



What is a Critical Incident?

A Critical Incident is a sudden or unexpected incident that has a serious impact on the emotional wellbeing of an educational community; for example the death of a child / young person, member of staff or parent / carer.

The term does not cover the sort of events that although extremely upsetting for those affected could be expected to happen from time to time in an educational community; for example family break-up. Educational settings would be expected to prepare for and manage these events either from their own resources or by commissioning external support.

Appreciative Comments from Head Teachers

Good advice on ways to approach staff and children at a sensitive time.

Thank-you. We have greatly appreciated the continued follow up.

I just hope XXX's new school will be lucky enough to benefit from all the advice and expertise I've been lucky enough to have from you.



It was so good to speak to you. I just wish it had been in happier circumstances. Thank-you for all your support to our school recently. Staff appreciated reassurance.

Recent Examples of Critical Incidents

When walking her two children to school a parent was hit by a car outside the school gates and died at the scene. Her son sustained significant injuries. Her daughter and other members of the school community witnessed the event and aftermath. There was an older sibling in secondary school.

The disabled son of a single parent kept asking his teachers and other students if the series of major operations his mother was undertaking meant she was going to die. The mother had no clear prognosis. Mother, students and staff struggled to cope with this.

A member of staff attempted to kill himself on school premises. Several students were present when he was found. Both students and staff felt traumatised.