

23 January 2023

Dear Parent/Carer

#### HEATING UPDATE

Firstly, may I thank you for your patience and understanding during the last three school days. I share your frustration regarding the lack of heating across the school and the negative impact this has had on the children's learning with families struggling to find last minute childcare issues.

The heating issue has been an ongoing problem and as a Private Finance Initiative (PFI) project this is wholly unacceptable. Once again, I have pursued the matter with the LA, the Management Company and Facilities Management team to identify the issues, temporary action taken and provide a long-term solution. In addition, I have formally requested an apology and acknowledgement of the seriousness of the situation. Please see the following statement received this afternoon:

*Firstly, on behalf of QED (Slough) Limited and Pinnacle Facilities Management Ltd we would like to apologise for the ongoing issues with the schools heating system and the effect this is having on the education of pupils.*

*The issues with the heating system are the responsibility of QED (Slough) Limited and Pinnacle Facilities Management Ltd and we are working with the school and Slough Borough Council to resolve these issues as quickly as possible.*

*Whilst a permanent fix to the heating system is being worked on. Pinnacle Facilities Management Ltd is providing a dedicated repair service and supplementary heating to maintain temperatures in the school.*

*To facilitate a permanent fix to the heating system QED (Slough) Limited has employed Heating and Commissioning engineers to design and install a robust solution.*

*We will provide a further update on the situation shortly and once again apologise for the inconvenience caused to parents and pupils.*

*QED (Slough) Limited and Pinnacle Facilities Management Ltd*

The school is committed to supporting our families and their children and for that reason, despite there being no guarantees regarding improved heating during this particularly cold spell of weather, the school will be partially open to most of our pupils. A risk assessment has been undertaken and parents have been contacted by their child's class teacher if they should attend. Please ensure that children have appropriate layers of clothing to keep them warm.

The school will continue to keep you informed of developments and appreciate your support as always.  
Regards

Neil Sykes  
Principal