

## **Covid-19 guidance for East Sussex providers – facts to support planning for provision**

### **Frequently Asked Questions – 21.04.2020**

A **dedicated DfE helpline** for education and children's social care providers and parents/carers to handle questions related to coronavirus has been set up. The purpose of the helpline is to ensure consistent and accurate information reaches education and children's social care providers and ensures that providers feel well-supported by DfE. Hours: Monday - Friday 8am - 6pm and Saturday and Sunday 10am - 4pm. Phone: 0800 046 8687. Email: [DfE.coronavirushelpline@education.gov.uk](mailto:DfE.coronavirushelpline@education.gov.uk). Please feel free to share this with those you feel it may be helpful to.

*We are responding to questions received on a daily basis with information currently available. These questions will be added to and updated as more information becomes available. Please forward questions to [Childcare.support@eastsussex.gov.uk](mailto:Childcare.support@eastsussex.gov.uk)*

It is important that we have as much up to date information as possible about the availability of childcare places across the county. If your setting is open please complete the short Google Form. This form will only take a few minutes to complete and will need to be submitted daily.

### **Temporary and partial closure of settings/schools**

The government has asked parents to keep their children at home, wherever possible, and for settings/schools to remain open only for those children that absolutely need to attend. Settings/schools are therefore being asked to provide care for:

#### **1. Children whose parents are critical to the COVID-19 response**

The DfE have published a list of key workers who can access school provision for their children: <https://www.gov.uk/government/publications/coronavirus-covid-19-maintaining-educational-provision/guidance-for-schools-colleges-and-local-authorities-on-maintaining-educational-provision>

ESCC employees are all designated key-workers.

Employees in schools are critical to COVID-19 response and should be able to access provision for their children in their child's usual school or their nearest local school. Where this is not possible schools could consider making provision for children of their employees if this is critical for their business continuity.

If there is only one key worker in a two-parent family the school should make the offer of provision.

Q. If childcare providers are open for children of critical workers and vulnerable children, can they accept other children if they have enough staff and space?

A. Care should be provided to children of critical workers and vulnerable children only in order to limit the spread of the virus. Other children should remain at home, in order to further reduce the number of social interactions and thus flatten the upward curve of the coronavirus (COVID-19) outbreak. Many working parents who are critical workers may also be able to ensure their child is kept at home. Every child who can be safely cared for at

home should be. Local authorities will continue to work with the DfE and Ofsted to ensure only the children of critical workers and vulnerable children are accessing childcare places

A. Your employees should access childcare in their usual children's provision. If that is not available settings could consider making provision for those employees whose role is essential for the setting's business continuity

## **2. Children who are vulnerable**

Schools are being asked to continue to provide care for vulnerable children including: children who are supported by social care, those with safeguarding and welfare needs, including child in need plans, on child protection plans, 'looked after' children, young carers, disabled children and those with EHCP's, including those in the process of statutory assessment for an EHCP. [DfE guidance](#)

<https://www.gov.uk/government/publications/coronavirus-covid-19-maintaining-educational-provision/guidance-for-schools-colleges-and-local-authorities-on-maintaining-educational-provision>

Attendance is not compulsory. However, there is an expectation that vulnerable children who have a social worker will attend. Where their parents are reluctant for their child to attend, the setting/school and social worker should explore the concerns directly with the parent to resolve concerns where possible. Children with an EHCP should be risk-assessed by the setting/school in consultation with the parent and local authority, to decide whether they continue to need to be offered a setting/school place in order to meet their needs or whether they can safely have their needs met at home.

<https://www.gov.uk/government/publications/covid-19-school-closures/guidance-for-schools-about-temporarily-closing>

Where children in these vulnerable groups are not attending, settings/schools should put in place arrangements for regularly monitoring their needs, provision and well-being.

## **3. Provision**

Q. Can schools with onsite nurseries work with them on the school site?

A. Schools and settings would be advised to consider working together to ensure continuity of provision for families who need the childcare to continue to deliver the response to the pandemic. Economies of scale will further strengthen the potential to provide this care for as long as these measures are in place.

Q How do I help my families find alternative provision if my setting closes?

A. If your setting has to close and you are unable to broker alternative provision with a setting nearby you can sign post parents to the Customer Relations Team who will know of the settings that are open. They can be contacted on CS.CustomerRelations@eastsussex.gov.uk or 0345 608 0192

Q. Do I have to inform Ofsted if I temporarily close due to the covid-19 situation?

A. Settings do not need to inform Ofsted if they are temporarily closed at this time. They only need to inform Ofsted if they intend to resign their registration.

**Clarification from Ofsted for all Providers:**

At this time, providers do not need to let us know if they are closed due to COVID-19 (coronavirus), whether that's because they are not caring for the children of critical workers or vulnerable children, or because they or their staff are ill.

Providers should continue to tell us if they are resigning their registration.

If your paediatric first aid certificate is due to expire, see advice from the Health and Safety Executive. It has announced a 3-month extension to the validity for all certificates coming up for renewal on or after 16 March. For more information follow the link below:

<https://www.sja.org.uk/course-information/covid-19/#hse>

**Health Visitor Update**

Due to Covid-19 a number of Health Visitors and Managers from the Health Visiting service have been redeployed into the hospitals. To manage in these unprecedented times the 10 locality teams have temporarily merged into 3 CCG teams. Each team is operating a duty system from 9am until 4.30pm Mon-Fri and can be contacted on the numbers below. New Birth Visits continue to be offered in the home but all other reviews (including the 27mth review) will be undertaken by phone or video appointment. Due to the redeployment of staff, contact families receive, will not necessarily be with their named Health Visitor. Where appropriate and necessary home visits will also continue to be offered to support families with enhanced need.

Completed 27mth reviews will continue to be emailed to settings.

Team	HUB (duty base)	Locality Managers	HUB number
Hastings and Rother	East Hastings	Janet Allen and Angie Aley	01424 726446
Eastbourne and Hailsham	St Marks (Ground floor)	Helen Blake and Anna Winn	01323 432300
High Weald Lewes and Havens	Uckfield Childrens Centre	Hannah Bartlett and Kelly Leigh	01323 464000

If you need to contact the health visiting team please use the number appropriate to your area as all the other numbers will go to answer phone.

**Part 2 of the IPR that settings complete**

If you are open and the child is attending then please complete Part 2 and share with parents as usual.

If you are open but this is not a child who is currently attending then please complete Part 2 on their return.

If you are a setting that is closed then please complete Part 2 on their return.

**Change to the secure email system**

The secure email system is now Egress and the troubleshooting guide can be found here <https://supportcentre.egress.com/hc/en-gb/articles/360006006398>

The current service delivery will continue to be reviewed and there may be a need to make further changes

#### 4. Communication

Q. Will there be templates letters for settings to send to parents?

A. Most settings have undertaken their own communication given the timeline from announcement to implementation. We appreciate colleagues are sharing these within their local clusters.

The local authority will be implementing a '**daily message board**' that will be emailed to all early years providers at 3pm each day. This communication will contain all the key releases and updates relating to keeping settings open during the covid-19 situation. The email will be sent to known contacts from [Childcare.support@eastsussex.gov.uk](mailto:Childcare.support@eastsussex.gov.uk)  
Please send all your questions to this inbox

#### 5. Catering

Q. What if my off-site caterer stops providing meals?

A. In the first instance parents should be asked to provide their child's meals. Should this situation continue in the longer term, then links with other providers may mean you can further share resources.

#### 6. Funding/Charging

Q. Will EYEE funding continue?

A. All EYEE funding will continue unchanged. All providers will need to provide data when requested by the EY Funding team for children expected to attend their setting in the summer 2020 funding period. At this time funding payments will remain on a monthly basis

Q. Can settings continue to charge during corona virus-related closures?

A. The government acknowledges that in many cases, the insurance that early years providers have will not cover them for income lost during COVID-19-related closures. That is one of the reasons why it announced on 17 March that government would not claw back early years entitlements funding from local authorities during closures, or where children are withdrawn because of COVID-19. This protects a significant proportion of early year's providers' income.

In addition, the government has set out a range of support for businesses to reduce the impact of COVID-19 on them. This includes a business rate holiday for all private childcare providers for one year from 1 April. Local authorities will be fully compensated for the cost of this. The government has also announced significant support for workers, which will help support private early years providers.

In light of these steps taken already, we are asking providers to be reasonable and balanced in their dealings with parents.

Updates on how EYEE data will be collected throughout the covid-19 situation will be made available to EYEE providers

Q. I am a childminder who has taken on key workers children from another setting. How will I get paid for these children?

A. All providers will receive EYEE grant for all children who were expected to access their provision in the summer 2020 funding period. Those settings which remain open and accept children temporarily attending from another setting due to the covid-19 outbreak will use a spare pre-paid EYEE place that is available. It is important during this time accurate records are kept of children's attendance and the hours accessed in case additional hours are required. If you have any queries contact [Childcare.support@eastsussex.gov.uk](mailto:Childcare.support@eastsussex.gov.uk)

[Update: If childminders take on additional children or provide additional hours these can be claimed for via the EYEE Headcount for the summer 2020 funding period. Further information on the summer 2020 headcount will follow shortly.](#)

Childminders who take on additional children or provide additional hours that are not covered by spare pre-paid EYEE hours, can submit a claim for these additional hours. Further information on the summer 2002 headcount will follow shortly

Q Am I able to furlough my staff via the Government's job retention scheme if I receive EYEE funding next term?

A. Yes, current guidance still remains that LA's are still expected to pass EYEE funding through to providers even if they have furloughed their staff

Q. If a child's school/nursery is closed, can school-aged children attend nursery provision with a sibling and vice versa?

A. Nursery aged children can only attend a school if the school is registered to take children of that age, i.e. they have lowered their age range.  
School aged children can only attend nursery provision if the provider's insurance covers older children.

### Additional Funding

The local authority has recognised that settings may face additional costs as a result of the support needed for families at this time and from Monday 30 March, 2020 for the next month East Sussex will pay all providers that are open and providing childcare places for these identified families an additional £250 per child attending during the month, with a view to extending beyond this time. Further details of how payments will be made will follow shortly. This grant funding is in addition to the EYEE funding that will remain in place and the additional fees and charges paid for by parents. Stuart Gallimore, Director of Children's Services in East Sussex will continue to look at further mechanisms to support settings across the whole sector to support continuity of their business.

Letter to providers issued 30 March, 2020 (below)



Financial Support-  
COVID-19 March 20 F

Q. Will after school clubs or childminders get this funding where they provide wrap around care for a school age child whose parent is a key worker?

A. No this additional funding is for 0-5's only

## 7. Safeguarding

Q. How do we manage the safeguarding for staff working in different settings?

A. Staff working in an unfamiliar setting should be provided with information about those settings' procedures for raising concerns, e.g. who the DSL is, recording systems etc.

Staff should also be provided with adequate information about children they are working with, e.g. individual plans around medical, behaviour, risk etc. This should be covered in a proportionate 'induction' to the setting.

Staff should follow usual procedures in terms of working with children, for example taking precautions to protect themselves against allegations.

In terms of staff details and Safer Recruitment, if staff are coming from another setting then the receiving setting should have the names of those involved and the visiting staff should show a form of photo identity to the new setting (driving licence or passport). DBS records should be seen and details noted along with qualifications as EYFS guidance on ratios still apply. On the basis of this being an agreed arrangement and the receiving setting expecting those members of staff, then they should be admitted and allowed to operate as any other member of the setting staff.

Q. How do we keep children safe when cared for elsewhere?

A. Settings have a critical part to play in continuing to keep children safe. It is essential that, wherever possible, settings work together so that there is joint working and handover with staff who know the children.

For stand-alone settings that will be closed temporarily, safeguarding responsibility will be passed to the receiving setting. If your setting is part of a chain, you will need to discuss and agree arrangements between settings.

Issues to consider

- The identified DSL needs to be available either in person or remotely for all children who are at the setting
- Settings need to share adequate information between them around vulnerability, risk and behaviour of children so that host settings can make informed decisions around them.
- Where there are specific plans (medical, behaviour, risk reduction etc.) around children then these should be shared with the host setting.
- A pragmatic solution to record keeping should be agreed upon.

Q. Where can parents go to get support to help keep their child/children safe online?

A. There is a lot of support available to keep your child safe online. See link below:

<https://www.gov.uk/government/publications/closure-of-educational-settings-information-for-parents-and-carers> Updated 31 March, 2020

Below are some useful links to help parents and carers:

[Thinkyouknow](#) (advice from the National Crime Agency to stay safe online)  
[Internet matters](#) (support for parents and carers to keep their children safe online)  
[Parent info](#) (support for parents and carers to keep their children safe online)  
[LGfL](#) (support for parents and carers to keep their children safe online)  
[Net-aware](#) (support for parents and careers from the NSPCC)

Covid -19: Addendum to the ESCC Model Child Protection and Safeguarding Policy for Schools, Colleges and Settings (below)



Covid 19 Adendum  
to Model Safeguardin

**Training Update** - All DSL initial and refresher and child protection training has been postponed for the next 3 months (so until the 19th June)

Courses will be advertised from the 23/06/20 on the 1st April and the workforce will be able to book places. There may be additional courses added during the next academic year to replace those that have had to be postponed.

Guidance and information

East Sussex Safeguarding Children Partnership - <https://www.esscp.org.uk/>

National Society for Prevention of Cruelty to Children - <https://www.nspcc.org.uk/>

Online training

East Sussex Learning Portal -

<https://childrens.eastsussexlearning.org.uk/elearning/Course/Search?CategoryId=4&SubcategoryId=14&runSearch=1>

### **EYEE requirements for trained staff during this period**

Providers should be aware of any training that has expired or is about to expire and book on to the relevant training courses as and when they become available.

In the meantime, they can continue to access the on-line training for:

Child Protection

SENCO

Update bulletin on EYCP training dates (below)



EYCP training dates  
(2).pdf

### **EYFS National research initiative/Inclusion Expert**

If you are continuing with CPD at this time then we are still here to support you with any issues you may have. We understand that you will not be able to complete the review stage of the modules at the moment but completing the video and reading sections may highlight an area to look at further once normality resumes. If you have any questions about how to access your account then please contact [Laura.Piper@eastsussex.gov.uk](mailto:Laura.Piper@eastsussex.gov.uk)

A Children's guide to coronavirus:



cco-childrens-guide-to-coronavirus.pdf

## **Children's Integrated Therapy and Equipment Service (CITES) COVID 19 update**

CITES is a Tier Three NHS service therefore in accordance with national guidance we are now partially closed as part of COVID 19 response with staff redeployed to Tier One services. We have retained a specialist therapy team to deliver Therapy One Point daily from 8.30am to 4.30pm. The service will continue to receive new referrals and provide Initial Assessments via telephone or video. Support for SEND statutory processes of Panels, Initial Assessments and Annual Reviews will continue.

### **Contact Therapy One Point for advice during the current crisis - 0300 123 2650**

Therapy One Point is a single contact point for speech and language therapy, physiotherapy, occupational therapy (including adaptations), specialist equipment and general enquiries, both for specific advice for children on our caseload and advice or support for those not currently accessing the service.

Please use this single contact point instead of phone numbers for individual therapists or bases, as staffing levels may fluctuate and this will help us make sure calls are responded to promptly.

There is now a centralised email for all enquires [kentchft.citesonepoint@nhs.net](mailto:kentchft.citesonepoint@nhs.net)

### **Referrals**

Practitioners can still refer in exactly the same way as they always have done using paper or online form, however please contact the central number to discuss cases you may not be confident will be accepted as referrals.

The easiest link for referral forms is through the website, although this isn't yet updated with the Therapy One Point number:

<https://www.kentchft.nhs.uk/service/east-sussex-childrens-integrated-therapy-and-equipment-service/>

## **8. Business Information Update**

Please find below some useful information gathered together by the National Day Nurseries (NDA) bringing official sources of guidance and information which will support your business through this health crisis to one place. All of these sites are updated daily where required.

### **Employment support:**

Coronavirus Job Retention scheme

- Applies to employees who have been asked to stop working but who are being kept on the pay roll, otherwise described as 'furloughed workers'

- Can be accessed even if you are remaining open to deliver emergency childcare (but have had to ask some members of staff to stop working)
- Will reimburse, through HMRC, 80% of furloughed workers wages, up to £2,500 per month and will cover the cost of wages backdated to 1 March. It is initially open for 3 months but will be extended if necessary
- The online system for reimbursement is currently being set up by the HMRC and payments are expected to be made from the end of April.

We are still awaiting the final details of how the scheme will operate but have been calling for flexibility for childcare businesses where you are being asked to stay open as we know there will be a lot of challenges managing a smaller staff team as well as the need for cover in case of illness.

- If your employer chooses to place you on furlough, you will need to remain on furlough for a minimum of 3 weeks. However, your employer can place you on furlough more than once, and one period can follow straight after an existing furlough period, while the scheme is open. The scheme will be open for at least 3 months.”

### **Furlough Scheme opening date:**

The Chief Executive of HMRC, Jim Harra, announced that their online system for making claims under the Coronavirus Job Retention Scheme has been developed and will be launched on 20 April. He said employers can expect to receive their furlough grant within four to six days of submitting their claim and the first payments are due to come through by the end of April.

He also outlined the measures which have been taken to counter potential fraud and abuse of the scheme. In particular:

- The employee must have been on payroll by 28 February
- The employer needs to have already been authenticated by HMRC
- There will be a 4 to 6 day processing period to make background checks
- There will also be checks after grants have been made to verify claims
- There will be a whistle-blower’s hotline where fraud or abuse of the scheme can be reported (for example, if an employee has been asked to work when on furlough).

<https://www.gov.uk/government/publications/coronavirus-covid-19-financial-support-for-education-early-years-and-childrens-social-care>

The early years section of the new guidance confirms that a private provider should only furlough employees, and therefore seek support through the Coronavirus Job Retention Scheme (CJRS), if they meet the following conditions:

- the employee works in an area of business where services are temporarily not required and where their salary is not covered by public funding;
- the employee would otherwise be made redundant or laid off;
- the employee is not involved in delivering provision that has already been funded (free entitlement funding);
- (where appropriate) the employee is not required to deliver provision for a child of a critical worker and/or vulnerable child; and
- the grant from the Coronavirus Job Retention Scheme would not be duplicative to other public grants received and would not lead to financial reserves being created.

To illustrate:

If a provider's average monthly income is 40% from Dedicated Schools Grant (EYEE Funding) and 60% from other income, the provider could claim CJRS support for up to 60% of their pay-bill.

This would be done by furloughing staff whose usual salary / combined salaries come to no greater than 60% of the provider's total pay-bill.

These proportions could change in subsequent furlough applications as a result of EYEE income changing (but not where income from parents increased or decreased). For example, if this provider subsequently receives additional EYEE income from a local authority as a result of providing additional hours of childcare, such that its new DSG income would represent 55% of its total income in February 2020, then its maximum use of the furlough scheme should, from that point, be reduced to 45% of its pay-bill.

**Local authorities are working to the same guidance that is in the public domain. However we recognise the concerns being raised by providers and are seeking clarification from the DfE on CJRS covering a providers outgoings as oppose to just linking it to salary costs. It is appreciated that the EYEE funding is not purely to cover the cost of staffing but to cover a percentage of a settings running costs to enable childcare and early education places to be offered**

**Statutory Sick Pay Rebate** - Small and medium-sized businesses (those with fewer than 250 employees as of 28 February 2020) can reclaim Statutory Sick Pay paid for staff sickness absence due to coronavirus through the Statutory Sick Pay Rebate. This refund will cover up to two weeks' Statutory Sick Pay per eligible employee who has been off work because of coronavirus.

<http://ndna.informz.ca/z/cjUucD9taT0xMTg1NDA5JnA9MSZ1PTkxNDQ2MTcyOCZsaT0xODI2ODY1MA/index.html>

## **Business support**

'Time to Pay' HMRC: Call 0800 015 9559 if you are concerned about being able to pay your tax due to Covid-19. This HMRC helpline is open from Monday to Friday, 8am to 8pm and on Saturday, 8am to 4pm. HMRC may be able to give you extra time to pay any outstanding amounts.

## **£10k grants available**

If you are a small business you may be able to access grants of £10,000 to help meet ongoing business costs. If you are eligible for or receive Small Business Rate Relief (where your rateable value is less than £15,000) your local authority should contact you about receiving the grant automatically. If you have any queries about the scheme you should contact your council and more information about how the scheme is being administered is available here. <https://www.gov.uk/government/publications/coronavirus-covid-19-guidance-on-business-support-grant-funding>

## **Insurance Update Sent on Behalf on Her Majesty's Treasury**



Sent on Behalf of  
The DfE.msg

## Loans

I know many of you have deep concerns about getting into debt given the uncertain economic landscape but if you are experiencing short-term cash-flow challenges, in particular ahead of receiving payments from the Coronavirus Job Retention Scheme, then you can access support through the Coronavirus Business Interruption Loan Scheme. <https://www.businesssupport.gov.uk/coronavirus-business-interruption-loan-scheme/>

This allows small and medium sized businesses to access a loan which is interest free for the first 12 months and has no upfront fees. The scheme is being delivered through commercial lenders. To apply, you should talk to your bank or one of the 40 accredited finance providers (see link below) offering the scheme as soon as possible to discuss your business plan with them. <https://www.british-business-bank.co.uk/ourpartners/coronavirus-business-interruption-loan-scheme-cbils-2/current-accredited-lenders-and-partners/>

If you haven't already, you may also want to approach your lender about any existing loans to see if a payment holiday can be arranged.

If you are self-employed or a member of a partnership and have lost income due to coronavirus you may be eligible under this scheme, released by the government on the 26 March, 2020. <https://www.gov.uk/guidance/claim-a-grant-through-the-coronavirus-covid-19-self-employment-income-support-scheme>