Appendix 2: Incident Categorisation

Assessing Severity: impact, scale, and duration

Assessing the impact, scale and duration of a major incident should be one of the first tasks completed by Emergency Controllers and Major Incident Management Group members. The guidance below give examples of how to assess severity and some examples:

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| 1. Minor* No injuries or impact on health.
* Insignificant number of persons displaced and insignificant special arrangements.
* Insignificant disruption to academic provision, student experience services and infrastructure.
* Insignificant financial impact.
* Insignificant impact on University estate.
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| 2. Moderate* Small number of people affected with a small number of minor injuries (first aid treatment).
* Low - moderate damage to properties.
* Moderate displacement of a small number of people for and minor additional arrangements required.
* Moderate localised disruption to campus services, infrastructure or student experience.
* Negligible financial impact and cost absorbed.
* Minor impact on University estate with no lasting effects.
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| 3. Serious* Injured persons requiring medical treatment and possible hospitalisation.
* Damage that is confined to a specific location, or to a number of locations, but requires additional resources.
* Localised displacement of >100 people.
* Localised disruption to infrastructure and academic provision, student experience and core services.
* Limited impact: some short-term loss of services, with possible additional clean-up costs.
* Limited impact on the University estate with short-term or long-term effects
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| 4. Major* Major number of people in affected area impacted with, multiple serious or extensive injuries, significant hospitalisation and activation of full University Emergency Response and Incident Management Plans.
* Significant damage that requires immediate attention.
* 100 to 500 people at risk and displaced for longer than 1 week.
* External resources required to maintain core business.
* Significant impact on and possible breakdown of delivery of University services/student experience
* Significant impact with medium-term loss of productivity.
* Significant extra clean-up and recovery costs.
* Significant impact upon the estate with medium- to long-term effects.
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| 5. Catastrophic* Very large numbers of people in affected areas with potential fatalities, large number of people requiring hospitalisation with serious longer-term effects.
* Extensive damage to properties and the built environment.
* Large scale displacement of people.
* Serious damage to infrastructure causing significant disruption to, or loss of key services/student experience.
* Extensive clean up and recovery costs.
* Serious impact upon reputation.
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| **Incident** | **Minor**(Local BCPs) | **Significant**(Emergency Response Team mobilised as appropriate) | **Major**(Full mobilisation of Major Incident Management Plans) |
| **Utility failure**  | Local power cut, of short duration  | Whole campus or long duration  | Long-term power failure for greater than 1 week Decision on whether to close or relocate  |
| **Technology and communications failure/major data breach**  | Short duration, individual system  | Longer duration multiple core systems e.g. E-mail, Internet connectivity, Blackboard, Unit-e  | Loss of major core systems For more than 3 days (or less at critical periods e.g. Clearing, enrolment), affecting core and academic functions  |
| **Hazardous Release**  | Quickly localised by staff and exclusion zone rapidly established. Safety Office to decide whether to escalate and close area/building  | Contamination situation requiring major clean–up or re-scheduling of teaching learning or office space  | Multiple deaths exclusion zone for more than 1 week in a significant area Mass evacuation National media interest  |
| **Fire, flood, collapse, crime scene**  | Localised, short duration. Loss of room space or single facility e.g. canteen  | Large number of rooms/facilities affected for less than 1 week  | Loss of significant amounts of teaching and office space for more than 1 week Loss of building  |
| **Pandemic or other loss of staff**  | Localised absence  | Illness is short lived and staff back within one week  | Major outbreak of disease that might require closure  |
| **Incident in the vicinity impacting the University**  | Road traffic collision outside St Mary’s Road  | Major incident on M4/A4 affecting occupation of PH  | Major gas leak/explosion denying access to site for sustained period (e.g. several days)  |
| **Incident in student accommodation**  |  |  | Hall uninhabitable for extensive period  |
| **Incident with implications for reputation or student experience**  | Low level/isolated to school or department  | Medium level requiring intervention DVC/SPVC (Student Experience) intervention  | Major incident with severe implications across the University  |

Examples of Incidents and categorisation