurred]	[Print]
[blurred]	[blurred]	[blurred]	[blurred]	[blurred]	[Print]
- Right Panel:**
  - Log Out
  - My Details
  - Permissions: EDIT
  - Role: Loss Adjuster Group
  - Adjuster Company: [blurred]
  - Cases Open: 26
  - Cases Closed: 23
  - User Guide
  - Intro Video

Lastly, specific cases can be searched for by entering either the relevant postcode, insured name, or case reference number.



The screenshot shows the search results page with the following elements:

- Navigation:** Home, Contact, FAQ, Data Protection Statement, T&C's (UAT)
- Search Filters:**
  - Postcode: [ ]
  - Insured: [ ]
  - Reference: 65LZ84-45Q2
  - Results: 100
  - My Cases Only
  - Show Open Only
  - Incomplete Only
  - Buttons: Search, Create New
- Table:**

Name of Insured	Postcode	Reference	Date	Close	Print
1 Result(s)					
Acme Ltd *	GL56 0RH	65LZ84-45Q2	06/01/2022	02/02/2022	[Print]
- Right Panel:**
  - Log Out
  - My Details
  - Permissions: EDIT
  - Role: Loss Adjuster Group
  - Adjuster Company: [blurred]
  - Cases Open: 26
  - Cases Closed: 23
  - User Guide
  - Intro Video

## 8. FURTHER INFORMATION

Hopefully this guide covers all the main functions of the FFDB upload portal. However, should you have any issues using the portal, or have supplemental questions about it, then please contact us at: [fireandfloodinfo@riscauthority.co.uk](mailto:fireandfloodinfo@riscauthority.co.uk) or [info@riscauthority.co.uk](mailto:info@riscauthority.co.uk).