**Provider FAQs**

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If there are any questions you wish to raise please email [Childrenscommissioningteam@cambridgeshire.gov.uk](mailto:Childrenscommissioningteam@cambridgeshire.gov.uk)

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|  | **Subject / Questions** | **Response** |
| **1** | **What are Commissioning endeavouring to do, and how can we ensure support for our children, young people and families throughout this time?** | Children’s Commissioning are actively linking with providers both locally and nationally who are currently supporting our children, young people and their families.  We have developed a Business Continuity Process for CCC & PCC Commissioning and Access to Resources Teams. This includes the assurance of critical functions such as placement finding, safeguarding and provider failure management for:   * Children and Young People in Care – Fostering, Residential and Supported Accommodation * Independent Schools and Independent Non Maintained Special Schoolsfor Children and Young People with Special Educational Needs and Disabilities [SEND] and; * Overnight and Community Short BreaksServices.   We have systems in place to enable communication with Social Care, the SEND Service and the Cambridgeshire and Peterborough Clinical Commissioning Group, as well as Providers and Parent Participation Services to ensure the needs of our children and young people are met; and critical care and support is delivered. |
| **2** | **Please provide key contact details –** | **PCC & CCC Commissioning –**  Childrens Commissioning Team [Childrenscommissioningteam@cambridgeshire.gov.uk](mailto:Childrenscommissioningteam@cambridgeshire.gov.uk)   * General commissioning queries * Provider queries * Business continuity issues * COVID-19 provision & service user related notifications   **PCC Access to Resources Team**  [artduty@peterborough.gov.uk](mailto:artduty@peterborough.gov.uk)  01733 863840   * Placement queries   **CCC Access to Resources Team**  [CFA.AccessToResources@cambridgeshire.gov.uk](mailto:CFA.AccessToResources@cambridgeshire.gov.uk)  01223 727919  01223 727925   * Placement queries   **Emergency Duty Team (EDT) – CCC/PCC**   * For Social Care out of hours/duty team or Safeguarding Emergencies: **01733 234724**   Cambridgeshire & Peterborough Clinical Commissioning Group  [Capccg.childrenscomplexcases@nhs.net](mailto:Capccg.childrenscomplexcases@nhs.net)  - Children and Young People Eligible for Continuing Care |
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| **3** | **Monitoring Visits / Commissioning Meetings** | Children’s Commissioning are implementing virtual monitoring visits. Please contact your commissioner if you have any queries about how and when these are being conducted  Both Councils under their Business Continuity Plans, will continue to ensure that where possible, sufficient capacity and deployment of resources to respond to significant provider failure, concern or compliance issues. |
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| **4** | **Working with local Providers / Host Provider** | CCC & PCC Children’s Commissioning Team will act as a link for all **in area** provisions meeting the needs of vulnerable children, young people and families. This means that even if you are an in area provider who is based in Cambridgeshire or Peterborough, but do not currently actively work with CCC or PCC, we will support and work with you during this emergency period. |
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| **5** | **Ideas solutions, creative options, capacity, staffing** | CCC & PCC encourage local Providers to be proactive with provision capacity and creative solutions in response to this pandemic. This includes, but not limited to:   * Re-deployment of Staff * Re-purposing of provision, particularly those not in use * Expansion of service offer to meet unmet need / demand * Variances of provision / statement of purposes * Proactive RAG rating on critical and non-critical provision in partnership with the authorities. |
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| **6** | **Schools closures** | Information and advice on School Closures can be found here:   * <https://www.cambridgeshire.gov.uk/residents/children-and-families/schools-learning/school-term-dates-closures/school-closures> * <https://www.peterborough.gov.uk/residents/schools-and-education/school-closures> * [Coronavirus (COVID-19): Education and childcare - GOV.UK (www.gov.uk)](https://www.gov.uk/coronavirus/education-and-childcare)   **Resources for Cambridgeshire Children in Care -**  Cambridgeshire County Council Virtual School have provided the below attachments to support carers with the education of Cambridgeshire’s Children and Young People in Care. Please note that virtual schools from other local authorities may provide different resources to support their children and young people. |
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| **7** | **Capacity Seeking** | We will be contacting providers weekly, requesting information to support us to remain prepared. This includes the availability of resources across the community, vacancy and service availability information. We ask that where possible, within your limited resources, you work with us in order to ensure contingency planning for children, young people and their families  Request for capacity information will come from [cfa.accesstoresources@cambridgeshire.gov.uk](mailto:cfa.accesstoresources@cambridgeshire.gov.uk)  We ask that you include:   * Capacity * Any key issues i.e. foster carer limitation or matching issues * Mobilisation requirements * Timescale * Indicative costs / implications   In between requests, please do not hesitate to update us and we will ensure your updates are included in our provision mapping. |
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| **8** | **Suspended services** | CCC & PCC Commissioning and Placements will be ceasing the following activities during this emergency period:   * Planned Monitoring Visits * CCRAG Visits * Strategic Provider Meetings (non-emergency planning / provider failure) * Projects / Pilots * Procurements [see procurement FAQ – section 11] * Dynamic Purchasing System – development and commissioning * Provider Events * Fee Negotiations * Placement Reviews |
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| **9** | **Placements and Referrals / Essential Services** | Should resource capacity reduce this service may temporarily operate as an essential service. We will keep you notified of any changes to this service, however we anticipate that we will be managing emergency and urgent placements. Planned / Non Critical Placements are likely to be suspended. It may be that there will be a different officer working in the Access to Resources Team, but we have taken the necessary measures to ensure that staff have sufficient training to operate this service. |
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| **10** | **Business Continuity Planning – now and next** | We have been requesting Business Continuity Plans from all of our Providers, and would like to thank those who have returned these to us.  For those that haven’t yet done this, can we ask that these are shared as a priority, as at this point in time, we’re still in a position to be able to offer support to you in response to your continuity planning and business sustainability planning.  We have RAG rated business plans, taking in to account their quality, effectiveness and impact in relation to the services we commission from you. For those who have high impact assessments, we have identified individual business continuity communication strategies, to ensure we are continually assessing the emerging issues and risks and applying appropriate support to ensure stability for children, young people and their families.  If you think you we have not yet engaged with you at the correct level and your emerging risk is of significant impact, please email [Childrenscommissioningteam@cambridgeshire.gov.uk](mailto:Childrenscommissioningteam@cambridgeshire.gov.uk) so we can appoint a commissioner to work with you. |
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| **11** | **Procurement activity** | Procurement activity will be ceased with immediate effect.  Those of you that have been engaged in biddings will have been contacted in respect of the plans currently in place.  We are currently awaiting formal guidance on how this will be managed and for Children’s Commissioning this specifically relates to the following opportunities:   * **Children’s External Placements Dynamic Purchasing System**    + Status – open, no evaluations will be undertaken during this period (anticipated to be the 12 weeks as a minimum). * **16 – 18 Supported Accommodation**    + Closed – Evaluation suspended (we will endeavour to honour current submissions subject to Procurement advice). |
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| **12** | **Provider Forums** | We will not be hosting any Provider forums during this period, however we do endeavour to host a number of virtual “Provider Huddles” to discuss common issues and emerging concerns for our areas and commissioned services. We would welcome some feedback on the appetite for this via [Childrenscommissioningteam@cambridgeshire.gov.uk](mailto:Childrenscommissioningteam@cambridgeshire.gov.uk) |
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| **13** | **Provider Sustainability and Financial Position** | We are keen to maintain our provider relationships, and to ensure the ongoing viability of providers now and during the recovery period of this pandemic. Please contact your relevant commissioner if you have any queries about this or significant concerns.  [Childrenscommissioningteam@cambridgeshire.gov.uk](mailto:Childrenscommissioningteam@cambridgeshire.gov.uk)  General advice:  <https://www.gov.uk/coronavirus/business-support> |
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| **14** | **Confirm your policies and particularly your policy with regards to ongoing family contact / support and statutory functions** | Colleagues in social care are currently reviewing approaches to the following activities. Further details will be shared as they become available.   * Family Contact, * Social Work statutory visits, * CiC reviews * CIN Reviews * Annual Reviews   Until further guidance is available, to ensure appropriate and individualised approaches for children and young people providers should contact the relevant social worker / professional for all queries relating to contact arrangements, statutory visits and review meetings.  Colleagues in Health have advised that Initial Health Assessments for those becoming Looked After will not be face to face. Initial Health Assessments will be phone consultations with a further face to face appointment if and when required. |
| **15** | **Government Advice** | **General Advice**  <https://www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response>  **Link to update from Ofsted**  <https://www.gov.uk/government/news/ofsted-suspends-all-routine-inspections>  **Education Settings**  <https://www.gov.uk/coronavirus/education-and-childcare>  **Residential Care, Supported Living, Homecare**  <https://www.gov.uk/government/publications/supported-living-services-during-coronavirus-covid-19>  **NHS: Clinical guide for front line staff to support the management of patients with a learning disability, autism or both during the coronavirus pandemic:**  <https://www.nice.org.uk/Media/Default/About/COVID-19/Specialty-guides/learning-disability-autism-during-pandemic.pdf>  **Support for businesses**  <https://www.gov.uk/coronavirus/business-support>  **Procurement**  [Procurement Policy Note - Responding to COVID-19](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/873521/PPN_01-20_-_Responding_to_COVID19.v5__1_.pdf)  **PPE**  <https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control>  **Coronavirus (COVID-19): guidance on isolation for residential educational settings**  <https://www.gov.uk/government/publications/guidance-for-full-opening-special-schools-and-other-specialist-settings/guidance-for-full-opening-special-schools-and-other-specialist-settings#supporting-children-and-young-people-in-special%20residential-setting>  Guidance to support management of children and young people in residential educational settings, including boarding schools, residential special schools and children’s social care.  **Advice regarding Critical and Vulnerable Pupils Access During Closure** |
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| **16** | **Incident alert process** | Children’s Commissioning are collating incident notifications on a daily basis, particularly in relation to emerging provider risk, risk to placements and risk of Provider failure.  Like many Local Authorities we are seeing an increased reporting of cases of Covid-19 in children, young people and staff across services that we commission. We thank you for your continued resilience during this very difficult and strange time and thank you for keeping us informed of your issues arising and any information specific to Cambridgeshire and Peterborough children and young people.  We have developed a new reporting system for Commissioned Providers that we request you use to report all instances of Covid relevant to Cambridgeshire County Council and Peterborough City Council. This system is hosted on our commissioning website <https://cambridgeshireinsight.org.uk/children-and-young-people/childrens-commissioning/> You will see this green button that will generate the form for you to use with details of where to email it to. Please note if you inadvertently contact us about instances of Covid via another route we will redirect you back to our website and this specific form.  [cid:fb5b8a3c-4f0b-427e-ada9-bafd17545039](https://cambridgeshireinsight.org.uk/wp-content/uploads/2020/11/Covid-Alert-Incident-Alert-form-V3.xlsx)  In addition please continue to follow the most up to date DfE or other government guidance for additional reporting needed.  Thank you for your ongoing support to Cambridgeshire and Peterborough children and young people. |
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| **17** | **Personal Protective Equipment** | The Cambridgeshire and Peterborough Local Resilience Forum (LRF) PPE Hub is now closed. With national stock levels of PPE now resumed and items widely available across the supplier network, it has been decided to close down the PPE Hub and for organisations to return to sourcing their required PPE through their usual supplier and wholesale routes.  For Primary Care this will mean that practices are asked to source PPE through:   1. The national PPE Portal- this replaces LRFs as the emergency mechanism for ordering PPE. To register or for any queries regarding the national PPE Portal, please contact customer services team at 0800 876 6802. You can also find more information on the DHSC PPE Portal Guidance Page HERE at: <https://www.gov.uk/guidance/ppe-portal-how-to-order-emergency-personal-protective-equipment> 2. Or via the CCG which is committed to continuing to provide urgent PPE supplies to our practices. As with the LRF Hub, stocks of PPE that will be held by the CCG will be intended to support urgent requests only.   For care providers, direct payment clients, domiciliary care providers etc requiring specific public health advice or are having issues regarding PPE supplies, please could we ask you to make the Local Authority aware, by emailing these queries to [PPE@Cambridgeshire.gov.uk](mailto:PPE@Cambridgeshire.gov.uk)  In collaboration with Public Health England, the DfE have reviewed and updated the section of the guidance on AGPs which can be found here: [aerosol generating procedures (AGPs) in education and children’s social care settings](https://cdc.mobilize.io/links?lid=7fGdhFRZHMtU5QQ90Ci_nw&token=qr3yHG2MM1UJAjQ3ZUUEkQ&url=https%3A%2F%2Fcdc.mobilize.io%2Flinks%3Flid%3DQ-McNSlonhOEnUskHWsGwA%26token%3DROgAwQJHDvlNDqwOY6v2Jw%26url%3Dhttps%253A%252F%252Feur02.safelinks.protection.outlook.com%252F%253Furl%253Dhttps%25253A%25252F%25252Fwww.gov.uk%25252Fgovernment%25252Fpublications%25252Fsafe-working-in-education-childcare-and-childrens-social-care%25252Fsafe-working-in-education-childcare-and-childrens-social-care-settings-including-the-use-of-personal-protective-equipment-ppe%252523what-specific-steps-should-be-taken-to-care-for-children-with-complex-medical-needs-such-as-tracheostomies%2526data%253D04%25257C01%25257CMHunt%252540ncb.org.uk%25257Caadca077517a4d55e25008d887bd8457%25257Cadc87355e29c4519954f95e35c776178%25257C0%25257C0%25257C637408595338015164%25257CUnknown%25257CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%25253D%25257C1000%2526sdata%253D%25252B7mp4rd760fIU0jjGhJh0X7J%25252BJdSpn%25252FubNKVV%25252Fimr3U%25253D%2526reserved%253D0). |
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| **18** | **Finance and Payment** | **We have been asked the following -**   1. **Ensure there is no disruption to payment processing (including all downstream processes for ensuring PO are raised, authorised, changes communicated, e.g. respite and emergency placements, additional support, fee uplifts etc) to providers such as ourselves;** 2. All finance and accounts payable staff have remote working capabilities and full system access which has been tested to ensure that payment runs can continue to be made from home working and payments made to Providers.      1. **If an emergency payment / query process has been established within the LA and if so details of how to contact this function**      1. The standard process will continue if there is a need for an urgent payments as the e-mail inboxes are managed as a priority. All office phones have been transferred to mobile phones to enable calls to be taken. In the Accounts Payable team there is a Business Continuity Plan in place for the helpdesk should they not be able to attend the offices with emergency messages in readiness if queries need to be taken by e-mail.        1. **The name and contact details of the nominated Executive Director responsible for payment queries**      1. The Head of Finance Operations CCC is Alison Balcombe – [abalcombe@northamptonshire.gov.uk](mailto:abalcombe@northamptonshire.gov.uk)  The Head of Finance Operation PCC is Fiona Chapman  [Fiona.Chapman@peterborough.gov.uk](mailto:Fiona.Chapman@peterborough.gov.uk) 2. **Are any provisions in place to negotiate extra funding in regards to above and beyond costs we may incur in response to the emerging circumstances such as heightened overtime costs of the need for agency staff?** 3. If / when this is required, please raise these queries with your individual commissioners. If you do not know who your commissioner is, please provide details of the service / provision you operate and email [childrenscommissioningteam@cambridgeshire.gov.uk](mailto:childrenscommissioningteam@cambridgeshire.gov.uk)   Please see link below to Government support for businesses -  <https://www.gov.uk/coronavirus/business-support> |
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| **19** | **Social Care Functions and Practice** | As social care policy & practice changes, we will be updating this FAQ as changes to the Government guidance changes with the updated FAQ document being available through our commissioning [website](https://cambridgeshireinsight.org.uk/children-and-young-people/childrens-commissioning/).  Please see section 25 for guidance on regulatory and statutory amendments. |
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| **20** | **Unregulated Provisions** | **Q.** **If unregulated provisions have young people isolating who require medications, but are unable to collect these (due to isolation) how should the provider manage this?**  We do not anticipate that staff will need to administer medication for young people in the services, but acknowledge that staff may need to support young people to access medication (i.e. paracetamol). We would expect this to be risk managed appropriately within services, with escalations to social workers in exceptional circumstances where providers and young people are unable to access community provisions. |
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| **21** | **ID Cards** | **Q. In the event of a ‘close down’ or further restrictions on travel within the country, how will providers and staff ‘identify’ themselves as key workers?**  **A.** The Local Authority is able to provide a ‘Key worker’ letter on request to providers. Please contact [Childrenscommissioningteam@cambridgeshire.gov.uk](mailto:Childrenscommissioningteam@cambridgeshire.gov.uk) if you require this. |
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| **22** | **Mental Health & Wellbeing support** | **Q.**  What support is available in respect of supporting children and young people’s emotional and mental wellbeing if face to face services are not available?  **A**. Please see attached information that gives links and advice on agencies and groups that are able to offer support and advice:    <https://www.gov.uk/government/publications/covid-19-guidance-on-supporting-children-and-young-peoples-mental-health-and-wellbeing/guidance-for-parents-and-carers-on-supporting-children-and-young-peoples-mental-health-and-wellbeing-during-the-coronavirus-covid-19-outbreak> |
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| **23** | **Alternative Provision** | **Children in alternative provision (AP) settings**  We have defined vulnerable children as those who have a social worker and those with EHC plans. Alternative provision settings serve a small number of children and young people, a high proportion of whom meet this definition of vulnerability.  AP providers are well-placed to cater for the needs of the children we are defining as vulnerable in a way that would be difficult to replicate elsewhere. The AP sector therefore has a key role to play in helping safeguard this group of children at this difficult time.  The government is asking headteachers of AP providers to work with us – through regional schools commissioners, local authorities and other key agencies on the best way to protect these vulnerable children, including by keeping AP settings open where it is feasible to do so.  **Q. Why is the government keeping AP open while other education settings close?**  A. Significant numbers of children in AP meet our definition of vulnerable – a high proportion of AP pupils have a social worker (children in need, those on child protection plans or who are looked after by the local authority) and/or are children with EHC Plans.  **Q. Does this mean all AP settings and providers must remain open?**  A. Local arrangements are now required in order to determine the best way to protect vulnerable children in AP, including by keeping AP settings open where it is feasible to do so. Local authorities will be best placed to determine how this can be delivered locally, working closely with local schools and headteachers, and regional schools commissioners.  **Q. Will it be feasible for AP to remain open and will young people attend?**  A. Government will support AP providers to overcome key challenges including staff absence and high levels of pupil absence and to develop effective arrangements to protect young people in AP, including keeping AP settings open where possible. We will work with local authorities though regional school commissioners to support schools with planning locally and where possible, to help them re-deploy suitably qualified and experienced staff where it is safe and appropriate to do so.  **Q. What if the AP can’t stay open?**  A. Where it is not possible for an AP setting to remain open to support this small group of vulnerable children, local authorities and schools will need to assess the safeguarding needs of those children on a case by case basis, working with social workers and other agencies to make appropriate arrangements for any vulnerable children that will be affected by their AP setting closing.  **Q. Will this put AP staff and young people at risk at a time when government is closing all other schools?**  A. The cohort of vulnerable children in AP is small but at high risk of harm if they are not in an education setting. The scientific advice shows that education settings are safe for this small number of children to continue attending – but asking others to stay away will help to slow the spread of coronavirus (COVID-19).  <https://www.gov.uk/government/publications/guidance-for-full-opening-special-schools-and-other-specialist-settings>   <https://www.gov.uk/government/publications/actions-for-schools-during-the-coronavirus-outbreak/guidance-for-full-opening-schools?priority-taxon=b350e61d-1db9-4cc2-bb44-fab02882ac25> |
| **24** | **COVID-19 Co-ordination and Response Hubs - *Contact Details:  Safeguarding Referrals*** | **The Hub Network**  As part of the response to the COVID-19 emergency, the Government has instructed every Local Resilience Forum area to establish an administrative Hub as part of a national network. Hubs provide targeted support for those people at higher risk of severe illness from COVID-19, who are being shielded. Hubs will have a specific focus on providing access to food, medicines and other supplies.  The COVID 19 Hubs across Cambridgeshire and Peterborough include: The Countywide Coordination Hub, 5 District/City Council Hubs in Cambridgeshire and Peterborough City Council Hub. The District / City Hubs are focussed on providing local support arrangements, connecting with volunteers, supporting mutual aid and other community led initiatives in responding to individual offers of help or requests for support. |
| **25** | **Regulatory and Statutory amendments (guidance notes)** | Cambridgeshire and Peterborough have compiled the below summaries of amendments to regulatory and statutory requirements which have been implemented as a result of Covid-19.  Please note that the below documents should only be used as a guide; providers should continue to refer to legislator requirements and should consider seeking independent legal advice in respect of any queries as they see fit. Cambridgeshire and Peterborough intend the below summaries to be informative, but the below guides should not be read as advice.  **The Adoption and Children (Coronavirus) (Amendment) (No.2) Regulations 2020**  [The Adoption and Children (Coronavirus) (Amendment) (No.2) Regulations 2020 (legislation.gov.uk)](https://www.legislation.gov.uk/uksi/2020/909/introduction/made) |
| **26** | **Track and Trace** | The NHS Track and Trace service has been up and running now since 28th May and you may find the attached summary poster and the NHS Test and Trace workplace guidance useful.  <https://www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance>    If any of your pupils or staff develop symptoms of Covid-19 (new continuous cough, fever, or loss of taste/smell) they should go home immediately and book a test by visiting <https://www.nhs.uk/ask-for-a-coronavirus-test> or calling 119.    If one of your pupils or staff tells you that they have had a test and been confirmed as a case of Covid-19, then you should contact the Public Health England Health Protection Team on 0300 303 8537 as usual. They will carry out a risk assessment with you over the phone, and provide you with advice for your school, that complies with the Test and Trace system.    It’s also possible that the PHE Health Protection Team will contact you directly, if they have been notified through the national Test and Trace system, that one of your pupils or staff has had a positive Covid-19 test.  Again they will provide you with all the appropriate advice for your school.    We will be sending out more detailed information on the local Test and Trace arrangements, once it has been signed off by the East of England Directors of Public Health who are meeting today. |
| **27** | **Local Resilience Forums** | **We are sending this message to you on behalf of the Department for Education.**  Thank you for your continued commitment and dedication to keeping our most vulnerable children safe. We appreciate the additional challenges this period places upon front-line staff and the children that depend on your care.  While the Department for Education’s sector specific guidance sets out how social distancing can be maintained in residential settings, this may not always be possible, for instance, where staff may need to deliver direct care to children. That is why Children’s Homes and Secure Children’s Homes are already included in the list of eligible service providers able to approach their local resilience forums (LRFs) for emergency supplies of PPE, where existing supply chains are unable to meet demand.  To ensure these settings continue to have access to adequate supplies of PPE to enable staff to continue working safely, The Department for Education and Department of Health and Social Care have arranged for additional drops of PPE stock to de delivered to LRFs for onward distribution to these settings.  Children’s Residential Care Homes and Secure Children’s Homes can therefore now arrange to receive PPE from this allocated supply by contacting their LRF on or after Wednesday 3 June. Contact below:   |  |  | | --- | --- | | **Cambridgeshire & Peterborough** | Sarah Learney:  [sarah.learney2@nhs.net](mailto:sarah.learney2@nhs.net)  Liam Dornan:  01235 543727  [Liam.dornan119@mod.gov.uk](mailto:Liam.dornan119@mod.gov.uk) |   All other providers are requested to secure their own supply chains for PPE. Where they require ‘Emergency’ PPE, they need to contact us using the attached process. |
| **28** | **SEND: EHCP Arrangements** | ***SEND: Modifications to EHCPs during COVID-19 (temporary changes to legislation)***  *On 30 April 2020, the government put into place amended legislation in relation to special educational needs and disabilities (SEND). One of the changes means that the Local Authority and Health have to consider how they can reasonably provide what is in an Education Health and Care Plan.  It is important that there is an individual record of the modifications agreed for every child/young adult which is kept by the setting/school and the Local Authority. This will be kept as an annex with the child/young adults current EHCP. We are calling this annex “Section M”.*  *All children with an EHCP will require a Section M, or equivalent, to be completed. We have written a* [*Section M Brief – COVID-19*](http://www.cambslearntogether.co.uk/asset-library/Corona-Virus-Schools/SECTION-M-Brief-COVID-19.docx) *which explains the process and also provides a pro-forma which can be used. This is a template shared by Cambridgeshire and Peterborough Councils and we are kindly requesting that it is completed in collaboration with parents/carers.*  *For any queries relating to this process, please contact* [*EHCPCovid@cambridgeshire.gov.uk*](mailto:EHCPCovid@cambridgeshire.gov.uk) |
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| **29** | **Registered Residential Children’s Homes** | **Covid-19 Tests for Registered Residential Children’s Homes –**  The following comms have been shared by the Department for Education -  *To ensure that children’s homes, as a critical service, are able to access tests swiftly, as soon as any child or member of staff begins displaying symptoms, DfE and DHSC have arranged to issue all registered homes with a batch of 10 tests each to hold on-site. These can be issued to symptomatic children or staff in exceptional circumstances, where homes are unable to access testing through the usual channels. Home managers will also be provided with access to the same* [*national testing portal*](https://request-testing.test-for-coronavirus.service.gov.uk/) *used by adult care homes and schools to order additional tests. Each home will be able to re-order one batch of 10 tests per 21 days, where a home’s supply is running low.*  *New ways to access tests quickly and easily are being added frequently by NHS Test and Trace, and those working or living in children’s homes should continue to access tests via these routes wherever possible. Please visit the*[*get a coronavirus (COVID-19) test*](https://www.gov.uk/get-coronavirus-test)*page for the latest information and to book a test. Depending on the information provided, this will give you a range of testing options available in your local area. These will usually be attending either a drive-through or walk-through test site or ordering a home test kit.*  ***Next steps***  *We aim to deliver the initial kits to all homes who complete the form (please see details below) from early December onwards. Once registered on the portal home managers will receive an automated email advising them that an order has been placed, followed by a second email when the kits have been dispatched.*  *Further guidance on how to order tests and when these should be used will be published on GOV.uk shortly, and full instructions on how to administer the tests and what to do next are provided within each kit.*  *We hosted a webinar for home managers on the 7th December. This webinar demonstrated the testing process from registration to receiving results.*  *This webinar is available as a recording for those who were unable to attend the live event. To register to attend visit the link at:* [*https://event.webcasts.com/starthere.jsp?ei=1408474&tp\_key=284aeb6adb*](https://event.webcasts.com/starthere.jsp?ei=1408474&tp_key=284aeb6adb)  ***What we need from you***  *In order to arrange the delivery of kits, and on-board homes onto the portal, providers need to register with Salesforce – the operator of the testing portal.*  *Salesforce is a secure cloud-based system that DHSC uses to store information on organisations eligible for accessing testing through the National Testing Programme. It allows us to see the number of kits that have been ordered by and delivered to organisations, along with any related queries submitted by that organisation to enable a better service.  The address you supply will be shared with Royal Mail for the purposes of test kit delivery, so we recommend you do not use the home’s address where possible.*  *To ensure your home is included in the list of eligible providers you should have completed the registration form using this link:* [*https://request-onboarding.test-for-coronavirus.service.gov.uk/*](https://request-onboarding.test-for-coronavirus.service.gov.uk/) *to supply the information required to Salesforce, entering the code 99869778 to access the registration form. This should have been completed by 6th December 2020.* ***If your setting has not completed the form linked above, or you would like to amend any of the details provided, please call the Test and Trace helpdesk on 119.***  ***If the organisational external reference field was not showing, please ensure you have included your Ofsted URN alongside your setting name. We will be unable to authenticate your eligibility without this.***  *The survey will ask you to provide:*   * *Organisation External reference (this should be your Ofsted URN, which will be used to authenticate your eligibility)* * *Setting name (please include your Ofsted URN here if the organisation external reference field is unavailable)* * *Delivery address (we recommend this is not the home address where possible)* * *Home manager’s name* * *Email address (this must be unique for each account)* * *Telephone number* * *Job title* * *Organisation capacity (number of beds)* * *Name of local authority area*   *Please note that separate accounts will need to be created for each individual home, and the email addresses used for each account must be unique. However, the same delivery address can be used across multiple accounts.*  *If you have any questions in the interim, please contact the DfE Children’s Social Care Covid-19 Unit at:* [*COVID-19.CSC@education.gov.uk*](mailto:COVID-19.CSC@education.gov.uk)*.* |
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| **30** | **Covid Tests** | From the beginning of January 2021, schools and colleges will be provided with testing kits including personal protective equipment (PPE). They will be provided with comprehensive guidance and training materials and support to introduce a testing programme that works for staff, students and pupils.  <https://www.gov.uk/government/publications/coronavirus-covid-19-asymptomatic-testing-in-schools-and-colleges/coronavirus-covid-19-asymptomatic-testing-in-schools-and-colleges>   Information on the different types of Covid Tests currently in use is available at <https://www.gov.uk/government/publications/types-and-uses-of-coronavirus-covid-19-tests/types-and-uses-of-coronavirus-covid-19-tests> |
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| **31** | **Covid Vaccinations** | The Covid Vaccination will be rolled out to the most vulnerable first as set out by the government guidance:   1. residents in a care home for older adults and their carers 2. all those 80 years of age and over and frontline health and social care workers 3. all those 75 years of age and over 4. all those 70 years of age and over and clinically extremely vulnerable individuals 5. all those 65 years of age and over 6. all individuals aged 16 years to 64 years with underlying health conditions which put them at higher risk of serious disease and mortality 7. all those 60 years of age and over 8. all those 55 years of age and over 9. all those 50 years of age and over   <https://www.gov.uk/government/publications/priority-groups-for-coronavirus-covid-19-vaccination-advice-from-the-jcvi-30-december-2020/joint-committee-on-vaccination-and-immunisation-advice-on-priority-groups-for-covid-19-vaccination-30-december-2020>  A guide for Social Care Staff: <https://www.gov.uk/government/publications/covid-19-vaccination-a-guide-for-social-care-staff/covid-19-vaccination-a-guide-for-social-care-staff> |

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| **32** | | **Covid FAQs – Testing, Vaccinations, Infection Control, Transport, Funding, Other** | | |
|  | **Questions** | | **Answers** | **Date of answer** |
| **1** | **COVID Testing** | |  |  |
| 1.1 | If a staff team have formed a bubble to self-isolate (due to a COVID contact and not due to a positive result) and nearing the end of that isolation period, one of these staff develop symptoms and receive a positive test.  Does the period of their isolation and all the other staff need to begin again? | | Yes. The staff member with a positive test result and the rest of the bubble would need to isolate. The new isolation period should start from the day the symptoms started and for the next 10 days. | 20th January 2021 |
| 1.2 | With the government promoting testing in schools what can CCC do to support post 16-year education / unregistered providers that are not eligible. This cohort of young people are often our most vulnerable in terms of disability and inability to comply to social distancing etc. and there are no legal easements in place in relation to delivering on the EHCP so those pupils unattending due to lack of testing presents risk to the LA. | | Post 16 education are included in the schools testing programme.  [Click here for more information.](https://www.gov.uk/government/publications/coronavirus-covid-19-asymptomatic-testing-in-schools-and-colleges) | 20th January 2021 |
| 1.3 | Following on from Question No.2, a tuition provider was advised to contact 119 to access testing. 119 were unable to help, and advised to speak to Ofsted however as they are not DfE registered so they cannot assist. They have extremely anxious pupils and feel if they are able to get their staff tested it will be a reassurance. What route can they take to achieve this? | | We regret that Public Health are unable to assist with this. LFTs are not a panacea- false negatives can give a false sense of security. They still need to follow the other measures-SPACE FACE HANDS, ventilation, isolate & test if symptomatic. | 20th January 2021 |
| 1.4 | Some Providers are stating that their approach is for CYP to test before coming to School and attending if negative, isolating if positive, however some are saying they in turn require a negative test before returning.  Is this necessary as long as the CYP has fulfilled the full isolation period? | | If a child has completed the isolation period following a positive test, they can return if they are well. They do not need a negative confirmatory test. | 20th January 2021 |
| 1.5 | Is it possible for CYP to test positive, however no longer transmissible due to the isolation period being complete. There is a risk CYP remain out of School or in provision due to persistent positive tests. | | Yes, the test can stay positive for up to 90 days as it picks up viral genetic material even when the person is not infectious (dead/inactive virus). | 20th January 2021 |
| 1.6 | Is there any intention / possibility of children’s homes being eligible for testing. This ensures more expedient incident response and prevention of business continuity / failure / unmet need. | | Although they are not included in the national guidance, we are aware of the issues and trying to organize this locally during an outbreak. | 20th January 2021 |
| 1.7 | For those accommodating young people, should we have access to LFT tests and if so how can we access them? | | Although they are not included in the national guidance, we are aware of the issues and trying to organize this locally during an outbreak. | 25th January 2021 |
|  | When will LFD testing be available for supported living homes? | | Although they are not included in the national guidance, we are aware of the issues and trying to organize this locally during an outbreak. | 25th January 2021 |
| **2** | **Vaccination Availability** | |  |  |
| 2.1 | Are children’s homes able to request vaccinations for their staff? If so, where are they able to order these from? | | Cambridgeshire and Peterborough have circulated an email to all in area children’s residential homes with details of how to register for the vaccination.    Unfortunately, we are unable to advise residential provisions based outside of Cambridgeshire and Peterborough; these decisions are made with our Clinical Commissioning Group Partners, and are applicable locally.    We suggest contacting your host local authority for updates in your local area. | 20th January 2021 |
| 2.2 | Out of interest would Peterborough be offering vaccines to carers? Particularly those being asked to accept children with COVID? We're starting to get a few requests now and I'm trying to ascertain what the process might be. | | Cambridgeshire and Peterborough have circulated a email to all Independent Fostering Agencies with details of how carers living in Cambridgeshire and Peterborough can register for the vaccination.  Unfortunately, we are unable to advise as to the availability of vaccines for carers living outside of Cambridgeshire and Peterborough; these decisions are made with our Clinical Commissioning Group Partners, and are applicable locally.  We suggest contacting host local authorities for updates in your local area. | 20th January 2021 |
| 2.3 | During the first lockdown, young carers were identified as particularly vulnerable group struggling with anxiety related to the risks associated with COVID-19, increasing caring load and unable to get a break or turn to their established coping strategies. A number of YC did not return to education after the lockdowns notably YC whose families were not registered as shielding and had little confidence in safety measures and transmission of COVID in schools.  Is it the case that only shielded individuals are categorised into the priority groups as part of the vaccination programme? | | Shielding individuals aged less than 70 years should receive vaccination with those aged 70-74 years. Older shielding individuals would receive vaccination within their age category. At the moment, carers of those who shield would not receive early vaccination. | 20th January 2021 |
| 2.4 | As the MHCLG Secretary of State, Robert Jenrick has now wrote to all local authorities asking them to determine whether or not the homelessness workforce might be categorised as frontline ‘social care workers’ directly working with people clinically vulnerable to COVID-19. I wondered if CCC’s will support staff in Hostels / Supported Housing Projects be offered the vaccination? | | Supported Housing projects and Hostels is commissioned by colleagues in Adults commissioning who have provided this update –    We are pleased to share that staff in hostels and supported housing projects within Cambridgeshire and Peterborough will be offered the vaccination, and we have circulated an email with details of how staff can register for the vaccination. | 20th January 2021 |
| 2.5 | Is there a plan to offer the vaccine to commissioned external placement staff? | | Cambridgeshire and Peterborough will be circulating comms to in area providers about access to vaccines for staff working directly with children and young people.  If you are an in area provider and have not received communication about this, please email  [Childrenscommissioningteam@cambridgeshire.gov.uk](mailto:Childrenscommissioningteam@cambridgeshire.gov.uk)  Unfortunately, we are unable to offer vaccines to providers based outside of Cambridgeshire and Peterborough; these decisions are made with our Clinical Commissioning Group Partners, and are applicable locally. We suggest contacting your host local authority for updates in your local area. | 25th January 2021 |
| **3** | **Infection Control/Self Isolation** | |  |  |
| 3.1 | We need Lateral Flow Testing in Children’s Homes and Supported Living-how can we achieve this? We have risk assessments in place where staff are having to support children when staff themselves should be legally self-isolating. I am worried that we will be requesting access to tier 4 beds to support young people if we cannot manage such risks. | | Staff who have to legally isolate have to abide by this- LFT is not a way to avoid self-isolation. If there are operational issues this will be a discussion at an IMT. Providers need to avoid getting into this situation. | 20th January 2021 |
| 3.2 | Are face coverings better at preventing transmission than a FRDM?  Follow up question  We have had a case today and the TA was wearing a face covering as was the child however this did not stop them needing to isolate, if she had warn a FRSM would they still have had to isolate? | | Yes FRSM are medical grade PPE so they are better protection for the wearer. It is not recommended to wear FRSM in health and social care setting which do not include vulnerable people due to the fact they are not environmentally friendly due to creating a lot of clinical waste which needs to be safely disposed, they are for sessional use, wearers need to be trained for proper use, and they are not as comfortable as clot face coverings.  Contacts still need to isolate when the FRSMs are used outside health and care settings.  IPC guidance here wearers need to be trained for proper use.  <https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/954690/Infection_Prevention_and_Control_Guidance_January_2021.pdf> | 25th January 2021 |
| 3.3 | Requirement to clean/wipe footwear to prevent transmission is this likely? | | The guidance does not mention cleaning footwear.  <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings> | 25th January 2021 |
| **4** | **Transport** | |  |  |
| 4.1 | This question is in the context of a critical/emergency situation, I.e. a mental health crisis which requires a young person to be supported to travel for medical reasons but does not meet requirements for ambulance transfer. How best can providers ensure safety of support workers and young people if this need to transport arises? | | Government advice currently states:  “It is difficult to socially distance during car journeys. Where it is essential to car share, you can reduce the risk of transmission by:  • sharing the transport with the same people each time  • minimising the group size at any one time  • opening windows for ventilation  • travelling side by side or behind other people, rather than facing them, where seating arrangements allow  • facing away from each other  • considering seating arrangements to maximise distance between people in the vehicle  • cleaning your car between journeys using standard cleaning products – make sure you clean door handles and other areas that people may touch  • asking the driver and passengers to wear a face covering” | 20th January 2021 |
| **5** | **Funding** | |  |  |
| 5.1 | Are Cambridgeshire/ Peterborough going to be supporting providers with additional costs relating to Covid | | Cambridgeshire and Peterborough have a ‘Provider Business Continuity Panel’ for requests relating to Covid incurred costs and resources. Please contact your Commissioner with queries around this process. If you do not know who your commissioner is, contact [childrenscommissioningteam@cambridgeshire.gov.uk](mailto:childrenscommissioningteam@cambridgeshire.gov.uk) | 25th January 2021 |
| **6** | **Other** | |  |  |
| 6.1 | Can I check if Cambridgeshire are coordinating a response for the local health service in relation to social care staff and the foster parents caring for children placed by Cambridgeshire/who may care for children if they have a vacancy for IFA’s please? Some of the local authorities appear to be leading in coordinating a central list and I was wondering if Cambridgeshire was as well so our service can be included. | | I believe that this question is in respect of a coordinated response for vaccines. Please see question 2.2. If this does not resolve your query please contact us at [Childrenscommissioningteam@cambridgeshire.gov.uk](mailto:Childrenscommissioningteam@cambridgeshire.gov.uk) | 20th January 2021 |
| 6.2 | Will you be sharing the slides [from the Children’s Commissioning & Public Health Covid-19 Provider event]? | | Yes. Slides will be available on the Children’s Commissioning website –  [Cambridgeshire Insight – Children, Young People & Education – Children’s Commissioning – Events and Opportunities](https://cambridgeshireinsight.org.uk/children-and-young-people/childrens-commissioning/childrens-commissioning-events/) | 25th January 2021 |