

## Notes from in-house communication with

### Norfolk County Council-

## Changes to the emergency school closure system

The emergency school closure system allows all Norfolk Schools to report a school closure. Both parents and radio stations have told us how they like only having to check one place for a complete list of closed schools.

- We are extending the Emergency School closure system; members of the public (parents/pupils) can now register to receive either text messages or emails when the school that they have subscribed to is 'closed' on the Emergency School closure system. We would encourage you to include information about this option when you tell parents about preparing for possible school closures.
- From now on, when you close your school using the Emergency school closure system, either an email or a text message will be sent to all the people who have subscribed to be notified about your school.

The process, associated costs etc are all clearly explained to people who want to use this service when they sign up for it. However an overview follows:

When a member of the public wants to receive these notifications they will go to [www.norfolk.gov.uk/disruptions](http://www.norfolk.gov.uk/disruptions). They will pick a school(s) and enter either their email address or mobile phone number. If they sign up for text messages, they will first get a subscription message asking them to reply to it with the code NCC, in order to validate their request. Once they have replied, they will then receive a second message confirming success.

When the member of the public subscribes to receive notifications by text message, they will not be charged for the two initial confirmation messages, but they will be charged a standard network charge to send the reply with the code NCC, confirming their request. This is unavoidable due to the nature of how network operators operate. For each school closure notification they receive by text message, they will be charged 25p per text. If the actual cost of the text from the mobile provider is less than 25p, Norfolk County Council will put the difference towards the cost of providing the service. Email notifications are free.

Members of the public can cancel their subscription at any time by texting STOP in reply to the text message received, or clicking the cancellation link in the emails. Depending on how they subscribed (email or text message), this will unsubscribe them from all disruption notifications going to that email address or to that mobile phone number.