 **Our Ref:** Critical Incident Update 2023

**Date:** November 2023

**Enquiries to:** Education Officers

**Email:** [Edorgsupport@suffolk.gov.uk](mailto:Edorgsupport@suffolk.gov.uk)

**To Maintained, Academies and Free Schools.**

Dear colleagues

**Re Critical incidents/emergency planning**

The Local Authority (LA) continuously reviews arrangements for critical incidents, and I am circulating an updated list of contact numbers for your information. I would encourage all schools to update their internal critical incident procedures and contact numbers accordingly.

In the past few years, Suffolk Schools have received threats which thankfully were confirmed as hoaxes. However, it is imperative that **all threats to the safety of children and staff** are treated with the utmost seriousness. If appropriate the incident should be reported to Suffolk Constabulary, but **ALL** critical incidents should be reported to the LA swiftly and appropriately.

There are numerous types of incidents which could be deemed ‘critical’. For clarification, a critical incident is any event that the Headteacher feels the safety of pupils or staff is compromised. These events may include the following, but the list is not exhaustive:

* The death of a member of the school community through sudden death, accident, terminal illness or suicide
* A serious incident / accident / unwanted event involving pupils or staff on or off the school premises
* An accident / tragedy in the wider community which may or may not affect the school directly but is in the direct vicinity of the school
* A physical attack on staff member(s) or student(s) or intrusion into the school
* Bomb threats
* Serious damage to the school building through fire, flood, vandalism etc
* The disappearance of a member of the school community
* One where you are required to call the police
* The need to close the whole, or part of the school.

Please note: a critical incident does **not** include severe weather, there are [separate procedures for this.](https://suffolklearning.com/safety-health-wellbeing/weather-staying-safe-in-the-heat-and-cold/)

Where you have dealt with a critical incident and you are a maintained school, can I please remind you it is imperative that an incident report form is completed and sent through to Nina Bickerton, Suffolk Schools, CYP and Corporate Safety, Health and Wellbeing Advisor, [nina.bickerton@suffolk.gov.uk,](mailto:nina.bickerton@suffolk.gov.uk) as soon as is practical in any event. A copy of the incident report form and further guidance in relation to reporting any type of incident can be found on the Suffolk Learning website on the [Incident Reporting page](https://suffolklearning.com/safety-health-wellbeing/incident-reporting/) .

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| **Name** | **Job Title** | **Availability** | **Contact Number** |
| **Emma Laflin** | Head of Organisational Support | Monday - Friday  8:30am – 5:00pm | 01473 263942    After office hours and weekend/bank holidays 01473 433440 |
| **Gina Byrne** | Education Officer | Monday - Friday  8:30am – 5:00pm | 01473 263942  After office hours and weekend/bank holidays 01473 433440 |
| **Helen Fraser** | Education Officer | Monday - Friday  8:30am – 5:00pm | 01473 263942  After office hours and weekend/bank holidays 01473 433440 |
| **Emma Eynon** | Education Officer | Monday - Friday  8:30am – 5:00pm | 01473 263942  After office hours and weekend/bank holidays 01473 433440 |

Guidance and further DfE information on [Critical Incidents can be found on Suffolk Learning](https://suffolklearning.com/safety-health-wellbeing/critical-incidents/), alongside site security assistance, post-incident checklists, and general information on emergency planning.

Kind regards



**Emma Laflin**

**Head of Organisational Support**

**Education, Skills and Learning**

**Directorate of Health, Wellbeing and Children’s Services**