



Our ref: NAR/KIS/Incidentupdate/2025-26

10 November 2025

Good Afternoon

Following the unprecedented incident on Friday we wanted to update parents/carers on the situation and share that it has highlighted some issues with our school communication system. As a school we followed out lockdown protocol by firstly ensuring student and staff safety, followed by a text message as soon as possible. This was sent at 3.44pm. If you have the MCAS app this will be a notification into the app, not a physical text message. It is imperative that you have your notifications set with MCAS and your mobile phone to ensure you are notified.

- Notifications Disabled: Ensure that notifications are enabled in app settings. You can check this by going to the app's settings and looking for the notifications option
- Push Notifications: If you are using the app on an iPhone, make sure that push notifications are enabled in the app's setting, For Android users, this may be in the app's settings or the device's notification settings.
- App Settings: Check the app's settings to ensure that the app is set to send notifications to your device.
- Device Settings: Ensure that your device is set to receive notifications from the app. This may involve checking the device notification settings or the app's settings.
- If once all the above steps have been checked or changed and you still do not receive notifications, then please delete the app and then reinstall to ensure you have the most up to date app.

At 4.45pm a letter (see attached) was sent via our Bromcom system to your email address to all parents/carers with a very important update from the Headteacher. It was not until a member of staff /parent alerted the Senior Leadership Team that they had not received this letter, we realised they may be a technical issue. Therefore, a copy of the letter was posted on social media and resent.

Following an investigation by the IT Team over the weekend it appears it was a google issue that prevented the letter being delivered to all as expected or indicated to us. This has also highlighted there has been some unknown issues with previous school communication not being received which we are disappointed to hear.

We have taken steps this morning to ensure this issue has been resolved but we rely on parents/carers to ensure you update us or use the app to make changes to email addresses and mobile numbers.

Today in school we have delivered a presentation to all students during form time providing clarity around the incident on Friday and reminding staff and students of our lockdown protocol and procedures. Incoming PHSE lessons this week and next will also focus on some of the wider learning regarding such incidents in the community.

We have arranged for a drop in sessions all day today for any students needing support following the incident. If you feel you feel any additional support may be required, please contact your child's form tutor.

Safeguarding remains our priority. A lockdown is an exceptional event, which requires support from our parents/carers for us to keep students safe.

Kind regards

A handwritten signature in cursive script, appearing to read 'K Isaksen'.

Mrs K Isaksen
Headteacher