Leicestershire Educational Psychology Service - Critical Incident Support

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The Educational Psychology Service offers critical incident support to all schools and education settings in Leicestershire. Schools do not have to commission time to access this aspect of the Service.

A critical or traumatic incident, such as the death of a pupil, teacher or a child's significant family member can sadly both be anticipated and unexpected.

The Educational Psychology Service can be contacted directly by schools on the main number above for support where a significant event is anticipated. In event of unexpected or especially traumatic events, it is likely that the local authority will already be aware. In these instances we will contact the Head Teacher directly to offer support.

Support will initially be through a telephone conversation with a senior member of the team, although further face to face meetings in school might be arranged when appropriate. However, following any traumatic incident it is not usually appropriate for us to work directly with children and young people. Children are helped best at these times by the adults and peers already in their lives. We therefore work closely with schools and key adults to plan support and practical next steps together.

The Educational Psychology Service will offering training later this academic year, with a focus on thinking ahead and being prepared for managing such incidents in schools. A setting or school which has anticipated a major critical incident, and laid plans for managing a response is likely to handle the actual event more effectively and confidently. The training will focus on and support pre-planning (considering aspects such as immediate actions, handling reactions from those affected, and longer term support). Further details will be provided in future briefings.