

# YOU MUST RESPOND AND ACT IMMEDIATELY WHEN INFORMED OF A POSITIVE CASE OF COVID19 WITHIN YOUR SETTING BY FOLLOWING THE STEPS BELOW

1

**CALL THE DFE HELPLINE:** You must call the DfE Helpline on 0800 046 8687 and select option 1 for advice on the action to take in response to a positive case. You will be put through to a team of advisers who will inform you what action is needed based on the latest public health advice.

2

**NOTIFY PARENTS:** Following advice notify parents of the positive COVID19 case, do not identify individuals. Ensure parents understand their responsibility regarding the child self-isolating and not attending any other childcare setting during these 14 days. Template letters are here <https://eycp.essex.gov.uk/covid19-coronavirus/>

3

**INFORM OFSTED:** Inform Ofsted of any confirmed cases of coronavirus (COVID-19) in the setting (either child or staff member), and/or if the setting is advised to close as a result of contact from NHS Test and Trace. <https://www.report-childcare-incident.service.gov.uk/serious-incident/childcare/update-incident/>

4

**NOTIFY ECC:** Email [early.years@essex.gov.uk](mailto:early.years@essex.gov.uk). In your email please include your setting name and EY number, date of positive case confirmation, date of closure, intended reopening date and confirmation that DfE helpline, all parents of children in setting and Ofsted have been informed.

5

**REVIEW:** Revisit the above steps where necessary if the situation changes to ensure correct information is held by all concerned. Particularly if the number of confirmed cases increases or reopening dates change for any reason.