My School Phone

It's more than just a phone

SCG
Wholesale

7 x ISPA Award WINNER
The ISPAs

t schools broadband™

PSTN Switch-Off

What this means. What you should do

- The copper-based phone network is being decommissioned 2024/2025 (PSTN Switch-off)

- All non-VoIP phone systems will need upgrading to VoIP. Or lose ability to make & receive calls

- Check now to see if your school's phone system will need upgrading to VoIP. Here's how

- Check now to see when the copper network will be switched off in your area

- Visit Schools Broadband PSTN Switch-Off Page

My School Phone

Safe, secure and compliant

- Everyone has unique communication requirements, especially schools

- My School Phone is designed for the school environment

- Tailored & bespoke solutions for individual school needs – however unique

- Features designed hand-in-hand with School Business Managers, Head Teachers & IT professionals

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My School Phone

More than just a phone

We understand the need for:

- Environmental risk assessment and reduction

- Policy compliance and support

- Emergency planning and lockdown procedures

- Evacuations and invacuations

- Time management and efficiency improvement

- Accessibility and productivity enhancement

- Bomb threat alerts, alarms and safety measures

- Support for the welfare of children and staff

- Martyn's Law

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My School Phone

Specific features just for schools

- Security lockdown for intruder alerts

- Paging alerts for emergencies
  and public announcements

- Dedicated support lines for students

- Detailed call reporting with insights

- Night mode for optimized functionality

- Student/parent welfare support lines

- Conference calls with PIN codes for secure communication with
  children on EHCP (Education & Health Care Plans)

My School Phone

Supporting multiple policies

- The Management of Health and Safety at Work Regulations 1999

- The Health and Safety at Work etc. Act 1974

- Regulatory Reform (Fire Safety) Order 2005

- DfE (2018) 'Health and safety: responsibilities and duties for schools'

- DfE (2015) 'Emergency planning and response'

- DfE (2014) 'Fire safety in new and existing school buildings'

- DfE (2019) 'School and college security'

- National Counter Terrorism Security Office (2015) 'Developing Dynamic Lockdown Procedures'

- Martyn's Law – The new Protect Duty

My School Phone

Ensuring safety for SEN students and schools

Ideal for risk assessing and keeping all pupils and staff safe in emergencies

- **Paging** – Facilitates organisation-wide announcements, department announcements or individual rooms (or a combination of all three).
  PA Function satisfies Ofsted guidance for providing audible warning of a lock-down event

- **Do Not Disturb (DND) -** Allows disablement of incoming calls & flashing light. Useful in one-to-one sessions for children with Autism or in sensory rooms.
  Functionality is automatically overridden in event of emergencies.

My School Phone

Common Communication Challenges

- Lockdown Events
- Emergency Planning
- Call Restrictions
- Onsite Phone Systems
- Multiple Vendors
- Legacy Kit
- Budgetary Concerns

- Hefty Maintenance Costs
- No call recording to retain key information
- Future proofing
- Call out charges
- Cannot make any changes
- No groups
- No support for remote workers
- No reporting tools

My School Phone

Puts you in control

- Easy to use
- Highly resilient with failover options
- Assured call quality
- Call capturing retains sensitive data
- Simple Admin & User Portal

- Teams Integration
- Flexible Number Presentation
- Handset, Mobile, Softphone Choices
- 24/7 support built for education
- Flexible licenses, from Classroom to Reception

My School Phone

For schools of all sizes

- Smart Voicemail delivery (VM to Email)
- Set Holiday & INSET dates in advance
- Staff Room door entry integration
- Advanced fraud protection
- Advanced call routing
- Missed & unreturned call tracking
- MIS Integration – in Development

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Insights Reporting Suite

- Inclusive Reporting Package
- Comprehensive Analysis
  - DDI level
  - Unreturned missed calls
  - Call volumes
  - Performance
  - Itemisation
  - DND

- Favourites
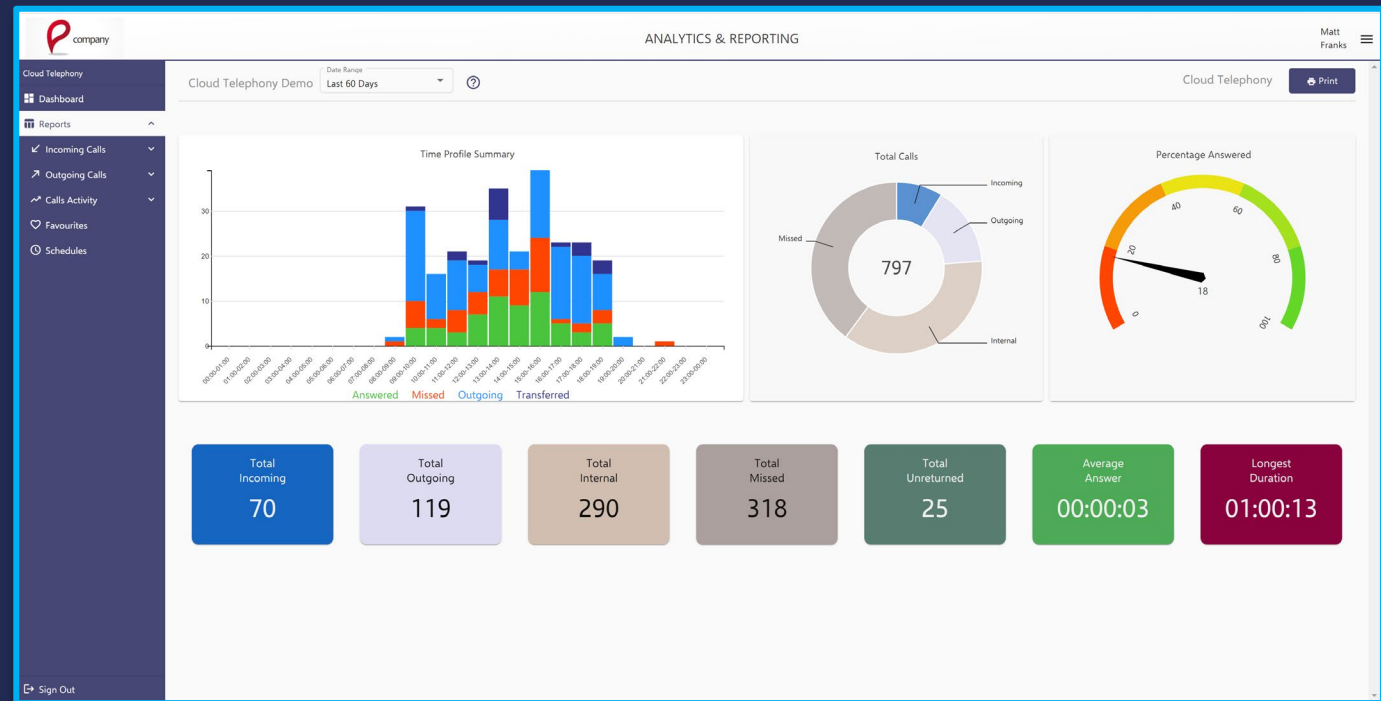- Scheduling
- Email Delivery

New

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Insights Reports

- Predefined popular reports

- Report on incoming, outgoing and missed calls

- Export to CSV or PDF

- Save favourite reports

- Create schedules for automatic delivery to email

My School Phone

Improving safeguarding response times in an emergency

- Safety of children & staff in lockdowns is paramount

- Address emergency planning - Have the conversation

- Refer to real-life examples (see below)

- Improving security response times

- Improves safeguarding and welfare of children

- Include My School Phone as part of your planning

Dog Attack | Intruder | Knife Attack | School Disturbance

Different Sound & Protocol for Evacuation & Invacuation

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Preparing for lockdown events

- **Security Alerts** - Alarm plays through all, zoned or specific area handset speakers

- **Paging Alerts** - For emergency & public announcements

- **Internal Chat Messaging** - For discrete communication

No Additional Costs

Regulatory Requirements

Useful links and tips

✓ Know what to do in the event of an incident, or potential incident

✓ Emergency plans should form part of your security policy which should complement your safeguarding policy

✓ Your safeguarding policy forms part of the KCSiE regulatory requirements and should be part of your suite of policies to ensure the health, safety and well-being of students and staff

✓ A full list of emergency considerations for planning purposes can be found at Emergency Planning and Response for Education DfE Guidance

Preparing for a Lockdown

Planning considerations checklist

- ✓ Can your school achieve a full or partial lockdown on the school building and environment?

- ✓ Can you communicate quickly and effectively with students & staff what is happening in the initial stages of an emergency?

- ✓ Have all your staff been trained in lockdown procedures?

- ✓ Do they know who to contact, and how, including how to raise an alarm to alert staff and students?

- ✓ Do you regularly test and exercise plans with staff?

- ✓ Do you regularly review and refresh your training?

[Self-Assessment Emergency Incident Planning Checklist](#)

Questions & Feedback