



The Kingfisher Schools Federation

Incident Reporting Policy & Guidelines

The Kingfisher Schools Federation governing body acknowledges, embraces and implements the Suffolk County Councils Incident Report Policy & Guidelines, as follows.

MONITORING & EVALUATION

The policy will be reviewed as part of the schools monitoring cycle.
The Head Teacher has responsibility for monitoring this policy.
This Policy is due for Review in March 2017.

IMPLEMENTATION

This policy will be formally implemented with effect from September 2014.

This policy was adopted at a Meeting of the full Governing Body on _____.

Mr John Beckett
Chair of Governors

Mrs Ruth Nixon
Head Teacher



Suffolk County Council

Education

**RECORDING, REPORTING AND INVESTIGATING
INCIDENTS IN SCHOOLS
AND OTHER EDUCATION PREMISES

POLICY AND GUIDANCE**

EDUCATION HEALTH AND SAFETY



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1. Purpose and Scope of the Policy and Guidance

- 1.1 This revised guidance is issued to accompany the County Council's revised reporting form and procedure introduced in 2001. Its purpose is to describe the statutory duty to report incidents, to set out and explain the County Council's policy and procedure, as supplemented by the arrangements adopted within the Education directorate and to offer guidance on how to complete and submit the County Council's report form. It is intended primarily for the guidance of schools. However, the general procedure and principles apply to all premises and activities within the Education directorate. Where this is required, schools and services within the Education directorate may issue their own supplementary guidance on local delegation of responsibility.
- 1.2 This guidance covers only the requirement to report incidents. The occurrence of accidents and incidents may give rise to other considerations. Schools and other services must have procedures through which responsible persons know how to respond when an incident or accident occurs. This will include provision of emergency first aid (and other medical attention), investigation following an incident, other follow up including risk assessment, reporting to other bodies (e.g. the police where an incident involves assault), what to do where an employee is absent for a long period as a result of an incident etc. This guidance should therefore be followed within the overall context of the County Council's health and safety policies and the procedures of the school or service concerned.
- 1.3 Local Safety Co-ordinators are responsible for ensuring that all employees are aware of the duty to report incidents, the location, where the reporting forms for their premises are kept and the identity of the person who normally completes the report. This policy and guidance should be made widely known to all responsible people who have access to the report forms and who may have to complete and dispatch an incident report form.
- 1.4 In this document the following abbreviations are used:
- *IRF* means the Suffolk County Council Incident Report Form.
 - *HSE* means the Health and Safety Executive.
 - *RIDDOR* means the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995.

2. Statutory Duties

- 2.1 **Employers** have a statutory duty to record all incidents (including 'near misses'), and all fires which occur at their place of work to comply with the Health and Safety at Work Act, the Management of Health & Safety at Work Regulations 1999 and for social security purposes. In the event of a legal claim, insurers and others may require copies of IRFs and other information. Employers must report certain more serious incidents to the Health and Safety Executive under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR). These regulations apply to schools and cover not only all employees, but also pupils and students, visitors to school premises and contractors working on a school site.



2.2 **Employees** also have a statutory duty to record, and in some instances to report, incidents which occur at places of work. These are set out in current Social Security legislation and the Management of Health & Safety at Work Regulations 1999 Regulation 14(2), which obliges employees to report any work situation or any shortcomings in the employer's protection arrangements which could reasonably be considered to represent a serious and imminent danger to health & safety.

3. What is an Incident? - and Associated Definitions

3.1 An 'incident' is any event which involves injury (physical or mental), or, in the case of a "near miss" an event which might have led to injury, including incidents of violence.

3.2 This definition includes:

- (a) All injuries ranging from pain or discomfort, through all types of bodily damage (including death).
- (b) Emotional damage and the hurtful effects of stress, verbal abuse, violence, harassment, bullying or discrimination.
- (c) Discomfort arising from rapid and/or repeated movements, sustained uncomfortable posture due to workstation design or manual handling tasks.
- (d) Fires which are started deliberately and thought to be with malicious intent, or are unintended and unwanted, or which are started intentionally in the course of work activity but which get out of control.
- (e) Near misses. A near miss is any event where, had the timing or location been slightly different, a significant injury could have resulted. The key factors are whether management action could have prevented the situation occurring and whether injury could be reasonably foreseeable.
- (f) Other specified dangerous occurrences (see Section 10 below).
- (g) Notifiable diseases (see Section 11 below).

3.3 The definition excludes:

- (a) road traffic accidents involving only members of the public;
- (b) matters known to have been identified formally by some other means – e.g. a faulty piece of electrical equipment found during routine portable equipment testing;
- (c) harassment or bullying which for reasons of confidentiality is being considered under other procedures.

3.4 The County Council's IRF provides a means of reporting hazards additional to any other means already available. Staff should be encouraged to report hazards without delay and to take appropriate action to remove/reduce hazards and/or warn others when necessary.



4. **Who is Covered by the Reporting Regulations?**

- (a) All employees of the County Council (including contract services), anyone undergoing training for employment (including student teachers, training credit and other work experience placements).
- (b) All contractors' employees or self employed contractors, even where they may also record an accident elsewhere.
- (c) All pupils, students and visitors to schools and other premises and facilities.

5. **Recording an Injury to a Pupil in a School's Minor Incident Log**

5.1 Schools (**and only schools**) may record minor incidents and injuries involving pupils (**and only pupils**) in a written log, which must be kept safely on school premises for a minimum of six years. Incidents may be recorded in this way only if they fulfil the following criteria:

- the incident must have occurred on school premises;
- the pupil(s) involved must be under supervision at the time;
- it must not be attributable to equipment failure or the condition of premises;
- the pupil(s) involved report themselves to be well after the incident and carry on with their activity;
- there is no evidence of sustained pain or injury.

This provision is intended to cover minor "playground" or similar injuries. It is good practice to check the pupil at the end of the session for any lasting effect. The records kept should form part of the school's process of risk assessment to ensure that there is no discernible pattern of accidents occurring.

5.2 The school's minor incident log should contain the following information about each accident:

- the name of the pupil;
- the location of the incident;
- the date and time of the incident;
- a brief description of what happened;
- any action taken (including any minor first aid);
- the name of the employee reporting the incident.

5.3 Incidents recorded in the school's minor incident log need not be reported to the LEA.



If there is any doubt about the appropriateness of using the school's minor incident log, a Suffolk County Council Incident Report Form should be completed as set out in section 6 below.

6. What to Record and Report Using Suffolk County Council's Incident Report Form

- 6.1 Every school and other Education premises must have a book of Suffolk County Council Incident Report Forms (IRFs). The purpose of this form is to record and report incidents and dangerous occurrences which happen on the premises concerned or in the course of activities held off the premises. All incidents as defined in Section 3 above must be recorded and reported using this form – the only exceptions are those recorded in the school's minor incident log as described in Section 5 above. If there is any doubt about the appropriate course of action, complete and submit a County Council IRF.
- 6.2 Incidents which occur during activities held away from school (or other premises) must be reported to the LEA as soon as practicable on the County Council's IRF even if they have already been recorded and/or reported elsewhere. This includes incidents occurring on school journeys and where employees or pupils/students are travelling in the course of school activities or between premises. There is no requirement, however, to record incidents which occur outside school premises at the beginning and end of the working day.
- 6.3 The Local Safety Co-ordinator, which in schools is the Headteacher, is responsible for ensuring that an incident report form is completed and submitted in respect of any incident which requires to be reported through the County Council's system. Every local safety co-ordinator must ensure that staff who may be required to complete an IRF on his/her behalf are aware of their responsibilities, know where the report forms are located, and are aware of the procedure for submitting a report.
- 6.4 In school kitchens the Unit Manager or Cook in Charge is responsible for recording and reporting incidents and will be instructed by the County Catering Service in the reporting procedure. S/he may require use of the school's IRF forms to do this.

7. How to Record and Report an Incident Using the County Council's IRF

- 7.1 Incident report forms are issued in pads of 50 single forms. Each IRF has a unique identifying number. A form must be completed in respect of each separate incident. Detailed instructions on how to complete the form are set out in Appendix A.
- 7.2 The declaration in Part II of the form should be signed by the Local Safety Co-ordinator - which is the headteacher in schools. If s/he is not available the most senior person on the premises or present at the time should sign on her/his behalf.
- 7.3 Schools should take a copy of the completed IRF and retain it on file. The original must be sent without delay to the Area Education Office.
- 7.4 Check the Guidance in Appendix B to see if the incident should be reported to the Health and Safety Executive (HSE). If it is notifiable to the HSE, the Local Safety Co-ordinator (i.e. the Headteacher in schools) must telephone the Area Education Office immediately. Local Safety Co-ordinators in premises other than schools should check their own arrangements for notification.



8. Reporting a 'Reportable Incident' to the HSE under RIDDOR 1995

- 8.1 All 'reportable incidents' including fatal injuries and major accidents (as set out in Appendix B) and notifiable diseases and dangerous occurrences whether to employees or other persons at work must be reported to the Health and Safety Executive (HSE). In the case of schools the Area Education Office will carry out this function. Other local safety co-ordinators should check their own arrangements for this reporting.
- 8.2 Schools must telephone the Area Education Office immediately an incident is recognised as notifiable to the HSE. A report for should be completed and submitted by fax or first class mail the same day. The Area Education Office will notify the HSE within the period of time set out in the regulations through the HSE's email/internet system.
- 8.3 Any subsequent communication with the HSE should be through the LEA.

9. Injuries Causing More than Three Days' Absence or Requiring Hospital Admission

- 9.1 If an incident leads to injury of any person at work, including staff, volunteer workers, contractors or visitors, and that injury results in the person being taken to hospital immediately for treatment and detained for more than 24 hours, the incident is reportable to the HSE. For incidents involving people not at work, including pupils and parents, if the injured person goes directly to hospital for treatment the incident is reportable to HSE (i.e. if the stay in hospital is less than 24 hours, the incident is still reportable to HSE).
- 9.2 If a work related incident leads to an employee being absent from work for more than three days (excluding the day of the incident, but including Saturdays, Sundays and Bank Holidays) it is reportable to the HSE. The Area Education Office must be informed immediately the three days have expired. This requirement does not apply to pupils' absence.
- 9.3 In both cases the procedure described in Section 8 above should be followed.

10. Dangerous Occurrences

- 10.1 Some specified "dangerous" occurrences must be reported to the HSE , even if no injury results. In this instance, complete an incident report form and submit it in the normal way. The following list is not exhaustive, but covers those most likely to apply in schools and other Education premises:

- (a) collapse or failure of lifting machinery;
- (b) failure of pressure systems;
- (c) contact with overhead electric lines;
- (d) collapse of scaffolding;
- (e) collapse of building or structure;
- (f) explosion or fire;
- (g) serious escape of a flammable liquid or gas or substance;



- (h) escape of biological agents;
- (i) transport injuries.

If in doubt whether the occurrence should be reported, complete an IRF and submit it through the normal procedure.

11. Notifiable Diseases

11.1 A number of diseases associated with occupational groups are reportable to the HSE. The following list of conditions (which is not exhaustive) may be relevant and may result in a requirement to report:

- (a) Hepatitis;
- (b) Inflammation of the tendons (and other musculoskeletal disorders) caused by repetitive movement (e.g. typing or manual handling);
- (c) Occupational dermatitis;
- (d) Occupational asthma;
- (e) Tetanus;
- (f) Bursitis;
- (g) Carpal tunnel syndrome;
- (h) Legionellosis;
- (i) Tuberculosis;
- (j) Certain chemical poisonings.

11.2 If you believe that there may be a link between an employee's medical condition and work which they have been doing in school, you should consult the Area Education Office. If in doubt submit an IRF.

12. Investigating and Following Up Incidents

12.1 All incidents (however minor they may at first appear) should be investigated to see whether any further action is required. Local Safety Co-ordinators should have regard to the need to preserve and collect evidence which may be necessary in the case of legal follow up if the incident appears to be serious. This evidence might include:

- (a) a more comprehensive written report;
- (b) witness statements;
- (c) video or photographic evidence and/or sketches;



(d) appropriate measurements etc.

- 12.2 If an incident is caused by a building defect, indicating a need for maintenance or repair, the work required should be done as quickly as possible and the matter referred to the governing body as appropriate.
- 12.3 Accredited trade union and/or staff representatives are entitled to receive information relating to an incident at work (Safety Representatives and Safety Committees Regulations 1977). Requests for information should be addressed to the local safety co-ordinator – the headteacher in schools. The information should be sought and provided to fulfil the requirements of the Health and Safety at Work Act & appropriate regulations - i.e. in order to prevent recurrence and investigate whether premises and systems of work are safe. It should not be sought for the purposes of insurance claims to be made on behalf of individuals. In case of doubt about proper procedure, the Area Education Manager should be contacted.

13. Provision of Information - County Council Insurer's Requirements

- 13.1 The County Council's insurers require that at no time should the County Council or its employees admit liability for an accident. That prerogative rests with the insurers. This does not affect the statutory duty to record and report incidents accurately, which is not in itself an admission of liability. Upon receipt of any claim for compensation, the Insurance Section of the Resource Management directorate will advise the Headteacher not to admit liability for the incident, nor to provide statements without first consulting the Risk Management and Insurance Manager and/or the County Solicitor, and require him/her to provide a full report for the insurers.
- 13.2 Any correspondence received from the person making a claim or his/her insurers must be forwarded to the Risk Management and Insurance Manager unanswered (except for acknowledgement of receipt).

14. Risk Assessment

- 14.1 After any incident consideration must be given to a review of existing risk assessments in order to lessen the likelihood of the incident happening again. (Regulation 3 Management of Health & Safety at Work Regulations, 1999). This is likely to involve undertaking a fresh review of the existing risk assessment and consequent guidance regarding a safe system of working. If required, specialist help may be available to assist this process. Schools should consult the appropriate Area Education Manager.

15. Risk Management Reporting

- 15.1 The County Council's Insurance Section has a separate reporting system (concerned primarily with damage to or loss of property) which requires a form RMR1 to be completed. This is a completely separate process from risk assessment undertaken for the purposes of preventing any repetition of the incident recorded and reported. If the accident to be reported involves building defects to property or equipment, it may also require reporting on form RMR1 as part of the process of follow up or remedial action. Completion of form RMR1 is not a substitute for reporting an incident through the LEA's reporting procedures using an incident report form.



APPENDIX A

COMPLETING A SUFFOLK COUNTY COUNCIL INCIDENT REPORT FORM



COMPLETING A SUFFOLK COUNTY COUNCIL INCIDENT REPORT FORM

PRELIMINARY POINTS FOR ALL REPORTS

Ensure that the workplace ID code located on the left of the form above Part 1 is completed. In the case of schools this ID number is the LEA's database number.

Where a small white circle is placed opposite the question, indicate your answer by placing a clear line through the circle.

Please complete the form legibly in **BLOCK CAPITALS**.

PART 1

This question enables forms describing injury to be separated from those which describe unsafe conditions. If you answer "no" go direct to Part 7

PART 2

Tick the appropriate circle and write the person's job title briefly – e.g. teacher, support assistant, cleaner etc.

In the "Which Service" box write "E" (for Education)

PART 3

Complete this as fully as possible. If you do not know the answer leave the question blank. If you do not know an employee's personal number, this may be obtained from the Area Education Office or Payroll.

Be as precise as you can about the location of the incident e.g. Classroom 3, Fire escape steps, Playground, Office, Room 150 etc.

PART 4

Tick each circle that applies, including "emotional" where appropriate e.g. for violence or threat of violence.

PART 5

This section allows you to report up to 4 separate injuries using the four sets of code boxes provided – you need not complete all four sets of boxes, in many cases one will be sufficient. In the pair of boxes to the left enter a two-digit code from the table below. In the third box enter one letter a-w from Part 4 of the form. In the fourth box enter L or R (for left or right) or leave blank if not applicable.

Example: "05gR" indicates a fracture of the right arm.

01	Death
02	Loss of limb or part thereof
03	Loss of finger or toe or part thereof
04	Loss of sight

05	Fracture
06	Dislocation
07	Concussion
08	Internal Injury



09	Burn
10	Scald
11	Bruise/Contusion
12	Crush
13	Cut or Laceration
14	Exhaustion
15	Asphyxiation
16	Inhalation of hazardous substance,
17	Sprain/Strain
18	Shock/Trauma
19	Animal Bite or Sting
20	Skin Irritation
21	Pain or Discomfort Only
22	Loss of Hearing or Tinnitus
23	Stress
24	Eye Irritation
99	Other, or not otherwise classified



PART 6

This applies to employees only. If absence is ongoing, tick unknown.

PART 7

This section is for hazards, fires and “near misses” only where there is no injury to anyone (see Section 6 of the guidance). Otherwise leave it blank.

PART 8

Generally speaking only the name and address of adult witnesses should be given. There is no need to give home addresses. If the contact point is the workplace, write the address(es) of the witnesses’ normal work location(s) e.g. “school”.

PART 9

Write a brief account of the incident, giving the names of any persons involved not already mentioned, any equipment damaged, and directly relevant details.

- Record only the facts.
- Avoid using additional sheets of paper.
- Do not apportion blame or express opinions.
- You may be required to give further details later as part of a fuller investigation.

PART 10

Complete the boxes using the codes provided in the tables below. Example: “13 12” would indicate a slip or trip while an employee was carrying out work in a school kitchen.

Work Activities

10	Manual handling (as part of any other work)
11	Keyboard/Computer
12	Cleaning/Domestic and Similar
13	Kitchen Work
14	Work at Height (ladder, scaffold, roof etc)
15	Work on a Vehicle (repair, inspection, etc)
16	Driving (as part of or in the course of any other work)
17	Office based work
21	School teaching and associated activities
22	Care Work
23	Dealing with Public (including telephone work)
24	Supervision other associated work with

Work Activities (cont'd)

	children
25	Road Crossing Patrol
26	Managing Staff or Premises
31	Inspection and other work in or on the Highway
32	Building Maintenance or Related Construction Work
33	Grounds Maintenance
34	Premises Security
35	Working at Home
36	Law Enforcement and Work in Criminal or Civil Courts
37	Manufacturing/Assembly
38	Printing or Reprographic
39	Working Involving Animals
99	Other not otherwise Classified



Nature of the Incident

10	Contact with an object
11	Exposure to, or contact with, harmful substance
12	Slip, trip or fall on the same level
13	Fall from height
14	Trapped by something collapsing or overturning
15	Injured while handling, lifting or carrying
16	Strike against something fixed or stationary
17	Struck by moving (including flying/falling) object
18	Struck by moving vehicle
19	Exposure to noise
22	Exposure to fire
23	Exposure to vibration
24	Contact with electricity or electrical discharge
26	Injured by an animal
27	Overcome by heat/humidity
28	Smoke inhalation

70	Work related upper limb disorder (repetitive strain injury, etc)
80	Lift failure
81	Property damage only
98	Not known
99	Other

30	Exposure to shocking, disturbing or distressing information or events
31	Assault
32	Assault: bite
33	Assault: other
34	Assault: restraint
35	Assault: scratch/pinch/hair pull
36	Assault: verbal abuse
39	Violence not otherwise classified
40	Medication incident
41	Sharps incident
42	Fall of an older or infirm person
43	Slip or fall from furniture, fixture or fitting
60	Road traffic accident (on public road, as distinct from code 18)



PART 11

The injured person need not sign the form, but is encouraged to do so if possible. The person responsible for the premises is the local safety co-ordinator – in schools this is the Headteacher. This person does not need to have been on site at the time of the incident. Unless the local safety co-ordinator is absent for a significant period of time, in which case a deputy may sign on his/her behalf, s/he should normally sign the form personally.

PART 12

This will be signed on receipt of the completed form at the designated LEA office. In the case of schools this is the person responsible for notifying the HSE of reportable incidents.



APPENDIX B

REPORTING SCHOOL INCIDENTS TO THE HEALTH and SAFETY EXECUTIVE under RIDDOR 1995

All incidents should be recorded on a County Council incident report form (IRF). Certain incidents arising out of, or in connection with, work must be reported to the Health and Safety Executive (HSE). The Area Education Office will carry out this statutory duty on receipt of a telephone call from schools, or a County Council report form, as set out below. The requirements for employees and school pupils are different.

16. Employee Incidents

- 16.1 Any accident to an employee resulting in a fatal or major injury (as defined below at paragraph 4) must be reported immediately by the local safety co-ordinator or other 'responsible person' in the school by telephone, e mail or fax to the Area Office, who will notify the HSE. Details should be confirmed by submitting IRF, where possible on the same day, by fax or first class mail to the Area Office.
- 16.2 If an employee is incapacitated from his/her normal work for more than three consecutive days (excluding the day of the incident, but including Saturdays, Sundays and Bank Holidays) - i.e. s/he is absent from work, or at work but unable to carry out normal duties, there is no need to telephone the Area Education Office, but an IRF should be submitted by fax or first class mail as soon as the absence continues into the fourth day.
- 16.3 If an employee is admitted to hospital for more than 24 hours the procedure in 1.1 above must be followed.

17. Pupil Incidents

- 17.1 Fatal and major injuries (as defined at paragraph 4 below) occurring to pupils and others on school premises during school hours must be reported in the same way as incidents to employees - i.e. by telephone to the Area Office (see 1.1 above).
- 17.2 Other incidents need only be reported if either:
- (i) there is injury "arising out of or in connection with work"; or
 - (ii) the pupil/student is taken from the premises where the accident happened directly to hospital or other medical facility for treatment, whether or not s/he is detained for more than 24 hours.

The same procedure as in paragraph 1.1. above must be used.

NB: An incident to a pupil/student "arises out of work" or is "in connection with work" if:

- it results from the condition of the premises e.g. ice on the playground, damaged steps etc; or



- it involves equipment on school premises e.g. laboratory or PE equipment (whether or not that equipment is found to be faulty); or
- pupils/students were unsupervised at the time of the accident.

Incidents arising out of collisions, slips, trips and falls in the playground are not normally reportable to HSE, provided that pupils were adequately supervised at the time.

18. Incidents Involving Visitors who are not at work

Any incidents involving this type of visitor should be reported in the same way as accidents to pupils.

19. Major Injuries

These are defined as:

- (i) any fracture (other than broken fingers, thumbs or toes);
- (ii) any amputation;
- (iii) dislocation of shoulder, hip, knee or spine;
- (iv) loss of sight (temporary or permanent);
- (v) chemical or hot metal burn to the eye or any penetrating injury to the eye;
- (vi) any injury resulting from electrical shock or electrical burn leading to unconsciousness or requiring resuscitation, or admittance to hospital for more than 24 hours;
- (vii) Any other injury leading to hypothermia, heat induced illness, unconsciousness, resuscitation or requiring admission to hospital for more than 24 hours;
- (viii) loss of consciousness caused by asphyxia or exposure to a harmful substance;
- (ix) acute illness requiring medical treatment or loss of consciousness resulting from absorption through the skin, ingestion or inhalation of any substance;
- (x) acute illness requiring medical treatment resulting from exposure to biological agents or toxins or infected material.

(From Schedule 1 RIDDOR 1995)



APPENDIX C

References

1. RIDDOR EXPLAINED. THE REPORTING OF INJURIES, DISEASES AND DANGEROUS OCCURRENCES REGULATIONS 1995 HSE 31 (REV 1) 1999 ISBN 07176 24412, AVAILABLE IN PACKS OF 10.
2. THE MANAGEMENT OF HEALTH & SAFETY AT WORK REGULATIONS ,1999 & APPROVED CODE OF PRACTICE (HMSO-1999)
3. A GUIDE TO THE REPORTING OF INJURIES ,DISEASES AND DANGEROUS OCCURRENCES REGULATIONS,1995. HSE BOOKS 1999 ISBN 07176 24315.
4. RIDDOR REPORTING: INFORMATION ABOUT THE NEW INCIDENT CENTRE 2001 HSE BOOKS MISC 310.
5. THE SAFETY REPRESENTATIVES AND SAFETY COMMITTEES REGULATIONS 1977.



**WHAT TO DO IF THERE
IS AN INJURY IN
SCHOOL**

A checklist for headteachers

November

2001



WHAT TO DO IF THERE IS AN INJURY IN SCHOOL

A CHECKLIST FOR HEADTEACHERS

This guidance has been prepared for Headteachers in the event of an incident in school which results in an injury to a member of staff, a pupil or a visitor. It is in the form of a checklist for ease of reference.

There are five sections, the first two of which give general advice in any situation involving an injury at school. They are as follows:

- (e) Be prepared
- (f) Dealing with actual incidents
- (g) Additional information for dealing with injuries to a member of staff.
- (h) Additional information for dealing with injuries to a pupil
- (i) Additional information for dealing with injuries to a visitor to the School.

6. **BE PREPARED**

1. Ensure that your emergency procedures allow immediate assistance to be called at all times. Procedures are required to ensure staff are safe, even when working alone.
2. Ensure that you have sufficient trained first aiders at all times and that their names and the position of first aid equipment is clearly signposted.
3. Check communications to ensure that calls for help will be answered immediately at all times.
4. Ensure availability and readiness of first aid kits/boxes and first aid rooms.
5. Anticipate the needs that incidents and ill-health occurring in any part of the school may reveal. Plan emergency procedures as part of your regular risk assessment. *The LEA has issued guidance on dealing with serious incidents, entitled "Managing Critical Incidents in School."*
6. Make sure all staff know where the Incident Report (IR) forms are kept and how to correctly fill one in.



7. Train and remind staff that the IR forms are for reporting any event which causes, or has the potential to cause, injury or discomfort. This includes incidents which have hurtful effects (whether physical or emotional). Harassment and bullying are included as well as actual injury, verbal abuse, evidence of repetitive injuries and 'near misses'. Certain other dangerous occurrences are included, such as explosion, fire or collapse of building or structure. (Detailed advice has been revised and re-issued in 2001 with the new style Incident Report form.)
8. Monitor incident forms continuously to assist in the identification of new or emerging hazards and take appropriate measures to ensure that the hazard is removed or minimised. Hazards should be identified by routine inspection and dealt with as soon as practicable thereafter.
9. Aim for zero health and safety incidents. There is no "acceptable" level of injury or hazardous incident. Through training, information and good preparation the number of incidents can be reduced to zero or close to it.

7. DEALING WITH ACTUAL INCIDENTS

1. If an incident occurs ensure as far as possible that no others can be hurt from the same cause.
2. Establish whether and, if necessary, what injury has occurred. Ensure that appropriate first aid is administered and that all appropriate medical treatment is received immediately. If necessary phone for an ambulance or take the injured party to hospital. Transport should only be provided if the driver's insurance specifically includes business use. It might be appropriate to prepare a list of drivers who have had their insurance formally checked.
3. It has been known for adults and pupils to be bitten by pupils (particularly those with learning disabilities); if anyone receives a bite which causes the skin to be broken, administer first aid and advise them that they should see their GP quickly as such injuries can lead to infections and serious illness. *The LEA has recent re-issued advice to schools entitled First Aid in Schools, Notes of Guidance.*
4. Give support to witnesses (who might include adults and children) and ensure emergency cover to enable witnesses to be released from their duties and allowed time to recover.
5. Complete an IR form.
6. If the incident involved an overt violent assault with undoubted malicious intent, the head teacher should normally inform the police. The IR form should be sent to the area education office without delay, and from there a copy of the form will be sent to the County Insurance Section.
7. Investigate the cause and take all reasonable immediate measures to prevent any further recurrence. Consider what long-term action is required to avoid any repetition of the same incident.



8. Review the circumstances of the incident and, if necessary, update or undertake the relevant risk assessment. Although individual incidents should not be the subject of the formal health and safety reports to the governing body, general details about improvements to any management and safety systems in termly or annual reports must be reported to the governing body.
9. Staff who have received an injury (and not taken to hospital) may need to be accompanied home or to some other place where friends/relatives can support and monitor them during the first stages of recovery.

8. ADDITIONAL INFORMATION FOR DEALING WITH INJURIES TO A MEMBER OF STAFF

10. The injured employee should contact the DSS (Lowestoft Office - 01502 504000) in order to obtain Form BI 95 which tells the DSS that there has been an incident at work (whether or not the employee needs time off from work at the time of the incident).
11. If the incident is serious (whether involving time off or not) and for all **incidents involving more than three days off work**, advise the area office which will consider the need to complete the HSE notification form (F2508). (These forms are not available in school and have to be completed in the area office.)
12. Provide a copy of the IR form to the member of staff on request.
13. If the incident results in the member of staff being absent from work write to him/her to confirm that the absence from work is due to an injury which occurred at work and has been recorded in an IR form. A copy of a suitable standard letter is available from the Area Personnel Officer. The question of whether the injury amounts to an 'industrial injury' should be discussed with the Area Personnel Officer who will need to consult the Treasury.

Follow-up

14. Maintain an active interest in the ongoing welfare of an absent member of staff. Keep the employee informed, in writing, of developments and of his/her rights. If an injury which seemed minor at the time develops complications which renders the incident serious, ensure that the Area Office is made aware. A decision may need to be made as to whether the incident should be reported to the Health and Safety Executive.
15. If the accident could be attributable to the actions of another employee or third party the injured person should be advised by the head teacher, and in writing:
 - (xi) to seek advice from his/her Trade Union or a solicitor about claiming damages and possible compensation from the Criminal Injuries Compensation Board; and then
 - (xii) to pursue any claim by writing to the Director Of Education, setting out the facts and registering a claim for compensation / damages. The Director will note the claim and pass it to the Insurance and Risk Manager for action.



The Area Personnel Officer will be able to provide a suitable draft letter.

16. Inform the employee of any advice or response received from the County Council or the Health and Safety Executive.

Long-Term Absence

17. Headteachers are advised to keep in contact with employees and inform them of their rights and of any developments in their case as appropriate. It will also be appropriate to liaise with the Area Personnel Officer from time to time. Consider an early referral to the authority's Occupational Health Service (OHS). The OHS will provide assistance with rehabilitation and return to work preparations, as well as necessary procedures for those staff who are not likely to return to work because of continued ill health following the incident.
18. Consult the Area Personnel Officer over the position with regard to pay. As a consequence information should be provided to the individual employee about sick pay, sick notes etc.

19. Advise injured staff that they may:

- seek advice from their trade union;
- seek advice from the LEA Area Personnel Officer;
- seek advice from the Benefits Agency;
- visit the school while still "signed off" at appropriate times to maintain contact (but not to do any work);
- seek a referral to the Occupational Health Service.

20. Provide information about claims for damages, compensation, and allowances:

- Social Security Benefits (e.g. Industrial Injury Benefit, Incapacity Allowance);
- Criminal Injuries Compensation Board;
- Suffolk County Council;
- Any personal accident or injury policies the staff member may have (including any operated by the employee's Trade Union);
- PACT (where the injured employee is now disabled).

The Area Personnel Officer can provide a draft letter for this purpose.



21. Ensure that the injured employee is advised to contact the Benefits Agency to collect any forms required for claiming Social Security benefits, such as Invalidity Benefit.

Outcomes - Returning To Work

22. Inform the employee that (s)he may, when ready, wish to negotiate terms for a phased return to work or modifications to their work.
23. Liaise with the Area Personnel Officer and the employee's Trade Union representative to arrange joint negotiations, where agreed with the employee.
24. Record formally all temporary and permanent agreed variations to contract before the return to work.
25. Return to work should have been preceded by a risk assessment to minimise the possibility of a repetition of the original injury, whatever the cause (physical or otherwise). On return to work the employee may require training about any changes that may have been made since sick leave began. If the absence involved genuine and malicious violence, any situation where the employee could come into contact with the perpetrator should be very carefully considered and, if possible, avoided.

Outcomes - Non Return to Work

26. In cases of serious injury, the medical advice may be that the employee is not able to return to work, at least to the former post.
27. It may be necessary to consider the possibility of providing alternative employment and/or making reasonable adaptations to work patterns and contract/job description to allow the employee to continue to work. The possibility of a successful application for retirement on the grounds of ill-health should also be investigated.
28. The head teacher should also seek advice from the Area Personnel Officer and seek the agreement of the employee's trade union for any proposed course of action.

9. ADDITIONAL INFORMATION FOR DEALING WITH INCIDENTS INVOLVING A PUPIL

29. Schools should have procedures in place for dealing with situations where there is an injury to a pupil.

These procedures should include:

- Taking advice from the first aider on site.
- Seeking emergency medical assistance if needs be, taking heed of the first aider's advice. Alternatively, this might involve taking a pupil to the nearest A & E Department (in which case it is prudent to ensure that two adults accompany the injured pupil to hospital).



Remember that transport should only be provided if the driver's insurance specifically includes business use. Access to emergency contact information for parents/guardians.

- Contacting the parent/guardian about an injury.
 30. Complete an IR Form.
 31. The school should not accept liability for any incident/injury that might occur on school premises. However, on request, Headteachers should advise parents how a claim can be made.

10. ADDITIONAL INFORMATION FOR DEALING WITH INCIDENTS INVOLVING A VISITOR TO THE SCHOOL

32. This section refers to any visitor to the school, including parents, contractors and other visitors on business or otherwise.

33. Take heed of the first aider's advice and obtain emergency medical treatment where necessary. Alternatively, this might include taking the injured party to the nearest A & E Department. Remember that transport should only be provided if the driver's insurance specifically includes business use..
34. If possible, obtain a suitable contact who can be informed of the incident. In the case of a parent, this could be a spouse, partner, or other emergency contact (if known). In the case of a parent, you may need to consider whether to inform the parent's child in school (you will want to speak to the contact about this). There may be siblings in other schools and you might want to contact those schools.

In the case of a contractor (or a visitor who is in the school on business) it will be helpful to contact that person's employer.

35. Complete an IR form.
36. The school should not accept liability. However, on request, Headteachers should advise how a claim can be made.