Education Settings & COVID-19: Who do I contact?

Updated 26/11/2020

Suspected case

For queries and advice regarding suspected cases you can:

→ Call the DfE on 0800 046 8687.
→ Contact your Local Authority Public Health Team via phnotifications@cornwall.gov.uk or 01872 323583.

1 confirmed case

→ Call the DfE if you need advice on 0800 046 8687.
→ **Please notify us** via phnotifications@cornwall.gov.uk using the Confirmed Case Report. We can also provide you with advice and support.
→ You only need to call PHE on 0300 303 8162 if you are advised to do so by the DfE.

2+ confirmed cases in the same group

→ Call the DfE if you need advice on 0800 046 8687.
→ **Please notify us** via phnotifications@cornwall.gov.uk using the Confirmed Case Report. We can also provide you with advice and support.
→ Contact PHE on 0300 303 8162 if:
  o You have had more than 5 cases in 14 days
  o You have taken all required action and numbers are still increasing
  o You think you may need to close due to the numbers affected
  o Someone has been admitted to hospital
  o You are receiving significant media interest

Out of Hours support

The **DfE Helpline** and **PHE** are open 10am – 4pm on Saturday and Sunday, and until 6pm Monday to Friday. After 6pm, PHE will arrange a call back for the following morning. The **Cornwall Council Public Health** team has a Consultant on call Saturday and Sunday via phnotifications@cornwall.gov.uk.

If you have any queries or require advice or support, please get in touch with the Public Health Team at Cornwall Council via phnotifications@cornwall.gov.uk or by calling 01872 323583.