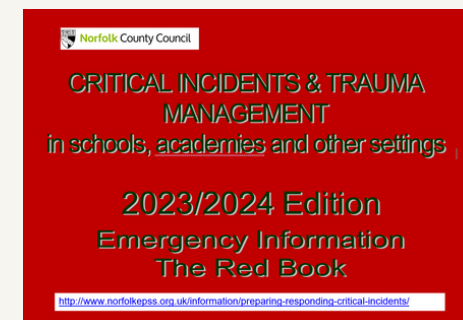


# Has your school recently experienced a Critical Incident?

## Please follow procedures in the

# Red Book

(see My Schools - Support Information)



**A Critical incident may be defined as...An event or events, usually sudden, which involve the experience of significant personal distress to a level which potentially overwhelms normal responses, procedures, and coping strategies and which is likely to have emotional and organisational consequences.**

For **urgent** support please contact the Support line:  
Critical Incident Support Line - 07623 912974 (8a.m.- 6p.m. Mon-Fri)  
Norfolk County Council - 0344 8008020 (out of hours – serious incident)

### Non-urgent advice:

If you would like non-urgent advice about a bereavement or recent trauma, please email the Critical Incident Leads (Dr Bianca Finger-Berry and Cherie Pointon): [cs.criticalincidentservice@norfolk.gov.uk](mailto:cs.criticalincidentservice@norfolk.gov.uk).

If you need to call, please phone 01263 739064 or 01603 222041



Dr Bianca Finger-Berry



Cherie Pointon

### Examples of critical incidents that we support with include:

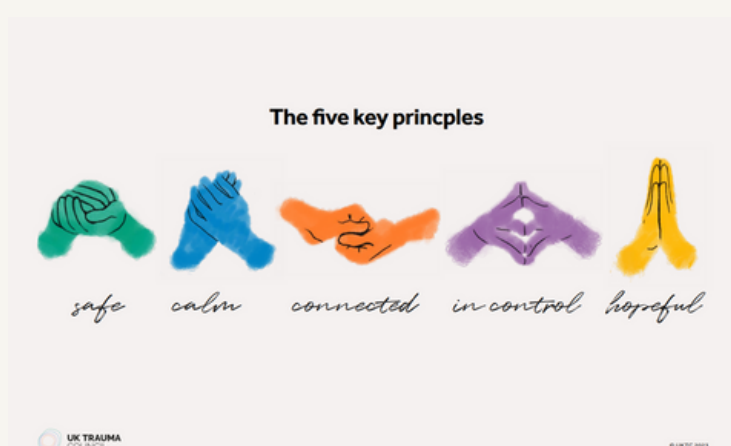
The death of a child or an adult closely associated with the school/setting.

An event causing injuries to pupils or staff resulting in temporary or long-term disablement including road traffic accidents (school trip, school transport) or other events such as a fire.

Support can also be offered in relation to some incidents where the LADO is involved.

Support when you are expecting the death of a child or member of staff due to illness.

A member of staff being assaulted by a pupil may be experienced as traumatic, and support can be made available.



The Critical incident team provide emotional support, practical advice and containment to promote the well-being of the school community in times of crises, and to empower everyone in building resilience. We use evidence-based approaches to offer a quick response in a compassionate and empathic manner, helping schools to recover using the five key principles of safe, calm, connected, in control and hopeful (Hobfall et al, 2017). Depending on the circumstances, we can offer support and guidance over the phone / MS Teams or come into school to provide support, share resources and template letters as well as signpost to other agencies and professionals.

These are comments from settings we have recently supported:

*People are human and need support and care in times of trauma and stress. Supporting our staff in turn supports our children and communities and is invaluable. Thank you for your help and support.*

*Reassurance that we had taken the 'right' steps and approached it in the right way - a boost at a time when we needed it.*

*Bianca always responds so quickly, which is perfect for any leader when they are dealing with a challenging issue or incident. Good to be able to chat the issue through on the phone and be provided with a model letter to support.*

Steve Creasey (Ashill Primary)