

22 November 2011

## School Closures

Derbyshire County Council is implementing a new system to make it as easy as possible for you to tell the people it affects if your school has to close for the day.

The new system will cut down the amount of time you spend on the phone to radio stations. An email to Derbyshire County Council will trigger a process through which a list of schools which are closed will be published on our website. The media, including radio stations, will also be alerted.

These instructions provide a step-by-step guide to using the new system.

### Problems or questions

If you have any problems using our system or you have any questions or suggestions, please email [econtent@derbyshire.gov.uk](mailto:econtent@derbyshire.gov.uk).

### 1. Sending a closure notification

To send Derbyshire County Council a notification that your school is closed, follow the steps below.

It is very important that you follow these instructions exactly so that details of your closure will be displayed correctly on Derbyshire County Council's website and passed on to radio stations, other media and subscribers to our email service.

The information you send us is only valid on the day it is submitted. You cannot submit closure notices in advance of the day your school is closed. If your school is closed for more than one day, you will need to submit a new closure email each day.

Only send one email, from one of your authorised email addresses, so the notification is not duplicated on our website.

### Start a new email and add the following information

To	send-UKDCC.UKDCC_3079@request.govdelivery.com	This is an unusual email address, but it is very important that you enter it exactly as shown
Subject	Your school's name, eg Blackwell Primary School	Please do not include anything else apart from the name of your school in the email subject
Message	<p>Include details of the closure here, eg School closed due to bad weather OR We are open for years 5 and 6, but closed for all other years groups.</p> <p>END OF MESSAGE</p>	<p>Please do not include links to other websites or email addresses and keep it brief, preferably no longer than 30 words.</p> <p>At the end of your message, please include the words END OF MESSAGE. This must be in capital letters.</p> <p>Finally, remove any signatures or footers you usually send out with your emails.</p>

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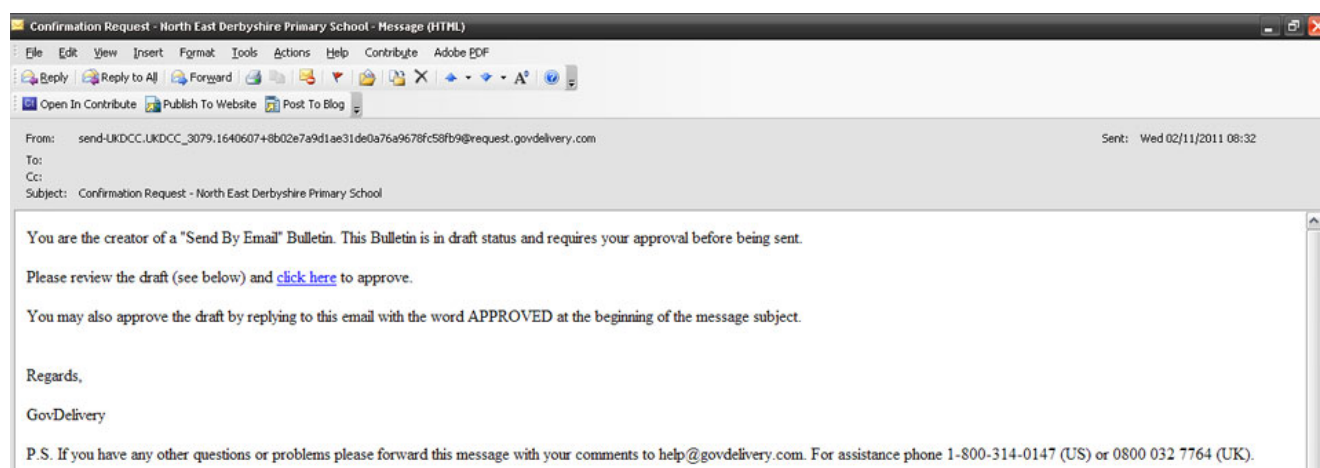
## Send your email

Send your email in the usual way.

## Confirm your notification

You will receive a confirmation request email from GovDelivery within a few moments of sending your email. GovDelivery is the name of the company that provides this service on behalf of Derbyshire County Council. This confirmation request is sent for security reasons to verify that the notification is a genuine one, and was made by you. Please follow the instructions in the email and click on the link as requested.

This email will look similar to the one below.



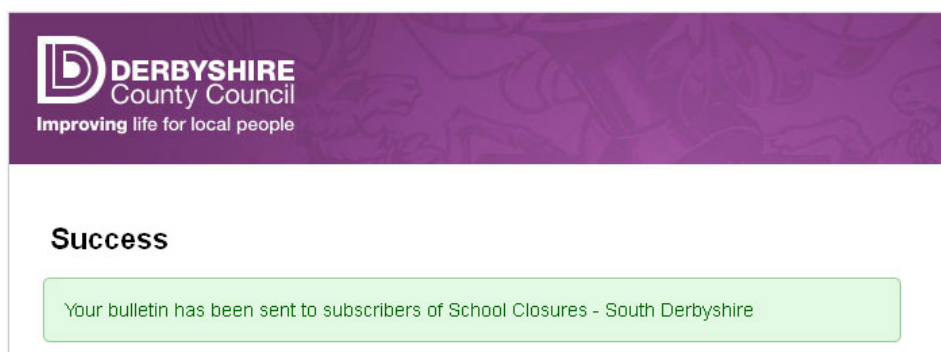
If you don't receive this confirmation request email within a few minutes:

- Check your 'spam' or 'junk' folders to make sure the email has not been delivered there
- Double check that you sent the email from one of the authorised email addresses for your school. The system will not accept any requests from email addresses that have not been registered with us as part of setting up this new system.

Contact [econtent@derbyshire.gov.uk](mailto:econtent@derbyshire.gov.uk) if you are still having problems.

## Confirmation

When you have clicked on the link in the confirmation request email, you will then be taken to a confirmation page to show that your notification was successful. This confirmation message will look similar to the one below.



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## **Sending updated information**

You can send as many updates as you need to throughout the day your school is closed. Just repeat the steps above if your school's situation changes.

The information you send us is only valid on the day it is submitted. You cannot submit closure notices in advance of the day your school is closed. If your school is closed for more than one day, you will need to submit a new closure email each day.

At the end of each school day, we will clear the system and remove all closures notices.

## **2. What happens next?**

Once we have received your email confirmation, we will publish your school closure information immediately on our website. It will be published first on the webpage which lists schools that are closed in your district, eg [www.derbyshire.gov.uk/education/schools\\_colleges/school\\_closures/northeastderbyshire/](http://www.derbyshire.gov.uk/education/schools_colleges/school_closures/northeastderbyshire/)

A few moments later, we will publish it on the webpage which lists all schools in Derbyshire which are closed: [www.derbyshire.gov.uk/schoolclosures](http://www.derbyshire.gov.uk/schoolclosures).

The information will then be emailed to anyone who has signed up to Derbyshire County Council's email service and has requested alerts about school closures. At busy times when many schools are closed, such as during bad weather, we will regularly email subscribers a summary of all schools which are closed.

We will also publish this information through our social media channels and Mobile Derbyshire, a version of our website optimised for use on smart phones.

Additionally, we have asked the media such as local radio stations to use our RSS feed to publish the information directly to their own websites. Radio stations can then broadcast this – and you do not have to make a separate phone call to inform them.

You may also wish to publish closure information through your own channels such as your school website, social media or text messaging service.

## **3. Adding and removing email addresses**

You can set up additional authorised email addresses, for example for other members of staff who have the responsibility to close the school.

To request additional authorised email addresses for your school, email [econtent@derbyshire.gov.uk](mailto:econtent@derbyshire.gov.uk) with the following information:

- The full name of your school
- Your DFE number
- The extra email address(es) you would like to register.

Please remember to only send one email from one of your authorised email addresses to inform us when your school is closed. This will ensure that the notification is not duplicated on our website.

## **Removing addresses**

To remove an email address, eg if a member of staff leaves, email [econtent@derbyshire.gov.uk](mailto:econtent@derbyshire.gov.uk) with the following information:

- The full name of your school
- Your DFE number
- The email address(es) you would like removed.

We will then no longer accept school closure information from this email address.