

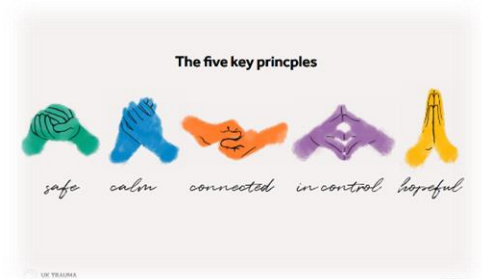


*The **Critical Incident Support Service** provides support in a Critical Incident, consultation and advice about bereavement as well as training.*

Welcome to the **Summer newsletter** for the Critical Incident Support Service, we thought it would be good to update you on recent developments and also let you know about training and support that we offer.



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). ([UK Trauma Council](#), Critical incidents in educational communities, 2023)



The **Critical Incident Team is embedded in Norfolk Educational Psychology Support Service**. The team is multi-disciplinary with contributions from colleagues across different parts of Children's Services. Most staff work in education with a representation from professions such as educational psychologists, specialist teachers, early years professionals, social workers and others. Members of the team join the Leads if in-setting support is needed and are an invaluable part of our service.

The team is led by Dr Bianca Finger Berry and Cherie Pointon, who share the role of Critical Incident Specialist Leads.



Dr Bianca Finger – Berry



Cherie Pointon

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.

The **Critical Incident Specialist Leads** also offer consultations in relation bereavement and recent trauma, providing research-based support and advice, as well as working closely with Norfolk independent and statutory services.

#### Summer Term Updates:

Our [Padlet of resources and signposts](#) has been updated and has a wealth of information that may be useful. It is regularly reviewed and developed so that it can be of value to staff in schools. We have also developed some scripts and social stories for children with SEND - please email for further information.



#### **Quotes from schools and settings that we have supported recently:**

*Conversations I had with the team were always reassuring and talked through all communication and support that we offered to students and families.*

*I think the team are superb - empathetic and knowledgeable.*

*Just having someone to share ideas with and lead me through the process was really helpful.*

*Being a Headteacher in a critical situation is very difficult. Everyone looks to you for guidance, leadership and support- we don't know everything and also are human too.*

## Bereaved families

Whilst educational settings are usually supporting the children when there is a bereavement in the family, very often the adults are also affected.

A [systematic review of effects of support programmes for parentally bereaved children](#) showed that support for caregivers can strengthen their own health and capacity to support their children and supportive parenting is a protective resource.

Please do signpost parents/carers to potentially helpful resources:

### [Cruse Norfolk](#)

0333 230 0189

[norwich@cruse.org.uk](mailto:norwich@cruse.org.uk)

Queen Elizabeth Hospital  
Bereavement Support Group  
[chaplains@qehkl.nhs.uk](mailto:chaplains@qehkl.nhs.uk)

### [Suicide Bereavement Support](#)

[rictriage@norfolkandwaveneymind.org.uk](mailto:rictriage@norfolkandwaveneymind.org.uk)

### [Priscilla Bacon Lodge Bereavement Support](#)

[PBL@nchc.nhs.uk](mailto:PBL@nchc.nhs.uk)

Pregnancy and Baby Loss

### [Time Norfolk](#)

[info@timenorfolk.org.uk](mailto:info@timenorfolk.org.uk)

### [Norfolk Well-being service](#)

This is not an extensive list, other local and national organisations can also be found on this website:

[Bereavement Services | Connect with Support — AtaLoss is the UK's signposting and information website for bereaved people](#)

## Training

Training on 'Managing critical incidents and bereavement in school communities' for senior leaders and an evening session for governors, and 'Supporting bereaved children in educational settings' for any member of staff is provided, to support staff develop their competence and confidence. You will find the latest courses [here](#). We encourage settings to attend training and prepare for Critical incidents (Red Book procedures).

**Peer group supervision sessions** for staff who are supporting / have supported pupils through bereavement will continue each half-term. Please email [cs.criticalincidentservice@norfolk.gov.uk](mailto:cs.criticalincidentservice@norfolk.gov.uk) if you are interested in joining these.



## Spotlight on Support Organisations

Each term we will be highlighting an organisation that may be of interest to you. This is not an endorsement of individual organisations – but we are simply making you aware of their services.

### [Child Bereavement UK](#)

This national organisation has a wide range of resources and information available on their website, including [self-paced free training on supporting children with SEND](#) and [having honest conversations about death and grief in schools](#). They are currently looking for a range of educational settings to further pilot some of their resources such as the Elephant in the Room resource. Please do complete their [form](#) if you are interested.

## Consultations for all settings - bereavement and recent trauma

As part of the Local First Inclusion Offer, we will provide weekly consultations for staff requesting advice on how to best support a child who has experienced bereavement or recent trauma. They would usually be booked following a TAS (Team Around the School) meeting (or Core Consultations for Zones without a TAS). Consent from parents/carers should be sought in advance and requests can be made by emailing [cs.criticalincidentservice@norfolk.gov.uk](mailto:cs.criticalincidentservice@norfolk.gov.uk) with an outline of the issues. A brief record will be taken and shared with the school.

Please do get in touch with us if you would like to know more about any of the topics mentioned in this newsletter, or if you would like to have further information about the Critical Incident Service. **Email:**

[cs.criticalincidentservice@norfolk.gov.uk](mailto:cs.criticalincidentservice@norfolk.gov.uk) You can also find out more about our service and access resources (if you subscribe to our service) on our website: [EPSS Critical Incident](#)