



WICK HIGH SCHOOL
TELEPHONE INFORMATION SERVICE

GUIDANCE FOR PARENTS November 2009

Schools now have a dial-in service if there is a risk of closure due to adverse weather. This allows parents to listen to a recorded message from the school.

When severe weather warnings are received your school will endeavour to keep the system updated. It is an enhancement to the present service and does **not** replace existing methods of giving out information, such as radio broadcasts, described in the schools Adverse Weather Guidelines.

There are other features of this service that may be available for our school. These are described below. (Note that this is an 0870 service and charges are slightly higher than normal. However there is no queuing and an adverse weather call should last less than 1 minute.)

How to use the service

➤ **Dial Highland Council's access number - 0870-054-6999**

➤ **Enter Wick High School's pin number 04 1270**

You have two attempts to enter the pin number and you will be disconnected after a second failed attempt. If this happens, check the number and redial. If you still have a problem check with your school.

➤ You will then hear the school's name. Ensure that this is correct before going on.

➤ You will then be taken to the MAIN MENU where you will be given 4 options:

Press 1 to hear your school's message about the adverse weather, e.g. whether or not the school is to close or if transport arrangements have been affected.

Press 4 to enter the pin number for another school in Highland. Parents may have children who attend different schools. This option allows you to move from one school's messaging service to another without having to dial in again.

Press 3 to hear general information messages

The school may use this as an additional way of informing parents about school events. Parents may hear up to ten messages with the most recent played first.

School closure information is also available online at
www.schoolclosures.highlandschools.org.uk

There is more information over the page.

HIGHLAND COUNCIL EDUCATION, CULTURE AND SPORT SERVICE
GUIDELINES FOR PARENTS
TRAVELLING TO SCHOOL DURING ADVERSE WEATHER

It is the responsibility of parents or carers to decide if a pupil should attempt to travel to school, by transport or on foot, in adverse weather conditions. The Education Authority encourages full attendance at school but in severe weather conditions the safety of pupils is much more important. Parents and pupils are often concerned that important examinations may be missed, but this should not over-ride good judgement. Schools normally make alternative arrangements for missed examinations.

The school updates its procedures for adverse weather closure annually, therefore:-

- **parents** should advise schools of an alternative address, as close as possible to the school, which may be used by their children in emergencies.
- **the school** will advise parents of normal local arrangements for school transport and any special arrangements in the event of adverse weather.
- **the school** will establish a system of communication with parents and transport operators and ensure that parents are fully informed of the arrangements. This may include an 0870 telephone information service, details of which are over the page. The website www.schoolclosures.highlandschools.org.uk will also be updated with information for individual schools.

When weather conditions are poor:-

- **Local radio stations** issue news and weather bulletins on traffic conditions and school closures. Transmissions may not cover all households and may be subject to re-scheduling but should be helpful. Parents are advised to remain “tuned in” to ongoing road weather, or school information updates.

Please do not telephone local Radio for advice but listen to appropriate broadcasts.

BBC Radio Highland 92.4-94.7 FM & 810MW

6.55 am – 7.00 am 7.50 pm – 8.00 pm

12.55 pm – 1.00 pm 4.55 pm – 5.00 pm

In extreme conditions Radio Highland will interrupt Radio Scotland transmissions, usually on the hour, to carry emergency bulletins.

Moray Firth Radio 97.4, 96.6, 96.7, 102.5, 102.8 FM/MHz

Normally hourly news bulletins and half-hourly summaries will carry local information on weather, roads and conditions affecting schools. In severe conditions normal programmes will be interrupted more frequently to carry emergency bulletins.

For pupils using school transport

- Parents should advise their children on how long they should wait at the pick up point for their transport. This will depend on the prevailing weather conditions and the availability of shelter at the pick-up point. During adverse weather conditions no pupil is expected to wait longer than twenty minutes past the normal “pick-up” time.
- Parents should note differences between **contract** vehicles and **public service** vehicles. Drivers of **contract** vehicles are advised not to drop off children where there is any doubt that they may not safely reach home or other place of shelter. Drivers of **public service** vehicles must travel their normal routes and cannot make special provision for the individual pupils.
- Where parents are concerned about weather conditions at “drop-off” points, they should contact the school as early as possible.
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When weather conditions are poor, parents should arrange to have children met at the “drop-off” point, especially where public service transport is used.

There is more information over the page.