

06 November 2023

Dear Parent/Carers

**Re: School Closure 7/11/2023**

We have had to make the decision to CLOSE the academy, tomorrow, 7 November 2023.

This decision is due to the failure of our internet provider which has impacted on the following critical systems:

- No fire alarm.
- No registration system for students or staff.
- No access to emergency contact details.
- No incoming phone systems.
- No electronic safeguarding recording platform – CPOMs.

The failure of these systems means that we cannot provide a safe system of care for our pupils and so we will have to close for the day.

This is an unprecedented failure by an external supplier to the Trust. You can be assured that we have done everything within our power to resolve this issue today but unfortunately even their backup plans have not worked. We understand that this failure has also impacted on many people in the local area.

We will continue to work with the supplier through the night to find a solution for this failure, however we wanted to give you all as much time as possible to make alternative plans.

We will communicate updates via the academy Facebook page, our website and Group Call via your mobile phone at 12pm and 4pm.

Unfortunately, we are unable to upload work onto Teams as this requires internet access.

We are so sorry for this inconvenience and will do everything within our power to ensure that the situation is resolved for Wednesday.

Kind regards



**Mr. M Van Lier**  
Principal