

20th May 2022

Dear Parents / Carers,

School Closure – Loose Site (May 20th 2022)

Many thanks for your support and understanding today, whilst we have dealt with the very challenging situation of having no water as a result of a burst mains water pipe. This matter has been entirely beyond our control and could not have been predicted.

- When our site team arrived at School at 07:00 this morning there was no indication of these problems.
- At 07:30 staff alerted the site team re. potential problems. When checking the mains water it was concluded that there was no pressure.
- The site team contacted South East Water, who confirmed that there was an issue in the area.
- As we have experienced intermittent water problems throughout this week, South East water were given the opportunity to see if they could immediately resolve it.
- South East water provided a live update on their website at 08:02 regarding the problem and indicating at that point that the estimated completion time was 13:02.

Interruptions - NORRINGTON ROAD, MAIDSTONE, ME159RA



Name
Interruptions - NORRINGTON ROAD, MAIDSTONE, ME159RA

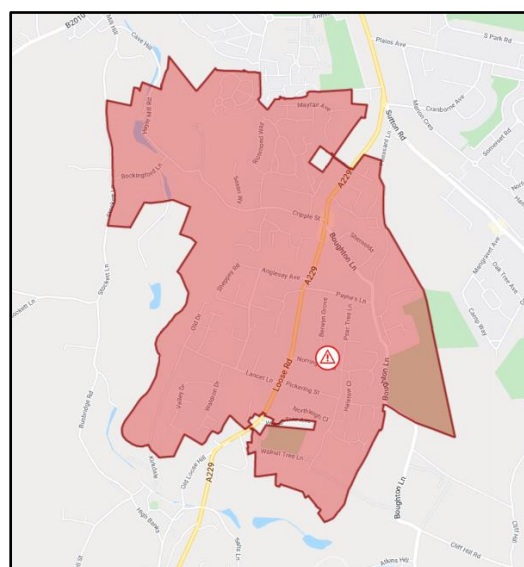
Status
Verified

Description
We're really sorry to those of you who are experiencing low water pressure or no water at the moment. This has been caused by a burst main which is preventing us from running the pumps that supply this area of our network. We are working to repair this burst as quickly as we can. While repairs are being undertaken, we are looking to make temporary alterations to our network to bring water from other area to restore water to as many customer as possible. We can't say just yet how long this will take but please rest assured we're doing everything we can to get you back up and running as soon as possible. For updates via SMS or email, please click on the links below. Incident ID: 73628

Estimated Start Date
20/05/2022 08:02

Estimated Completion
20/05/2022 13:02

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The subsequent decision to close the School was not taken lightly and all possible alternatives were considered first. However, without mains water, our tanks hold approximately an hour of water; having no water after that presented us with a significant health and safety risk, leaving us with no alternative but to close the School. Due to the size of the School and the needs of our pupils, contingency plans such as relocating pupils to another site / organisation are unfortunately not possible. We also understand that the other Schools sharing the same campus as us made the same difficult decision to close later this morning.

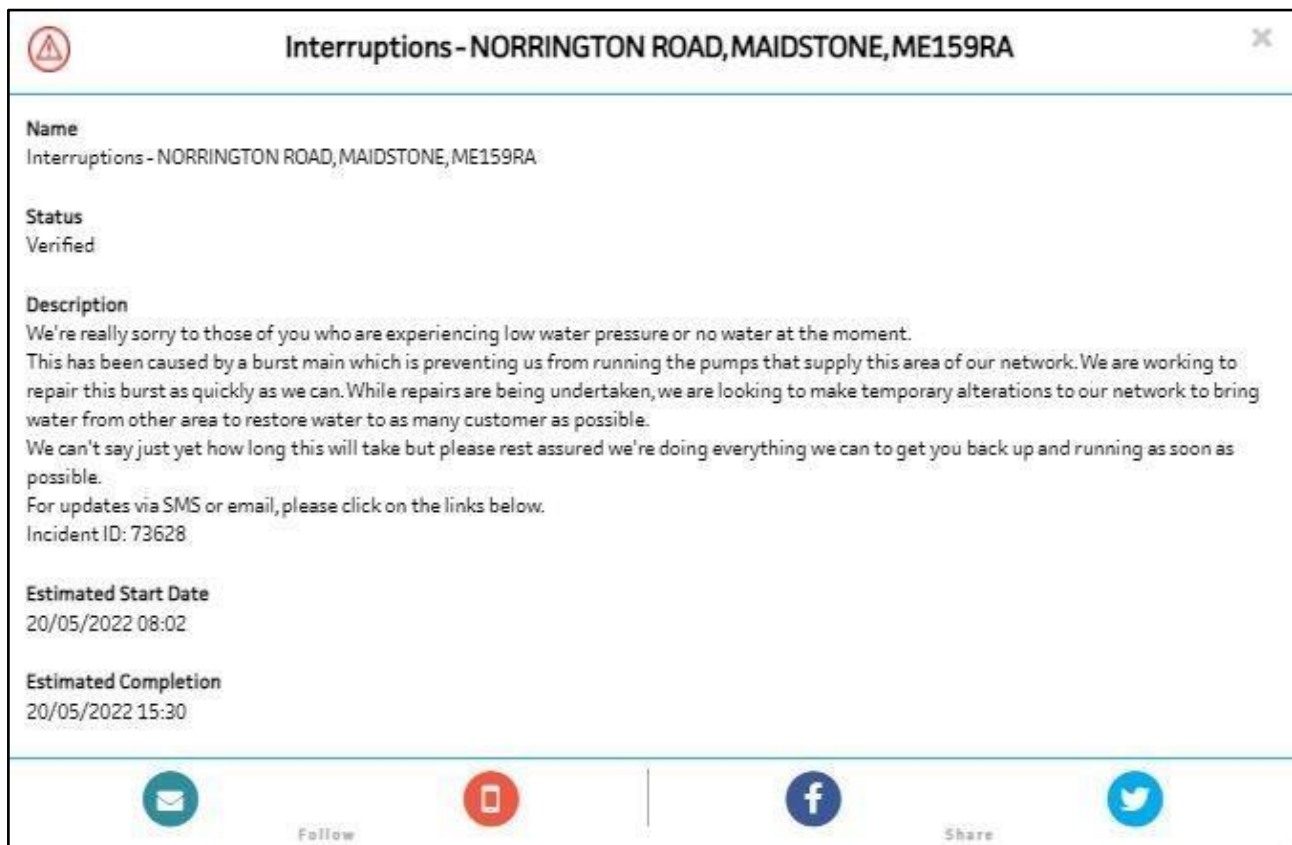
Our decision was then communicated to parents / carers, transport companies and the Local Authority as quickly as possible via social media, Teams, Arbor and telephone calls – unfortunately it was not

possible to contact everyone immediately due to the fact that some people may already have been on route to the School and unable to receive calls. We apologise for this.

We advised that we hoped to be able to re-open the School in the afternoon as well as to be able to hold the planned after School disco.

We apologise if some of the follow up communications you then received were confusing e.g. in terms of whether our disco would be going ahead or not and if we would be in a position to re-open the School in the afternoon. We were keen to keep all options open and available to us, to offer you a service as far possible and to avoid making decisions that we may later regret with the benefit of hindsight.

At approximately 12:30 South East updated their website as follows:



The screenshot shows a notification window titled "Interruptions - NORRINGTON ROAD, MAIDSTONE, ME159RA". It includes the following information:

- Name:** Interruptions - NORRINGTON ROAD, MAIDSTONE, ME159RA
- Status:** Verified
- Description:** We're really sorry to those of you who are experiencing low water pressure or no water at the moment. This has been caused by a burst main which is preventing us from running the pumps that supply this area of our network. We are working to repair this burst as quickly as we can. While repairs are being undertaken, we are looking to make temporary alterations to our network to bring water from other area to restore water to as many customer as possible. We can't say just yet how long this will take but please rest assured we're doing everything we can to get you back up and running as soon as possible. For updates via SMS or email, please click on the links below. Incident ID: 73628
- Estimated Start Date:** 20/05/2022 08:02
- Estimated Completion:** 20/05/2022 15:30

At the bottom of the notification, there are icons for "Follow" (envelope icon) and "Share" (Facebook and Twitter icons).

It was therefore clear that the School would not be able to open in the afternoon and this was communicated to you by social media and Arbor. Given that the estimated completion of the works had already been pushed back once by South East Water, we decided that it was also prudent to cancel / re-schedule the disco.

Kind regards

The Senior Leadership Team