**Daily update 16 September:**

**Important information for nurseries, schools and colleges – new process for reporting positive confirmed cases of coronavirus (COVID-19) in your setting**

DfE’s [guidance for education and childcare settings](https://www.gov.uk/coronavirus/education-and-childcare?utm_source=16%20September%202020%20C19&utm_medium=Daily%20Email%20C19&utm_campaign=DfE%20C19) sets out the process for managing confirmed positive cases of coronavirus (COVID-19) when the individual is known to have been in a school, college or early years setting. We recognise that there have been some difficulties getting through to the local public health protection teams for advice on action to take on a positive case in the setting. As a result, from tomorrow (17 September), there will be a new dedicated advice service available to advise nurseries, schools and colleges who have been informed of a confirmed case(s) of coronavirus (COVID-19) in their setting (i.e. a pupil or staff member testing positive). We are updating our guidance to reflect this change.

This means that instead of calling your local health protection team when there is a confirmed case in your education setting, we will now be asking you to call the DfE’s helpline and you will then be directed to the dedicated NHS advice team for nurseries, schools and colleges with confirmed cases.

From tomorrow, this new service can be reached by calling DfE’s existing helpline on 0800 046 8687 and selecting the option for reporting a positive case. The line will be open Monday to Friday from 8am to 6pm, and 10am to 4pm on Saturdays and Sundays.

Please only select this option if you have a confirmed case of coronavirus (COVID-19) within your nursery, school or college.

You will be put through to a team of advisors who will inform you what action is needed based on the latest public health advice, and work through a risk assessment to identify close contacts.

This new process will free up capacity of the Public Health England’s local health protection teams to deal with more complex cases, for example special schools and universities, or outbreaks where there is more than one confirmed case. Advisors will be responsible for escalating these cases as necessary following a triaging of your circumstances during the call.

The new advice service has been set up to advise the following education settings: early years settings including nurseries; schools including primary schools, infant or junior schools, middle schools, secondary schools, boarding schools, special schools; and further education providers.

The DfE helpline also remains available for all other queries about coronavirus (COVID-19) relating to your education and childcare setting on 0800 046 8687. Please listen carefully to the available options and select the one most appropriate to your setting’s current situation.

**Daily update 17 September:**

**New advice service for nurseries, schools and colleges to respond to a positive case of coronavirus (COVID-19)**

The new dedicated advice service for nurseries, schools and colleges has been launched today. The service is for those needing support on the action they should take when they have been informed of a confirmed case of coronavirus (COVID-19) in their setting (i.e. a pupil or staff member testing positive).

This new service has been introduced by Public Health England (PHE) and is delivered by the NHS Business Services Authority, working to agreed PHE and DfE guidance. It can be reached by calling the DfE’s existing coronavirus helpline number on 0800 046 8687, and selecting option 1. This option will take you through to the dedicated team of advisors who will inform you what action is needed based on the latest public health advice. They will work through a risk assessment with you to identify close contacts. Advisors will be responsible for referring more complex cases, as necessary, following a triaging of your circumstances during the call.

This new advice service has been introduced following a significant increase in calls to PHE’s Health Protection Teams since the start of the new school term. The new service, working together with Health Protection Teams, aims to ensure calls are handled promptly.

We want to ensure education settings have access to the advice they need to make decisions. This dedicated advice service is designed to expand the options available for that support. This approach will free up capacity of PHE’s Local Health Protection Teams to deal with more complex cases, for example special schools and universities, or outbreaks. Depending on your local arrangements, you may also want to inform your local authority of a positive case in your setting. Where more detailed local arrangements are in place with your local authority, and are working, you can continue to receive support through that route to take action in response to a positive case.

The advice service will be open Monday to Friday from 8am to 6pm and 10am to 4pm on Saturdays and Sundays.

The DfE helpline also remains available for all other queries about coronavirus on 0800 046 8687, including for advice on those displaying symptoms.

Please listen carefully to the available options and select the one most appropriate to your setting’s current situation