

# Department for Education coronavirus (COVID-19) helpline – Christmas opening hours

The Department for Education coronavirus (COVID-19) helpline will be available over the Christmas holidays to answer any questions you have about coronavirus (COVID-19) relating to education settings and children's social care. The helpline will, however, close on the bank holidays, and have shortened opening hours on Christmas Eve and New Year's Eve.

Phone: 0800 046 8687

Opening hours:

24 December – 8am to 4pm

25 to 28 December – Closed

29 to 30 December – 8am to 6pm

31 December – 9am to 4pm

1 January – Closed

2 to 3 January – 10am to 6pm

Until 24 December, the helpline opening hours are:

Monday to Friday from 8am to 6pm

Saturday and Sunday from 10am to 6pm

Please listen carefully to all of the available options before selecting the most appropriate option for your nursery, school, college or university.

Please select option 1 or 2 if you require specific advice on the action to take to respond to a positive case of coronavirus (COVID-19) in your setting. This option will take you through to a dedicated team of

NHS Business Services Authority advisors who will work through a risk assessment with you to identify close contacts and will inform you what action is needed based on the latest public health advice.

Please select option 3 or 4 for any other questions about coronavirus (COVID-19) relating to education settings and children's social care.