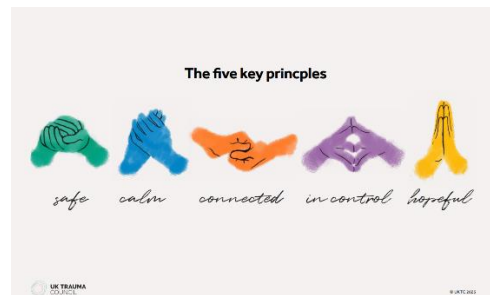


*The **Critical Incident Support Service** provides support in a Critical Incident, consultation and advice about bereavement as well as training.*

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 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.

Quotes from schools and settings that we have supported recently:

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!

Being able to talk through the situation enables a clear plan of action to be formulated.

It helped to give me confidence that I hadn't missed anything, and our approach was the right one.

Training available

You will find the latest courses [here](#). We encourage settings to attend training and prepare for Critical incidents (Red Book procedures).

Upcoming training includes [Understanding self-harm and suicide prevention in educational settings](#) (online) 30/4/24 9:30-12:30.



Peer group supervision sessions relating to bereavement started in the Spring term 2024 and have been really popular. We still have spaces on Thursday 18th April 3pm-4pm (TEAMS).

Please email cs.criticalincidentservice@norfolk.gov.uk if you are interested in joining these.

[The Trauma Toolbox for Staff](#) (Norfolk Safeguarding Children Partnership)

This 4.5 taster workshop will provide a safe space to explore a range of practical tools which can be used to aid stabilisation when beginning to feel triggered/overwhelmed at work. Facilitated by a dynamic team from a range

of backgrounds, this relaxed and interactive session will provide participants with immediately implementable techniques.

Learning from Training / Conferences: Traumatic Bereavement

Traumatic bereavement is when the natural grieving process is disrupted as a result of the trauma of the death of a friend or family member, leading to lasting negative impact on wellbeing and everyday functioning.

For some children and young people, the way that they understand or think about a death leaves them feeling very unsafe – they experience their loss as a trauma. The trauma gets in the way of the grieving process and blocks their ability to adjust. This is a traumatic bereavement. [Uk Trauma Council](#)

How might that look?

- Intense Emotional responses
- Reactions adversely affect the child or young person
- Hindering their capacity to mourn and adjust

In order to begin to adjust to the loss and grief, the trauma of the death first needs support.

How we can help:

Involving children and young people: helping them understand trauma, teaching them strategies to deal with difficulties, but also – for them to remain in control.

Supporting families: The ability of the caregiver to provide stability is closely connected to whether affected children are able to process events (Simon Finkeldei,2023). Also, sometimes parents/carers are also affected by what happened – signposting adults to support for themselves may also be important.

Friends: They need to have an awareness of how to best support friends as well as a general awareness – also to reduce the risk of bullying.

School: Working together to work out a return to school plan to identify with the YP and their family about what they need to enable the YP to return to school. Identifying someone who can check in with the YP pro-actively rather than expecting the YP to ask for support (Fortune, Sinclair, Hawton 2008). Meeting the needs of the YP in relation to whether they may require a quiet space, time out, etc.



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.



If you have students who are dealing with pregnancy or baby loss, then they may find TimeNorfolk of interest. They offer up to 16 sessions of free counselling to anyone who has experienced Pregnancy Loss or Baby Loss at any stage and for any reason in Norfolk and

Waveney. They provide face to face support in Norwich, Great Yarmouth and Kings Lynn and also online. They explain; 'Our counsellors are friendly and understanding and they'll listen without judging you.' Visit www.timenorfolk.org.uk for more information and for self- referral forms.

Please do get in touch with us via email 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: cs.criticalincidentservice@norfolk.gov.uk

