

Coronavirus

(COVID-19)

Standard Operating Procedure for Hackney and City of London schools & educational settings

Public Health Hackney and
City of London Corporation

version correct 23/10/2020

Introduction

This guidance is for Hackney and City of London schools and education settings and provides information on Standard Operating Procedures (SOPs) for prevention, mitigation and control of coronavirus. We aim to explain how the test and trace system works locally in relation to the symptomatic individual(s) and to the setting. We also describe how support is activated by Public Health England London Coronavirus Response Cell (PHE LCRC) and City and Hackney Public Health with multi-agency partners. Government guidance frequently refers to support provided by Health Protection Teams (HPT). In London, this support is provided by the PHE LCRC.

The guidance is intended to keep your setting safe and enables you to know what to do in the event of symptomatic cases of coronavirus in your setting. Our information aligns with national guidance, where possible, and includes frequently asked questions (FAQs). Individual/ collective responsibilities and external support are described in easy to follow flowcharts and your queries will be directed to a centralised email service testandtrace@hackney.gov.uk, from where your queries will be answered within 24 hours by City and Hackney Public Health and other relevant teams during office hours.

Symptoms of COVID-19

The most common symptoms of COVID-19 are all or any of the following:

- a new continuous cough - this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- a high temperature or fever (37.8 or above)
- a loss or change in normal sense of smell or taste

Prevention responsibilities: Infection Prevention and Control

Under the Health and Safety at Work Act 1974, the Management of Health and Safety at Work Regulations 1999, keeping children safe in education and other associated legislation, including the Equality Act 2010, employers and those in positions of authority have a legal responsibility to ensure the health, safety and wellbeing of those they are responsible for, as well as anyone else affected by their activities.

NHS Test and Trace

The NHS Test and Trace service aims to ensure that people who develop coronavirus are tested and that the spread of the disease is reduced. People who have had close contact with someone who has a positive coronavirus test result will be identified and asked to self-isolate to protect others within the community.

There are 3 levels to NHS Test & Trace:

Level 3 are nationally recruited call handlers with no clinical background

Level 2 are nationally recruited call handlers with some clinical/health background

Level 1 are Public Health England Health Protection Teams (in London this is the Public Health England London Coronavirus Response Cell PHE LCRC).

Single cases of coronavirus are often handled by level 3 or 2. When there are 2 or more cases at the setting linked by time and place, NHS Test and Trace will notify PHE LCRC through their escalation processes to deal with complex cases or outbreaks. PHE LCRC will work with the City and Hackney Public Health Team when there are local outbreaks, or other high risk situations.

What to do in the event of a suspected outbreak

In most education settings, an outbreak is defined as 2 or more confirmed cases of coronavirus in or linked to the setting within 14 days.

If you become aware of 2 or more cases linked to your setting, **you must inform:**

- **PHE LCRC** (lcrc@phe.gov.uk or 0300 303 0450); and
- **City and Hackney Public Health Team** (testandtrace@hackney.gov.uk)

PHE LCRC will support you in conducting a risk assessment. A Single Point of Contact (SPoC), usually a senior manager, is responsible for leading on risk assessments and, in the event of an outbreak linked with the setting, will be the central point of contact for external local support. Please ensure you have a SPoC for your setting.

A template letter will be provided to settings, on the advice of PHE LCRC, to send to parents and staff if needed.

An outbreak is declared 'over' when 28 days have passed since the onset of the last confirmed case in the setting and the results of any possible cases in the 28 day period have been negative.

Incident Management Team (IMT)

PHE LCRC and City and Hackney Public Health may convene an IMT for outbreaks if:

- there has been a death amongst a suspected cluster or outbreak
- the outbreak is extensive i.e. large proportion of people are symptomatic/confirmed
- the outbreak is ongoing despite usual control measures
- Infection control measures are difficult to implement at the setting and/or there is non-compliance
- there were many vulnerable people involved
- there are other factors that require multi-agency coordination and decision making

What is an Incident Management Team (IMT)?

An IMT is a team involving PHE LCRC, the Local Authority (may include Public Health, Environmental Health), a HSE and/ or Food Standards Agency representative (where appropriate), among other stakeholders, which will report regularly to the City and Hackney COVID-19 Health Protection Board.

What is the role of the IMT?

The IMT's purpose is to agree and coordinate the activities of the key stakeholders involved, to manage the investigation and control of an individual outbreak situation. Its objectives include, but are not limited to:

- assessing the risk to the public's health and to identify, coordinate, and ensure the implementation of control measures as soon as possible.
- reducing the likelihood of severe illness in vulnerable groups.
- the terms of reference for the IMT will be agreed at the first meeting and reviewed at regular intervals until the outbreak is resolved.

Definitions for a 'case' and 'contact'

'Case' definitions:

- Single suspected/ possible case: a person with coronavirus symptoms
- Single confirmed case: a person who has tested positive for coronavirus
- Single complex case: a suspected or confirmed case of coronavirus where there are complicated factors for the person/ setting (may include non-compliance with self-isolation advice, or specific activities that the symptomatic person was involved in during their infectious period). The infectious period is 48 hours prior to symptom onset to 10 days after (or 48 hours prior to test if asymptomatic)

'Contact' definitions:

A 'contact' is a person who has been close to someone who has tested positive for COVID-19 anytime from 2 days before the person was symptomatic up to 10 days from onset of symptoms (this is when they are infectious to others). For example, a contact can be:

- people who spend significant time in the same household as a person who has tested positive for COVID-19
- sexual partner
- a person who has had face-to-face contact (within one metre), with someone who has tested positive for COVID-19, including:
 - » being coughed on
 - » having a face-to-face conversation within one metre
 - » having skin-to-skin physical contact, or
 - » contact within one metre for one minute or longer without face-to-face contact
- a person who has been within 2 metres of someone who has tested positive for COVID-19 for more than 15 minutes
- a person who has travelled in a small vehicle with someone who has tested positive for COVID-19 or in a large vehicle or plane near someone who has tested positive for COVID-19
- Where an interaction between 2 people has taken place through a Perspex (or equivalent) screen, this would not be considered sufficient contact, provided that there has been no other contact such as any of those indicated above.

Infectious Period: 48 hours prior to symptom onset to 10 days after, or 48 hours prior to test if asymptomatic.

COVID-19 Protocols/ Standard Operating Procedure for Hackney and City of London schools & educational settings

1. Context

This guidance applies to the following educational settings in Hackney and the City of London:

- **primary and secondary schools (maintained, academies, free schools and independent schools)**
- **special schools**
- **Early Years' settings including childminders**
- **alternative education providers (AEP)**
- **pupil referral units (PRU)**
- **further education settings**

The guidance aims to protect children and staff in all educational settings and to prevent a wider outbreak of coronavirus (which causes COVID-19) by providing advice and guidance for a number of scenarios where a member of staff or child in a school or other educational setting either has symptoms of COVID-19 or has tested positive for coronavirus. This guidance is based on national guidance published by Public Health England.

Public Health England has published easy-to-use 'Action Cards' for the education settings covered in this guidance. They outline key actions by settings in the event of confirmed cases specifically where escalation to the PHE LCRC is required. They can be found [here](#).

In this SOP, advice is given on what to do when:

- **a child or member of staff develops symptoms of COVID-19 within the setting**
- **a child or member of staff tests positive for COVID-19 outside of the setting**
- **household contacts of staff or child test positive or are asked to self-isolate**
- **the setting is contacted by PHE LCRC**

2. What to do if you are aware of a suspected or confirmed case of COVID-19 in your school or setting

Scenario	Immediate Action	Further action	Comment
Child, young person or staff member at the school / setting identifies as symptomatic	<ul style="list-style-type: none"> Child, young person or staff member instructed to immediately self isolate and remain out of school / setting for a minimum of 10 days from symptom onset or until fever subsides, which may be longer (other members of their household must self isolate for 14 days). DfE guidance on What to do if a pupil is displaying symptoms of coronavirus (COVID-19) sets out key actions to take whilst a child, young person or staff member is waiting to be collected. Testing to be arranged by the child or young person's parent / carer or staff member asap after symptoms are first noticed (asymptomatic members of the household can also be tested). 	<ul style="list-style-type: none"> Review your school / setting coronavirus risk assessment and update this as required - do you need to change or enhance any protocols? Until there is confirmation of a positive test, there is no further action required. Clean the classroom and any shared areas (see guidance Cleaning in non healthcare settings). 	<ul style="list-style-type: none"> The symptomatic child, young person or staff member can stop self-isolating after 10 days if either: <ul style="list-style-type: none"> » Their symptoms have gone » They just have a cough or changes to their sense of smell or taste – these symptoms can last for weeks after the infection has gone¹ The symptomatic child, young person or staff member must keep self-isolating if they still have any of these symptoms after 10 days: <ul style="list-style-type: none"> » a high temperature or feeling hot and shivery » a runny nose or sneezing » feeling or being sick » diarrhoea » loss of appetite » only stop self-isolating when these symptoms have gone. If the child, young person or staff member tests negative, they can return to their setting (if they are well enough to do so) and their fellow household members can end their self- isolation

1. See Ending Self Isolation section of the [Stay at Home Guidance for Households with Positive or Confirmed COVID-19 Infection](#)

What to do if you are aware of a suspected or confirmed case of COVID-19 in your school or setting (cont.)

Scenario	Immediate Action	Further action	Comment
Child, young person or staff member confirmed COVID-19 positive	<ul style="list-style-type: none"> The child, young person or staff member's class or group must be sent home and advised to self-isolate for 14 days (starting from the day the group last had contact with the infected individual). Other household members of that class or group do not need to self-isolate unless the child, young person or staff member from the group subsequently develop symptoms. Anyone living in the household of the confirmed positive case, including siblings, must also self isolate. Staff members and parent / carers should be referred to the stay at home guidance and reminded that this means they should not leave home and not mix with anyone who is not a member of their immediate household. If a child, young person or staff member from the group subsequently develops symptoms, they should request a test (see section on testing below) Report incident to the DfE helpline for triager and possible referral onto LCRC, City & Hackney Public Health Team and (for EY settings) Ofsted: <p>1. DfE Helpline Telephone: 0800 046 8687 and select option 1. The line will be open Monday to Friday from 8am to 6pm, and 10am to 4pm on Saturdays and Sundays.</p> <p>2.1 For Hackney Schools & settings: Email hilary.smith@hackney.gov.uk and HLTcorona-support@hackney.gov.uk Telephone 020 8820 7036 (Mon-Fri)</p> <p>2.2 For City of London Schools: For Sir John Cass, City of London School, City of London School For Girls, St Paul's Cathedral School: Email: EEYService@cityoflondon.gov.uk</p> <p>3. Registered early years settings must also report the case to Ofsted, (https://www.gov.uk/guidance/report-a-serious-childcare-incident) and complete a RIDDOR report</p>	<ul style="list-style-type: none"> Reassure the school / setting community that measures to reduce risk of infection remain in place. The DfE helpline can provide template letters for you to send out. 	<ul style="list-style-type: none"> The DfE helpline, or where appropriate, the London Coronavirus Response Cell (PHE LCRC) will work with the Headteacher or setting lead to undertake a thorough risk assessment. They will provide definitive advice on who must be sent home. The symptomatic child, young person or staff member can stop self-isolating after 10 days if either: <ul style="list-style-type: none"> » Their symptoms have gone » They just have a cough or changes to their sense of smell or taste – these symptoms can last for weeks after the infection has gone¹ The symptomatic child, young person or staff member must keep self-isolating if they still have any of these symptoms after 10 days: <ul style="list-style-type: none"> » a high temperature or feeling hot and shivery » a runny nose or sneezing » feeling or being sick » diarrhoea » loss of appetite » Only stop self-isolating when these symptoms have gone. If the child is well enough to return to school / setting after 10 days, consideration must also be given to any members of the household who are required to continue to self isolate and cannot leave the home to escort the child to their school / setting. Please also see NHS Test and Trace: if you've been in contact with a person who has COVID-19

1. See Ending Self Isolation section of the [Stay at Home Guidance for Households with Positive or Confirmed COVID-19 Infection](#)

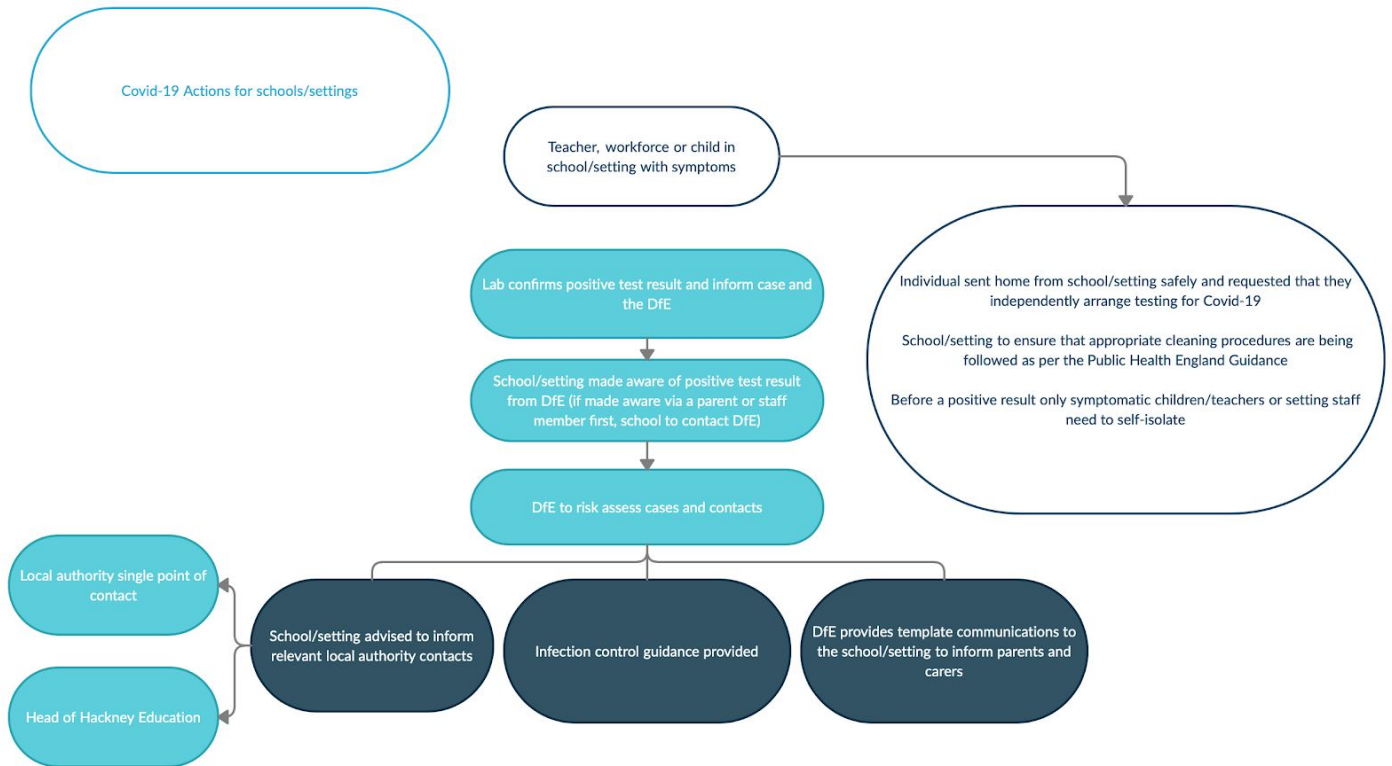
What to do if you are aware of a suspected or confirmed case of COVID-19 in your school or setting (cont.)

Scenario	Immediate Action	Further action	Comment
Someone in a staff member's or child / young person's household identifies as symptomatic or tests positive	<ul style="list-style-type: none"> Staff members/child should self isolate and not return to school for 14 days from the day that their household member first noticed symptoms. Staff member/child should request a test for the symptomatic household member and, as a critical worker, they can also request a test for themselves. 	<ul style="list-style-type: none"> Review your school / setting coronavirus risk assessment and update this as required - do you need to change or enhance any protocols? No further action is required at this stage 	<ul style="list-style-type: none"> Staff / child can return to school / setting if they and the symptomatic individual test negative and are fever free and are well enough to return. If the symptomatic individual tests positive, but the CYP/ staff member tests negative, then they must continue to self isolate for the remainder of the 14 day period. If they have not been tested, they can return if they remain asymptomatic at the end of the 14 day isolation period
School / setting informed that an external visitor who met with staff / children inform school / setting that they have become symptomatic within 14 days of visiting the school.	<ul style="list-style-type: none"> If a visitor to the school / setting has been identified as symptomatic within 14 days of being with staff and / or children, remain alert but those who have had contact with visitors do not need to isolate. Encourage the visitor to arrange to be tested as soon as possible if they have not done so already. 	<ul style="list-style-type: none"> Review your school / setting coronavirus risk assessment and update this as required - do you need to change or enhance any protocols? Clean the classroom and any shared areas (see guidance Cleaning in non healthcare settings). No further action is required at this stage 	

What to do if you are aware of a suspected or confirmed case of COVID-19 in your school or setting (cont.)

Scenario	Immediate Action	Further action	Comment
School / setting informed that an external visitor who met with staff / children inform school / setting that they have tested COVID-19 positive within 14 days of visiting the school.	<ul style="list-style-type: none"> If a visitor tests positive, staff and pupils within a class or group that had contact with the visitor should be sent home and advised to self-isolate for 14 days. Report incident to DfE helpline, Local Authority and (for EY settings) and Ofsted: <p>1. DfE Helpline Telephone: 0800 046 8687 and select option 1. The line will be open Monday to Friday from 8am to 6pm, and 10am to 4pm on Saturdays and Sundays.</p> <p>2.1 For Hackney Schools & settings: Email hilary.smith@hackney.gov.uk and HLTCorona-support@hackney.gov.uk Telephone 020 8820 7036 (Mon-Fri)</p> <p>2.2 For City of London Schools: For Sir John Cass, City of London School, City of London School For Girls, St Paul's Cathedral School: Email: EEYService@cityoflondon.gov.uk</p> <p>3. Registered early years settings must also report the case to Ofsted, (https://www.gov.uk/guidance/report-a-serious-childcare-incident) and complete a RIDDOR report</p> 	<ul style="list-style-type: none"> Review your school / setting coronavirus risk assessment and update this as required - do you need to change or enhance any protocols? Consider staffing implications and how to manage this whilst the group is isolating. Clean the classroom and any shared areas (see guidance Cleaning in Non healthcare settings). Reassure the school / setting community that measures to reduce risk of infection remain in place. The DfE helpline can provide template letters for you to send out. 	<ul style="list-style-type: none"> The DfE helpline, or where appropriate, the The London Coronavirus Response Cell (PHE LCRC) will work with the Headteacher or setting lead to undertake a thorough risk assessment. They will provide definitive advice on who must be sent home.

3. Actions for School / Settings - Summary Process Flow Chart



4. Face Coverings

The government is not recommending universal use of face coverings in all schools. Schools that teach children in years 7 and above, and which are not under specific local restriction measures, will have the discretion to require face coverings for pupils, staff and visitors in areas outside the classroom where social distancing cannot easily be maintained, such as corridors and communal areas and it has been deemed appropriate in those circumstances. Primary school children will not need to wear a face covering.

Where anybody is struggling to access a face covering, or where they are unable to use their face covering due to having forgotten it or it having become soiled or unsafe, education settings should take steps to have a small contingency supply available to meet such needs. No-one should be excluded from education on the grounds that they are not wearing a face covering.

Further guidance on face coverings can be found [here](#).

5. Local 'Tiers' of restriction

On 12th October 2020 it was announced that there will be 3 tiers of local Covid restrictions depending on infection levels at that time in the local area:

- Medium
- High
- Very high

As a general rule, schools will remain open within all tiers. More information can be found [Government guidance for local tiers of restriction](#). There may be circumstances in which some level of restriction to education or childcare is required at a local level and more information is provided later in this guidance.

6. Rule of 6

The 'Rule of 6' has made it illegal to meet in groups of more than 6 both indoors and outdoors (including children). The government has produced guidelines on [how to meet others safely](#). However, it is important to recognise that the 'Rule of 6' does **not** apply to:

- registered childcare, education or training
- supervised activities provided for children, including wraparound care, youth groups and activities, and children's playgroups
- for arrangements where children do not live in the same household as both their parents

Instead, schools and educational settings should group their students into 'bubbles' or groups of students. Settings are strongly encouraged to have processes in place to maintain bubbles in the playground and at after school activities where possible.

7. Process in the event of local outbreaks

If there is a local spike in infection rates that results in localised community spread, the PHE LCRC or local authority may advise a school or number of schools to close temporarily to help control transmission. The DfE will be involved in these decisions and will support individual settings to follow the health advice provided to them.

8. Contingency plans for outbreaks

Schools will need a contingency plan in the event of local outbreaks. This may involve a return to remaining open only for vulnerable children, the children of critical workers and providing remote education for all other pupils.

There may be circumstances in which some level of restriction to education or childcare is required at a local level. In these situations, local restrictions will be implemented in a phased manner as set out by [national guidance](#).

9. Organisational Roles

Public Health England London COVID-19 Response Cell (PHE LCRC) (the local Health Protection Team)

- PHE LCRC will advise on the management of outbreaks and on ongoing control measures;
- Information materials will be supplied to the setting and an IMT may be convened if necessary.

Hackney Council and City of London Corporation

- Liaise with school governors and support with communication to parents.
- Support vulnerable contacts who are required to self-isolate.
- Liaise with the local CCG / GPs and other health providers and develop local communications as required (e.g. briefings for Councillors, local/national press).

9. City and Hackney Public Health Team

Where there is an outbreak or a single complex confirmed case linked to the setting, the Local Authority, led by City and Hackney Public Health Team (testandtrace@hackney.gov.uk), will support PHE LCRC (lcrc@phe.gov.uk) and the workplace in the following ways:

- Provide ongoing support with infection prevention and control measures and monitoring of the setting (including advising the workplace to notify PHE LCRC if there are further cases).
- Provide support with self-isolation of staff who live within the area, particularly for vulnerable groups/individuals.
- Liaise with the CCG, GPs and other healthcare providers and partners, where appropriate.
- Provide support to the setting SPoC on communications to share with workers taking into account specific requirements where needed (e.g. translation, easy read for staff with low levels of English).
- Ensure good communications between PHE LCRC, multi-agency partners and the Local Authority.

10. Testing

Anyone (including under 5s) experiencing symptoms of COVID-19 is eligible to book a swab test to find out if they have the virus. If a symptomatic child, young person or adult lives in a shared household, asymptomatic members of that household can also be tested.

If an individual does not have COVID-19 symptoms, and has not been advised to take a test by a doctor or a public health professional or by their local council, they should not be booking a test.

If a test is appropriate, ideally, this should be requested within 3 days of symptoms being seen and taken within 5 days. It is therefore really important to arrange testing as soon as possible after identifying symptoms.

As [essential workers](#), education and childcare workers should apply for priority testing through GOV.UK by following this [guidance for essential workers](#). You can also get tested through this route if you have symptoms of COVID-19 and live with an essential worker.

Education, childcare and children's social care settings, as employers, can obtain a log in to a [secure online employer referral portal](#), through which they can upload a full list of names of self-isolating essential workers that need a test. The employer referral portal allows employers to refer essential workers who are self-isolating either because they or member(s) of their household have COVID-19 symptoms, for testing. Essential workers referred through this route will receive a text message with a unique invitation code to book a test for themselves (if symptomatic) or their symptomatic household member(s) at a regional testing site.

After checking their symptoms, anyone who is not an essential worker, can register for a test using the [online tool](#) or dialling **119**. Further advice about asking for a test is available on the [NHS website](#).

Since 26 August, all schools and FE providers have been receiving an initial supply of 10 home test kits. Home test kits should only be offered to individuals in the exceptional circumstance that it is believed an individual may have significant barriers to accessing testing elsewhere. Further guidance around home test kits for schools and FE providers can be found [here](#).

For more information on local testing sites in Hackney (including opening times and booking information) see Hackney's website [here](#). Further test sites are in development. You must pre book an appointment.

11. Further Help & Advice

Government guidance:

- [Guidance for full opening: schools](#)
- [COVID-19 contain framework: a guide for local decision-makers \(appendix 3\)](#)
- [How schools can plan for tier 2 local restrictions](#)
- [Back to school guidance from the Mayor of London](#)
- [Safe working in education, childcare and children's social care](#)
- [Face coverings in education settings](#)
- [Coronavirus \(COVID-19\): implementing protective measures in education and childcare settings](#)
- [Safe working in education, childcare and children's social care settings, including the use of personal protective equipment \(PPE\)](#)
- [COVID-19: cleaning of non-healthcare settings guidance](#)
- [Coronavirus: Education and Childcare](#)
- [Guidance for full opening: special schools and other specialist settings](#)
- [Actions for Early Years & Childcare Providers During the Coronavirus \(COVID-19\) outbreak](#)
- [Test & Trace: How it Works](#)
- [Coronavirus: Getting Tested](#)
- [COVID-19: guidance for households with possible coronavirus infection guidance](#)
- [Guidance for contacts of people with possible or confirmed coronavirus \(COVID-19\) infection who do not live with the person](#)
- [Coronavirus \(COVID-19\): home test kits for schools and FE providers](#)
- [Public Health England Education Action Cards](#)

12. Useful Contacts

Hackney

Contact		Contact Details (Monday-Friday)
Public Health enquiries and support		testandtrace@hackney.gov.uk
Education COVID-19 related enquiries		HLTcorona-support@hackney.gov.uk
Primary, Secondary & Special Schools		Please contact your School Improvement Partner
Children Centres	Gemma Vare, Senior Quality Improvement Partner	Gemma.vare@learningtrust.co.uk or 020-8820-7243 / 07932-011893
EY registered settings	Hazel Stanciu, Welfare Standards Officer	hazel.stanciu@learningtrust.co.uk or 020-8820-7006 / 07789-944799
	Liz Corr	Liz.corr@learningtrust.co.uk or 020-8820-7189
Childminders	Pippa Williams, Childminding Team Manager	Pippa.williams@learningtrust.co.uk or 020-8820-7632 / 07717-581934
Council Out of Hours Contact (emergency only)		020 8356 2710 or 020 8356 2710

City of London Corporation

Contact		Contact Details
Public Health enquiries enquiries and support		testandtrace@hackney.gov.uk
Education & Early Years Service	9am to 5pm Monday to Friday	EEYService@cityoflondon.gov.uk
Council Out of Hours Contact (emergency only)		020 8356 2710

London / National

Contact	Contact Details
Public Health England London Coronavirus Response Cell (PHE LCRC) (the local Health Protection Team)	LCRC@phe.gov.uk OR phe.lcrc@nhs.net 0300 303 0450 (open 9am to 8pm daily)
Department for Education	DfE.coronavirushelpline@education.gov.uk or 080 0046 8687 (Monday to Friday 8am to 6pm; Saturdays & Sundays 10am to 4pm)