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Tannoy System - 1st Callcom Ltd

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**1<sup>ST</sup> CALL**  

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**Com Limited**

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# Spire Nursery & Infant School

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## Spire Nursery & Infant School

**Client:** Spire Infant School.

**Location:** Chesterfield.

**Objective:** To comply with the Critical Incident Management Plan which is a Local Authority document. As a multi building school there is a need to find a way of informing all staff both internally and externally of a potential threat or emergency.

### **The Initial Stage:**

Initially I called 1<sup>st</sup> Call to see what they could offer as a solution, they advised us that we could link a tannoy system through the existing telephone system.

1<sup>st</sup> Call's Technical Director came out and conducted a survey of the school and advised us of the best locations for the speakers.

He also informed me that by linking it to the phone system it



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would allow us to pick up any phone in the building and by pressing a pre-programmed button it would allow us to orally give a code which could be heard through the entire school not only on the tannoy speakers but on the telephone handsets in each room.

### ***The Installation Process:***

The installation took place during the school holidays as agreed. The 1<sup>st</sup> Call engineers were on site at the time stated and completed the whole installation in 2 days with no disruption and with no mess.

The engineers as always were very professional and the installation of the tannoy system has been to the highest standard with all cabling concealed and speakers located in the correct positions to allow maximum results.



### ***The Result:***

The installation of the new system has not only met but exceeded all expectations, the whole process went very smoothly. The system is easy to use and all the staff have embraced it.

We now have a system that complies with the Critical Incident Management Plan which is very easy to use and is discreet in what it does. We can now raise a potential warning within the school without causing panic within the staff and pupils which is a major thing.

### ***Recommendation:***

I have been Business Manager at Spire Infants for 5 years and we have used 1<sup>st</sup> call as suppliers of our telephone system during this time. In total, 1<sup>st</sup> Call have been our preferred supplier for the past 10 years.



We use 1<sup>st</sup> Call as they always go above and beyond and the support team in the office are always friendly and accommodating whenever we need help, support or simply advice.

Having a reliable local company which look after not just our telecom needs but other aspects of security within the school is definitely a positive. They are always on hand to offer advice and assistance and that is invaluable for our school.

Nicola Ward - School Business Manager