

# **Responding to Critical Incidents**

Including school closure at short notice

Guidance Procedures for Cambridgeshire Schools

## **Newnham Croft Primary School Critical Incident Plan 2020-21**

# **Responding to Critical Incidents**

## **Guidance Procedures for Schools**

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## Newnham Croft Critical Incident Guide 2020-21

### Critical incidents could include:

- Arson/fire or laboratory or gas explosion
- Public health threats such as Pandemic Influenza
- Pupil sudden death or suicide
- Sudden death of a staff member
- Abduction/disappearance
- Floods
- An external security risk or incident requiring the lockdown of the school premises
- An incident which affects access to the school
- An incident off site whilst members of the school community are on a school visit
- A major incident on the school site
- An environmental incident, for example, the release of hazardous substances or severe weather
- Bomb threat or explosion
- A deliberate act of violence, such as the use of a knife or firearm on site
- Civil disturbances and terrorism
- A transport related incident

### Critical Incident Management Team (CIMT):

Headteacher  
Deputy headteacher  
Office Staff  
Site Officer  
Chair of Governors  
Chair of Eco and Premises  
Chair of Personal & Finance Committee (listed below)

### Contact Numbers for CIMT:

Head Teacher	Andy Matthews	07826857940
Deputy Head	Edward Ferguson	07769703727
Office Staff	Helen Bracey	07855 323646
	Lynda Scott	07581 073323
Site Officer	Aleksander Jach	07588782357
Chair of Governors	Lucy Nethsingha	
Vice Chair	Dani Redhead	
Chair of Eco and Premises	Tom Kendon	07971242933
Chair of Personnel and Finance	Hugh Clough	07885509731

### CIMT roles:

#### All CIMT members to hold a copy of the plan off site.

- Manager to lead on site - Headteacher and site manager
- Point of contact for the emergency services, the Local Authority, media, insurance, Chair of Governors and other appropriate outside agencies - headteacher
- Responsibility for obtaining and collating key information and contacting parents and carers of those involved – office staff (as defined above)
- Liaison with staff, pupils and parents – deputy Headteacher
- Managing telephone contacts and individuals coming into the school - office manager
- Co-ordinating a record of contacts and logging significant actions –chair of premises/governors
- Maintaining the normal running of the school, if appropriate – Deputy Headteacher

Where would the CIMT meet if the incident was at school:

- Scout hut
- Or meet via online video conference

“Grab pack” to include site plans, contact lists (staff, governors, pupils and external contacts including your education adviser), emergency contacts, incident recording, sheets, stationery, charged mobile phone, school diary, Hazard Register, Inventory.

Emergency assembly point is outside the cage in the main playground or if needed Owlstone Croft through coded gate on field (Queen’s college have authorised this).

Pupil records: In grab pack and on Central server.

Computer data: All back up except curriculum held by County – as centrally hosted.

Computer equipment:

- should the incident involve computer equipment this can be renewed via our suppliers and should take only a matter of days
- should the incident involve the mast and communications for the computer equipment this may take longer and ICT service would be the first point of contact

**Staff trained in first aid:**

Razia Mangera

Angelina Mahoney

Lynne Burke

Tracy Elbourne

Emily Palmer

Katy Holliday

Nick Goller

Selina D’Oyly

Sarah Blake

Aleks Jach

Hong Fang

Tom Pinnock

Youssef Elimouni

Andy Matthews

## HELPFUL CONTACTS

The initial contact should be made to our Education Adviser – Chris Meddle. The Education Adviser will make contact for you with the Emergency Planning Team and agree to contact other Local Authority colleagues who can help and assist.

NAME	TITLE	TEL: NUMBER
Diane Stygal	Senior Education Adviser – Cambs	01223 507115 0758 5881934
Carol Peel	Governance Adviser	01223 715320
Data Protection officer	ICT service	0300 300 0000
Education Child Protection Service		Helpline 01223 713800 03450455200
Karen Beaton	Behaviour and Attendance Manager	01223 715577
Carol Way County	Inclusion Manager	01480 376302
Sue Eagle	Social & Education Transport Manager	07769742160 01223 715598
Martin Kemp	Transport Quality Manager	01223 715605
Annabel Talbot	Bereavement	01480 376256
Simon Cobby	Communications Manager	communications@cambridgeshire.gov.uk
Stephen Brown Outdoor	Education Advisory Service	01480 379677
Stuart Wood	Health and Safety	01223 699122
Stewart Thomas	Emergency Planning Manager	01223 727944

Other contacts:.

Hospitals:	Addenbrooks 01223 245151
EPM (HR provider):	Nicol Wojtyczka Payroll Administrator T: +44 (0) 1480 483 374 E: <a href="mailto:Nicol.Wojtyczka@epm.co.uk">Nicol.Wojtyczka@epm.co.uk</a> Sally Stainton-Roberts 07703 735562 HR Manager

# School closure at short notice or as a result of unforeseen circumstances

As part of the preparation for unforeseen closure schools are advised to keep a resource kit or grab pack of up-to-date crucial records, addresses and contact numbers to use in an emergency.

## Examples of events covered by the guidance

### Storms

Winds forecast in excess of 70mph or storm force 8 could represent a potential danger to some buildings, trees, other structures and people.

- The Meteorological Office provides a regional weather forecast • Email: [www.metoffice.com](mailto:www.metoffice.com)
- Safety of pupils, staff and visitors take priority. Lessons may need to be disrupted and school movement kept to a minimum.
- Consideration needs to be given to movement outside of school buildings due to the risk of falling tiles, masonry, fencing and other moveable or structural objects.
- It is likely to be necessary to cancel outside activities and other events such as school trips. Consideration must be given to the likelihood of pupils being blown off their feet.
- Pupils should not be allowed to cycle home – parents would need to be advised over this possibility.
- Advice may also be needed about the use of school buses.

**Safe areas are specified in the Emergency Evacuation procedure.**

### Floods

Flooding may result in local problems within school, making some rooms unuseable. However, of greater significance in terms of health and safety is the potential impact on transport arrangements (see the section headed 'Communication' below).

### Cold Weather

**This may be a problem due to the low temperature in some buildings or may be complicated by heavy snowfalls making access, and movement on site, difficult or dangerous.**

- If there is a breakdown which puts the heating system out of action for any length of time consideration needs to be given as to whether the building can be heated with emergency heating and continue to be used. School closure may be required.
- Adverse weather conditions may result in difficulties for some staff in reaching school resulting in pupil supervision issues. In such circumstances, the overriding priority will be the safety of pupils.

## Disruption to the school's water supply

Provided sufficient notice that the water supply is to be disconnected is received, it will be possible to make a decision on whether or not to keep the school open. This decision should be based upon the duration of the disruption;

Newnham Croft has no water storage tanks and consequently there can be no occupation for a significant period of time following the failure of mains supply.

## Short notice closure prior to the start of the school day

In certain situations, it may be appropriate in advance to decide that the school should not open. This will generally be as a result of a difficulty where there is advance notice. This could include a planned disruption to water or energy supplies. In such cases, parents should be given as much notice as possible and informed of either a confirmed date when the school will re-open or advised on how this will be communicated. Many schools use a form of parent mail or a text message system.

In other situations, weather conditions may worsen dramatically overnight. In such circumstances it will be important that decisions over closure reflect

- Local intelligence over the weather conditions in the school's catchment area
- The likelihood of a sufficient number of staff being able to reach school to make it safe to operate
- The timing of any decision, taking account of the travel arrangements of the pupils.
- Currently sufficient staff can walk to school to safeguard the children.

When the Headteacher decides, in consultation with the Chair of Governors as appropriate, that severe weather warrants school closure, the Headteacher should:

- a) Inform staff, using school Whatsapp group
- b) Inform parents, using an appropriate system including the local media, the school website and by tweeting. The LA will provide schools each year with contact details for local radio stations in the autumn term
- c) Inform any transport contractor who might otherwise collect children and bring them to school;
- d) Inform the Education Adviser for the school if you are a maintained school
- e) Inform the Chair of Governors as soon as is practicable (If the Chair was not involved in the decision making process)
- f) Wherever possible, ensure that those staff who can be at the school to inform any parents or children who may not have received the closure message

g) It is also helpful if academies can inform their Education Adviser, so that the County Council can keep the wider Cambridgeshire community informed.

The implications of all of this are that it is especially important that all parents are aware (and reminded from time to time) of the arrangements that will be used to inform them of short notice closure. In the confusion that often accompanies unexpected severe weather, it will be important to

**The Local Authority will issue annual guidance to all schools in Cambridgeshire, outlining radio station contact details and providing an identifying password. The guidance will also remind schools how to contact the LA so that the wider Cambridgeshire community can be kept fully informed. It will be attached annually to this document.**

## **Sending pupils home early**

In some exceptional circumstances, a review of the local situation may lead a Headteacher to decide that the school, or part of the school, should be closed early. Such a decision should not be taken without first consulting appropriate persons, including the Chair of Governors and, if the LA maintains the school, the school Education Adviser. Such temporary and emergency closures do not count against the requirement for a school in the maintained sector to meet the minimum number of sessions each year.

A number of factors need to be considered in making this decision including

- It may often be safer to keep pupils in certain parts of the school rather than send them home early
- There are many communication difficulties associated with contacting a large number of parents, especially during the day
- Transport and school meal arrangements are often difficult to change at short notice
- Any decision over sending pupils home early must also include an informed assessment over their safety. This will need to reflect their age and any special educational needs and disability of the pupils.

## **Communication**

- Staff, pupils and parents need to be made aware in advance of contingency arrangements.
- It may be useful to include the emergency arrangements on the school website.
- It may also be useful, as part of your contingency plan, to establish a parent network with key parents in different parts of the network agreeing to pass on information to named others (cascades). Websites could be used to inform and update parents and a recorded message could be placed on an answer phone. A staff communication whatsapp group will be used for communication or via telephone to inform members of staff if school is closed before the start of the day.
- Any alteration to travel arrangements of children need to be monitored and parents must be fully informed if children are to arrive home early.

Contact must be made with the transport operator direct. In case of difficulties contact Martin Kemp or Sue Eagle (see helpful contacts).

- In relation to school meals, consideration should be given to the impact on the school's catering arrangements and the entitlement of some pupils to free school meals if pupils are on site for part of the day.

## **Responsibility to the wider community**

In the event of a maintained school closure for any reason the Education Adviser for your school should be informed

## **School closure for any other reason**

Parents can reasonably expect schools to maintain their normal hours on each of the 190 days that schools are open, unless adverse weather or other emergency makes this impracticable for one or more sessions. Under any such exceptional circumstances the Headteacher of a maintained school will need to liaise with the Education Adviser for the school.

School closure decisions rest with the Headteacher, but your Education Adviser will be happy to discuss the matter with you. Please remember the impact that closure will have on parents and the knock on effect to their employers and the functioning of services throughout Cambridgeshire when making your decision.

**Evacuation and Invacuation procedures can be found in a separate document.**

## Appendix 1 SUPPORT GUIDANCE MATERIALS

### TEMPLATE FOR RESPONDING TO A CRITICAL INCIDENT

#### Issues requiring immediate action

Action Point	Guidance Note	CIMT Action	Personnel Involved	Done	Who by	Time	Comment
1. Gather information	<ul style="list-style-type: none"> <li>What happened/where/when.</li> <li>How many involved; who are they?</li> <li>Name and contact numbers of adults at location of incident.</li> <li>Details and location of injured (severity, name of injured and supervising adult(s) name(s) /contact number).</li> <li>Details and location of non-injured names, and supervising adult(s) name(s) /contact number.</li> <li>Has anyone else been informed e.g. Emergency Services, Education Adviser (what were they told?).</li> <li>Ensure Education Adviser/LA and Chair of Governors are informed.</li> </ul>						
2. Call a meeting of the Critical Incident Management Team (CIMT) for briefing	<ul style="list-style-type: none"> <li>Assign tasks and ensure each individual knows what is expected and logs their action on a central log of events record sheet.</li> <li>Consider whether you may need to close the school.</li> <li>Identify a member of CIMT as the person to co-ordinate information.</li> <li>Consider communication to school staff/pupils/community.</li> </ul>						
3. Establish a base for CIMT (this may be off school site) to operate with dedicated phone use	<ul style="list-style-type: none"> <li>CIMT to agree a statement for all incoming calls, which can be managed by properly briefed staff or via informative answer phone messages where not all school lines can be operated personally (e.g. after school hours).</li> <li>CIMT to brief personnel having direct links with public/media (factual brief statements only). (Discourage any speculative discussion; route all press enquiries to County Press Office in the case of a serious incident).</li> <li>Establish press release in conjunction with the County Council Press Office.</li> <li>Ensure telephone line(s) or mobile phones for outgoing calls available.</li> <li>Action the 'telephone cascade' for staff and governors [where appropriate] to keep information flow fast and accurate.</li> </ul>						



## Communication

➤ Contact families whose relatives (children and adults) are or may be involved	<ul style="list-style-type: none"> <li>• Should be done quickly and with great sensitivity, preferably by a CIMT member – but remember it is the responsibility of the police to notify next of kin in the event of a death.</li> <li>• Consistency of information is essential, therefore use agreed statement and most up-to-date information from your contact adult on the site.</li> <li>• Try not to leave messages or use extended chains of communication.</li> <li>• Establish a reception base for concerned relatives coming to the school. Think carefully about the siting of this base (access phone/internet etc.).</li> <li>• Ensure people who can comfort and inform relatives staff this. Maintain direct contact with this base.</li> </ul>						
➤ Prepare general information for all parents/staff/ governors	<ul style="list-style-type: none"> <li>• If you have concerns about issues of legal liability or the likelihood of police action, any further information should be drafted with the help of the appropriate Education Adviser. S/he can check with relevant agencies before letters are issued to the wider school community.</li> <li>• Information should be simple, factual, express sympathy, concern, and should indicate when further information may be offered.</li> </ul>						
➤ Briefing school staff and governors	<ul style="list-style-type: none"> <li>• Ensure CIMT have a schedule to brief staff on a regular basis.</li> <li>• Ensure all staff (teaching and non-teaching) and governors are discouraged from speaking to the media. This responsibility should be referred to a named person in the team and/or the County Press Office.</li> </ul>						
➤ Briefing pupils	<ul style="list-style-type: none"> <li>• Usually best managed in class or tutor groups by adults best known to the pupils. The agreed statement can then be delivered in a way that is age-appropriate to the group.</li> <li>• A large gathering can generate hysteria, which can become a management problem in itself.</li> </ul>						

## Issues to be dealt with as soon as possible

Action Point	Guidance Note	CIMT Action	Personnel Involved	Done	Who by	Time	Comment
1. Ensure continuing support for needs of pupils, staff and relatives of those involved in the incident is planned	<ul style="list-style-type: none"> <li>A member of CIMT is identified as having responsibility for ensuring continuing support.</li> <li>Your Education Adviser may have mobilised help from a variety of agencies able to offer support and counselling to those immediately affected: <ul style="list-style-type: none"> <li>Educational psychologists</li> <li>Experienced counsellors</li> <li>Social Workers</li> <li>Child protection staff</li> <li>Emergency Planning team</li> <li>Locality teams</li> <li>Area Directors</li> <li>Property, Press and PR</li> <li>Health and Safety</li> </ul> </li> <li>You need to discuss likely continuing needs with relevant professional staff. Local religious communities may be able to contribute or take a lead in providing a longer-term focus for support.</li> <li>You may want to make a detailed plan of who can offer types of support and for how long this can be continued.</li> </ul>						
2. Provide a focus for expressions of sympathy if appropriate. Refer to Bereavement Guidance in Managing Cambridge Schools (October 2006) for more detailed information	<ul style="list-style-type: none"> <li>You may wish to place a table in the foyer or a vase of flowers, with a book for tributes/condolences. Sufficient space for items of remembrance may be helpful – the public and the school community may wish to place flowers or other tributes which can block fire exits or emergency service access points if not managed.</li> <li>It may be more appropriate to negotiate a location away from school, i.e. church or public building.</li> </ul>						
3. Further information Bulletin	<ul style="list-style-type: none"> <li>In your statements to the press and letters to the wider school community, you should indicate when you expect to be able to give more information. Try to honour this even if the update is very limited. You will create tension or possibly aggravate recipients of your information if your timescales are not adhered to.</li> <li>Clear your letters and statements with the County Press Officer and Police if necessary.</li> </ul>						

## Supporting people involved – action extending over time and into the recovery phase

Action Point	Guidance Note	CIMT Action	Personnel Involved	Done	Who by	Time	Comment
1. Share information and advice about what has happened (this will apply immediately but will continue)	<ul style="list-style-type: none"> <li>All staff will need information about what has happened.</li> <li>Staff should be advised about how to talk to and support children.</li> <li>Information should be provided for staff on counselling available to pupils and to themselves.</li> <li>Parents may need information and advice on supporting and getting help for their children.</li> </ul>						
2. Acknowledge the consequences of the event on the school's community, their reactions and feelings	<ul style="list-style-type: none"> <li>The incident may cause stress throughout the school.</li> <li>Acknowledge openly that the incident may affect people (children and adults) emotionally in different ways and at different times.</li> <li>Recognise that the behaviour, concentration and performance of children and adults may change.</li> <li>Recognise that not all staff will feel able to support others.</li> <li>Be aware of staff who are taking the brunt of supporting others, and ensure that they, too, receive support.</li> </ul>						
3. Provide opportunities for pupils and staff to express personal reactions (immediate and continuing need)	<ul style="list-style-type: none"> <li>Pupils should be encouraged to talk about their feelings in class, smaller groups, or individually, with active listening.</li> <li>Some pupils may show signs of needing support beyond the staff's competence or confidence. Extended counselling should be identified (with parental permission).</li> <li>Staff closely affected by the event should have opportunities for debriefing and counselling if they require it.</li> <li>Staff responsible for managing the critical incident should be offered supervision and relief.</li> <li>Some adults and children may need therapeutic help for an extended period after the event.</li> </ul>						
4. Consider the overall response of the school	<p>The CIMT may need to consider:</p> <ul style="list-style-type: none"> <li>Attendance at a funeral. (It will not normally be appropriate to close the school.) Discuss attendance with the Education Officer.</li> <li>Visit(s) of staff/children to hospital.</li> <li>Expressions of sympathy to families affected.</li> <li>An assembly or service to mark the event.</li> <li>A memorial in the school or school grounds. It is advisable to consider this carefully and ensure full consultation with all parties.</li> </ul>						

5. Re-establishing normal routines	<ul style="list-style-type: none"> <li>• Normal routines should be established as soon as possible as these provide security and stability at a time of stress and/or emotional upheaval.</li> <li>• Bear in mind the need to create time and space for thinking and grieving about the event.</li> <li>• Pupils should be encouraged to resume normal attendance.</li> <li>• Children who cannot attend school due to injury or distress may need other ways of maintaining the contact with the school and school personnel.</li> <li>• Consider how/when personal effects of deceased pupils should be removed.</li> </ul>						
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## Appendix 2

### CRITICAL INCIDENT PREPARATION CHECKLIST

**Coding:**      **A** - In place   **B** - Still needs to be done   **C** - Not relevant

<b>Up-to-date information about:</b>	<b>Code</b>
Pupil/staff, Governor, Key Holder emergency contact details.	A
LA emergency contact numbers <b>including your Education Adviser</b> <b>School or LA press officer contact details</b>	A
Up-to-date site plan	A
People, groups or organisations that visit or use the school and would need to be informed	A
People and groups used by the school, e.g. suppliers and contractors	A
Premises and sites plan of the school including critical locations, e.g. chemical storage, key salvage priorities, gas, electric and water mains control positions	A
School bank details, account number and sort code	A
Location of keys to classrooms, school safe etc	A
Copy of Hazard Register and appropriate risk assessments	A
Server back-up disks for all administration and student records	C
Educational Visits - details of names, location, significant medical information and contact details relating to all pupils and staff off-site	A
First Aider list	A
List of vulnerable pupils and others with significant medical needs	C
Evolve database login details (school trips)	A
Evacuation and lockdown/invacuation/return to base procedures – known, visible and practised	A
Telephone lines – private, mobile, emergency access	C
Small room / quiet area identified for Police statements, counselling or interviews	A
Plan for possible off-site location	A

#### **Management support:**

Access to qualified first-aiders	A
Screening of entrances / exits – siting of the identified emergency office	A
Instant assemblies to release teaching staff	A
Knowledge of resources available to deal with the recovery phase	A
Familiarisation with 'Managing Bereavement in Cambridgeshire Schools' and access to counselling services	A

#### **School 'Specific' Information:**

Evolve login for school visits: [www.cccpccvisits.org.uk](http://www.cccpccvisits.org.uk)

Finance and Head have user name and password.

## Appendix 3

### MANAGING CRITICAL INCIDENTS TIME PLAN

<b>Task</b>	<b>Time Scale</b>
Obtain as much factual information as possible at start of crisis	<b>Immediate</b>
Alert Headteacher or designated substitute. Headteacher to alert the CIMT, Education Adviser/LA	<b>Immediate</b>
Convene meeting of the Critical Incident Management Team	<b>Immediate</b>
Start the incident log. Always keep a contemporary record of decision making to explain the context	<b>Immediate</b>
Make arrangements for handling the media in liaison with Education Adviser and designated school media support	<b>Immediate</b>
Carry out quick appreciation of immediate response required	<b>Within first hour</b>
Select and set up control arrangements – decide roles and responsibilities of CIMT	<b>Within first hour</b>
Communicate details of the incident to staff, pupils, governors and parents as appropriate	<b>Within hours if practicable</b>
Inform pupils in a sensitive way – small groups if appropriate	<b>Within hours if practicable</b>
Arrange a debriefing meeting for staff involved in incident	<b>Before leaving school</b>
Arrange a debriefing for pupils involved in the incident	<b>Before leaving school</b>

**Even when the incident has ended, arrangements to return the school to normal could go on for some time.**

Facilitate support for high-risk pupils	<b>Next few days, could go on longer</b>
Funerals, rituals and memorials. Consider arrangements following full consultation with all families/carers directly involved	<b>Next few days</b>
Decide/agree a range of response and support measures. These have potential to run for many weeks or months after the critical incident has concluded	<b>As soon as possible</b>
Suggested reading and other resources	<b>As soon as possible</b>
Review and revise plans in light of experience	<b>As soon as possible</b>

**Appendix 4 SCHOOL CRITICAL INCIDENT LOG****INCIDENT:** .....

<b>Date/ Time</b>	<b>Details of Incident</b>	<b>Action Taken</b>	<b>By Whom</b>

## APPENDIX 5

### REFERENCES AND SUPPORT AGENCIES

*If you have difficulty accessing any of the following reference materials, please contact the Educational Psychology Service who may be able to assist.*

- ❑ **Loss, bereavement and critical incident resource pack**  
(2000) The Scottish Educational Psychology Development Programme.
- ❑ **Giving sorrow words**  
Managing bereavement in schools a resource manual (1998) S.Killick & S.Lindeman. INSET pack – has an accompanying video.
- ❑ **Safety and disaster management in schools and colleges** (1998) D. Kibble.
- ❑ **Dealing with disaster** (1994) HMSO Publications.
- ❑ **Wise before the Event** (1993) W.Yule & A.Gold. Calouste Gulbenkian Foundation.
- ❑ **Helping children cope with grief** (1998) R. Wells. Sheldon Press.
- ❑ **Death and loss: compassionate approaches in the classroom**  
(1995) O.Leaman. Cassell: studies in personal and social education.
- ❑ **Helping children to manage loss: positive strategies for renewal and growth** (1998) B. Mallon. Jessica Kingsley Publishers.
- ❑ **Coping with unhappy children**  
(1993) Ved Varma (Ed). Cassell: studies in personal and social education.
- ❑ **Children and bereavement, death & loss: what can the school do?**  
(1993) P. Wagner. National Association for Pastoral Care in Education.
- ❑ **Grief in children** (1990) A. Dyregrov. Jessica Kingsley Publishers.
- ❑ **The forgotten mourners**  
(1995) M.Pennells & M. and S. Smith. Jessica Kingsley Publishers.
- ❑ **Interventions with bereaved children**  
(1995) M.Pennells & M. and S. Smith (Ed). Jessica Kingsley Publishers.
- ❑ **Coping with disastrous events:** Kent County Council.
- ❑ **Critical incidents, a support framework for schools:** Norfolk Education Dept.



## Appendix 6

### CHILDREN AND BEREAVEMENT: USEFUL HELPLINES, SUPPORT GROUPS AND AGENCIES

- ❑ **The compassionate friends.** National support group for families who experience bereavement. Will also offer resources 'on loan' to schools.  
**Helpline:** 08478 683313 [www.allianceofhope.org](http://www.allianceofhope.org)
- ❑ **Cruse.** National organisation that supports the bereaved.  
**Cambridge helpline:** 01223 633536. [www.crusebereavementcare.org.uk](http://www.crusebereavementcare.org.uk)
- ❑ **Centre 33.** Voluntary organisation aimed specifically at 'young adults', defined as those under 26. Can provide information, counselling and support with bereavement & loss. Tel: **01223 316488**.  
[www.centre33.org.uk](http://www.centre33.org.uk)
- ❑ **CAMHS.** Child and Adolescent Mental Health Services.  
Brookside Clinic, Cambridge 01223 **746001**.  
Huntingdon 01480 **415300**.  
Peterborough 01733 777939
- ❑ **Childline.** National helpline for children and young people experiencing distress. Emergency Helpline **0800 1111**.
- ❑ **AICH.** Advice, Information, Counselling Huntingdonshire. A registered charity, which provides free, independent and confidential counselling to young people (aged 14 – 25) in the Huntingdon area: **01480 435061**
- ❑ **The children's hospice for the eastern region:** Milton, Cambridge **01223 815100**.
- ❑ **The Samaritans.** Tel: **08457909090** [www.samaritans.org.uk](http://www.samaritans.org.uk)
- ❑ **Winston's Wish.** Provides support for bereaved children up to 18, plus their parents and carers. Family line: **084 5203 0405**  
[www.winstonswish.org.uk](http://www.winstonswish.org.uk)
- ❑ **National Children's Bureau.** Tel: **020 7843 6000**
- ❑ **The Refugee Council.** Tel: **020 7346 1134**
- ❑ **The child bereavement trust.** Support and counselling for grieving families.  
Tel: **08000288840** [www.childbereavement.org.uk](http://www.childbereavement.org.uk)
- ❑ **Marie Curie.**  
8 Wakeley Street, London, EC1V 7QE  
Tel: 08000 902309 [www.mariecurie.org.uk](http://www.mariecurie.org.uk)