



St Joseph's Catholic Primary School
Diocese of Clifton

Inspiring everyone to REACH through
Faith, Hope, and Love

Front Street, Nympsfield, Stonehouse, Gloucestershire GL10 3TY
Telephone/Fax No: 01453 860311 Email: SLT@st-josephs.gloucs.sch.uk
Website: www.st-josephs-nympsfield.com



With St Therese as our guide we do little things with much love to make a big difference for everyone.

Headteacher: Mrs Clare Howells

Malware Attack

30th September 2024

Dear parents/carers,

As you will be aware, for the last 2 weeks we have been having issues with our internet and phones. The issue has been caused by a Malware Attack on our server, which has created these ongoing problems. The SLT email address has not been accessible since the attack began and at times neither has admin.

The staff have managed incredibly with diminished services, which have had an impact on their time, ensuring that teaching and learning has continued undisturbed. Edit Concepts, our current IT support providers, have been working around the clock to save our data and return us to the position that we were in before this happened.

The attack came in through the SLT email address – this email address has now been closed. Moving forward, any email communication will need to be sent in to admin@st-josephs.gloucs.sch.uk. If the email is for a member of staff, please detail this in the subject box FAO followed by the member of staff's name. We have updated our communication policy to reflect this (attached).

This week, we are beginning to get back to normal, although as I am sure that you can appreciate, there is a significant back log for the admin team and senior leaders to get on top of. There has been and will continue to be for the short term a delay in our usual response time as we work to get on top of email communication. However, if there is something important or you have not had a response by the end of this week, please let us know, it is possible that some communication has been lost during the cleaning process.

We thank you for your patience and support, while we are working our way to getting back to normal.

Kind regards,

Clare Howells

G:\Winword\PARENTS\Sept 24\Malware attack