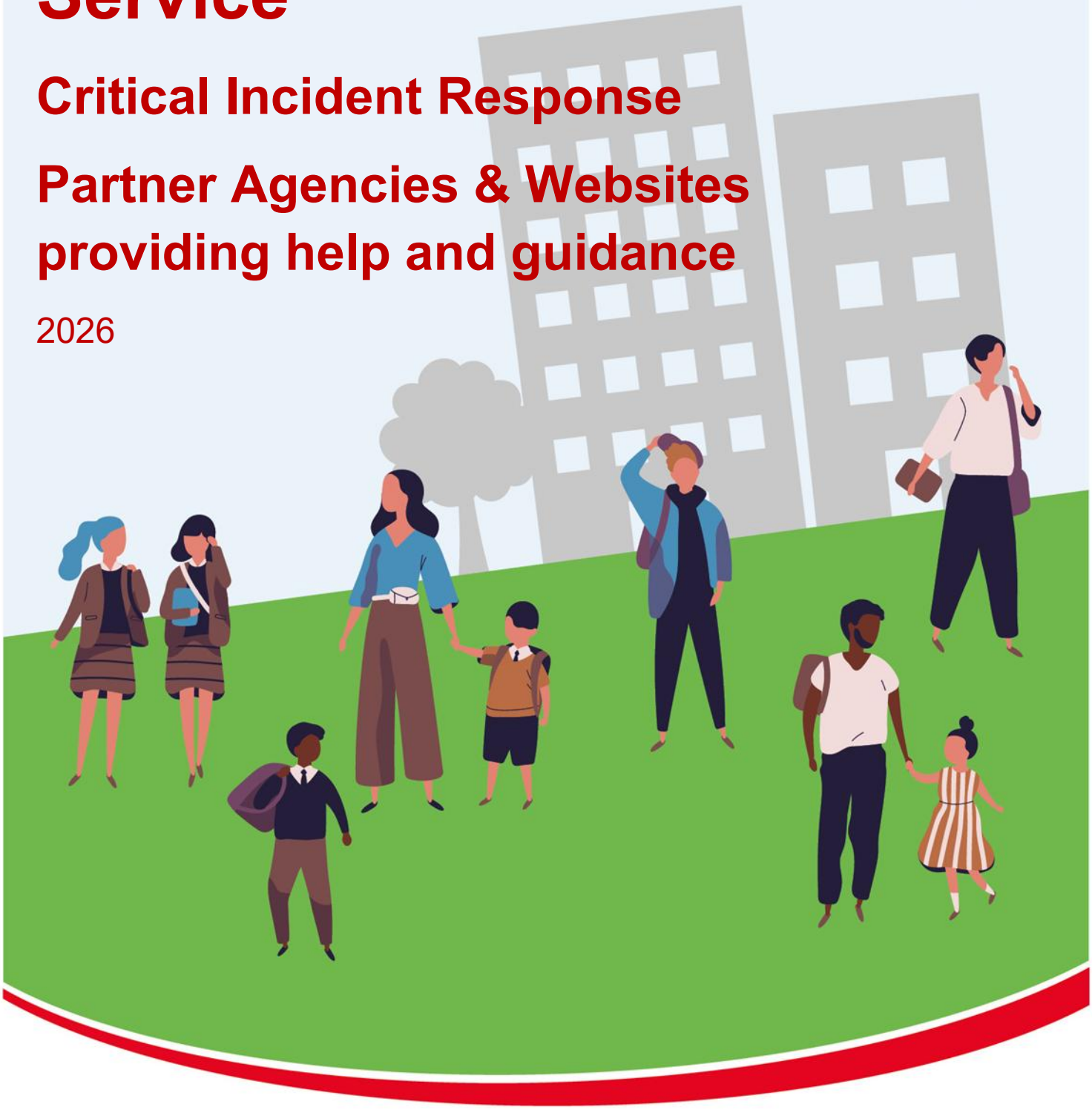
# Educational Psychology Service

## Critical Incident Response

## Partner Agencies & Websites providing help and guidance

2026



www.enfield.gov.uk

ENFIELD Council

# Partner agencies and websites providing help and guidance

In addition to the EPS, there are key services that may offer schools and educational settings support in the event of a Critical Incident. This is not an exhaustive list**.**

Sometimes, settings can feel overwhelmed by the incident and by the offers of support received. It is important therefore that someone is identified to co-ordinate the support and to ensure that it is appropriate to the immediate needs of the setting and community. **This could be the EPS working in partnership with the Headteacher.**

For some staff and pupils, more specialised support may be required. In these cases, referral to other agencies will be necessary. Careful discussion about the issues to be addressed, the timing and appropriate referral / permissions required will ensure the appropriate referrals to partner agencies are made.

**Specialist Nursing, Bereavement and Play Service**

**(Royal Free London NHS Foundation Trust)**

The team offer specialist play sessions and play support for providers and parents, bereavement support before and after the loss of a loved one and specialist nursing for children with palliative care needs including end of life care.

Siblings are supported with events every half term and during the holidays, as well as family events and an annual memory day. This is funded and supported by the charity Little Sparks Enfield, which has been set up by and runs alongside the service.

The service can be contacted:

Contact information:

- Specialist nursing bereavement and play service | Royal Free London
- northmid.snbpteam@nhs.net
- 020 4553 7866

**Children and Young Peoples Mental Health Service (CYPS)**

**(North London Foundation Trust)**

Enfield Children and Young People's Service (CYPS) provide multi-disciplinary assessment and treatment of children and young people with severe and enduring emotional and behavioural difficulties.  Enfield CYPS is an NHS service consisting of 9 pathways which work closely together.

**1. Immediate Consultation and Coordination**

In the event of a CIR, Senior CAMHS clinicians are often contacted by local authority leads to review and contribute to CIR and planning as appropriate. This includes identifying the appropriate response pathways and ensuring mental health support is embedded in the school's crisis response.

**2. Multi-Agency Collaboration**

In the event of a CIR, CAMHS will work closely with education, local authority and school mental health leads as appropriate.

**3. Clinical Input and Risk Assessment**

In the event of CIR, CAMHS clinicians will assess the psychological impact of the incident on affected pupils where there is a need is identified.

This includes:

- Mental health assessment
- Evidence-based interventions for moderate to severe mental health concerns.
- Support for whole-school mental health strategies.
- Timely advice and signposting for schools
- Joint working with safeguarding and educational teams

Contact information:

- Website: Our Services Page | North London Mental Health Partnership
- Email: beh-tr.enfieldcamhs@nhs.net
- Telephone: 020 8702 5100

**As part of CYPS: My Young Mind Enfield (MYME)**

My Young Mind Enfield (MYME) is the local name for Mental Health Support Teams (MHST). MHST are part of the broader offer of support in schools and work in partnership to complement the team around the school/family or child/young person. MYME offers support, guidance and intervention to children and young people with mild to moderate emotional and behavioural difficulties.

They are currently linked to most educational settings in Enfield and are commissioned to deliver three core functions:

1. Evidence-based interventions for mild to moderate mental health and emotional wellbeing concerns.

2. Support to senior mental health leads in schools to develop a whole-school approach to mental health and wellbeing.

3. Timely advice and signposting to schools.

In a critical incident within a school MYME would offer:

**1. Evidence-Based Interventions**

MHSTs provide direct support to children and young people (CYP) experiencing mild to moderate mental health and emotional wellbeing concerns. In a CIR, this may include:

- Assessment and guidance
- Low-intensity CBT
- Guided self-help
- Psychoeducation
- Emotional regulation strategies

**2. Whole-School Mental Health Strategy**

MHSTs support senior mental health leads in schools to develop a whole-school approach to mental health. During a CIR, this includes:

- Coordinating with school leadership
- Advising on trauma-informed practices
- Supporting staff wellbeing and resilience

**3. Timely Advice and Signposting**

MHSTs offer rapid consultation and signposting to appropriate services. In CIRs, they:

- Liaise with safeguarding teams
- Escalate concerns to relevant teams e.g. social care
- Help schools monitor affected pupils
- Work closely and collaboration with CYPMHS

**Amparo Support following Suicide**

Amparo is commissioned to provide support for people affected by suicide in North Central London. Support can be provided one-to-one, to family groups, groups of colleagues or peers – whatever is preferred and most appropriate to the situation. The service can be delivered in the home or where is most comfortable. Amparo service is completely confidential and can provide short-term or longer-term support.

Amparo provides emotional and practical support and will help with a range of practical matters such as: dealing with police and coroners; helping with media enquiries; preparing for and attending inquest and helping you to access other, appropriate, local support services.

Contact:

- http://amparo.org.uk
- 0330 088 9255

**Kooth**

Kooth is committed by North Central London to provide an online mental health platform offering anonymous support for young people aged 11-25. It provides access to counsellors, peer support, and self-help resources.

- Home - Kooth

# Websites providing information and help

**Barnardo's Grief and Loss**

Barnardo's provides support for children and young people dealing with grief and loss. They offer resources and guidance to help children cope with the trauma of losing a loved one, aiming to promote mental well-being and recovery

Grief and loss | Barnardo's

**Child Bereavement UK**

Child Bereavement UK helps children, young people, parents, and families rebuild their lives when a child grieves or dies. They offer a range of support services, including a helpline, resources, and guidance for dealing with sudden deaths, such as accidents, suicide, and homicide

Child Bereavement UK

**Child Bereavement UK – Supporting children with SEND**

The SEND Bereavement website provides guidance and resources to help schools support pupils with SEND during bereavement, offering practical strategies and accessible tools for inclusive care.

CBUK SEND Resource

**David Trickey - Traumatic Events: How Children and Young People Can React**

David Trickey's article discusses how children and young people can react to traumatic events and offers guidance for adults on how to respond. It covers common reactions and strategies to help children feel safe, connected, calm, and in control.

Traumatic Events: How Children And Young People Can React, And How Adults Can Respond | HuffPost UK Parents

**Education Support**

Education Support offers mental health and well-being support for teachers and education staff. They provide counselling, resources, and guidance to help educators manage stress and maintain their mental health.

Education Support, supporting teachers and education staff | Education Support

**Macmillan Support Line**

The Macmillan Support Line offers confidential support to people living with cancer and their loved ones. It provides emotional support, practical information, and guidance on various aspects of cancer, including diagnosis, treatment, and coping with the emotional impact.

Macmillan Support Line | Speak to our cancer experts | Macmillan Cancer Support

**NCL Waiting Room**

The NCL Waiting Room is an online resource providing information and support for individuals waiting for mental health services in North Central London.

Welcome to the Waiting Room

**NCL Waiting Room (2024) Resources for support during times of social unrest.**
Coping During Community Unrest | Waiting Room (nclwaitingroom.nhs.uk)

These resources were put together following the surge of violence, racism and discrimination happening across the UK in August 2024.

**Samaritans**

Samaritans is a UK-based charity offering emotional support to children and adults of all ages facing distress, mental health challenges, or suicidal thoughts. They provide a 24/7 helpline for confidential, non-judgmental listening from trained volunteers

www.samaritans.org.uk

**Samaritans Step by Step Service**

The Step by Step service by Samaritans supports schools in the aftermath of a suicide. It helps organisations working with young people respond effectively to reduce the risk of further deaths and provides practical steps for support.

Step by Step | Samaritans

**SIFT – understanding self harm, together**

Sift provides compassionate, trauma-informed self-harm support, information, peer support and training for individuals, families, educators and professionals across the UK

Sift - The UK's leading self-harm support charity

**UK Trauma Council - Critical Incidents**

The UK Trauma Council offers resources for managing critical incidents, including guidance on how to support children and young people affected by traumatic events.

Critical Incidents in Educational Communities - UK Trauma Council

**UK Trauma Council (2021) *Traumatic Bereavement for schools and college communities***

Guidance and resources developed in consultation with education, bereavement and mental health professionals across the UK as well as with young people. Includes animation and printable templates for monitoring and guiding sensitive conversations with children and young people and their parents or carers.

Traumatic bereavement for school & college communities - UK Trauma Council

**Winston's Wish**

Winston's Wish is a charity that supports children, teenagers, and young adults up to the age of 25 who are grieving the death of someone important to them. They offer digital bereavement information, advice, and support for young people and the adults caring for them

Winstons Wish | Now Part of Child Bereavement UK