Primate Dixon Primary School

Critical Incident Management and Response Policy

September 2026

Critical Incident Management Policy

Introduction

Primate Dixon Primary School is committed to providing a safe, secure and supportive environment for all pupils, staff and the whole school community.

While every effort is made to minimise risks, we recognise that critical incidents can occur unexpectedly and they may have a significant impact on individual pupils, staff or members of the school community.

This policy sets out how Primate Dixon Primary School will prepare for (Before the Critical Incident), respond to (During the Critical Incident) and recover from (After the Critical Incident) to ensure a planned, effective, coordinated and compassionate approach that is focused on the wellbeing of all affected.

Guidance for our response is described under the following three headings:

- Before the Event,
- During the Event,
- After the Event.

Legislation and Guidance This Critical Incident Policy has been informed by:

• Guide to Managing Critical Incidents in Schools (Department of Education)

• A Guide to Managing Critical Incidents in Schools (DE Guidance, January 2014)

• Safeguarding and Child Protection in Schools – DE Guidance (September 2024)

• Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (NI) 2017 (RIDDOR), where applicable

• Safeguarding Board for Northern Ireland (SBNI) principles

RATIONALE

A critical incident can exert enormous pressures on individuals and the whole school community. The resulting wave of emotion is intense and can be over-whelming. The prior establishing, maintenance and on-going promotion of our school ethos, as a caring and supportive community, is central for helping everyone, staff and pupils, to cope and feel valued at a time of great stress.

Response strategies, everyone's role in them and sources of help and support are in place as part of a pre-planned proactive process of staff development.

At Primate Dixon PS, we ensure all appropriate monitoring and support arrangements necessary are in place for all our school community, especially those with delayed or complicated grief reactions and who may be 'at risk' of requiring particular attention and coordination. We recognise that it may be necessary that there will be a period of high-level vigilance for everyone's emotional well-being and that this may be over an extended period as they come to terms with what has happened.

We recognise that our teaching and support staff have an important role to play in maintaining a purposeful and supportive environment while sensitively helping restore harmony and routine back to the lives of pupils and the whole school community.

Definition of a Critical Incident

A critical incident may be defined as any sudden and unexpected incident or sequence of events which causes trauma within our school community and which overwhelms our normal coping mechanisms.

Some examples of critical incidents may include:

- Sudden death of a pupil or staff member;
- Disappearance of a pupil or staff member;
- Death or injury of a pupil or staff member on a school trip/outing;
- Severe injury or death of a pupil or staff member as a result of a road traffic collision;
- Violent intruder on a school premises;
- Serious damage to school premises.

Critical Incident Management Policy Aims

The aims of Primate Dixon PS Critical Incident Management Policy are to:

- Recognise which incidents may be critical for the school community;
- Respond to a critical incident in an informed manner;
- Create a positive, open, communicative climate where the needs of staff and pupils are met in critical incident situations;
- Create a safe school environment whereby the physical, social and psychological health of pupils and staff is prioritised;
- Monitor and review the policy for dealing with emergencies;
- Promote active coping skills within the curriculum; and
- Establish positive working relationships and dialogue with outside agencies, thus enabling full and effective collaboration in the event of a critical incident.

Our school's response to any critical incident will differ according to the nature of the incident and the specific circumstances pertaining to it.

Before the Event

Critical Incident Management Plan

In Primate Dixon PS, the guidelines and procedures identified in this document will form the basis of our response to a critical incident. The Critical Incident Management (DE Guidance Appendix 3) will guide that response and also serve as a record of events and action taken.

All information recorded as part of a critical incident should be treated as confidential and shared and stored in accordance with Data Protection and Child Protection procedures.

The Critical Incident Management Team will work closely with the Education Authority Critical Incident Response Team (028 3751 2515) to ensure that appropriate support, advice and guidance are available to pupils, staff and families.

Critical Incident Management Team

In Primate Dixon Primary School, the Principal, Siobhán Murphy and Vice Principal, Caitríona Devlin will lead the school response and accept joint responsibility for the recording of that response. They will be supported by School Leadership Team members Theresa McIver and Roslyn Arthur and School Bursar, Anne Mitchell.

Additional staff may be co-opted depending on circumstances.

Each member will have clearly defined roles, reviewed biannually through the Critical Incident Management Plan (DE Guidance, Appendix 3).

Roles and Responsibilities

Board of Governors

• Approve and regularly review the Critical Incident Management Policy.

• Ensure appropriate arrangements are in place for the management of critical incidents.

Principal

• Mrs Murphy will maintain a Critical Incident Management Team

• Lead the school's response to a critical incident, regularly reviewing the plan in place to respond to a Critical Incident should it arise.

• Mrs Murphy will inform and update the Chair of Board of Governors as appropriate.

• Act as the main point of contact with the Education Authority, CCMS and external agencies before, during and after a critical incident.

• Ensure accurate information gathering, record keeping and decision-making in line with best practice outlined A Guide to Managing Critical Incidents in Schools (DE, Appendix 3).

• Authorise all communications with parents, the community and the media.

Other CIMT Members

• Provide support and guidance for teaching and non-teaching staff, including those who are absent from work or off-site for any reason.

• Always ensure pupil safety and supervision.

• Maintain a calm environment and provide reassurance.

• Follow agreed procedures and leadership direction.

• Support the restoration of routine and stability.

• Be attentive to pupil wellbeing.

• Maintain confidentiality and professional boundaries.

School Staff

• Follow the direction of the Principal and CIMT

• Maintain normal routines and structure as far as is practicable

• Communicate accurately and appropriately, only sharing agreed information with pupils

• Support pupils' emotional wellbeing, observing and reporting on signs of distress or concern

• Support colleagues as appropriate and access support for oneself if required

School Secretary

- Maintain records
- Support communication
- Management of phone calls and enquiries

During the Event

Implementing the Critical Incident Management Plan

At Primate Dixon PS we are aware that no two incidents are alike. We will always assess needs first using the information available and record it on our Critical Incident Management Booklet.

When a critical incident occurs it will be necessary for us to inform key people of the event that has taken place and to ensure that they remain updated. These may include the emergency services, members of the school's Board of Governors, CCMS, the EA's Critical Incident Response Team.
A list of relevant names with current phone numbers is included in the school's Critical Incident Management Booklet and is updated on a regular basis.
The Principal, Mrs Murphy and Vice Principal, Miss Devlin retain copies of this booklet at home, as well as in school, under secure storage arrangements.

Primate Dixon Primary School Critical Incident Management Team will:

1. Assess the risk, gather factual information and take appropriate action. Begin use of Critical Incident Management Booklet and follow tasks suggested. These will include:

    - Initiate agreed school evacuation procedures and arrange emergency agencies if required;
        - Mobilise the Critical Incident Management Team;
        - Establish a central information point, set regular briefing and debriefing times and, if possible, have a dedicated telephone line;
        - Notify the emergency services/other relevant authorities, Chairperson Board of Governors, CCMS, the EA's Critical Incident Response Team and other relevant agencies such as counselling agencies;
        - Maintain structures and routines where possible;
        - Create a calm, reassuring and supportive environment where pupils and staff feel safe and cared for.

2. Co-ordinate the school's response by following Critical Incident Management Booklet for guidance.

   - The School's Critical Incident Management Team will meet before staff briefings;
   - Mrs Murphy or member of the school's CIMT will meet with staff in the morning to brief and in the afternoon to debrief;
   - During the morning meeting with staff CIMT will share information, liaise and delegate, discuss the intervention plan, agree how and what pupils will be told being mindful that in certain circumstances there may be a police investigation into an incident. The school's Critical Incident Management Team will liaise with the police for further guidance, if necessary;
   - Collect, record, verify and update details (time, place, those involved etc)
   - Prepare a media statement – due care is taken about naming any pupil without parental/PSNI permission;
   - Set up a recovery room in the school if needed;

3. Organise contact with pupils and parents

   - Give the facts of the critical incident, sharing the information honestly, sensitively and appropriately, mindful of legal implications, the potential police investigations and confidentiality;
   - Inform parents by telephone or in person if their child is involved, as soon as the initial information is confirmed. School will be aware that the social media may have reached them first with news of the event, which may contain inaccuracies;
   - Ensure only accurate information is shared ;
   - Maintain appropriate communication between school and parents;
   - Provide appropriate information for parents on possible reactions of pupils and how to support them.

4. Restore the school to regular routine as soon as practicable

   - If planning visits to injured and bereaved, we will ensure that a senior member of staff remains on the school premises;
   - Continue to liaise with the Chairperson of Board of Governors, Critical Incident Response Team and others as appropriate.

5. Continue to monitor the well-being of pupils and staff, especially the most vulnerable

   - Identify at-risk pupils and staff, arrange for follow-up support, involvement with other professionals and referrals as necessary;
   - Assess the need for specialist intervention of staff and pupils.

Staff Briefing and Debriefing

In the event of a critical incident affecting the school, staff will receive information from the school's Critical Incident Management Team (CIMT). The Principal, Mrs Murphy along with the CIMT will be responsible for relaying factual information on what has occurred, how the incident will be handled and how staff can contribute to the school's response.

In order to do this effectively it is our intention to have a formal staff briefing as soon as possible after a critical incident and then a debriefing at the end of the school day. Every effort will be made to keep staff updated on developments in the course of the day and this will be done informally during morning breaks and/or lunchtime using the school's staff room.

At the initial briefing session, staff will be given clear and factual information, as currently available, about the critical incident. If full details are not known at this point, we will still hold the briefing and share what has been confirmed. Staff will be assured that as further details become available, they will be updated as appropriate.

Advice on how to inform and support pupils will also be provided including practical arrangements.

Information will be given on how staff can be supported and the afternoon debriefing meeting will be announced.

The end of day debriefing will take place and that any staff concerns will be listened to. Staff will be asked what they have had to deal with, how they handled it, what was difficult and any other issues that may have arisen.

Staff will be informed of the tasks which need to be addressed in relation to the next day and will be made aware that there will be a meeting again in the morning.

Staff will be encourage to prioritise their own wellbeing and about the supports available to them.

While all members of staff should attend briefing meetings, we will ensure that any staff that are vulnerable and struggling to cope, are not expected to take an active role.

Those members of staff who appear to be vulnerable will be offered additional support.

Substitute and absent teachers will also be informed of the situation and supported as above.

Breaking the News to Pupils

While we recognise that it is important to inform pupils of a critical incident as soon as possible. We recognise that delaying a formal announcement may make the situation worse, as rumour can add another dimension to the existing problem. However, we also remember that our children age from 3 years to 11 years of age. Therefore, all information to children must be age appropriate.

In Primate Dixon PS the most appropriate person to communicate this difficult news will usually be the class teacher, (supported by the CIMT), as they are familiar to the pupils and trusted by them.

We will be mindful of pupils with SENs and other needs, those with English as a second language, Children Looked after and those recently bereaved.

We are mindful that the manner in which a critical incident is announced to the pupils can have a major impact on the emotional responses of the whole school community. Before making the announcement of a traumatic event, such as an accident or sudden death, which is not already widely known in the school or community Primate Dixon PS will give careful attention as to the content of what pupils are to be told by:

1 Carefully wording the announcement and providing written copies to teachers for use;

2 Ensuring that the family's right to privacy is respected. In the case of suspected suicide, we will be careful about language using the term *sudden death* instead of suicide;

3 As pupils may have heard rumours it is important therefore that the broad facts of the event, once verified, are communicated to the pupils in a calm and controlled manner. Staff will make a straightforward sympathetic announcement of a loss with a simple statement of condolence, in a sensitive and age-appropriate manner. This will help minimise rumour, provide an opportunity for the pupils to talk, express their reactions and help to prevent hysteria developing.

4 Making the announcement simultaneously so that all pupils will hear about it at the same time.

5 Reducing the potential for creating a highly charged emotional climate and providing a 'safe container' by informing pupils in small groups for example, close friends, class group, year group and in their own classroom setting.

6 Allowing sufficient time for pupils to begin to discuss their feelings.

7 Staff will provide a calm, reassuring presence, listening carefully to pupils and allowing them opportunities to express feelings and ask questions. Staff should not feel that they need to have all the answers to pupils' questions (as they will not) and indeed it may not be appropriate to give out detailed information. Theirs is a listening, supportive and containing role.

8 Be as truthful as possible when responding to the questions of pupils, but keep in mind that early information available about a traumatic event may not be accurate.

9 Monitor the reactions of the pupils.

10 Provide designated area for pupils should they wish to come out of their class. They may wish to go to a quiet place (where they can be supervised) or to talk to someone.

11 Staff members need to be able to respond to pupil's needs and reactions in a calm, caring, compassionate and containing manner. They need to know that they will be supported and affirmed in their efforts to maintain this level of control.

12 It is important to communicate that the staff care about those affected by the critical incident and to model appropriate concern.

Normal School Routine

Our school aims to restore normal school routine as soon as practicable following the news of a critical incident. Sustaining the normal routine with timetabling flexibility will allow pupils and staff to access support and will also maintain a sense of continuity and stability for the whole school community.

Pupils Off-Site

In Primate Dixon Primary School, we are mindful of pupils who are absent from school for any reason. As with all other pupils, thought will be given as to how they are contacted, informed and supported. The school's CIMT will agree on the most sensitive and practical ways of breaking the news, bearing in mind those pupils may already have heard several versions by phone.

Pupils who are absent from school due to illness will be informed. This is of particular importance if the absent pupil is in the same class or is the friend of a child who has died. In such a case, early contact will be made with the pupil's parent/carer. A pupil's return to school in any of these circumstances will be sensitively managed.

Pupils with Additional Needs

Within Primate Dixon PS there are a significant number of pupils with additional needs including pupils with learning and communication difficulties who will require special consideration from staff. These pupils will be told the news separately, if possible, in language appropriate to their level of understanding. At Primate Dixon PS we know our children and are best placed to support them. Support will therefore be tailored to individual needs and levels of understanding. Due to the diverse nature of pupils' special educational needs, the school's Special Educational Needs Co-ordinator, Caitríona Devlin, will be consulted about the best approach for each child.

Contact with Parents/Carers

When a critical incident occurs parents will need to be informed. Parents of pupils directly involved will be contacted as appropriate. If the death of a child has occurred fore most in our thoughts will be to support the bereaved parents with sensitivity and respect for their wishes. The Principal, Mrs Murphy will make contact as soon as possible to express sympathy, listen to the wishes of the family and discuss how the school community can provide support during an exceptionally difficult time.

Other parents as appropriate will also need to be informed by letter. The letter might contain information about what has occurred and the school's response. Consideration will also be given to the needs of parents of children whose first language is other than English.

We will provide parents/carers as required with information with guidance and reassurances about common reactions children may experience following a traumatic event, together with practical suggestions of support. Where there are vulnerable pupils, parents may be contacted personally.

We are aware that social media and media is instantaneous and that there may be other sources spreading the news or an incorrect version of events around the community. By informing the school community as soon as possible with correct information (with the family's consent) we aim to reduce anxieties and, hopefully, prevent the spread of rumours.

We are acutely aware that activity on social networking sites during a critical incident can be a source of potentially important information, such as suicide pacts, identification of vulnerable groups or individual young people who may be at increased risk of suicide. Given privacy restrictions to people's personal web pages, distressing information may be posted without the knowledge of parents or school staff and we recognise that is likely that users will block access so activity of this nature will not be accessible to everyone.

In line with guidance Primate Dixon PS will not engage in monitoring of social media. However, should we become aware of inappropriate posts by pupils, we will inform parents or appropriate agencies.

Funeral Arrangements

In Primate Dixon PS the attendance at a funeral following a critical incident will be considered in line with our Bereavement Policy and Safeguarding Policy.

At all times the welfare of all our pupils is paramount.

Managing the Media

In Primate Dixon PS, all media enquiries will be channelled through the Principal, Siobhán Murphy or in her absence Vice Principal, Caitríona Devlin.

Staff will be reminded about this school policy and will be advised not to speak with the media directly.

However, it may be necessary to explain to the media that it is not possible to answer their questions at a particular time because of the sensitive nature of the incident or because the information is not available for various reasons. Mrs Murphy will liaise directly with the media as more details become known. It may be necessary to check with the police, ambulance, fire and rescue service, EA/CCMS Communications Officers, as appropriate, before making a statement.

The school accepts that co-operation with the media can make the difference between inaccurate reporting, resulting in a story that reflects negatively on our school and one which shows our school's caring role and ability to respond effectively in a crisis.

For safeguarding reasons and to ensure that 'normal' school life is disrupted as little as possible, the news media will not be permitted on school property without the approval of the Principal, Siobhán Murphy. The news media does not have legal access to school property without such consent. This applies to television, radio, print media and photographers.

Dealing with a death by suspected suicide

Legally and ethically the term suicide should not be used until this is determined by a Coroner's Court. This can be one to two years after the actual death. Despite this, we recognise that pupils and members of the community might still be inclined to describe a death as suicide before this has been established. The term 'suicide,' however, will not be used by school. Phrases such as 'tragic' or 'sudden' death will be used instead. When talking to pupils we will not dwell on the cause of death.

In the aftermath of such a tragic event, any threat of suicide among pupils will be taken seriously and the pupil(s) referred immediately to the Designated Teacher for Child Protection and Safeguarding, Caitríona Devlin, who will take appropriate action. Care should be taken to identify potentially vulnerable pupils and remind them of supports available, including talking to staff.

Potentially vulnerable pupils may include:

- Close friends and relatives of the deceased
- Pupils with a history of self harm, suicidal behaviour
- Pupils who have experienced a recent loss or separation
- Pupils who have been bereaved by suicide in the past
- Pupils with mental health difficulties
- Pupils with child protection needs
- Non-communicative pupils who have difficulty talking about their feelings
- Pupils experiencing serious family difficulties, including mental or physical illness
- Pupils with additional needs

In our school we are vigilant around the time of an inquest, court case and the anniversary of a death. As with any death, our school community will wish to remember the person who has died and to pay tribute to their memory. When an apparent suicide has occurred, staff in Primate Dixon PS will be careful to remember the person without glorifying the means of death.

We also acknowledge that it is important for events to be reported in a sensitive and measured way so that other vulnerable young people are not put at risk.

Staff Welfare

The promotion of our school ethos of a caring, supportive community is central to all we do and we will ensure we do all we can to help all staff feel valued and to cope at times of great stress and uncertainty. In addition to support arrangements for all staff from within Primate Dixon Primary School, external sources of help will be identified and made known to all. During a crisis, consideration will to be given to the provision of opportunities for staff, as individuals or in groups, to discuss their own reactions to what has happened, to assess the climate of the school and to share their observations on the monitoring of vulnerable pupils.

The Principal, Mrs Murphy will ensure that staff are well always supported during the school year and even more so during a crisis. In order to support pupils effectively, staff will be kept informed, given clarification regarding their role and given support. The needs of all staff will be monitored so that vulnerable individuals receive appropriate support, encouragement and understanding. supported. There are a number of ways in which this will be done, through school and external support, both formally and informally.

Informal support in school may operate through colleagues who are also friends of a member of staff and who can look out for them and support them.

Formal support can be arranged by a staff member by contacting Inspire Workplaces.

Telephone Number: 0808 800 0002

https://healthwell.eani.org.uk/policies-and-support-services/lena-inspire

The needs of the Principal and other senior members of staff, who are expected to exercise sensitive and strong leadership during the incident, will also be provided for in the planned support arrangements. While this group of staff may be well supported from within the school, it is likely that support will also come from outside the school.

School Closures

Depending on the nature of the critical incident and its impact on the school and wider community, it may be necessary to suspend the normal schooling for a short while to permit an appropriate response. In very exceptional circumstances, such as a death on school premises, it may be necessary to close the school. Further advice with regard to exceptional closures and the procedures to be followed are contained in the Department of Education circular, Circular Number: 2018/20

Critical Incidents during School Holidays

In Primate Dixon PS should a critical incident occur during the school holidays we will inform staff and parents through our normal communication channels. When the school reopens we will support the pupils as appropriate.

Unsolicited Support/Advice

In Primate Dixon PS we are aware that, during a critical incident, offers of help and support will come from many sources, some welcome and part of our planned response, and others which, though well intentioned, may only serve to complicate that response. Careful consideration will be given to the benefits to be gained for our school community of accepting help from any source, other than those which had been planned for. All contact with pupils from any agency or individuals will be governed by our Safeguarding and Child Protection Policy.

Police Investigation

In Primate Dixon PS we are also aware that the sudden death of a pupil may trigger an investigation and involve a number of agencies. This will depend on individual circumstances pertaining to the pupil. School staff may be asked to co-operate with enquiries by the PSNI or other investigating authorities. Such protocols, though necessary, can bring additional stress to bear during an already difficult time. The Principal and School Leadership Team will facilitate this process as well as provide the necessary support and reassurance for those staff who may be involved.

AFTER THE EVENT

The aim of the work carried out in Primate Dixon Primary School during the weeks, months and sometimes years following a critical incident is to help its immediate and broader community cope with and recover from the tragedy and trauma of the event. Healing and recovery take time and a sense of normality will be approached carefully and compassionately. Alongside the maintenance of a purposeful and supportive environment will be the need for a high level of staff vigilance for pupils' emotional wellbeing (watchful waiting) and the monitoring of those individuals with on-going difficulties. We understand that reactions and emotions may not surface for months, even years following the event and that painful feelings and reactions can be triggered by seemingly innocuous events.

Ongoing Support for Pupils

Following a critical incident, it is likely that there will be considerable distress evident among many pupils, especially friends and relations. Our staff will be on the lookout for signs of delayed or complicated grief reactions. In Primate Dixon PS, pupils who continue to show signs of significant distress after a number of months and who are finding the return to normal functioning difficult, will be supported including appropriate referrals to appropriate personnel for specialist intervention.

Staff will also consider the need for action plans of support for individuals and groups and continue close liaison with external agencies for guidance and reassurance. This period of high-level vigilance (watchful waiting) for pupils' emotional wellbeing and the on-going identification of pupils 'at risk' may need to be maintained for some time. It is important to realise that safeguarding children is a multi-agency concern and can become a child protection issue. The welfare of the child or young person will always be paramount.

When a bereaved pupil is due to return to school, the CIMT will give due consideration as to how best to facilitate this and plan support for the pupil and his/her peers.

When a pupil moves school and has been subjected to a trauma, the transferring school will be informed.

Support for Families

At Primate Dixon PS we understand and are mindful that the impact of a critical incident can remain with families long after the tragic event and that grief has no timetable. We recognise that families may need support at different times of that journey. We are committed to offering ongoing care, understanding and support recognising that grief and recovery are unique to each individual and family. In the event of the death of a child, parents may wish to have mementos of their son/daughter's involvement in the life of the school and to hear about his/her achievements. The return of personal belongings and/or schoolwork to the family, perhaps in a 'memory folder' or 'memory box' will be handled sensitively. And care, taking into account the wishes of the family and that treasured memories are preserved respectfully. Consideration will also be given with regard to events that the deceased pupil would have been part of, for example Sacraments/Leaver's mass.

Anniversaries and other significant times

Consideration will also be given to marking the anniversary of the incident in an appropriate manner, and in accordance with the wishes of the family affected. Anniversaries may revive deep feelings of sadness and loss among pupils and staff and these occasions will be approached with sensitivity, understanding and appropriate support. Additional support for pupils and staff may be required at this time. Staff will be mindful that Birthdays, Christmas, Mother's Day and Father's Day may be particularly difficult for some pupils and families and additional care and understanding will be offered at these times.. In addition, there will be a need to take account of any long-term legal processes, e.g. a court case or an inquest, possible media interest and any related public events which may be unsettling for our school community.

Monitoring and Review of Critical Incident Management Plan

In light of experience, the Critical Incident Management Team will review and evaluate our provision for coping with critical incidents after a critical incident, termly and annually. What went well? What was most/least helpful? Were there any gaps? Have all necessary referrals to support services been made? Is there any unfinished business? This review will be undertaken in collaboration with those support agencies involved and will include consultation with all parties concerned.

Staff Continuous Professional Development

Staff Continuous Professional Development Staff training will be provided as required.

All staff will become familiar with the contents of the Critical Incident Management Policy as part of the staff training.

Primate Dixon Primary School does not consider that the critical Incident Management Plan and Policy as a stand-alone policy document. Links with other policies including:

- Positive Behaviour Policy
- SEN Policy
- Child Protection and Safeguarding Policy
- First Aid Policy
- Pupil Attendance Punctuality Policy
- Online Safety

APPENDICES

DE - A Guide to Managing Critical Incidents in Schools

https://www.education-ni.gov.uk/publications/guide-managing-critical-incidents-schools-appendices

Critical Incident Management Guide – Initial Report and Running Record

https://www.education-ni.gov.uk/sites/default/files/publications/de/appendix-3.pdf

Useful Contacts

EA Critical Incident Response Team	028 3751 2515
Department of Education	https://www.education-ni.gov.uk/
Education Authority Armagh Region	www.eani.org.uk 028 9056 4000
EA Child Protection Support Services	028 9598 5590
HSCT Duty Social Work Team	
PSNI	Non- Emergency – 101 Emergency – 999
Health and Safety Executive	www.hseni.gov.uk 02890243249
Public Health Agency for NI	www.publichealth.hscni.net 03005550119 (Duty Room)
Family Support NI	www.familysupportni.gov.uk