**Prompts to inform the writing of letters in the event of a**

**Critical Incident**

1. Who is the audience? (Parents, media, etc.)
2. What is the stage of the incident? (During, after)
3. What emotional tone is appropriate here?
4. Did the incident occur during the weekend or school holiday?
5. What is the key / main message(s) you need to convey?
6. How much information is required? (Brief and factual. Name the Year group, if you have not received parental consent to state names.)
7. What will be the school’s response and proposed action plan?
8. How have the school reassured the pupils? (with regard to the rarity of the particular event/incident and the range of ‘normal’ responses.)
9. Which external services will be available to support the school: Staff, students and parents?
10. How can parents opt in or out of external support for their children?
11. What reassurance will be offered to parents? (e.g., school’s explanation to pupils; what to look-out for and how to support children, etc.)
12. What support will be provided for parents? (Drop-in, etc.)
13. What additional (written) information will be provided for parents?
14. How will the information be made accessible for parents for whom English is an additional language?
15. When will be the commemoration and what will be the school’s contribution /representation? (In consultation with parents.)
16. When will the next update follow?
17. Finally, ask another member of staff to undertake a ‘sensitivity check’ before sending out the letter.