



**Telford & Wrekin**

C O U N C I L

To all parents and carers  
Telford and Wrekin Schools

**Clive Jones**    **Head of BSF, Resources & Social  
Regeneration**

Children and Young People  
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Dear Parents/Carers

The adverse weather conditions that affected most of the country including the Telford & Wrekin area over the last few days has caused great difficulties for many of you in ensuring your children attend school as normal. The Council put into effect it's snowline on Wednesday morning to offer advice and support to parents by providing information on school closures.

From a Telford & Wrekin Council standpoint, the Snowline actually worked very well with information about the four school closures in the Borough being communicated to relevant radio stations at the appropriate time.

Problems arose when BBC Radio Shropshire supplied information about the school closures to Beacon FM and Telford FM. The information provided was unfortunately misinterpreted in different ways by those two stations. Consequently, although the information broadcast by Radio Shropshire itself was accurate, the information broadcast by Telford FM and Beacon FM was not. All schools followed the correct procedures and are not in any way to blame for the problems that occurred.

BBC Radio Shropshire has admitted responsibility for this error and has addressed the issues raised. Although the Council was not responsible for the problems encountered, we realise that the misinformation that was broadcast caused significant inconveniences for some of you and we would therefore like to apologise for any unnecessary difficulties you experienced as a result.

The communication problems that were experienced by the Radio stations on Wednesday morning have now been addressed and since further disruption as a result of adverse weather over the coming weeks is highly likely, the Council in close liaison with its schools will continue to provide a snowline service to support parents. The snowline operated again today and school closures were communicated without any problems.

Yours sincerely

**Clive Jones**  
**Head of BSF, Resources & Social Regeneration**



2005-2006  
Integrated Children's Services  
2005-2007  
Early Intervention  
Children at Risk  
Culture and Sport for  
Hard to Reach Groups



THE MJ  
WINNER



Telford – Home of the  
Telford – Home of the  
Ironbridge Gorge  
World Heritage Site  
World Heritage Site

