



CASTLE VIEW ENTERPRISE ACADEMY

Business Continuity Plan

Date of Review: 01 February 2016

Next Review Date: 05 January 2017

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Introduction

Distribution List

Copy Number	Name	Location
001	Janet Bridges, Principal	Principal's Office
002	Phil Smith, Interim Finance Director	Finance Directors Office
003	Diane Bell, Finance & Operations Manager	Finance/Facilities Office
004	Gareth Barwell, Facilities and Centre Manager	Finance/Facilities Office
005	Reception/Security	Reception/Security Desk
006	Lee Anderson, Leadership & Business Support Manager	HR Office

Revision History

Version	Date	Changes	Author
V1.0	02/12/14	Updated with emergency closure no's	G. Barwell
V1.1	03/11/15	Additional details added re. insurance details and staffing / contact no. updates	G. Barwell
V1.2	01/02/16	Additional contact details added for Local Authority Contacts	L. Anderson

If you have any suggested changes to this plan, please notify

Gareth Barwell - Facilities and Centre Manager

Aim of this Plan

To prepare the Academy to cope with the effects of an emergency.

Objectives

- To define and prioritise the Critical Functions of the Academy
- To analyse the emergency risks to the Academy
- To detail the agreed response to an emergency
- To identify Key Contacts during an emergency

Critical Function Priority List

Priority	Critical Function
1	To safeguard the safety and welfare of students, staff and visitors
2	To resume provision of education services at the earliest opportunity and, where possible, secure a continuation of learning.
3	To return the Academy to normality.

The following list can be used during an emergency to assist with decision making when compiling an Action Plan as to which function needs to be reinstated first.

Emergency Response Checklist - For use during an emergency

- Start log for actions taken:

- Liaise with Emergency Services:

- Identify any damage:

- Identify Functions disrupted:

- Convene Response / Recovery Team:

- Provide information to staff/students:

- Decide on course of action:

- Communicate decisions to staff/students:

- Provide public information to maintain reputation of Academy:

- Arrange a Debrief:

- Review Business Continuity Plan:

Key Contact Sheet

Contact	Office Number	Mobile Number	Useful information
Police/ Ambulance/ Fire Brigade	999/101		In all Emergencies
Southwick Police station	01661 872555/101		Local police
Mrs Janet Bridges	0191 561 5533 (40228)	07962039526	
Mr Phil Smith	0191 561 5533 (40225)		
Sallie Swann	0114 273 5827	0114 2304335	LEA
Andrew McGuckian	0191 561 2252	07827954533	SCC Safeguarding Link Officer
Stephen Hoggett	0191 561 1378		SCC HR&OD
Sarah Gallagher	0191 561 2968		SCC – Occupational Health
Gareth Barwell	0191 561 5533 (40229)	07748530546	Facilities and Centre Manager
Lee Anderson	0191 561 5533 (40231)	07984934143	Leadership & Business Support Manager
Alan Crute	0191 561 5533 (40229)	07516296675	Facilities Assistant
ADT	0191 451 5000		Alarms and cameras
Astral	0191 257 1440		Building Management System
Auto Door	0191 456 5958		Emergency Exits, auto doors, roller shutters and fire doors
CMS	0191 495 0741		Gas and electric
J. Cullerton & Sons	0191 383 1145		Electric and Gas
Myers	0191 384 6600		Gas and plant rooms
Northumbrian Water	0845 717 1100		Emergency
	0800 328 7648		Flood from sewerage system
	0800 393 084		To report a leak
Gas Emergency	0800 111 999		Gas emergency number
Electrical Emergency	0800 40 40 90		Electrical emergency number

Log Sheet

Date	Time	Information / Decisions / Actions	Initials

Instruction Documents Index

- Deliberate act of violence (use of knife or a firearm)
- Hostage situation
- Adverse Weather (snow/ice)
- Flood/Fire/Explosion
- Destruction/Serious Vandalising/Total loss of Academy
- Pandemic outbreak
- Loss of utilities for 24 hours or longer

Deliberate Act of Violence (use of knife or firearm)

Dial 999 immediately

1. Principal to make an assessment of the situation.
2. Any witness to contact relevant emergency services immediately.
3. Area to be sealed off by facilities staff.
4. Immediate safe evacuation of staff, students and visitors.
5. Principal to open and continue to maintain a personal log of all factual information received, actions taken and the time of those events.
6. Make every attempt to clarify exactly what has happened.
7. Principal to consider whether Incident requires involvement of 'Local Authority Support Team'
NB it is requested that initial contact be always made with the Local Authority in emergencies in case they have a wider significance. If incident to require involvement of Local Authority Support Team, instructions below to be followed:-

IF LEA SUPPORT IS REQUIRED, FOLLOW INSTRUCTIONS BELOW:

8. Principal to contact Senior Officer 0191 520 5555 to request LEA assistance. Out of office hours, Central Control team will contact a designated Senior Officer from the LEA Emergency Support Team along with any other agencies needed.
9. The Senior Officer will establish contact with Principal.
10. First Response Officers will attend school (Communications Experts, Public Relations and also LEA Team Co-ordinator).
11. Depending upon the nature of the incident and those involved it is advisable to contact the following persons at the Local Authority too:
 - Staff – contact Stephen Hoggett (HR&OD) 0191 561 1378
 - Students – contact Andrew McGuckian (Safeguarding Link Officer) 0191 561 2252 / 0782795433
 - Occupational Health – Sarah Gallagher 0191 561 2968
12. Roles and responsibilities:-

LEA Team Co-ordinator	Senior Officer	Principal/Nominee
	Attends site to:	
Puts Support Team Officers on standby	Assist/advise Principal/Nominee	Nominates on-site Co-ordinator
Attends site	Determines full needs	Identifies on-site facilities
Mobilises Supports Team Officers as required	Takes action accordingly	Mobilises on-site Team (if appropriate)

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13. If during term-time, endeavour to maintain normal routines and timetables unless there is overwhelming pressure to close Academy.
14. If out of term-time, arrange for the Facilities Staff to open certain parts of the school as appropriate and to also be available and responsive to requests.
15. Immediate school Administration support.
16. If SLT deputising for Principal, keep them informed of the situation on a regular basis.
17. Principal or nominated person to inform Chair of Governors re the incident and if appropriate the involvement of the Local Authority Support Team.
18. Be aware that you are representing the Academy at all times if there is media attention. Try to postpone media comment until after the LA's PR Officer has arrived.
19. Maintain student/staff confidentiality at all times unless formally agreed by parents to do so.

ONCE LEA TEAM IS ACTIVATED FOLLOW INSTRUCTIONS BELOW:

20. Arrange an on-site facilities team.
21. Agree appropriate identification of staff by using badges.
22. Expect to see identification of LEA Support Team Officers.
23. Manage visitors and ensure that names and times are recorded.
24. Set up arrangements to enable accurate information to flow into and out of the school and for telephone calls to be managed by:-
 - Ensuring sufficient help is available to answer the volume of calls that could be received – the LEA will assist with this.
 - Staff to maintain clear accurate records of all calls received.
 - Ensure that brief up to date statements are available to staff answering phones.
 - Ensure Media calls are directed to the LA's PR officer.
 - A designated phone is available for outgoing calls only (a mobile phone can be used but messages can be readily intercepted).
 - Staff are to be reminded that some calls may be bogus.
 - Arrange for all staff to be called in and briefed at an early stage and regular briefings should be provided throughout the day.
 - Ensure that colleagues are coping.
 - Arrange for pupils to be told in simple terms and in small groups.
 - Brief staff and students to discourage them from speaking to the media.
 - Arrange if possible for the team to have a copy of the next-of-kin list.

PARENTS

- If pupils are involved, priority to be given to contacting (if this is a major incident, parents may already be aware). It may be appropriate to ask parents to attend school for a briefing and support if required. Utmost care to be taken when briefing parents.
- Maintain contact with parents.
- If incident is away from Academy, seek Police advice if parents should travel to the scene or whether children should be taken home.

STAFF

- Staff should receive regular breaks.
- Ensure that all staff know each other's roles and responsibilities.
- Be available to see staff when required.

- Some staff may be so affected that they may not be able to fulfil a role in supporting students.
- Recognise that if the burden of dealing with the situation falls on a small number of staff, that they may also require professional support.
- If incident is away from the Academy, try to dissuade shocked staff from driving parents to the scene.

LOCAL AUTHORITY SUPPORT TEAM

- Maintain liaison with 'Local Authority Support Team' Senior officer for the duration of the incident.

PERIOD FOLLOWING THE CLOSE OF THE INCIDENT

- When appropriate, seek advice from 'Local Authority Support Team' and local clergy contact on special assemblies/funeral/memorial services.
- Prepare joint report with named Senior Officer for Director of Education.
- Arrange for a member of staff to make contact with any pupils either at home or in hospital.
- Make sensitive arrangements for the return to school as appropriate.
- In the event of an insurance dividend being received, as a result of a claim against the personal accident cover for Staff or Students, then the Academy will assess each claim on an individual basis and utilise any monies received in the following way:
 - o To cover any costs incurred by the Academy as a result of the incident which warranted the claim e.g. Additional Staffing, Travel, Counselling Services etc. Any decision as to which costs may be met, will be decided by the Academy's Governing Body.
 - o Discretionary payments(s), which will be determined by the Academy's Governing Body, may be made to the individual(s) or families of the individual(s) concerned.

LONGER TERM ISSUES

- Work with staff to monitor pupils informally.
- Refer students to appropriate services for individual help if required.
- Refer staff to appropriate services for individual help if required.
- Recognise and if appropriate mark anniversaries.
- Make any new staff aware of which pupils were affected and how they were affected.
- Remember the legal proceedings, inquiries and news stories may bring back distressing memories and cause upset within the Academy.
- Remember that if the Incident does attract media attention, it is likely that this may continue for many weeks or months.

HOSTAGE SITUATION**Dial 999 immediately**

1. Principal to make an assessment of the situation.
2. Contact relevant emergency services.
3. Area to be sealed off.
4. Immediate safe evacuation of staff, students and visitors where possible.
5. All SLT to be called in for assistance.
6. Principal/Leadership & Business Support Manager to open and continue to maintain a personal log of all factual information received, actions taken and the time of those events.
7. Make every attempt to clarify exactly what has happened.
8. Principal/Leadership & Business Support Manager to contact 'Local Authority Support Team' NB it is requested that initial contact be always made with the Local Authority in emergencies in case they have a wider significance.

CONTACT INFORMATION FOR LEA IS AS BELOW:

9. Principal/Leadership & Business Support Manager to contact Senior Officer 0191 520 5555 to request LEA assistance. Out of office hours, Central Control team will contact a designated Senior Officer from the LEA Emergency Support Team. Depending upon the nature of the incident and those involved it is advisable to contact the following persons at the Local Authority too:
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 - Students – contact Andrew McGuckian (Safeguarding Link Officer) 0191 561 2252 / 0782795433
 - Occupational Health – Sarah Gallagher 0191 561 2968
10. The Senior Officer will establish contact with either Principal/Leadership & Business Support Manager.
11. First Response Officers will attend school (Communications Experts, Public Relations and also LEA Team Co-ordinator).
12. Roles and responsibilities:-

LEA Team Co-ordinator	Senior Officer	Principal/Nominee
	Attends site to:	
Puts Support Team Officers on standby	Assist/advise Principal/Nominee	Nominates on-site Co-ordinator
Attends site	Determines full needs	Identifies on-site facilities
Mobilises Supports Team Officers as required	Takes action accordingly	Mobilises on-site Team (if appropriate)

13. Immediate school Administration support.
14. If deputising for Principal, keep them informed of the situation on a regular basis.
15. Inform Chair of Governors re the incident.
16. Be aware that you are representing the Academy at all times if there is media attention. Try to postpone media comment until after the LA's PR Officer has arrived.
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- Maintain contact with parents.
- If incident is away from Academy, see Police advice if parents should travel to the scene or whether children should be taken home.

STAFF

- Staff should receive regular breaks.
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- Arrange for a member of staff to make contact with any pupils either at home or in hospital.
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- In the event of an insurance dividend being received, as a result of a claim against the personal accident cover for Staff or Students, then the Academy will assess each claim on an individual basis and utilise any monies received in the following way:
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 - o Discretionary payments(s), which will be determined by the Academy's Governing Body, may be made to the individual(s) or families of the individual(s) concerned.

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- Refer staff to appropriate services for individual help if required.
- Recognise and if appropriate mark anniversaries.
- Make any new staff aware of which pupils were affected and how they were affected.
- Remember the legal proceedings, inquiries and news stories may bring back distressing memories and cause upset within the Academy.
- Remember that if the Incident does attract media attention, it is likely that this may continue for many weeks or months.

Adverse Weather – Academy to be closed

- Principal to make decision if Academy should be closed after update re status of Academy /local roads (6.30pm).
- Leadership & Business Support Manager to liaise with facilities and catering staff.
- Principal send Clarion Call text to all parents and staff informing them of closure.

Log in details

Website address www.myclarioncall.co.uk/requestLogin.do

Mobile number XXXXXXXXXXXX

Password XXXXXXXXXXXX

Pin XXXXXXXXXXXX

Contact Details for Clarion Call

Contact Nick Kitson

Telephone 02033556020

Email support@clarioncall.co.uk

- Principal to contact Vice Principals.
- LEA/SCC to be notified of Academy closure and kept updated on a regular basis.
- Radio stations to be notified Principal/Leadership & Business Support Manager.
- Relevant agencies to be called to clear snow if at all possible.

Early Total Dismissal Due to Adverse Weather

- Contact all local radio stations.
- Contact SCC/LEA as necessary to advise of early closure.
- Send message via Clarion Call text to all parents and staff i.e. cleaners etc.
- Display notice that Academy is closed.
- Supervise any students in the main hall until parents can collect them or we are certain that they are not returning to an empty house.
- Staff – after consultation and careful consideration of all the information gathered, any member of staff whose safety is deemed to be at risk if they stay at the Academy will be allowed to make their way home.

Procedures for Flood/Fire/Explosion

In the event of flood/fire/explosion, the following procedures should be followed:-

- Notify Principal and Facilities and Centre Manager
- Principal to make an assessment of the situation.
- Call the relevant emergency service required i.e. 999 Fire Brigade, Ambulance and Police etc. If on strike response time may be delayed. But continue with full evacuation.
- Call together the school Senior Management Team.
- SCC/LEA to be notified, advice sought and to be put on standby.
- If safe to do so, switch off main isolator valves which are situated in the main riser for heating and water, electrics in the switch room and gas within the kitchen. Please refer to Isolation valves section if guidance required.
- Insurance company to be contacted.
- Principal will make decision upon arrival whether school should be closed, if so the procedures below will need to be followed:-

- Text message to be sent via Clarion Call to all staff and students.
- Local radio stations to be contacted using passwords held by JBr and JBu.
- Notices to be displayed stating school closed.
- SCC/LEA to be notified of incident and be put on standby.
- Once determined where the area is if in the event of flood, close off the Zone valve which is identified in Isolation Valves section (heating, electric etc) and then you can switch on the main isolator valves.
- Contact the relevant agencies to commence the repair work/clean up programme.
- Keep SCC/LEA up to date with progress and also staff/parents.
- Arrange for temporary pre fabricated units to be delivered if necessary to ensure that the Academy can run as normal if there are certain areas that cannot be accessed.
- Arrange staff meeting so that classes etc. can be moved accordingly.
- Staff to be assembled to deal with telephone queries.
- Academy to be fully opened once repair work is complete.

Destruction/Serious Vandalising/Total Loss of Academy

In the event of the Academy being destroyed due to fire/explosion or vandalism, the following procedures should be followed:-

1. Notify Principal and Facilities and Centre Manager
2. Principal to make an assessment of the situation.
3. Call the relevant emergency service required i.e. 999 Fire Brigade, Ambulance and Police etc.
4. SCC/LEA to be notified, advices sought and to be put on standby.
5. Call together the school Senior Management Team.
6. Insurance company to be contacted to send out Loss Adjuster to assess damage.
7. LEA to deal with media.
8. Text message to be sent via Clarion Call to all staff and students.
9. Local radio stations to be contacted using passwords held by JBr and JBu.
10. Arrange for temporary pre fabricated units to be delivered if necessary to ensure that the Academy can run as normal as possible.
11. Arrange a full staff meeting to advise of situation.
12. Staff to be assembled to deal with telephone queries.
13. Staff/Students and Parents to be kept informed on a regular basis.
14. Academy to seek alternative premises until new premises can be re-built.

Pandemic Outbreak

1. Principal to monitor number of absences due to virus/viruses.
2. Facilities to ensure that there is sufficient hand gel, paper towels and soap for the use of students, staff and visitors.
3. Facilities to increase cleaning regime and order appropriate sanitising products for all handrails, door handles and push panels.
4. Principal to liaise with LEA regarding absences and also advise LEA of further updates.
5. Text messages/emails to be communicated to staff/parents advising of length of time virus should be contained before returning to Academy.
6. Principal to make decision if Academy should be closed due to staff absences.
7. LEA/SCC to be notified of Academy closure.
8. Website to be updated stating Academy closed.
9. Radio stations to be notified using passwords held by Principal. Notices to be displayed in reception that Academy is closed due to pandemic.

10. Relevant agencies to be called in to provide full sanitization of building.
11. Radio stations to be updated regarding situation at the Academy.
12. LEA/SCC to be notified of Academy's position on a regular basis.
13. Once Academy has been given the all clear and staff are able to return to work, text message to be sent to all staff/parents, radio stations to be notified, website to be updated and LEA/SCC to be notified.
14. Academy must try to remain open wherever possible.
15. Complete report on any improvements that can be made to the plan.

Loss of Utilities for 24 Hours or Longer

1. Notify Principal and Facilities and Centre Manager.
2. Notify relevant contractors/agencies to assess situation/repair/replace.
3. Principal to make an assessment of the situation.
4. Call together the school Senior Management Team.
5. SCC/LEA to be notified, advices sought and to be put on standby.
6. Principal will make decision upon arrival whether school should be closed, if so the procedures below will need to be followed:-
 - a. Text message to be sent via Clarion Call to all staff and students.
 - b. Local radio stations to be contacted using passwords held by Principal.
 - c. Notices to be displayed stating school closed.
 - d. SCC/LEA to be notified of incident and be put on standby.
7. Contact the relevant agencies to commence the repair work/clean up programme.
8. Keep SCC/LEA up to date with progress and also staff/parents.
9. Arrange for temporary pre fabricated units to be delivered if necessary to ensure that the Academy can run as normal if there are certain areas that cannot be accessed.
10. Arrange staff meeting so that classes etc can be moved accordingly.
11. Staff to be assembled to deal with telephone queries.

ISOLATION VALVES LOCATION AND OPERATION

In the event of a flood/fire/other disaster, in the first instance, all the main cut off valves in the main Riser/Electrics in the switch room should be switched off and also the gas supply in the kitchen to isolate all areas. Once this has taken place, the problem area should be isolated as required and then the main valves are to be switched on. Please note that all valves are within the ceiling of the Academy so ladders will be required.

Isolation areas are as listed below.

Colour Coding:-

- **COLD WATER**
- **HOT WATER**
- **ELECTRIC**

Abbreviations:-

- CT - Constant Temperature
- VT - Variable Temperature – main source for radiators
- HWS - Hot water supply

ZONE 1

This zone covers from the piano going down to the Tech rooms. The emergency isolation valves are situated next to the piano in the restaurant. The valves are within the ceiling and these are clearly marked as per the picture below:-



Hot water isolation valves



Marking on ceiling where valves are (above piano)

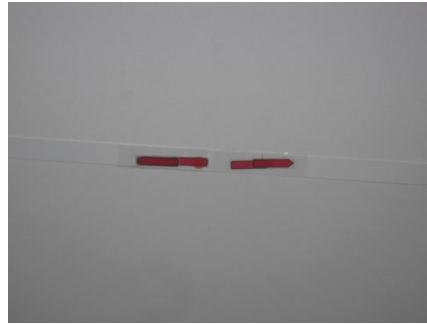
Within this area, there are hot water, cold water and heating pipe isolation valves as per diagram below. These can be manually isolated by turning handles. Each valve is marked accordingly with what it relates to. (Area near piano).

ZONE 2

This zone covers from the restaurant going up to the main reception. The emergency isolation valves are situated next to the exit doors as per the photograph below. The valves are within the ceiling and these are clearly marked as per the picture below:-



Valves above ceiling



Marking on ceiling where valves are (PE corridor)

The kitchen has its own gas supply and there is an emergency cut off valve which is as per the picture below. This isolates only the gas supply to the kitchen:-



(Gas shut off valve – Kitchen)



Gas shut off valve – Kitchen behind main door

There are also the water valves which are indicated below:-



Valves above ceiling next to main door

VALVES AT THE BACK OF THE RESTAURANT (NR BACK DOORS OF PE CORRIDOR)



Hot water valves above ceiling tiles

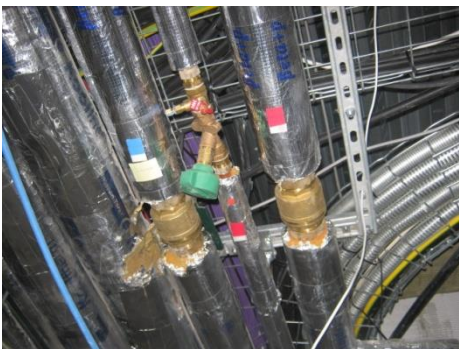


Hot water valves

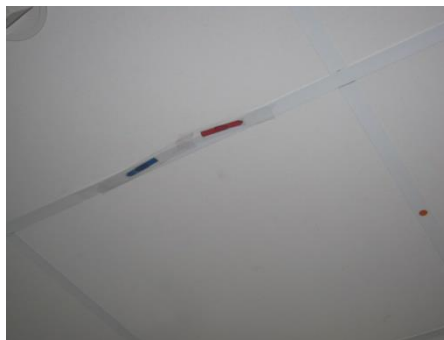


Ceiling marking which is near TV screen in restaurant

PE CORRIDOR (JUST NEXT TO RESTAURANT DOORS (BACK))



1 x cold, 2 x hot water valves



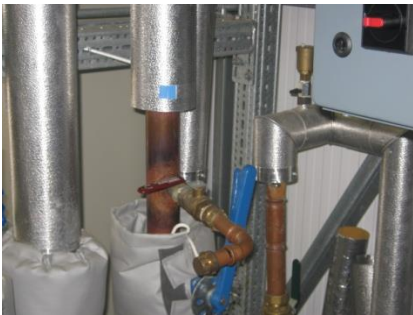
Marking where valves are next to doors

MAIN RISER VALVES – (ENERGY CENTRE)

The main riser valves are as per the photograph below. From this area you can isolate water, heating and domestic hot water. If hot water pump is isolated, **switch off domestic hot water pump on BMS.**

Log in to BMS computer in facilities office by:

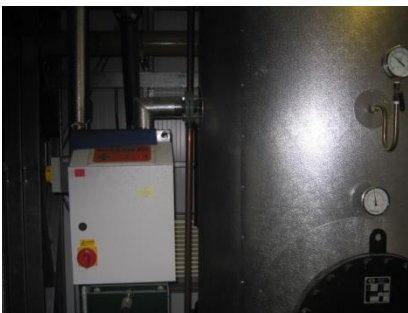
- use login: ***caretaker*** password: ***bms123***
- click ***main menu*** button
- click ***boiler plant menu*** button
- click ***Domestic Hot Water system*** button
- click ***schedule clock*** button
- highlight ***all days/times schedule*** and click ***off all day*** button
- click ***update*** button
- click ***download*** button
- click ***upload*** button
- ensure ***timer*** button has stopped



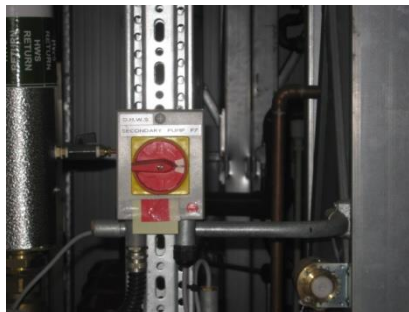
Main cut off valves -Cold water



RWHS Cold water pump



Domiciliary hot water valve pump

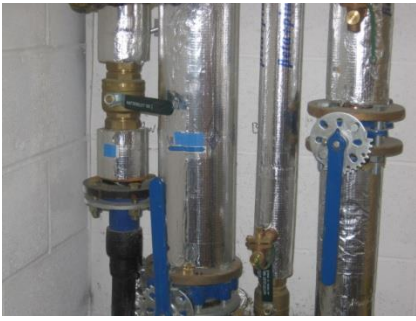


Hot water secondary pump

Rain water harvester cold water pump

Main cut off valves for hot water

SERVICE ENTRY ROOM VALVES – NEXT TO KITCHEN



Cold Water valves (Left Hand Side main)



Hot water valves (Left hand side main)

ELECTRICS

Section Board 1 – this is located in the Switch Room.

Section Board 2 – This section covers the Design Technology block to the beginning of Student Services on the main street.

Section Board 3 – This section covers from Student Services to the Reception area.

Section Board 4 – This section covers the whole roof area.