

What is a critical incident?

- A critical incident is an event that impacts on the school community, e.g. the sudden death of a pupil or teacher.

What is the purpose of the Critical Incident Team?

- To enhance the school's own support and coping strategies, following a critical incident.
- To help the school to understand and manage the range of responses to the incident.

What can we offer?

- Phone advice / guidance.
- Initial visit, within 24 hours of your call to support you in your response to the incident. This visit will usually be made by 2 educational psychologists. We can provide guidance on immediate, medium-term and long-term action relating to your specific incident. Our aim will be to support you to support your children, staff and parents.
 - Further work may also be agreed, e.g.
 - A briefing to all school staff.
 - Small group work with the school staff most affected.
 - A drop-in session for parents.
 - Follow-up visits / phone calls to the Head Teacher.

NB We will not usually carry out direct work with children in these circumstances. This is because research shows that, following a critical incident, children are best helped by those adults they know and trust. We will support you in this.

How can you contact the EPS Critical Incident Team?

- Contact your school Educational Psychologist.
- Or the Executive Principal Educational Psychologist, Claire Jackson C.Jackson@salford.gov.uk.

Alternatively, contact the EPS admin at eps@salford.gov.uk or 0161 778 0476

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Contacting the EPS Critical Incident Team does not preclude you from contacting any other service for assistance.

