



Pilgrims School

Emergency Plan

January 2022

Next review date: January 2023



Please note: 'School' refers to Early Years Foundation Stage (Little Pilgrims, Kindergarten and Pre- School) and Pilgrims Main School.

Introduction

Emergencies can develop at any time. They can occur as a result of pure accident, severe weather, criminal acts, or plant malfunction. By their nature emergencies are difficult to predict. However, their impact on the organisation in terms of the threat to life, damage to premises and from any critical PR can be minimised by responding promptly and appropriately.

At the time of crisis not all the facts will be known. Key decision makers may be unavailable to take the lead. Emergency services could be on site requiring access and co-ordination and media representatives could be demanding statements. Parents, staff and pupils will all need to be briefed. To handle such a situation effectively requires the development of an Emergency Plan which will provide guidance.

The Emergency Plan will not attempt to legislate for every sort of crisis. Instead it will set out principles to be adopted, a sequence to be followed and a series of factors which should be considered during the handling of a crisis. The plan will contain comprehensive reference material including contact details of emergency services, staff, insurers and suppliers. It is important that the plan is updated annually. Copies of the plan will be distributed to members of the Emergency Contact Team with several copies deposited off site.

Aim of the Plan

To assist the School in responding appropriately to an incident which may develop into a major crisis.

Objectives

The Plan's priority objective will be:

- To minimise or eliminate the risk to life.
- To effect damage limitation to School premises and property.
- To co-ordinate the actions of key staff.
- To take positive steps to avert any adverse publicity.
- To ensure that all external enquiries are handled appropriately whilst also addressing internal communications.
- To facilitate effective recovery by linking with the Business Recovery Plan.

Types of Emergency

Types of emergency where the plan may be required include, but are not limited to, the following:

Explosion and risk of Explosion - plant malfunction, gas or chemical leak.

Bomb Threat and Hoax Calls - Terrorist threats by disaffected groups. Hoax calls would not constitute an emergency unless the school was victim to a deliberate campaign.

Fire - A fire in any of the School buildings would constitute an emergency even though it might be possible to isolate it.

Loss of a Pupil - The extended, unaccountable absence of a pupil and especially if abduction is considered a possibility.

Armed Intruder or Hostage Situation - An armed intruder who, for reasons of their own, directly threatens members of the School (hostages) or whose presence on site raises that possibility.

Crisis on a School Trip - Accidents on School trips causing serious or fatal injuries generate great sensitivity and PR interest.

Outbreak of Communicable Disease - In the event of a local or national outbreak of a communicable disease which has been contracted by some pupils, the School will have to work fast to demonstrate to the community and parents how it will contain the disease whilst still continuing to function.

Pandemic - The implications of a global pandemic would be very significant for the school. A contingency plan has been drawn up on a Harpur Trust wide basis.

Food Poisoning - The school dining hall plays a central role in the life of the school. Food contamination on a broad scale would have a major effect on the school's ability to operate in the short term. The alternative provision of meals would need to be arranged.

Severe Weather Conditions - The inability to heat the School adequately in a sustained cold spell would require contingency planning. Such periods are likely to be of short duration.

Loss of Electricity, Gas or Water – The inability to provide adequate heating, lighting and water to the school could require the school to close, depending how long the loss of utilities lasts. If the school loses power then it also loses the majority of its water supply as the water is reliant on electric pumps to pump the water around the system, other than in Pre School which is mains fed.

Stage 1. Raising the Alarm

The initial recipient of the report must be aware of the potential significance of the information and details received the possible sensitivity of the matter and also the need to act, in some situations, with urgency. This member of staff should ensure that the details are accurately recorded including, in the case of an incident off site, the contact telephone number for the party.

The member of staff should then consider the appropriate response which would include:

- Calling the Emergency Service (999 - Fire, Police, Ambulance)
- Contacting the Headteacher, Deputy Headteacher, Estates & Property Manager
- Consulting with their Line Manager or any member of the SLT

Alertness, accuracy and speed of reaction are important at this crucial stage.

The incident report below gives an indication of the information required when raising the alarm:

Incident Report

Type of incident:

When:

Who is involved:

Casualties:

Emergency Services alerted: YES/NO

Contact details: Location

Telephone Number

Name

Next Stage: What is happening now?

Stage 2. Activation of the Emergency Plan

Decision to Activate

This decision will be usually taken by the Headteacher. In her absence the authority will revert to the Deputy Headteacher, and thereafter the Estates and Property Manager. In the absence of all of the above the responsibility will rest with any member of the SLT who is present. Activation of the plan will cause some disruption, existing perhaps for 48 hours with the Emergency Control Centre (ECC) and Emergency Control team (ECT) in semi-permanent session. However, if it is felt that the indications are that the incident could develop and that the School's response to the incident would be better co-ordinated by implementing the Emergency Plan then it should be initiated without delay.

Activation

The efficient calling out of staff (both in term time and in the holidays) is vital. The first few hours of a crisis are critical. Contact details must be updated regularly. Deputies must be identified to cover the inevitable absences. All staff will appreciate that activation of this plan will only be sanctioned in the gravest of circumstances and that therefore their immediate response would be expected.

Headteacher (or stand in) will alert:

- Deputy Head Teacher
- Estates and Property Manager
- Head of Early Years
- Chair of Governors

In doing so they will give:

- Quick resume of the incident
- The time and venue of the initial meeting of the ECT
- Location of ECC

Deputy Headteacher will

- Contact members of the ECT informing each of the incident and the time and venue of the initial meeting of the ECT and the location of the ECC.

Estates and Property Manager will

- Initiate the establishment of the ECC in the Headteacher's Office by contacting designated staff
- Alert the relevant people including the Finance and Office Manager, Director of IT, Catering Manager and Deputy Estates and Property Manager
- Bring forward the Emergency Plan with maps

Communications

Initial contact, it is assumed, will be by telephone. Out of hours mobile phones will play an important role and contact details should be recorded in advance and reviewed annually. Once at School, members of ECT and other staff will be expected to work from their offices where this is possible or to find alternative office space with a telephone and report their location to the ECC. Communications will then be most effective by mobile phone. The emergency rendez vous will always be the ECC.

Establishment of the Emergency Contact Centre (ECC)

The ECC will be set up in the first instance in the Headteacher's office unless it is inaccessible. Its function will be as follows:

- Incident Control Point for Emergency Services.
- Point of contact for all reports, enquiries, liaison.
- Implementation of instructions passed to ECC by ECT.
- Co-ordination of follow up activity delegated to ECT members.
- Maintain a log of all communications.
- Possible venue for ECT Meeting

The ECC will remain manned throughout the duration of the emergency by the ECT and appointed staff being relieved in shifts.

Administrative details including other designated watchkeepers are set out at Annex A.

Emergency Control Team (ECT)

It is vital that the ECT includes those school officers who are empowered to take decisions and to direct the School's response to the emergency.

The ECT will consist of the following with specific responsibilities:

| | |
|------------------------|---|
| Team Leader | Headteacher (or Deputy Headteacher in the absence of the Headteacher) |
| Emergency Co-ordinator | Estates and Property Manager (or Deputy Estates and Property Manager) |
| Media Spokesman | Chair of Governors, Headteacher or Deputy Headteacher |
| Early Years Liaison | Head of Early Years (or Deputy Manager – Early Years) |
| School Routine | Deputy Headteacher |
| Relative Liaison | Registrar (HR Co-ordinator) |

| | |
|------------------------------|---|
| Staff, Pupil Liaison | Deputy Headteacher (or Early Years Manager) |
| Pastoral Representative | SENDCo (or DSL Safeguarding) |
| Media Liaison | Head teacher (or Registrar) |
| Works, Security, Safety | Estates and Property Manager (or Deputy Estates and Property Manager) |
| Insurance, Financial, Record | Finance and Office Manager (or Harpur Trust Finance Director) |
| Incident Secretary | Member of the Office Team |

Specific responsibilities of each member are set out at Annex B.

It is presumed that the Deputy Headteacher will be left uncommitted to run the School with the support of the School staff. Having been alerted by the Deputy Headteacher the members of ECT will be requested to report into school as quickly as possible, to remain contactable in their usual offices if feasible and to attend the initial meeting of the ECT when it called.

Additional members of staff may be co-opted as required by circumstances. These might include the School Nurse.

The following should be alerted as soon as the Emergency Plan is activated. They should return to School and man their usual places of work having reported in to the ECC:

| | |
|----------------|-------------------------------------|
| Director of IT | Catering Manager |
| Registrar | Deputy Estates and Property Manager |

Procedures for ECT

The meetings will be chaired by the Headteacher. Minutes will be recorded by the Incident Secretary.

Typical agenda would be:

- Review of the situation
- Evaluate effectiveness of implementation of decision taken at previous meeting.
- Consider risk and challenges of next period and identify action required.
- Administrative issues.
- Time of next meeting.

Meetings would take place about every 4 hours if the situation warranted it. The need for meetings of the ECT could be reduced if comprehensive use was made of e-mail to keep all colleagues informed of developments.

In nominating a venue for ECT the following factors will be borne in mind:

- Accessibility
- Control
- Telephone, fax and e-mail communications
- Availability of services

The following venues would be options depending on the prevailing circumstances:

- Headteacher's office
- Little Pilgrims Building
- Staffroom
- HT meeting room

Stage 3. Handling the Emergency

Evacuation Procedures

The primary responsibility of all members of staff and pupils in the event of an identified risk is to respond promptly to save life. The situation may be confusing and frightening and the extent of the threat may not be clear. Time is of the essence and evacuation procedures must be initiated without delay. No one will be criticised for initiating the alarm in good faith when, after the event, an evacuation seemed unwarranted.

The following points should be highlighted:

- The need for well-rehearsed evacuation drills
- Familiarity of alarm bells, fire doors and escape routes
- Proper organisation and discipline in Assembly Points to enable the issue of instructions, roll call etc.
- Guides sent to open gates and direct emergency services
- Contact and communications once all staff and pupils move from Assembly Point to place of cover and warmth
- Such holding areas might include:

School Hall
Dining Hall
Sports Hall
Harpur Trust Offices
Bedford School
Bedford Modern School

Disabled Persons

Particular care must be taken in the event of an incident to ensure the safe evacuation of disabled persons. This situation may arise at any time in the school day but is particularly likely to occur during extra-curricular activities when elderly visitors may be attending school concerts and exhibitions.

It is the duty of all pupils and members of staff to evacuate any building in an orderly fashion being attentive to those less able than themselves and to provide appropriate assistance.

Casualties

Casualties must receive professional medical help at the earliest opportunity. To facilitate this a number of measures can be adopted to make the process more expeditious:

- Clear directions given to Emergency Services as to the location of the casualty
- Positioning of guides to assist ambulance
- Opening relevant gates
- 'Talk' the ambulance to the site using lights, car headlights, mobile phones, etc.
- Describe state of the casualty (conscious, breathing, burns, shock, fractures)

The identity of any casualty must be handled with the greatest confidentiality. Names should not be released until the next of kin have been informed. Members of staff and pupils must observe the strictest confidentiality until the embargo is formally lifted by the School.

There is no place for error when it comes to notifying parents/guardians that their child has become a casualty. It is important that they be informed as quickly as possible but details must be checked thoroughly first. They will want to know:

- Is he/she dead or injured?
- How serious?
- Brief details of the incident
- Which hospital?
- Telephone number of school contact

Thought needs to be given as to whom should contact the parents/guardians in such circumstances. The following would be considered:

- Headteacher
- Deputy Headteacher
- Manager Little Pilgrims

The Headteacher would decide. Similar consideration should apply if a member of staff including support staff should be involved in an accident.

Emergencies on School Trips

Please refer to the Educational Visits Policy where this is dealt with in detail

Media Issues

Independent schools continue to provide the source of much newsworthy material. Any incident or allegation of impropriety or negligence will be relentlessly pursued by the media as being in the public interest. We must expect immediate and searching enquiries from the press as soon as a hint of a crisis has been detected. We must be ready.

Co-ordination

The point of contact within the School will be the Estates and Property Manager. All initial enquiries will be forwarded to them. They will consult with the School's spokesperson (Headteacher, Chairman of School Governors or Deputy Headteacher) regarding an initial statement or press release and will arrange any press conferences and interviews.

Media Relations

In advance of an emergency it would be beneficial to develop informal links with representatives of both local and national media organisations including local radio by promoting positive news stories to encourage a sense of proportion and co-operation.

Attached at Annex D is a list of some basic rules in handling the press.

Venues

| | |
|------------------|----------------------|
| Media Liaison | Headteacher's Office |
| Press Conference | School Hall |
| Press Statement | Office |
| Interview | Headteacher's Office |

NB Consider the message conveyed by the setting.

Control of Media

Access to the School by journalists should be by invitation co-ordinated by the Estates and Property Manager. Journalists should register their interest and then be notified of press conferences or copied press releases accordingly. Journalists should be told to report to a

particular entrance and must then be escorted to the meeting, a record being kept of who attends. Visits to an appropriate vantage point could be arranged under escort. Staff may be needed for this task. Unofficial visits by media representatives to the School must be prevented.

Stage 4 Handover to Business Recovery Team

Once the immediacy of the crisis has passed and there is no further risk to life or premises and any PR interest has waned, it will be necessary to implement full recovery procedures to ensure that the School can continue to operate effectively despite the consequences of the emergency.

The task will fall to the Business Recovery Team who will have full responsibility for ensuring that all necessary actions are taken to achieve the following:

- Ensure the ongoing safety of all members of the School
- Secure and protect the School site, its building and contents
- Arrange the provision of temporary facilities to enable the School to operate uninterrupted
- Co-ordinate the mid to long term planning to re-establish operations and restore damaged buildings to at least the standard appertaining prior to the emergency

The Business Recovery Team will replace the ECT. Its membership will be similar but the committee's discussions will be concerned with the immediate recovery from the disaster and the restoration of normality whilst taking into account the effects of the crisis in the short term. A suggested list of those who might constitute the Business Recovery Team is set out at Annex F.

As the School moves from emergency to the recovery phase, responsibility for co-ordination passes to the Business Recovery Team. The ECT will be formally disbanded and the ECC will close down. The Emergency Plan will be replaced by the Business Recovery Plan – the second stage in the School's contingency planning for Crisis Management.

Additional contact details which may be useful in an emergency have been included in Annex G.

Reviewed /Approved by Health and Safety Committee:

Approved by the Health and Safety Subcommittee on 5/2/2020

Lucy Nightingale

Estates and Property Manager

ANNEX A

Emergency Control Centre (ECC)

The ECC will be established in the Headteacher's office unless it is inaccessible or a more logical place suggests itself during the incident. Other possible venues include:

- Little Pilgrims Building
- Staffroom
- HT meeting room

In addition to a data connection the ECC will require the following:

- Copy of the Emergency Plan
- Map of the School Estate
- Street map of Bedford
- School Pupil List
- Staff Contact List
- School Telephone Directory
- Incident Log Book

These items are to be held in the Main office.

In most instances the Estates and Property Manager will be the Emergency Co-ordinator and will direct the ECC with the support of the appropriate staff. Staff will work on a rota basis, with handovers at appropriate times. Time will always need to be allowed for detailed handover to the incoming shift.

Member of the SEND team may also be appointed staff where appropriate. The duties of the appointed staff could include:

- Handling telephone enquiries
- E-mail communication and monitoring
- Alerting and maintaining contact with staff
- Co-ordinating arrangements in response to instruction from the Estates and Property Manager / Headteacher / Deputy Headteacher
- Supporting ECT
- Maintain Incident Log
- Co-ordinating School Security
- Liaison with emergency services

Secretarial support will be provided by:

- HR Co-ordinator
- Receptionist
- Office Administrator
- Registrar

Communications

Mobile phones should be the primary communication method. Details of how the ECC can be contacted should be shared as soon as possible.

ANNEX B

Emergency Control Team (ECT) Responsibilities

1. **Team Leader** (Headteacher)
 - Direction of the operation
 - Chair ECT meetings
 - Inform and brief the Chairman of School Governors on the emergency
 - Brief the Chief Executive of the Harpur Trust
2. **Emergency Co-ordinator** (Estates and Property Manager)
 - Direct the Emergency Control Centre
 - Co-ordinate the implementation of decisions taken by the ECT
 - Future planning
 - Liaison with the Harpur Trust and other Harpur Trust Schools
 - Liaise with local authority and regulatory bodies
3. **Media Spokesman** (Headteacher, Chair of Governors, Deputy Headteacher)
 - Prepare initial holding statements and later press release (in conjunction with emergency services)
 - Provide primary contact with media
 - Attend press briefing as necessary
4. **Early Years Liaison** (Head of Early Years)
 - Co-ordinate Early Years involvement including restrictions on access, sharing facilities etc.
 - Briefing staff and pupils
5. **Parental Liaison** (Registrar)
 - Establish contact list of Parents/Relations involved
 - Provide liaison between Relations and ECT
 - Locate pupil records of affected students
6. **Staff, Pupil Liaison** (Deputy Headteacher)
 - Brief staff on emergency at earliest opportunity, conveying Emergency Staff Meeting
 - Brief pupils at special assembly
 - Maintain an overview of movement of staff and pupils away from school, briefing as necessary and co-ordinating their return
 - Report back to ECT on morale
7. **Pastoral Representative** (SEND Co-ordinator)
 - Co-ordinate the provision of welfare assistance in school
 - Liaise with hospitals and ambulance services.
 - Arrange for counselling for staff and pupils (if required)
8. **Media Liaison** (Headteacher)
 - Act as point of contact for media

- Work with spokesman to draft initial statement and subsequent press releases
- Monitor TV bulletins, local radio broadcasts and press
- Co-ordinate media access
- Provide advice to staff on dealing with media

9. **Works, Security, Safety Rep** (Estates and Property Manager)

- Liaise with contractors
- Ensure that the school buildings and grounds are safe (when certified by Emergency Services). Demarcate those areas deemed unsafe and establish out of bounds regime
- Establish security of school estate and control access for visitors
- Consider environmental health issues
- Direct the re-establishment of utility services
- Preservation of evidence
- Secure storage of salvage and organisation of replacement equipment

10. **Insurance, Finance, Records Rep** (Finance and Office Manager)

- Liaise with school insurers, HTO and solicitors
- Co-ordinate official record of emergency (including interviews of witnesses, photograph record, written inventory of damage)
- Account for costs

11. **Incident Secretary** (Member of the Office Team)

- Maintain a record of decisions taken by ECT
- Assist with promotion and dissemination of briefing information
- Monitor and log developments keeping all members of ECT informed
- Co-ordinate shifts of Watchkeeper and Secretary

ANNEX C

Actions in the event of an Emergency on a School Trip

A copy of the following guidelines must be taken by all party leaders and their deputies:

- Establish nature and extent of emergency.
- Make sure that all other members of the party are accounted for and safe.
- If there are injuries, establish their extent and administer first aid (if you have been trained or feel capable)
- Establish the names of the injured or missing and call relevant emergency services.
- Advise other staff in the party of the incident and that emergency services are in operation.
- Ensure that an adult from the party accompanies casualties to hospital.
- Ensure that the remainder of the party are adequately supervised throughout and arrange for their early return to base.
- Arrange for one adult to remain at the incident site to liaise with emergency services until the incident is over and all party members accounted for.
- Pass full details of the incident to a member of staff at School (name, nature, date and time of incident, location of incident, details of injuries, names and telephone numbers of those involved, action taken so far).
- Important telephone numbers for contacting the school in the event of an emergency must be taken by the Party Leader.
- The School will arrange to contact the parents of those involved.
- Control access to telephones until contact is made with the Headteacher or in their absence, the Deputy Headteacher until they have had time to contact those directly involved. Only then would any news embargo be lifted.

Media:

- Wherever possible media enquiries will be handled at school.
- If a statement has to be made at the scene of the incident the team leader will be so authorised by the School and will be appropriately briefed.
- Under no circumstances should the name of any casualty be divulged to the media.
- The Party Leader should write down as soon as practicable all relevant details. A record should be made of witnesses present. Any associated equipment should be kept in its original condition.
- Legal liability should not be discussed.
- All accident forms should be completed and insurers, HSE or Local Authority inspectors should be contacted if appropriate by the Finance and Operations Manager.
- Inform parents of any possible delays in returning home.

ANNEX D

Handling the media

The circumstances of every emergency will differ. Media interest and the angle being taken will similarly vary. These points may only be seen as Guidelines to be adopted selectively in the prevailing circumstances.

DO

- Be prepared to respond quickly to media interest. The media will not wait indefinitely for the School's response and could misconstrue a reply of "no comment".
- State the facts as established. Do not speculate or release unconfirmed details. "Awaiting confirmation of what exactly happened and cannot say more at the moment".
- Anticipate the angle to be adopted by media. Prepare positive slant. "This was an educational visit which we have repeated successfully for the last 3 years".
- Express appreciation for the Emergency Services. "Fire Brigade have been superb and by responding so quickly have limited the extent of the damage".
- Beware of any unofficial statements and asides in the margins of a press conference. Tape recorders and cameras will already be recording hopeful of an unguarded remark!
- Express sympathy for those involved – pupils, families and staff whose professional response averted further tragedy.
- Be proud of the reaction of children and staff to the crisis.
- Avoid controversy and the loaded question e.g. Do you think the discipline of the children in the party contributed to the accident?
- Be prepared to refer robustly to the School's policies in controversial areas such as bullying, H&S, School trips.

DO NOT

- Make any statement unprepared without the latest media briefing from the Headteacher.
- Impugn blame or allege failure on the part of others.
- Admit any liability as this could invalidate any subsequent insurance claim and leave the School exposed in any investigation.
- Identify individuals by name until at least the next of kin have been informed and the School's embargo is officially lifted.
- Answer hypothetical or speculative questions.
- Allow journalists uncontrolled access to the site or to pupils. Media representatives should be accompanied and given restricted access to facilities.

ANNEX E

Emergency plan contact list

| Appointment | Name | Mobile |
|--|--------------------|---------------|
| Headteacher * | Jo Webster | 07786 863249 |
| Deputy Headteacher * | Susan Quince | 07742 217229 |
| Estates and Property Manager * | Lucy Nightingale | 07813 566698 |
| Finance and Office Manager* | Jo Thompson | 07966 263080 |
| Head of Early Years * | Kim Goodwin | 07855 817262 |
| Little Pilgrims Manager / Deputy Manager – Early Years | Jen Cosgrave | 07955 051663 |
| Kindergarten Manager | | |
| Pre-School Manager | Zoe Miles | 07919 516911 |
| SENDCo and Pastoral* | Jacqueline Morales | 07889 478444 |
| Chair of Governors | Sarah Wheeler | 07760 271951 |
| Chair of Finance and Premises | Tina Beddoes | 07794 031136 |
| HR Co-ordinator | Barbara Courtney | 07786 704708 |
| Registrar | Karen Sinclair | 07889 208908 |
| Reception Leader | Francis Culhane | 07774 203341 |
| Year 1 Leader | Jessica Collins | 07793 048241 |
| Year 2 Leader | Tracey Marquand | 07961 803039 |
| Director of IT | Peter Drage | 07917 114728 |
| Catering Manager | Pam Bhogal | 07789 773661 |
| Deputy Estates and Property Manager | Glen Grey | 07542 735566 |
| Caretaker | Hayden Brice | 07584 921821 |
| Facilities Assistant | Greg Goluch | 07852 147731 |
| Facilities Assistant | Ian Wenham | |
| Chairman HT | Murray Stewart | 07851 447187 |
| Chief Executive HT | David Steadman | 07801 100626 |
| Finance Director HT | Claire Lake | 07940 562111 |
| HR Director HT | Sam Lock | 07788 585182 |
| Director of Operations BMS | Richard Pooley | 07909 254822 |
| Bursar BGS | Jean-Marc Hodgkin | 07768 768065 |
| Bursar BS | Andy McFarlane | 07881 385047 |

*Members of the SLT

ANNEX F

Business recovery team

Chair of School Governors
Chair of Finance & Premises Committee
Headteacher
Chief Executive of the Harpur Trust and/or
Finance Director of the Harpur Trust
Estates and Property Manager
Finance and Office Manager
Managers of Pre-school, Kindergarten and Little P's
Deputy Head Teacher
Head of Early Years
SENDCo
IT Manager

The team will consist of some or all of the above depending on the type and location of the Emergency and the extent of the recovery operation faced by the School.

The Business Recovery Team would normally be chaired by the Chair of School Governors or the Headteacher.

ANNEX G

Additional emergency contact numbers

POLICE)
FIRE) 999 / 112 from mobile
AMBULANCE)

GAS LEAKS (National Grid) 0800 111999

ELECTRICITY POWER FAILURE 105 / 0800 7838838

ANGLIAN WATER 03457 919155

POLICE STATION 01234 841212

FIRE STATION 01234 845000

If there is a premises emergency out of school hours please refer to the emergency contact list below:

| Service | Contact name | Contact number |
|-----------------------------|---------------------------|-----------------------------|
| Burglar / Intruder Alarm | Tec Fire & Security | 01234 345117 / 07818 048947 |
| Fire Alarm | Tec Fire & Security | 01234 345117 / 07818 048947 |
| Plumbing / Boilers | Osprey Mechanical | 07976 383215 |
| Swimming Pool | LKS Pools (Aiden / Shaun) | 07980 807384 |
| Electrical | Electric Evolution | 07973 789976 |
| Locksmith | Gemini Security (Roger) | 07860 482994 |
| Keyholder service / lock up | Millenium Security | 01234 825522 |
| Glass | Herts Doors and Windows | 01442 825333 |
| | Northampton Glass | 01604 233343 |
| Insurance broker | Marsh Insurance | 01444 458144 |
| Solicitors | Veale Wasborough Vizard | 0117 314 5395 |

Additional useful suppliers:

| Service | Supplier name | Contact number |
|----------------------------------|---------------------------|----------------|
| Temporary portable accommodation | Portakabin | 0800 0523450 |
| | Thurston Building Systems | 01924 265461 |
| | S&J Stanberry & Sons | 01945 870076 |
| | Werwick Hire | 0800 9700231 |
| | Portable offices | 0800 0523450 |
| | Mancon | 01202 581155 |
| Toilet facilities | Porta Kabin | 0845 6499787 |
| | Top toilets.com | 0844 2723070 |
| | Chiltern Hire Centre | 01234 347713 |