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**Guidance for schools and other settings in the aftermath of a major incident or critical internal incident:** *‘Supporting children and young people’s emotional health and well-being’* **Whilst this briefing note will support schools emergency planning it is important to remember that NHS England may provide key guidance in the event of a major incident.**

**Is this major incident or an internal critical incident?**

**Educational Setting**

**Major Incident Declared**

**Likely to involve several blue light services with an impact wider than the school**

**Likely to impact upon pupils, families and staff for example a fire on school premises, mini-bus crash or terrorist incident.**

**Critical Internal Incident**

**Likely to affect a single school and impact upon pupils, families and staff for example the sudden bereavement of a child or staff member.**

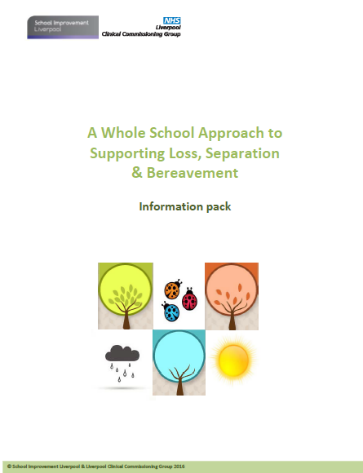
**Follow Action Card and contact LCC Major Incident (24/7 - 0151 236 2635) for further advice/direction.**

**Convene School Emergency Management Team (SEMT) and initiate School Emergency Management Plan (SEMP).**

**Follow Action Card provided in model SEMP consider M.E.T.H.A.N.E.**

**Re-assess situation: The SEMT Chair may seek further support and include in the SEMT the school’s own Mental Health First Aider or school’s link Mental Health CAMHS specialist. You should contact your LSIP/School Improvement Liverpool Assigned Officer and if necessary the School Improvement Liverpool Bereavement Officer. Following the sudden death of a child a SUDIC multi-agency strategy discussion will take place within 24hrs and a strategy meeting within 3 days. This process will consider the needs of the family and school.**

**Return to normal, hold de-brief, review SEMP etc. 3-6 months post incident revaluate the level of need. Be mindful of tributes and anniversaries.**

Schools have also been provided with **'A whole school approach to loss, separation and bereavement'** and

should consult the section **‘Immediate support strategy’.**

**In addition you should follow your action card in your SEMP. The following FOUR STEP PLAN will support your response to any incident that impacts on the well-being of the school community:**

**1. Convene all staff for a briefing:** You may need to ask staff to come in early so that this has been completed before pupils arrive at school. Ascertain the facts so that every staff member is fully informed, can relate appropriate information and ensure false rumours are not spread. Share only information that the NHS and the individual family affected have agreed to. Decide on a lead member of your team. If the headteacher is upset by what has happened, it may be more difficult for them to function in this role so think about who would be the best person to deal with this. (link to your roles in the SEMT)

**2. Class briefing:** Each teacher will then take time at the beginning of the school day to relate the information they have been told that they can share with their class. Children and young people need a truthful explanation that makes sense of the main facts, which is appropriate for their age. Even very young children can really benefit from being given a description and explanation of what has happened. Tell pupils that they can talk to any staff member they want to if they are feeling sad or need help.

**3. Provide a quiet room/ safe haven for several days.** This should be staffed by a known and skilled member of staff who can be available to listen. Perhaps provide warm drinks, biscuits and art materials. Some children and young people may want to use dolls or toys, or draw pictures to help them to understand what has happened.

4. Consider how you will communicate with families, press office and Local Authority. While most people recover naturally from traumatic events, if symptoms are severe or continue beyond four weeks, further specialist mental health support should be sought. **If necessary, contact your link CAMHS Mental Health Specialist or the CAMHS single point of contact** for further advice and referral.

Appendix 1

**School Internal Critical Incident Management Flowchart (Action Card) and Key Contact List 2017**

**Incident**

**Assess situation, ring 999 (if required) and notify school office or nominated contact**

**Actions**

 **Assess Situation**

 **Ring 999 and inform Blue Light Services (Use M.E.T.H.A.N.E.)**

 **Notify nominated school**

**emergency contact**

 **Safeguard pupils, visitors and staff**

 **Attend to casualties**

 **Preserve the scene**

**Immediate**

**response to incident at**

**location**

**SEMT convened**

**Complete the Incident**

**Notification Form**

**Inform Press Office, School**

**Improvement Liverpool, Chair of Governors, Diocese and**

**Archdiocese as required**

**Actions**

 **Notify Headteacher**

 **Convene School Emergency Management Team (SEMT) and follow a School**

**Emergency Management Plan**

**(SEMP)**

 **Inform LCC Major Incident Duty Officer, if required**

 **Commence incident log (Communications, information and action)**

 **Collect grab-bag (if needed)**

**Actions**

 **Agree support needed**

 **Refer to contacts list for support (if required)**

 **Agree future actions with LA, School Improvement Liverpool etc**

 **Notify LCC Press Office**

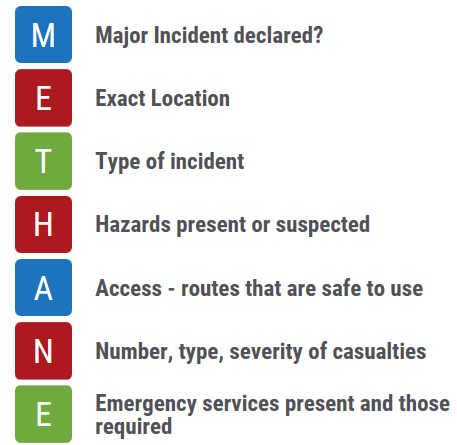
**Seeking**

**further**

**support**

**Plan for Business Continuity**

Major Incident Declared?



Type of Incident

Exact Location

Access - routes that are safe to use

Number, type, severity of casualties

Hazards present or suspected

Emergency services present and those required

**Ring LCC Major**

**Incident Duty Officer**

**(if required)**

**Other useful numbers:**

**Local Bereavement and Counselling Support**

Liverpool CAMHS Single Point of Access - 0151 293 3662

Young Person’s Advisory Service - 0151 707 1025 / 0151 707 6083 or 07917658142 / 07817658157

Person Shaped Support - 0151 702 5555

Educational Psychology Service - 0151 233 5978

School Improvement Liverpool Bereavement Officer- 0151 233 3901

**Local Bereavement and Counselling Support**

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Educational Psychology Service - 0151 233 5978

School Improvement Liverpool Bereavement Officer- 0151 233 3901

**Other useful numbers:**

**Emergency contacts:**

|  |  |  |
| --- | --- | --- |
| Blue Light Services | 999 | Police, Fire and Rescue, Coastguard,  Ambulance |
| Merseyside Police (non emergency) | 101 | or 0151 709 6010 |
| **LCC MAJOR INCIDENT DUTY OFFICER** | **0151 236 2635** | **(24/7 ex-directory non-public)** |
| Emergency Planning and Business Continuity | 0151 225 8637 | emergency.planning@liverpool.gov.uk or  Duty Mobile - 07894258120 |
| Liverpool LCC Press Office | 0151 233 0069  0151 233 0071/0074 | Out of Hours - 0151 233 3040 |
| School Improvement Liverpool | 0151 233 3901 | Including Educational Visits: (chris.price@si.liverpool.gov.uk) |
| Senior School Improvement Officer:  Safeguarding | 0151 233 3901 | phil.cooper@si.liverpool.gov.uk |
| NHS England Single Point of Contact | 0345 113 0099 | Liverpool CCG On-call  0845 124 9802 |
| Anti-Terrorist Hotline | 0800 789 321 | https://act.campaign.gov.uk/ |
| Diocese of Liverpool - Education Team | 0151 709 2190 | Archdiocese of Liverpool - Dept. of Schools and Colleges 0151 522 1071 |
| **Other useful numbers:** |  |  |
| Legal Services | 0151 233 0473 | Gary Wormald, Jon MacKenzie and David Steel or 0151 233 0454 / 0151 233 0400 |
| Prevent Education Officer | 0151 233 7012 | Joanna.fitzsimmons@liverpool.gov.uk  07515332702 |
| Channel Coordinator | 0151 777 8311/8125 | Darren Taylor or 07764659210  1921@merseyside.police.uk |
| Partnership Automated Intelligence Report System (PAIR) | 0151 777 8100 | 24/7 for professional intelligence inc CSE |
| Local Authority Designated Officer (LADO) | 0151 233 0853  07841562835 | ray.said@liverpool.gov.uk  or 0151 233 0840 / 0151 233 0857 |
| Careline (Children’s Services) | 0151 233 3700 | Liverpool Local Safeguarding Board  0151 233 0493 |
| LCC Switchboard | 0151 233 3000 |  |

**Local Bereavement and Counselling Support**

Liverpool CAMHS Single Point of Access - 0151 293 3662

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Person Shaped Support - 0151 702 5555

Educational Psychology Service - 0151 233 5978

School Improvement Liverpool Bereavement Officer- 0151 233 3901

**NHS England may publish key contacts following a major event for schools to contact**

**Emergency contacts:**

***Appendix 2***

***In respect of appendices 2 and 3 NHS England may publish key guidance following a major event for schools to draw upon and share with staff and families.***

**Guidance for school leaders**

**General advice**

* People react differently to a traumatic event but everyone affected should have access to someone to talk to.
* Those significantly affected need to be identified and may need additional interventions and monitoring over time.
* People should be allowed to talk spontaneously about their experience but not encouraged to relive it
* People are best supported by someone they know in the first instance
* People should be given space and time to talk
* While most people recover naturally from traumatic events, if symptoms are severe or continue beyond four weeks, further specialist mental health support should be sought.

Consider:

* Convening your **School’s Emergency Management Team (SEMT)** and following your **School’s Emergency Management Plan (SEMP)**, drawing upon the Local Authority **School Internal Critical Incident Management Flowchart (Action Card) and Key Contact List**
* Drawing upon **‘A Whole School Approach to Supporting Loss, Separation and Bereavement’**, a guidance booklet provided by School Improvement Liverpool in partnership with NHS Liverpool Clinical Commissioning Group. This will enable school leaders to develop a support strategy following a bereavement and gives effective guidance for informing staff and governors including: coping in the event of a death within the school community; how to inform children and young people; how to support children’s reactions to bereavement and help children through grief.
* How you can **draw upon advice and support** from colleagues who may be part of your ‘Multi-agency Team Around the School’ including your School Nurse, CAMHS Link Worker (Primary Schools: Seedlings Therapist; Secondary Schools: Designated CAMHS Practitioner), Educational Psychologist, School Mental Health First Aider, School Chaplain, Learning Mentor and SENCO
* Whether you need to **inform or seek advice** from School Improvement Liverpool Officers, School Improvement Liverpool Bereavement Officer, Local Authority Officers (SIP) or Liverpool Safeguarding Children Board’s Education Liaison Officer
* Whether your staff or children and young people may need **further advice or support from specialist counsellors**

Consider:

* How you will brief staff and children and what information you can share with them in an age appropriate manner
* What guidance you can provide to staff to help them support children and young people
* How you will let parents/carers and other stakeholders know about how you are supporting children and young people
* What guidance you can provide to parents/carers to help them support their child
* What guidance you can provide to children and young people to help them understand and manage their feelings and how they can seek support
* How you will provide opportunities for students to talk about their feelings, including ‘drop in’ opportunities
* How you will provide on-going support to staff
* Ensuring school leaders and staff are visible throughout the day, including as parents/carers drop off or collect their children
* Cultural understanding and diversity

**Professionals needing further advice or who may need to arrange specialist support for children can contact:**

**NHS England will publish key contacts following a major event for schools to contact**

Liverpool CAMHS Single Point of Access 0151 293 3662 (8am-6pm)

Seedlings Programme:

(Young Person’s Advisory Service) 0151 707 1025 (9am-6pm)

(Person Shaped Support) 0151 702 5555 (9am-6pm)

**Professionals can also seek support from:**

Educational Psychologist Service 0151 233 5978

School Improvement Liverpool 0151 233 3901

Liverpool Safeguarding Children Board 0151 233 0493

**Children in crisis**

**A mental health emergency should be taken as seriously as a medical emergency.**

**Guidance for dealing with mental health crisis or emergency:**

<http://www.nhs.uk/NHSEngland/AboutNHSservices/mental-health-services-explained/Pages/mental-health-emergencies.aspx>

Liverpool CAMHS: <http://www.liverpoolcamhs.com/emergency-advice/>

**Out of hours:**

The child should be taken to nearest local hospital with a children’s Accident and Emergency Department.

**Within hours:**

The child should be taken to their G.P. or if urgent to nearest local hospital with a children’s Accident and Emergency Department.

Consideration should also be given to taking the child to a local ‘walk in centre’ or ringing NHS 111 or referring to NHS Choices website.

**Further guidance:**

<https://www.liverpoolcamhs.com/>

**Supporting children after a frightening event, for parents/carers/professionals:**

<http://www.rcpsych.ac.uk/healthadvice/problemsdisorders/copingafteratraumaticevent.aspx>

<http://www.nhs.uk/Conditions/Post-traumatic-stress-disorder/Pages/Introduction.aspx>

<https://www.psychology.org.au/publications/tip_sheets/trauma/>

<http://www.gosh.nhs.uk/medical-information-0/procedures-and-treatments/supporting-children-after-frightening-event>

<https://childbereavementuk.org/wp-content/uploads/2016/05/1.4b-Supporting-children-after-a-frightening-event.pdf?noredir=true>

**NSPCC Talking about terrorism – tips for parents:**

<https://www.nspcc.org.uk/what-we-do/news-opinion/supporting-children-worried-about-terrorism/>

NSPCC helpline on [0808 800 5000](tel:0808%20800%205000)

<http://davidtrickey.com/wp-content/uploads/2012/05/aftertheevent280410.pdf>

Appendix 2

**Guidance to adapt to share with staff and parents/carers**

**Following a traumatic event children may experience:**

* Fear
* Fatigue
* Helplessness
* Anxiety
* Anger
* Upset
* Nightmares
* Increased alertness for danger
* Loss of concentration
* Feeling guilty, ashamed or confused
* Physical complaints including stomach or headaches
* Not being able to sleep
* Being more clingy with parents/carers
* Changes in appetite
* Not wanting to go out or to school
* Not wanting to think or talk about the event
* Suddenly reliving memories or images of the event
* Other behavioural or developmental changes
* Children with additional needs or who may have previously had mental health difficulties may be more vulnerable. Some children for example with Autism may become preoccupied with the event.

**How you can help:**

* Reassure children they are safe and that tragic events like these are rare.
* Listen carefully to children and young people’s fears and worries
* Reassure them you’re here to listen whenever they want to talk about things
* Reassure them that it’s ok to be upset and have a number of different feelings and emotions.
* Provide children with help and patience to express their feelings appropriately.
* Shield children, and particularly young children, from disturbing images on the television/internet
* Answer their questions honestly, in an age appropriate way but avoid complicated and worrying explanations that could be frightening and confusing
* Continue to keep to routines and normal daily activities, supporting children to eat, sleep, exercise, relax and stay healthy
* Create opportunities to do positive activities and build emotional resilience
* Parents/carers and school staff should keep in touch, ensuring a consistent approach
* Signpost children to further advice and support
* Parent/carers can seek advice from their GP
* As an adult, look after yourself. Know your limitations. Seek help and advice from colleagues, friends and family, community and faith groups.
* Ensure children receive specialist additional help if this becomes necessary

Appendix 3

**Guidance to adapt and share with children and young people**

**Following a traumatic event:**

* You may feel a number of emotions including being upset, sad, worried and even angry or guilty. You may find your behaviour changes and you have difficulty sleeping, have nightmares or dreams or your appetite changes. You may find that you keep remembering the events, even when you don’t want to think about them.

These are normal reactions to a traumatic event and will happen less often over time.

* Remember it’s ok to be upset and other children will be having many different feelings too
* Don’t look at images or read things that may upset you more
* Talk at your own pace to your parent/carer or an adult you trust about how you are feeling and what is worrying you
* If it helps, ask questions
* It’s ok to ask for help
* Spend time with your friends and family doing things that make you happy and feel positive. Don’t spend too long on your own.
* Try to get back into a normal routine as soon as you can
* Look after yourself: eat and sleep well, exercise and relax
* Your teacher or parent/carer can share with you websites that may help you
* Your teacher or parent/carer can arrange for you to speak to a counsellor if things don’t begin to improve

**Where children and young people can find further help:**

**Childline 0800 1111**

**Samaritans: 116 123**

<https://www.liverpoolcamhs.com/>

Appropriate guidance for children and young people primary school age and upwards:

<http://www.bbc.co.uk/newsround/13865002>

NSPCC advice, including about being worried:

<https://www.childline.org.uk/info-advice/your-feelings/anxiety-stress-panic/worries-about-the-world/>

Appropriate for young people 13-25 years: [www.themix.org.uk](http://www.themix.org.uk/)

Papyrus: a voluntary organisation for teenagers and young adults who are worried and may feel suicidal

[https://www.papyrus-uk.org/#](https://www.papyrus-uk.org/) 0800 0684141