

Information education settings should have to hand when they call for advice on a positive case

Public Health England's (PHE) dedicated advice service, delivered by NHS Business Services Authority, is available to early years settings, schools, colleges and out of school settings. 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).

It can be reached by calling the Department for Education coronavirus (COVID-19) helpline on 0800 046 8687 and selecting option 1 to report a positive test within your setting. This option will take you through to a dedicated team of NHS Business Services Authority advisors who will work through a risk assessment with you to identify close contacts, and will inform you what action is needed based on the latest public health advice. Advisors will be responsible for referring more complex cases to the PHE regional health protection team, as necessary, following a triaging of your circumstances during the call.

Phone: 0800 046 8687 – option 1 to report a positive test within your setting

Opening hours: Monday to Friday from 8am to 6pm
Saturday and Sunday from 10am to 4pm

When you call for advice, please have the following information to hand relating to the positive coronavirus (COVID-19) case in your setting as you will need to discuss this with the call adviser:

- the number of positive cases in your setting, whether the person who tested positive is displaying symptoms and if so, the date of the onset of the symptoms (if known)
- the dates that the person who tested positive was in attendance at the setting so that we can identify if the person was infectious whilst on site
- for key stage 2, 3, 4 and 5, the seating plan for all lessons, and (where relevant) the timetable, for the person who has tested positive. This will help to support identification of close contacts with that person
- for key stage 2, 3, 4 and 5, if the person who has tested positive is a member of staff, records of any instance of close contact with other members of staff or students
- if the person who has tested positive is a pupil, records of any definite face to face contact with the individual and details of their friendship group within the setting

This dedicated advice service is designed to expand the options available for support to education settings, and we would expect that most education settings would contact this service in the first instance. This approach will free up capacity of PHE's regional health protection teams to deal with more complex cases and outbreaks. You should continue to inform your local authority of a positive case in your setting.

We recognise that some local authorities have put more detailed local arrangements in place for their education settings with their local authority health protection team. Where those local arrangements are available and working, you can continue to receive support through that route to take action in response to a positive case.