

TO: CYPL DMT  
DATE: 01 September 2015

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**SCHOOLS BROADMOOR CASCADE**  
**Chief Officer: Strategy, Resources and Early Intervention**

**1 INTRODUCTION**

- 1.1 The purpose of the report is to feedback to DMT on the progress of the forthcoming changes to the Broadmoor Cascade from September 2015.

**2 RECOMMENDATION**

- 2.1 That DMT notes the forthcoming changes to the Cascade from September 2015.

**3 SUPPORTING INFORMATION**

Scope of Cascade

- 3.1 The cascade has been revised and the Wokingham BC and RBWM schools have been removed. Wokingham BC agreed to continue with the cascade through a separate agreement with Forestcare. RBWM have stated that they do not have the resources to continue with the cascade. As the RBWM schools are not in the vicinity of the Hospital this is seen as low risk.
- 3.2 Because BFC is now independent of the other Boroughs we can now use the Cascade mechanism to disseminate other information e.g. in response to a BFC specific incident or emergency.

Frequency of Cascades

- 3.3 At the Broadmoor Schools Cascade Annual meeting at Broadmoor Hospital on 16 July 2015 it was agreed with the representatives of Surrey CC and the Private schools that the system would be tested on the second Wednesday of the Autumn term and then termly unannounced cascades would take place in the Spring and Summer terms. This would not stop Broadmoor Hospital running further unannounced cascades in addition. Hampshire CC queried the relevance of the system and decided that they would no longer participate in any exercises, but still wished to be contacted in the event of an actual escape.

Revised Methodology

- 3.4 On 29 April Forestcare trialled sending out an email with a confirmation read receipt to schools along with the telephone cascade. Please see Appendix A for the review of the cascade. The read receipt facility was not as successful as envisaged therefore schools will be asked to acknowledge receipt of the email.

#### **4 EQUALITIES IMPACT ASSESSMENT**

4.1 Not applicable, as this is not a Policy or a Project

#### **5 STRATEGIC RISK MANAGEMENT ISSUES**

5.1 The cascade is in place to inform quickly schools and services of an escape from Broadmoor Hospital. The cascade reduces the risk of endangering the users of the services, staff and pupils. Increasing the robustness of the system by using telephone and email further reduces the risk especially when the sirens do not work or no longer exist.

#### Background Papers

Appendix A: Broadmoor Cascade 29 April 2015 – Briefing note.

#### Contact for further information

David Watkins: 01344354061

[David.Watkins@bracknell-forest.gov.uk](mailto:David.Watkins@bracknell-forest.gov.uk)

Chris Taylor: 01344 354062

[Chris.Taylor@bracknell-forest.gov.uk](mailto:Chris.Taylor@bracknell-forest.gov.uk)

Caroline Moore: 01344 354055

[Caroline.Moore@bracknell-forest.gov.uk](mailto:Caroline.Moore@bracknell-forest.gov.uk)

## Broadmoor Cascade 29 April 2015 Briefing Note

### The Cascade

The revised Broadmoor Cascade with the emails was trialled on Wednesday 29 April.

Forestcare received notification from Broadmoor Hospital at 10.19.

A group email which included the generic groups for headteachers, school secretaries and school bursars was sent out at 10.19 am with a read receipt request.

The telephone cascade was started at 10.20 am and all BFC schools had responded by 10.33 am.

### Feedback

The telephone cascade went very well and was completed very quickly.

A spreadsheet of the email responses is attached.

#### Issues:

1) Several schools emailed to say that they did not received the read receipt request which was shortly followed by a read acknowledgement. On the spreadsheet I have only recorded the read acknowledgement time for these schools.

ICT response: There is no standard approach across the schools for read receipts and there are different rules in different schools. Some schools use the preview panel so that they can read emails without opening them, this will result in no read receipt dialogue box appearing. To resolve this would require imposing a process for email box management.

2) Analysis of the response times was impossible because some schools had responded before the time the email was sent out and other schools had received the email over an hour later such as Jennett's Park who received and acknowledged the email at 11.43 am.

ICT response: To reach the end user at the school the email needs to go through 3 servers – BFC exchange, ISP supplier and the school exchange. There is no universal time that all servers use, there could be a time difference at all of these stages. The school servers seem to be on different times.

NB: The majority of schools had replied to Forestcare by 10.45 am (26 minutes).

3) Ascot Heath Juniors was the only school not to respond to any of the three emails sent to the school. There was no issue with their server but a lack of office staff including bursar. The school had received the message via the telephone cascade.

### Conclusion

The cascade went well and achieve it's objective to get the test message to all the schools. As the telephone cascade was completed quickly without any hold ups the email responses were not used. The email cascade enables Forestcare to check if there is a hold up on a cascade whether the school has received the message. The actual time on the email is irrelevant as the majority of schools had emailed a response to Forestcare within 26 minutes.

As the read receipt was not as reliable as envisaged schools will need to be asked to send an email response to the cascade email.