



RISK ASSESSMENT & OUTBREAK MANAGEMENT PLAN

FEDERATION OF ST JOSEPH'S JUNIOR, INFANT & NURSERY SCHOOLS

1st September 2021

The RA will be reviewed regularly based on Govt, PHE and LA guidelines

Reviewed October 2021

RISK ASSESSMENT & OUTBREAK MANAGEMENT PLAN FOR COVID-19 STEP 4 – AUTUMN TERM

<https://www.gov.uk/government/publications/actions-for-schools-during-the-coronavirus-outbreak/schools-covid-19-operational-guidance>

[20210817_Contingency_Framework_FINAL.pdf](#)

The actions in our system of control are grouped into 'prevention' and 'response to any infection' below.

Prevention:

- 1) minimise contact with individuals who are unwell
- 2) clean hands thoroughly more often than usual
- 3) ensure good respiratory hygiene by promoting the 'catch it, bin it, kill it' approach
- 4) continue with thorough cleaning, using standard recommended products
- 5) where necessary, wear appropriate personal protective equipment (PPE)
- 6) Encourage whole staff regular (twice weekly) asymptomatic testing using lateral flow devices supplied by school.

Response to any infection:

Engage with the NHS Test and Trace process Schools/Settings COVID 19- Health and Safety Risk Assessment and Outbreak Management Plan MCC

The Operational Guidance sets out the measures that all education settings should have in place to manage transmission of COVID-19 day to day. For most settings it will make sense to think about taking extra action if the number of positive cases substantially increases. This is because it could indicate transmission is happening in the setting.

The thresholds, detailed below, are an indication for when to seek public health advice if there are concerns.

- 5 children, pupils, students or staff, who are likely to have mixed closely, test positive for COVID-19 within a 10-day period; or
- 10% of children, pupils, students or staff who are likely to have mixed closely test positive for COVID-19 within a 10-day period

DfE coronavirus helpline on 0800 046 8687 [open Monday - Friday 8am to 6pm and weekends 10am to 6pm].

Hazard/ Activity	Persons at Risk	Control measures in use	Residual risk rating H / M / L	Review & additional measures implemented with date (from Sept 2021)
Transmission of Covid 19	All persons on school site	<p>The school has been following all of the guidance and measures set out by the DFE, as much as has been possible. From September '21, the school will follow the guidance as specified:</p> <ol style="list-style-type: none"> 1. Ensure good hygiene for everyone 2. Maintain appropriate cleaning regimes. 3. Keep occupied spaces well ventilated. 4. School & classroom organisation (Operational) 5. Guidance on contact and testing: advice on testing, 6. Self-isolation and managing confirmed cases of COVID-19 7. Outbreak management plan 		
ENSURING GOOD HYGIENE FOR EVERYONE				
Poor hygiene practice	All persons on school site	<p>Good hygiene – Everyone to be reminded of good hygiene Hand sanitation stations around the school will remain in place and the same checking / refilling as during the previous guidance will continue.</p> <ul style="list-style-type: none"> • Children will continue to be reminded to use the hand sanitisation stations as they move around the school. All hands must be washed in some way before going out to break and before eating lunch. • Staff and visitors are encouraged to wash their hands with soap or alcohol-based sanitiser and follow infection control procedures in accordance with the DfE and PHE's guidance • Sufficient amounts of soap (or hand sanitiser where applicable), clean water and paper towels are supplied in all toilets and kitchen areas. • Pupils are supervised by staff when washing their hands to ensure it is done correctly, where necessary. 	M	

Hazard/ Activity	Persons at Risk	Control measures in use	Residual risk rating H / M / L	Review & additional measures implemented with date (from Sept 2021)
		<ul style="list-style-type: none"> • Small children and children with complex needs should continue to be helped to wash their hands properly. • Hand dryers to be switched on • Pupils are discouraged from sharing cutlery, cups or food. • All cutlery and cups are thoroughly cleaned before and after use. <p>Stations to continue to be checked regularly by premises staff Adults to inform office if dispensers require refilling</p>		
MAINTAIN APPROPRIATE CLEANING REGIMES				
Infection control – Poor hygiene practices	All persons on school site	<ul style="list-style-type: none"> • Cleaners to carry out daily, thorough cleaning that follows national guidance and is compliant with the COSHH Policy and the Health and Safety Policy. • A senior member of staff arranges enhanced cleaning to be undertaken where required – • A member of the premises staff to regularly empty internal bins, wipe down key touch points & ensure paper towels (where appropriate) are restocked. • Deep clean at the end of each half term (October) 	M	

Hazard/ Activity	Persons at Risk	Control measures in use	Residual risk rating H / M / L	Review & additional measures implemented with date (from Sept 2021)
KEEP OCCUPIED SPACES WELL VENTILATED				
Infection control	All persons on school site	<ul style="list-style-type: none"> • Keep occupied spaces well ventilated. Continue to open windows in all occupied spaces to allow for ventilation • Where appropriate open external windows, internal doors and external doors to improve natural ventilation • If external doors are opened, ensure that they are not fire doors and are safe to do so • If temperature is low, allow children/staff to wear school fleeces/coats in class 	M	
Infection control		<p>Co2 monitors – to be delivered to school in September The new monitors will help to identify areas where ventilation needs to be improved School have yet to receive any Co2 monitors (October)</p>		
SCHOOL AND CLASSROOM ORGANISATION (OPERATIONAL)				
Infection control	All persons on school site	<p><u>Assemblies</u></p> <ul style="list-style-type: none"> • Whole school assemblies to take place but limited to 20 minutes • Ensure areas are well ventilated • Singing to be reintroduced 	M	
	Staff & pupils Staff & pupils	<p><u>Classroom management</u></p> <ul style="list-style-type: none"> • It is no longer required for forward facing tables etc however care should still be taken on table management in a classroom setting. 	M	

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		<ul style="list-style-type: none"> • Outbreak management will cover the possibility of reintroduction of restrictions on mixing for a temporary period in case of local outbreak where previous control measures will be introduced in the event of a local outbreak. • All staff and children to continue to be cautious, maintain previous procedures. • All staff and pupils are encouraged to cough / sneeze into tissues and dispose of these in appropriate waste disposal bins. (Catch it, Kill it, Bin it) • Additional lidded bins and increased emptying are in-place. 		
		<p><u>Breaks</u></p> <ul style="list-style-type: none"> • Breaks to revert to previous systems – children able to mix in the playground • Staff to be cautious with administration of first aid • Previous playtimes and groups can be reinstated and no restrictions in place regarding using and sharing play equipment. • Lunchtime arrangements can revert back to previous arrangements. • Tables must still be cleaned on a regular basis throughout dinner time activities 	M	
		<p><u>Educational visits</u></p> <ul style="list-style-type: none"> • If booking new visits ensure that the school have adequate financial protection in place • Financial loss risks – Person booking must be fully aware of cancellation fees and potential costs/losses to school. All trips to have SLT approval prior to booking 	M	

Hazard/ Activity	Persons at Risk	Control measures in use	Residual risk rating H / M / L	Review & additional measures implemented with date (from Sept 2021)
		<ul style="list-style-type: none"> • Full risk assessments must be undertaken. • Children may wear masks while travelling on public transport (October) • Adults to follow Government guidelines (October) • Residential trips to start from the Spring term. RA to be carried out in lines with current information (October). • All trips to highlight critical incident procedures to follow (October) <p><u>International visits</u></p> <ul style="list-style-type: none"> • From the start of the Autumn school term you can go on international visits. • The travel lists may change during a visit and you must comply with international travel legislation and should have contingency plans in place to account for these changes. • The school should have a contingency plan in place to account for any changes in the government travel list 		
Loss of teaching and learning – lower attainment & achievement	Pupils & Staff	<p><u>Teaching, Learning & Curriculum</u></p> <ul style="list-style-type: none"> • All staff familiar with SDP and current attainment for their class and school • Autumn term – focus on embedding basic skills to close gaps to enable all children to work towards end of year targets. • Use of intervention groups to support those below age-related expectations • Teachers to carefully plan lessons to support/extend pupils. Teach year group targets 	M	

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		<ul style="list-style-type: none"> • Inset days – focus on strategy for teaching & learning, expectations, assessment and accountability • Subject Leads to monitor their subject – attainment/progress and support staff as appropriate • SLT/Assessment lead to closely monitor progress and attainment • Feedback to Governors at curriculum meeting, to ensure they are fully informed • Interventions –Non-based class teacher and SLT to deliver focused teaching in year groups 2-6 for maths • Early morning/after school intervention groups – delivered by support staff – focus on reading and basic maths skills • Teaching to continue as normal – Staff to observe necessary distance if appropriate. • Classroom resources may be shared, but children to have their own set of stationery – pencil, pen & ruler • SEND pupils to be supported in line with previous procedures. • Teaching/Learning reviews and monitoring to continue as normal. Option to meet virtually will continue to be offered (October) 		
	Pupils	<p><u>Wellbeing & Safeguarding</u></p> <ul style="list-style-type: none"> • Continue with use of CPOMS to support effective safeguarding • Safeguarding training for all with regular updates • DSLs to maintain regular contact with vulnerable children/families and liaise with external agencies • PHSE activities to encourage children to discuss feelings 	M	

Hazard/ Activity	Persons at Risk	Control measures in use	Residual risk rating H / M / L	Review & additional measures implemented with date (from Sept 2021)
		<ul style="list-style-type: none"> • Use of staff trained in counselling. Encourage children to know there's always someone to speak to • Liaise with external agencies • Continue with pastoral support • Check FSM eligibility 		
	Staff	<p><u>Wellbeing</u></p> <ul style="list-style-type: none"> • SLT to meet with all staff to discuss any concerns, health issues etc • Regular review of workload, additional evening meetings • Offer of counselling through ELAS if needed • Meeting to discuss absences and possible referrals to support improved attendance/wellbeing • Provide fruit for all staff 		
		<p><u>Behaviour</u></p> <ul style="list-style-type: none"> • Expectations to be shared with staff at the inset/regular briefings and with children at assemblies • Behaviour policy revised and will be shared with parents so all stakeholders are clear of expectations. 	L	
		<p><u>Attendance</u></p> <ul style="list-style-type: none"> • Parents clear of expectations for attendance. All children expected to attend school if they are well. In the case of a severe medical need, children will have access to remote learning • <u>EWO</u> to be involved immediately if there is cause for concern 	M	

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		<p><u>After school clubs</u></p> <ul style="list-style-type: none"> • To resume with all procedures followed • Swimming to resume for KS2 	M	
First Aid		<p><u>First Aid & administration of medication</u></p> <ul style="list-style-type: none"> • Spillages of bodily fluids, e.g. respiratory and nasal discharges, are cleaned up immediately in line with guidance, using PPE at all times. • Current school procedures/policy for administering medication to continue. • First aiders to use gloves, apron and if necessary face masks when administering first aid. 	M	
Pupils/staff with a medical condition or those unwell		<ul style="list-style-type: none"> • Pupils/adults appearing unwell are not taken on school trips • Staff are informed of the symptoms of possible coronavirus infection, e.g. a cough, loss or change to sense of smell or taste and high temperature and are kept up-to-date with national guidance about the signs, symptoms and transmission of coronavirus. • Parents to be contacted immediately and child moved to an agreed waiting area to minimise contact with others. Staff supervising are advised to wear a face mask and gloves. Advise to take a PCR test • Where contact with a pupil's parents cannot be made, appropriate procedures are followed in accordance with those outlined in governmental guidance. • Staff feeling unwell to go home and take a PCR test • For pupils the relevant member of staff calls for emergency assistance immediately if pupils' symptoms worsen. 	H	

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		<ul style="list-style-type: none"> • Any pupils who display signs of infection are taken home immediately, or as soon as practicable, by their parents – the parents are advised to contact NHS 111 immediately or call 999 if the pupil becomes seriously ill or their life is at risk. • Any members of staff who display signs of infection are sent home immediately and are advised to contact NHS 111 immediately or call 999 if they become seriously ill or their life is at risk. • Unwell pupils who are waiting to go home are kept in an area where they can be at least two metres away from others. • Areas used by unwell staff and pupils who need to go home are appropriately cleaned once vacated, using a disinfectant and care to be taken when cleaning all hard surfaces. • If unwell pupils and staff are waiting to go home, they are instructed to use different toilets to the rest of the school to minimise the spread of infection. <p><u>Specific medical conditions</u></p> <ul style="list-style-type: none"> • Parents notify the school if their child has an impaired immune system or a medical condition that means they are vulnerable to infections. • The school in liaison with individuals’ medical professionals where necessary, reviews the needs of pupils who are vulnerable to infections. <p>Any additional provisions for pupils who are vulnerable to infections are put in place by the headteacher, in liaison with the pupil’s parents where necessary.</p>		

Hazard/ Activity	Persons at Risk	Control measures in use	Residual risk rating H / M / L	Review & additional measures implemented with date (from Sept 2021)
Symptoms and returning to school		<ul style="list-style-type: none"> • Staff are instructed to monitor themselves and others and look out for similar symptoms if a pupil or staff member has been sent home with suspected coronavirus. • Staff are vigilant and report concerns about their own, a colleague's or a pupil's symptoms to the Headteacher or SLT as soon as possible. • The school is consistent in its approach to the management of suspected and confirmed cases of coronavirus. • The school is informed by pupils' parents when pupils return to school after having coronavirus – the school informs the relevant staff. • Staff inform the headteacher when they plan to return to work after having coronavirus. • A nominated person monitors the cleaning standards of school cleaning contractors and discusses any additional measures required with regards to managing the spread of coronavirus. 		
BASC		<p><u>Wraparound care</u></p> <ul style="list-style-type: none"> • Consideration should be given to the latest government advice regarding the specific activity being undertaken and venue visited • Children from different year group may be combined • WRAP Lead to continue to work closely with the school • Wraparound childcare providers can offer provision to all children, without restriction on the reasons for which they may attend • Statutory staff/children ratio to be maintained 	M	

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		<ul style="list-style-type: none"> Lead/School to be aware of staff not double vaccinated, particularly in the event of a positive case WRAP – To test using LFT twice a week 		
		<p><u>Parent contact</u></p> <ul style="list-style-type: none"> Parents may come onto the premises to collect pupils EYFS children may be accompanied by parents/carers KS1 & KS2 to come in unaccompanied. SLT to be available in the morning/pick up – gates and playground Parents can come to the office but will be encouraged to email or call where every possible. Parent/contact meetings – Autumn term via zoom (to be reviewed at the end of September) Parent/staff contact meetings to be face to face. Situation to be reviewed in line with current guidance. Options for virtual meetings available (October) 	M	
Infection control	All those on site	<p><u>Visitors</u></p> <ul style="list-style-type: none"> Report to the main office to sign in/out Safeguarding routines followed as normal Visitors reminded of hygiene/safety protocol Supply staff are kept to a minimum and staff used to cover where ever possible Supply teachers will be requested to take a LFT Volunteers may come in from October 2021 but need to prove a LFT 	M	

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Awareness of policies and procedures	Staff Pupils Others	<ul style="list-style-type: none"> • All staff, parents, governors, visitors and volunteers are aware of all relevant policies and procedures. • All staff have access to all relevant guidance and legislation including, but not limited to, the following: <ul style="list-style-type: none"> • The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013 • The Health Protection (Notification) Regulations 2010 • Public Health England (PHE) (2017) 'Health protection in schools and other childcare facilities' • DfE and PHE (2021) 'COVID-19: guidance for educational settings' • The school keeps up-to-date with advice issued by, but not limited to, the following: <ul style="list-style-type: none"> • DfE NHS Department for Health and Social Care PHE • Staff are made aware of the school's infection control procedures in relation to coronavirus via email or staff meetings and contact the school as soon as possible if they believe they may have been exposed to coronavirus. • Parents are made aware of the school's infection control procedures in relation to coronavirus via letter and social media – they are informed that they must contact the school as soon as possible if they believe their child has been exposed to coronavirus. • Pupils are made aware of the need to tell a member of staff if they feel unwell. 	L	

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Lettings		<p>Lettings</p> <ul style="list-style-type: none"> • Clear expectations and guidance for lettings – communicated with parties renting premises. • Parties share their Risk assessments and SLT sign it off • School’s RA is shared with parties using the premises • Parties sign an agreement to implement statutory safety procedures and are compliant with Govt guidance 	M	
GUIDANCE ON CONTACT AND TESTING SELF-ISOLATION AND MANAGING CONFIRMED CASES				
Infectious control Testing	Staff All those on the premises	<ul style="list-style-type: none"> • Request staff to take a LFT twice a week and report results to School and Gov.uk • with a positive lateral flow test result, staff should self-isolate in line with the stay at home guidance and get a PCR test to check if they have COVID-19 and continue to self-isolate • If the PCR test is taken within 2 days of the positive lateral flow test, and is negative, it overrides the self-test and the pupils/staff can return to school as long as the individual doesn’t have COVID-19 symptoms • If staff experience any Covid-19 symptoms, they should take a PCR test immediately and return to school if the result is negative • Refer to P8 Pupils/staff with a medical condition or those unwell • Current guidance stipulates that staff/pupils no longer have to self-isolate if they have been double vaccinated. If they have not been vaccinated, they will need to self-isolate and take a PCR test. 	M M M	

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Staff CEV	Staff	<ul style="list-style-type: none"> • CEV people are no longer advised to shield but may wish to take extra precautions to protect themselves and to follow the practical steps set out in the CEV guidance to minimise their risk of exposure to the virus • Staff should attend their place of work if they cannot work from home • The school will follow DHSC updated guidance 	M	
Pupil CEV	Pupils	<ul style="list-style-type: none"> • All CEV children should attend their education setting unless they are one of the very small number of children under paediatric or other specialist care who have been advised by their GP or clinician not to attend 		
	Visiting staff	<ul style="list-style-type: none"> • Coaches/music teachers/other visitors will be requested to take an LFT prior to coming in 		
Positive cases	Staff & pupils	<p>Following Govt guidelines to be followed:</p> <p>Close contacts will now be identified via NHS Test and Trace and education settings will no longer be expected to undertake contact tracing.</p> <p>With positive cases, NHS Test and Trace will work with the positive case and/or their parent to identify close contacts. Contacts from a school setting will only be traced by NHS Test and Trace where the positive case and/or their parent specifically identifies the individual as being a close contact. This is likely to be a small number of individuals who would be most at risk of contracting COVID-19 due to the nature of the close contact. You may be</p>	M	

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		<p>contacted in exceptional cases to help with identifying close contacts, as currently happens in managing other infectious diseases.</p> <p>Individuals are not required to self-isolate if they live in the same household as someone with COVID-19, or are a close contact of someone with COVID-19, and any of the following apply:</p> <ul style="list-style-type: none"> • they are fully vaccinated • they are below the age of 18 years and 6 months • they have taken part in or are currently part of an approved COVID-19 vaccine trial • they are not able to get vaccinated for medical reasons <p>Instead, they will be contacted by NHS Test and Trace, informed they have been in close contact with a positive case and advised to take a PCR test. We would encourage all individuals to take a PCR test if advised to do so.</p> <p>Staff who do not need to isolate, and children and young people aged under 18 years 6 months who usually attend school, and have been identified as a close contact, should continue to attend school as normal. They do not need to wear a face covering within the school, but it is expected and recommended that these are worn when travelling on public or dedicated transport.</p> <p>18-year-olds will be treated in the same way as children until 6 months after their 18th birthday, to allow them the opportunity to get fully vaccinated. At which point, they will be subject to the</p>		

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		<p>same rules as adults and so if they choose not to get vaccinated, they will need to self-isolate if identified as a close contact.</p> <p>Settings will continue to have a role in working with health protection teams in the case of a local outbreak. If there is a substantial increase in the number of positive cases in a setting (see Stepping measures up and down section for more information) or if central government offers the area an enhanced response package, a director of public health might advise a setting to temporarily reintroduce some control measures.</p>		
	Staff not vaccinated	<p>Staff not double vaccinated will need to self-isolate and take advice & a PCR test if they come into contact with someone testing positive.</p> <p>Staff testing negative and self-isolating will have to work from home/ teaching online/ complete CPD activities.</p>		
OUTBREAK MANAGEMENT PLAN				
<p>This Outbreak Management Plan (OMP) outlines how the school will operate if additional measures are recommended for our setting or the local area. The Director of Public Health, Public Health England Health Protection Teams or the Local Authority could recommend certain measures are re-introduced. This may happen to help manage outbreaks in schools, or if there is an “extremely high prevalence” of Covid-19 in the community and other measures have failed to reduce transmission, or as part of a package of measures “responding to a variant of concern”.</p> <p>The OMP will be implemented in the event of one of the following:</p> <ul style="list-style-type: none"> • 5 children, pupils, students or staff, who are likely to have mixed closely, test positive for COVID-19 within a 10-day period; or • 10% of children, pupils, students or staff who are likely to have mixed closely test positive for COVID-19 within a 10-day period 				
<p>Once a threshold has been reached the following need to be considered and discussed with PHE/LA</p> <p>Can any activities take place outdoors?</p> <p>Ways to improve ventilation indoors</p>				

Hazard/ Activity	Persons at Risk	Control measures in use	Residual risk rating H / M / L	Review & additional measures implemented with date (from Sept 2021)
One-off enhanced cleaning focussing on touch points and any shared equipment				
High number of positive tests within the school or wider community	All staff and pupils	<p>if there is significant concern that existing or recently introduced measures in an area have failed to mitigate community transmission, or that a more robust response is required to contain the outbreak of a VoC (Variant of concern) it may be necessary to limit the number of children and young people in education or childcare settings through attendance restrictions.</p> <p>Attendance restrictions will only be considered as a last resort following the DfE's 'contingency framework' and, in collaboration with public health and the local authority. In this case, school will:</p> <ul style="list-style-type: none"> • Ensure remote learning platform is in place and accessible to all. • That provision is in place for vulnerable children and key worker children to attend (as per national lockdowns). 	<p>Staff and parents will be notified via email – SLT</p> <p>Staff informed at emergency briefing Expectation is that they continue to teach their class as normal but back to designated areas for each year group</p> <p>Different break and lunch times Rota – VG Remote Learning – CD FSM support – DN</p> <p>LF will liaise with Chair of Governors, the LA and PHE re actions to be taken</p>	

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Bubbles Staggered start/finish times	Staff and pupils	<ul style="list-style-type: none"> • Temporary re-introduction of year/class bubbles, for a temporary period to reduce mixing between groups. • Staggered entrance/ exit times will remain in place • Staggered/ limited use of communal areas- hall/ will be introduced 	Parents notified via email	
Face coverings		<ul style="list-style-type: none"> • Face coverings must be worn by staff and visitors, in communal areas unless they are exempt. 	Parents notified via email	
	EVC	<ul style="list-style-type: none"> • Shielding can only be re-introduced by national government. • Individual risk assessments regularly reviewed and specifically in line with any updated government guidance regarding VoCs. 		
Remote learning		<ul style="list-style-type: none"> • This will be offered to all pupils not able to attend school 	Communication via Google classrooms and an initial email/text to parents to check GC.	
Supporting vulnerable pupils	Vulnerable pupils	<ul style="list-style-type: none"> • On-site provision to be retained for vulnerable children and young people and the children of critical workers. • If we have to temporarily stop onsite provision on public health advice, HT to discuss alternative arrangements for vulnerable children and young people with the local authority. • Staff to cover on a rota basis 		
Safeguarding		<ul style="list-style-type: none"> • DSLs to liaise with external agencies and parents • Daily contact to be maintained • At least one DSL will be on site for children in school • DSLs to work on a rota basis • Liaise with LA over alternative settings 		
Temporary limit to certain		<ul style="list-style-type: none"> - residential educational visits - open days 	SLT to decide	

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school activities		<ul style="list-style-type: none"> - transition and taster days - parental attendance in settings - performances in settings <p>These will all be risk assessed and control measures put in place as and when required.</p>		

Useful information

For all cases relating to staff, please also see the guidance for workplaces: NHS Test and Trace in the workplace Employers should call the Self-Isolation Service Hub on 020 3743 6715 as soon as they are made aware that any of their workers have tested positive. If cases amongst staff mean a setting meets the threshold, described above, employers will need to provide the 8-digit NHS Test and Trace Account ID (sometimes referred to as a CTAS number) of the person who tested positive, alongside the names of co-workers identified as close contacts. This will ensure that all workplace contacts are registered with NHS Test and Trace and can receive the necessary public health advice, including the support available to help people to self-isolate. Further guidance is available

<https://www.gov.uk/government/publications/test-and-trace-support-payment-scheme-claiming-financial-support/claiming-financial-support-under-the-test-and-trace-support-payment-scheme>

Self-Isolation Service Hub on 020 3743 6715

NGA – Governance [NGA-COVID-19-Issue-9-Autumn-opening-10-July-2020.pdf](#)

DfE coronavirus helpline

Telephone: 0800 046 8687
Monday to Friday, 8am to 6pm
Saturday to Sunday, 10am to 6pm

If your query is about anything else

DfE helpline

Telephone: 0370 000 2288
Monday to Friday, 9am to 5pm
[Find out about call charges](#)

You can also [contact DfE online](#). You'll usually get a reply within 15 working days although it could take longer.