

Incident category matrix

This incident category matrix forms part of the CST Health & Safety policy. It should be referenced to ensure compliance with CST’s reporting protocols when responding to and reporting incidents.

Category	Example	Actions to consider
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">1. Death and serious injury</p>	<p>Death</p> <p>Major injuries – these are defined as:</p> <ul style="list-style-type: none"> • Any fracture, other than to fingers, thumbs or toes. • Any amputation. • Dislocation of shoulder, hip or knee. • Loss of sight (Temporary or permanent). • A chemical or hot burn to the eye or any penetrating injury to the eye. • Any injury resulting from an electric shock or electrical burn (including any electrical burn caused by arcing or arcing products) leading to unconsciousness or requiring resuscitation or admittance to hospital for more than 24 hours. <p>Any other injury:</p> <ul style="list-style-type: none"> • leading to hypothermia, heat-induced illness or to unconscious • requiring resuscitation • requiring admittance to hospital for more than 24 hours • loss of consciousness caused by asphyxia or by exposure to a harmful substance. • Either of the following conditions which result from the absorption of any substance by inhalation, ingestion or through the skin: <ul style="list-style-type: none"> ▪ acute illness requiring medical treatment ▪ loss of consciousness. • Acute illness which requires medical treatment where there is reason to believe that this resulted from exposure to a biological agent or its toxins or infected material. <p>Safeguarding: any safeguarding incident involving the loss, abduction or kidnap of a child.</p> <p>Over 7-day absence: members of staff, contractors or pupils away from work or school for seven consecutive days or more.</p>	<ol style="list-style-type: none"> 1. Call the emergency services. 2. Provide first aid. 3. Alert local management teams. 4. Cordon off the area where appropriate, do not disturb the scene. 5. Evacuate onlookers. 6. Refer to the Red section of the Critical Incident Plan. 7. Ask witnesses to remain on-site. 8. Follow guidance from emergency services and CST. 9. Alert parents, clients and other key stakeholders (e.g. Local Governing Body, Local Authority). 10. Complete the CST Incident Report Form report form and submit it to CST (cstteam@cfbt.com). 11. Follow the incident investigation process and complete the relevant documentation.

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<p style="writing-mode: vertical-rl; transform: rotate(180deg);">2. Dangerous occurrences</p>	<p>Lifting machinery: the collapse, overturning or failure of any load-bearing part of lifts or lifting equipment.</p> <p>Overhead electric lines: any unintentional incident in which plant, equipment or people come into contact with overhead power lines.</p> <p>Electrical short circuit: short circuit or overloading followed by fire or explosion.</p> <p>Collapse of scaffold: the complete or partial collapse of scaffold.</p> <p>Collapse of building or structure: any unattended collapse or partial collapse of any building: under construction, reconstruction, alteration or demolition.</p> <p>Vehicle strike: any vehicle striking a building that CST own, leases or occupies.</p> <p>Explosion or fire: an explosion or fire occurring in any plant or premises which results in the evacuation of the premises and the attendance of the fire service.</p> <p>Escape of substances: the accidental release or escape of any substance in a quantity sufficient to cause death, major injury or any other damage to the health of any person.</p>	<ol style="list-style-type: none"> 1. Evacuate the danger zone 2. Call the emergency services 3. Provide first aid 4. Alert local management teams 5. Cordon off the area where appropriate, do not disturb the scene 6. Follow guidance from emergency services and CST 7. Alert the insurance company (where applicable) 8. Alert parents, clients and other key stakeholders (e.g. Local Governing Body, Local Authority) 9. Complete the CST Incident Report Form report form and submit it to CST (cstteam@cfbt.com)
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">3. Serious reportable incidents</p>	<p>Staff or Pupil taken from school/CST to hospital: any incident involving an individual being taken to hospital by ambulance or other means in connection with an incident that has occurred whilst in the care of CST.</p> <p>Attendance of emergency services: fire service, ambulance or police presence under emergency 'blue light' situation.</p> <p>School trip incident: any incident on a school trip involving the emergency services that is not covered within category one or two.</p> <p>Emergency within a swimming pool: any incident in a swimming pool.</p> <p>Road traffic accident whilst driving on company business.</p>	<ol style="list-style-type: none"> 1. Call the relevant emergency services; and deal with the incident (e.g. provide first aid). 2. Alert local management teams where necessary. 3. Alert parents where appropriate. 4. Complete the CST Incident Report Form report form and submit it to CST (cstteam@cfbt.com). 5. Follow the incident investigation process and complete the relevant documentation.

Category	Example	Actions to consider
4. Security/ violence	<p>Security: any incident involving the theft of equipment, assets and/or personal belongings in excess of £500.</p> <p>Violence: an incident involving serious violence towards staff, resulting in physical abuse or injury.</p>	<ol style="list-style-type: none"> 1. Call the Police 2. Alert local management teams where necessary 3. Separate witnesses and take statements 4. Complete the CST Incident Report Form report form and submit it to CST (cstteam@cfbt.com)
5. General accidents	<p>Accidents: requiring medical attention of a first aider, school nurse or the use of contents from a first aid box.</p> <p>Manual handling: any injury involving manual handling at work not by other categories.</p>	<ol style="list-style-type: none"> 1. Provide first aid. 2. Log the incident in the school's accident book and file on-site. 3. Replenish first aid box contents.
6. Minor accidents/ near misses	<p>Slips, trips and falls: any slip, trip or fall not covered by other categories.</p> <p>Minor accidents: any other minor accident not covered by other categories.</p> <p>Verbal abuse: verbal abuse of staff, visitors and contractors by others.</p> <p>Near miss: any incident which could have resulted in physical harm or property damage.</p>	<ol style="list-style-type: none"> 1. Log the incident in the school's accident book and file on-site. 2. Report the incident to management.
7. Stress	<p>Report of stress: staff, contractor or temporary staff reporting stress in the workplace.</p>	<ol style="list-style-type: none"> 1. Alert your Human Resources contact. 2. Complete an incident report form and file on-site.

RIDDOR

All RIDDOR reportable incidents must be reported by telephone to CST. Notification of the incident will be completed by the CST Health & Safety Lead after a full review of the incident. Sites should not directly report incidents to the Health & Safety Executive.

Press

All press queries relating to serious incidents should be referred to the CST Communications Lead before providing any statement or comment.

Questions?

If you are in any doubt as to the initial response and incident reporting procedure please contact your Regional Director.