**Update for Educational Settings**

**Monday 1st June 2020**

**Cumbria County Council’s COVID-19 Call Centre**

Telephone Number: 0800 783 1968

**What is the Cumbria COVID-19 call centre for?**

This call centre will launch today (1st June) and has been set up as a single point of contact for Head Teachers and other leaders of educational settings (including early years) in Cumbria to notify Cumbria County Council of any suspected or confirmed cases of COVID-19 in your setting. It can also be used by Public Health England and the NHS Test and Trace service.

Please do not share the telephone number with parents or carers.

The information you provide to the call centre will inform the work of the local contact tracing team where required. The call centre can also provide information on, and organise testing for staff and children. In addition, the information will be used to help manage outbreaks and reduce the spread of COVID-19 in settings and the community.

**When should I call the centre?**

Please contact the call centre immediately if you have one or more members of staff or children at your setting who develop symptoms of COVID-19 (fever, new continuous cough or change to/loss of sense of taste or smell), OR if they test positive for COVID-19.

The call centre will be open 9am – 5pm (Monday to Friday) and 9am – 2pm (Saturday and Sunday).

**What information will I be asked for?**

You will be asked for your contact details and to provide information about the suspected or confirmed cases.

Please be aware that the call centre may ask you to provide personal information about any staff or children who have symptoms or have tested positive (such as name, date of birth, contact details and the date they developed symptoms). Wherever possible, please try and seek their permission to share these details before contacting the call centre.

Over time you are advised to develop a system for gathering written consent from parents/carers with regards to sharing this information. However in this initial period, verbal consent is acceptable.

You may also be asked to provide information about the number of staff, children and classes/groups/bubbles in your setting to help inform any additional advice that may be provided back to settings regarding the need for individuals to self-isolate and stay at home.

**Why do you need personal information about the staff or children in my setting who may have COVID-19 (or received a positive test)?**

As lockdown measures are relaxed and more people are able get out and about in their communities, one of the important measures for reducing further spread of COVID-19 is identifying cases early and contact-tracing.

The details you provide about the staff or children at your setting will be used by a team of local contact-tracers to review the risk of wider spread and make contact with the staff member or child’s parent/carer to identify any other potential contacts they may have had. The contact-tracers would then get in touch with the contacts and advise them to isolate for 14 days if required. They can also advise them on how to get tested if they develop symptoms.

This is why it is important to seek staff or parent/carers permission before sharing their details (or their child’s detail) wherever possible.

**What qualifications do the contact-tracers have?**

The contact-tracers working as part of our locally developed test and trace offer (please note this differs from the national NHS Test and Trace Service) are professionals working in either the NHS trusts in Cumbria, or the Environmental Health Teams in District Councils. Because of their existing roles, they have knowledge and experience in contact-tracing.

**Staff and parents are worried about scams linked to contact-tracing**

The local contact-tracing team\* will not contact anyone by text. They will generally make contact via telephone and identify the organisation they are working for (either a local authority or NHS trust within Cumbria). This organisation can be contacted should you need to verify their identity.

Should they email, their email address will end in either ‘.gov.uk’ or ‘nhs.uk’.

A genuine call will never ask for banking details.

*\*Please note, the local contact-tracing service is different from the national NHS Test and Trace service. More information about security and the NHS Test and Trace service can be found* [*here*](https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works)

**How can the call centre support staff and children to access testing?**

If a member of staff or a child at your setting develops possible symptoms of COVID-19, it is important that they get tested as soon as possible (and within the first five days of developing symptoms).

The call-centre team can talk you through the local testing options (these are drive-through centres) and can be used by staff or parents/carers can take their children (including those under the age of 5) if they are well enough to travel. They can contact staff and parents/carers directly and arrange the testing over the phone. Alternatively, they can provide the contact details to Head Teachers and other setting leads, who can then pass the details on to staff members or parents/carers.

The results from testing that has taken place locally generally come through more rapidly than if a test is booked online (because you do not need to wait for the test to be delivered or collected), however if a staff member or parent/carer is unable to attend a drive through centre, there is still the option to have a test delivered to their home\*.

*\*please note if a test is arranged by a staff member or parent/carer online via the national NHS Test and Trace service, locally we not be informed of the result, so please contact the call centre if you become aware of a positive test result. This will help us to monitor and track the spread of COVID-19 in our settings and communities.*

**Who will monitor and track the spread of COVID-19 locally?**

A Cumbria-wide ‘Incident Management Team’ (IMT) has been established by the Director of Public Health. They will meet daily (unless no incidents are happening). This team is made up of representatives from a range of organisations, including Local Authorities and NHS Trusts. They will monitor data summarised from the information collected by the call centre and contact-tracing team.

Occasionally, where data suggests there is a significant risk of COVID-19 being spread, the IMT can make decisions to close down a whole setting (such as a workplace or educational setting) or instruct a wider range of people across communities to isolate. They may also make decisions about wider testing being required.

In addition, if we start to see a number of possible outbreaks occurring in educational settings, an ‘Outbreak Control Team from Educational Settings’ will be convened, which will also meet daily if required. It will have a similar role to the IMT, but focus specifically on educational settings.

**I’ve been informed on a Monday morning that a child or staff member developed symptoms a couple of hours ago – do I still need to contact the call centre?**

Generally, the evidence suggests that individuals can pass COVID-19 onto others up to 48 hours before they develop symptoms themselves. Whilst in this scenario, it would just be over 48 hours since the individual had been in the setting, we still recommend you inform the call centre.