

Allegations against staff and volunteers (ASV)

Last updated: August 2025

Local authority designated officer (LADO) Every local authority has a local authority designated officer (LADO) to whom allegations must be reported and with whom plans should be made about how matters are progressed. The LADO is a senior member of...

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Services for children archive

Last updated: August 2025

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Child protection advisers and safeguarding contacts

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For advice on individual cases contact the child protection advisers in the table below. Head of safeguarding, review and quality assurance Paul Andrews Head of safeguarding, review and quality assurance Perceval House Tel: 020 8825 5264 or 8930 andrewsp@...

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Foreward

Last updated: August 2025

"There cannot be a crisis next week. My schedule is already full" Henry Kissinger. "Every little thing counts in a crisis" Jawaharal Nehru. This guidance is intended to help schools be prepared for a critical incident...

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Introduction - Dealing with critical incidents

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A critical incident may be defined as an incident or situation involving trauma, fatality or serious injury to an individual or serious damage to property. By its very nature such an incident is sudden, unpredictable and outside the range of normal...

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Rapid checklist for headteachers

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Action will depend on the nature of the incident. Ensure a full log is kept of all actions taken as they happen as well as information received. Ensure that all staff and pupils are in a place of safety and security Have emergency services been called?...

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Crisis management

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Stage 1 Initial response Open and continue to maintain a personal log of all factual information received, actions taken and the time and date of these events. This is good practice but is essential for many reasons, including the need to give...

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Response process

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Incident Designated officer or senior officer Checklist notification Level 1 Critical incident A critical incident, which may include a fatality (but not to a member of the school community) an where the incident is not the responsibility of LA/ school...

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Dealing with the media

Last updated: August 2025

As most recent disasters have shown, the response of the news media is likely to be quick with a large number of personnel and equipment. It is usually the police who are responsible for coordination of the emergency service response to a major...

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Educational psychologists

Last updated: August 2025

The role and educational psychologists trainingAll Educational Psychologists (EPs) have an honours degree in Psychology, are qualified and experienced teachers and have a Masters degree in Educational Psychology. They are thus in a unique position...

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