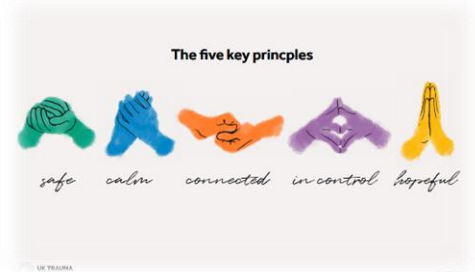


*The **Critical Incident Support Service** provides support in a Critical Incident, consultation and advice about bereavement as well as training.*

Welcome to the **Spring 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.

#### Spring 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.*

## Feedback from Grief Awareness Day – NNUH

Cherie was able to attend part of a wonderful day on Dec 5<sup>th</sup> organised by the NNUH. There were a variety of presentations including, “*Supporting Children in Bereavement*”, “*How Bereavement Services*” and “*Complex Grief*”.



A key highlight for Cherie was a quote **Lorna Vyse** shared from Child Bereavement UK; “**Children have an amazing capacity to deal with the truth: offered it with love, they can grow and respond creatively to the challenge of bereavement.**”

Also, **Jay Harrison** (Norfolk & Waveney MIND Suicide Bereavement Service Manager who shared from his own experience and explained **how grief is a natural response to love.**

He also reminded us of the **importance of self-care** and how it can be as simple as:

Hugging your pet

A cuppa and a chat

Talking about it

Random Acts of Kindness

Dancing in the kitchen

Having a shower /relaxing bath

Spending time with a loved one

Talking about it

Being Kind to yourself

Exercise

Getting some fresh air

## Training available

Training on ‘Managing critical incidents and bereavement for senior leaders’ and ‘Supporting bereaved children in educational settings’ [Supporting Bereaved Children in school communities](#)

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). We are also running training for governors later this term which can be accessed through the same link.

Papyrus training <https://www.papyrus-uk.org/galvanising-communities-east-anglia/> 5<sup>th</sup> / 6<sup>th</sup> Feb.



**Peer group supervision sessions** for staff who are supporting / have supported pupils through bereavement are proving to be popular. There are two time slots available 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. This term we would like to focus on [Norfolk and Waveney Mind](#).



**They offer an extensive range of mental health services, along with associated training, advice and information including:**

- **Social engagement projects including gardening, climate focus groups, access to employment services, mental health training and education for businesses, schools and individuals, residential care as well as person centred support to address varying mental health conditions ensuring that no one faces poor mental health alone.**
- **They also work in our communities to raise awareness and challenge stigma and discrimination.**
- **They work alongside NHS Talking Therapies to deliver accessible well-being socials across the county including walks, sports groups, quiz nights, crafts and special events – These have included behind the scenes tours of Norwich Theatre Royal and the historic Maids Head Hotel**
- **Support is available to those aged 14 and above through the Norfolk and Waveney Mind Primary Care Network (PCN) which is accessible via GP referral.**
- **They can also support education staff after a traumatic bereavement. This can include team talks, workshops as well formal 121 support.**

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](#)