



**Beanfield**  
PRIMARY SCHOOL

**Brooke Weston Trust**



**Your guide to returning to school  
September 2020**

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# Introduction

## Welcome to our guide for returning to school

While we are excited to get all our children back to school in September, safety remains our ultimate priority.

We have taken time to review all of the government, DfE and Public Health England guidance and are confident that our procedures and operational structures will minimise risk and provide everyone in our schools with as safe an environment as possible.

We are absolutely focused on ensuring all children return in September to continue with their learning and we have in place a clear strategy based on three principles: Re-open, Return and Recover.

We will **re-open** for all children.

We will expect all children to **return**.

We will implement a carefully planned curriculum to ensure children **recover** their lost learning.



## Our core priorities

In September, we will be totally focused on three core priorities.

1. Maintaining our rigorous procedures to minimise risk of infection.
2. Supporting pupil's well-being.
3. Closing pupil's gaps in learning and ensuring their progress is accelerated.



COVID-19 continues to pose a threat and we will need to introduce new operating procedures across our school to minimise the risk of infection and enable our trained practitioners to continue supporting the educational and general well-being of our children.

This means that school will look different upon our return and some of the structures and experiences your child is used to in a normal school environment will have changed.



# Introduction

## What is the purpose of this document?

This booklet sets out guidance for the full reopening of our school for the start of the Autumn Term 2020.

It is intended to give you an outline of what our new school environment will look and feel like and reassure you that we will do everything we can to ensure our school is as safe as it can be for pupils and staff.

This booklet will clarify a wide range of changes to the way we would normally operate and support you in preparing your child/ren for a successful return to school. These changes have been informed by the DfE guidance issued to school on 2 July 2020.

The measures set out in the DfE guidance provide a framework for school leaders to put in place proportionate protective measures for children and staff, which also ensure that all pupils receive a high quality education that enables them to thrive and progress. We have been asked to minimise the number of contacts that a pupil has during the school day to reduce the risk of transmission.

It will provide you with a range of important information that clarifies how we will meet your expectations for supporting your child on their return to school as well as our expectations about how you can help us maintain a safe environment with minimal disruption to children's learning.

We have appreciated your support throughout this process and familiarising yourself with the detail of this booklet will help us provide a positive start to your child's return to full time education.



# Our approach

## Our key principles

Drawing on guidance from the Department for Education and enhanced with our own additional measures, the Brooke Weston Trust COVID-19 protocols are designed to create 'protective bubbles', which separate our school from external factors and limit social interaction between groups of children and staff.



We are confident that the procedures outlined in this document offer the best possible levels of protection for our pupils, staff, and their families. We have undertaken a detailed evaluation of the level of risk across our site and this has provided a clear picture of the challenges and the measures we needed to put in place to ensure that all children, parents, and staff are entering an environment that is as safe as possible.



We were supported in our planning with input from teaching and support staff, Brooke Weston Trust specialist colleagues and, importantly, an independent health and safety professional who has visited our site and will be returning regularly to see how we are operating during the Autumn Term.



Our key principles for opening in September are:

- We expect all pupils to attend school.
- School uniform must be worn.
- We will teach a broad and balanced curriculum.
- We will implement a wide range of intervention support.
- We will reduce the risk of spreading the virus as far as possible.
- We will implement social distancing as far as possible.
- We will have in place a contingency plan for home learning.



# Preparing for opening

The Department for Education have asked schools to prepare for all pupils to return full time from the start of the Autumn Term, including those in school-based nurseries. Schools must comply with health and safety law, which requires us to assess risks and put in place proportionate control measures. As you would expect, we have sought independent advice and carried out detailed risk assessments, which we will continue to monitor as term gets underway.

The information in this section has been taken from the Department for Education guidance to schools issued on 2 July 2020. We are following their prevention and response to infection guidance. More detailed information can be found in the guidance – [click here to access the full document](#).

## Prevention - Essential measures include:

- A requirement that people who are ill stay at home
  - ensuring that pupils, staff and other adults do not come into the school if they have [coronavirus \(COVID-19\) symptoms](#), or have tested positive in the last 7 days.
  - ensuring anyone developing those symptoms during the school day is sent home.
- Robust hand and respiratory hygiene
  - ensuring that pupils clean their hands regularly, including when they arrive at school, when they return from breaks, when they change rooms and before and after eating.
  - promoting the 'catch it, bin it, kill it' approach.
  - Public Health England does not (based on current evidence) recommend the use of face coverings in schools. This evidence will be kept under review.
- Enhanced cleaning arrangements including cleaning frequently touched surfaces often, using standard products such as detergents and bleach.
- Active engagement with NHS Test and Trace.
- Consideration of how to minimise contact between individuals and maintain social distancing wherever possible. This will include:
  - grouping children together.
  - avoiding contact between groups.
  - arranging classrooms with forward facing desks.
  - staff maintaining distance from pupils and other staff as much as possible.

## Response to any infection – Essential measures include:

- Engage with the NHS Test and Trace process.
- Manage confirmed cases of coronavirus (COVID-19) amongst the school community.
- Contain any outbreak by following local health protection team advice.

# Attendance

It is vital for all children to return to school to minimise the longer-term impact of the pandemic on children’s education, well-being and wider development.



The Department for Education have advised us that school attendance will therefore be mandatory again from the beginning of the Autumn Term. This means from that point, the usual rules on school attendance will apply, including:

- parents’ duty to secure that their child attends regularly at school where the child is a registered pupil at school and they are of compulsory school age.
- schools’ responsibilities to record attendance and follow up absence.
- the availability to issue sanctions, including fixed penalty notices in line with local authorities’ codes of conduct.



We understand that some students and parents may be anxious about returning to school. Please do get in touch with us if that is the case on [wellbeing@beanfieldprimary.org](mailto:wellbeing@beanfieldprimary.org).



At BWT we expect all students to attend school, on time, every day, aiming for 100% attendance. Attendance below 97% is a concern. The table below clarifies our expectations and the impact of attendance on students’ learning.

Since September 2013 schools are not allowed to grant leave of absence for holidays and the Principal will grant leave of absence only in exceptional circumstances. Parents and carers should write to the Principal if they are requesting leave for this reason. If the absence is not agreed then Penalty Notices will be issued.



At BWT we are ambitious for our students and have high expectations. Students need to be in school to learn. Together, with excellent support, we will help our children and young people attend school every day so they are ready to succeed.

Attendance and punctuality matters. <i>Be smart – be here!</i>		Research shows:
100%	Target – Excellent	Students makes good progress with their learning
97%	Very good	Students makes good progress with their learning
95%	8 days missed each year. Concerning.	Learning is at risk of being negatively impacted
90%	16 days missed each year. Very concerning.	Learning falls behind other students
85%	24 days missed each year. Very concerning.	Learning significantly falls behind other students
80%	32 days missed each year. Very concerning.	Learning significantly falls behind other students

# Our arrangements

## Pupil wellbeing

We understand that children and their families may have some anxieties with regards to returning to school after a long period of absence. At Beanfield we pride ourselves in the wealth of support, nurture and care that we provide not only for our children, but for our families too. An established Wellbeing Team can help with any anxieties or worries you or your child may have upon returning. If you would like to discuss any concerns or worries prior to your child returning to school, please email [wellbeing@beanfieldprimary.org](mailto:wellbeing@beanfieldprimary.org).



## EYFS & Specialist Provision Transition

### EYFS

Our aim at Beanfield is to make the induction into Nursery and Reception a pleasant and positive experience for both you and your child. All new parents have received an induction pack which outlines the specific arrangements. These include induction meetings and a phased start into school. Further information can be found on our website [www.beanfieldprimary.org](http://www.beanfieldprimary.org) where we have a 'Starting Reception in 2020' tab under the Parent Info section.



### Specialist Provision Years 1-6

We understand the difficulties our families and pupils within the Special Provision have faced during this time. Due to the duration that children have not been accessing school we are very aware that we need to ensure that the transition is carefully planned with the heart of the child first and foremost. We will continue to liaise with families and the SEND Team with regards to your child's transition and successful return to full time education. All information regarding your child's phased return in September should have already been received.



## The School Day

We want to ensure the measures we have put in place, for everyone's safety, are strictly followed. Therefore, we have a phased start of the term over two days to enable us to settle smaller numbers of children quickly and ensure the starts and ends of the day run smoothly. Therefore:



**Thursday 3rd September** – We welcome back: KS2 children (Year 3, Year 4, Year 5 and Year 6).

**Friday 4th September** – We welcome back: KS1 children (Year 1 and Year 2).

**Monday 7th September** – We will begin to welcome our new Nursery and Reception children and our Specialist Provision children (details on the phased return of these children have been shared already).

# Our arrangements

## Beginning of the day

When parents are waiting to drop off their child, social distancing should be maintained at all times. Only parents who are symptom free and/or have completed the required isolation periods will be able to drop off or collect their child.

Entry into school will be via Gate B where parents and their children will follow the one-way system onto the school site. There will be designated places to drop your child off depending on what year group they are in. Please note that parents need to stay on the one-way system and your child will leave you to join their line. Once you have dropped off your child, you will continue on the one-way system, exiting the school site via Gate C which is located on the KS1 playground. **Please ensure social distancing is adhered to at all times on the one way system.**

Children in Years 5 and 6 will be expected to enter school via the pedestrian gate next to Gate B and walk around to the KS2 playground unaccompanied.

We request that drop off and collection is limited to one parent per family to limit the number of people congregating on the site.



## Arrival times

Year group	Gate open from	Start time	Muster Point
Reception	8:30am	8:45am	Reception outside area
Years 1 & 2	8:30am	8:40am	KS1 playground
Years 3 & 4	8:45am	9:00am	KS1 playground
Years 5 & 6	8:45am	9:00am	KS2 playground
Nursery	9:00am	9:15am	Reception outside area
Unit Provision	9:15am	9:30am	KS1 playground

We strongly advise that parents walk or cycle to school to avoid a build-up of cars and movement of people on the roads surrounding school.

**PLEASE ENSURE YOU ARRIVE AT SCHOOL NO EARLIER OR LATER THAN YOUR CHILDS ENTRY TIME ABOVE.**

## For those attending the Specialist Provision

Access to school will be via Gate B. SEN Transport will automatically be given access through this entrance. We ask that all families who also wish to access this route, inform the staff member on your home visit at the beginning of September. Once all requests have been received, we will allocate a parking bay and issue a parking permit on the 7th September.

As it is not our responsibility to organise SEN Transport for our pupils, if you think you are eligible then please contact the EHC Team at Northamptonshire County Council who will discuss the application process and eligibility.



# Our arrangements

## For children attending afternoon nursery only

The gate will open at 12pm. Entry into school will be via Gate B where parents will follow the one-way system up to the Early Years area. Nursery parents who are bringing children in to school need to queue on the right-hand side against the field, ensuring you are standing 2m away from the next parent.



## Arrival into school

On arrival into school, if your child is wearing a face covering, they must be removed before entering the classrooms in line with DfE guidance. Reusable masks need to be placed in a plastic bag and put into the child's school bag. Parents need to provide the plastic bag. Protocols around hand washing will be followed once face coverings have been removed.



## Bubble and class organisation

The overarching principle we are applying is to reduce the number of contacts between children and staff. This will be achieved by keeping groups in separate bubbles. Due to the large number of children at Beanfield we have elected to bubble our children by year group. This will mean:

- For the majority of their time in school, children will be grouped by class.
- Children will come into contact with children from other classes in their year group during activities such as outside break and lunch times, interventions, phonics lessons etc.
- The year group bubble can be taught by the same group of teachers and support staff every day – these adults will also supervise all break and lunch times.



## Break arrangements

Children will have outdoor break times as normal however they will be grouped on specific playgrounds by year group and have their own box of specific equipment which only they will use. The larger outdoor play equipment on the KS1 and KS2 playgrounds such as the trim trails will continue to be out of use. Children will be supervised in their year group bubbles only by members of staff working in those bubbles. Children may bring in a healthy snack from home for break time.



# Our arrangements

## Lunch arrangements

Lunch times will be staggered to allow children to safely eat their lunch with their bubble. Children's lunch time will be split so they will be inside eating for half an hour and outside playing for half an hour. Zones will be set up in both the school halls to ensure that bubbles of children do not come into contact with each other. Children will be escorted to and from the halls and the playgrounds by adults from their bubbles to ensure bubbles do not come into contact with each other.

We have created a unique 'grab and go' menu which will allow children the opportunity to receive a varied choice of lunches which include both hot meal options and a cold picnic style packed lunch. Please be aware that normal arrangements for booking lunches are now in place however, we require all lunches to be booked via WisePay by midnight on the Thursday of the week before the lunch is required. We can provide free lunches for children in Nursery, Reception, Year 1 and Year 2 and those entitled to free school meals. If you are in KS2 and you are not entitled to Free School Meals, you will have to book and pay for lunch following the normal arrangements. Alternatively, children can bring in a packed lunch from home. Lunches for the Autumn Term can be booked now.

## End of the day – exit and collection arrangements

### For children attending morning nursery only

Collection of children attending morning nursery will commence between 11:50am and 12:00pm. Entry into school will be via Gate B where parents will follow the one-way system up to the Early Years area. Parents will need to queue on the left-hand side against the railing, ensuring you are standing 2 metres away from the next parent.

### For all parents collecting children at the end of the school day

Entry into school will be via Gate B where parents and their children will follow the one-way system onto the school site. There will be a barrier to allow parents to queue safely whilst we wait for all the children to assemble onto the playground. Please adhere to the 2 metre markings on the school site.

Once the barrier is open, you may walk up to the designated muster point and collect your child. Please note that parents need to stay on the one-way system and your child will leave their class line to join you. Once you have collected your child, you will continue on the one-way system, exiting the school site via Gate C located on the KS1 playground. We request that collection is limited to one parent per family to limit the number of people congregating on the school site. **Please ensure social distancing is adhered to at all times on the one way system.**

If you would like your child to walk home on their own, we will require confirmation of this from you prior to school re-opening in September **even if your child walked home alone in their previous school year.** Please email [admin@beanfieldprimary.org](mailto:admin@beanfieldprimary.org) stating your child's name and class.

Year group	Gate open from	Collection time	Muster Point
Unit Provision	2:30pm	2:45pm	KS1 playground
Nursery	2:45pm	3:00pm	Reception outside area
Reception	3:00pm	3:10pm	Reception outside area
Years 1 & 2	3:00pm	3:10pm	KS1 playground
Years 3 & 4	3:15pm	3:30pm	KS1 playground (Opposite Y1 classrooms)
Years 5 & 6	3:15pm	3:30pm	KS1 playground (Opposite Y2 classrooms)

# Our arrangements

## Extended provision

On Monday 7th September, we plan to re-open our extended provision.

This will operate from our KS2 hall to allow us to keep the children in their year group bubbles. In order to maintain enhanced cleaning regimes, breakfast club will now start at 7:30am and after school club will continue to run until 6pm.

In line with DfE guidance we will initially be offering a certain limited number of places to our current users only.

All communication and requests regarding our extended provision can be emailed to [extendedprovision@beanfieldprimary.org](mailto:extendedprovision@beanfieldprimary.org).

# Curriculum

## Specific curriculum adjustments

We plan to offer a broad and balanced curriculum in September covering all subjects of the National Curriculum however there will be some changes to how that curriculum has been designed from previous years.

The vast majority of lessons will be taught in the usual way. Sadly, we have had to remove some elements from the school day until further notice.

No large gatherings are permitted including:

- Class assemblies
- Singing practice
- Church celebrations such as Harvest
- Christmas performances

We will also not be able to hold assemblies in our usual way, but we will be conducting virtual assemblies across the school.

Children must attend school in their P.E. kit on days when they have P.E. to minimize spread of infection which may be caused by changing and the need for some children to be assisted with changing. Teachers will let you know which day this is at the start of term.

We will be sending details of how we will be operating parents' evenings later in the Autumn Term.

# Curriculum

## Recovery curriculum

Very detailed plans are in place to identify and close gaps in children's learning. This includes all aspects of the learning missed due to many children's absence from school from March 2020. The focus of the Autumn Term will be to ensure these gaps are closed and to ensure children move on to their current year groups curriculum as soon as possible. The key focus will be on addressing issues in reading, writing and mathematics as well as supporting their resilience and well-being.



## Interventions

We will be implementing a wider programme of in school interventions. These will be additional to those we would be running during a 'normal academic year'. We have created capacity with the recruitment of additional teachers who will work alongside an experienced member of the Senior Leadership Team to focus on 1:1 and small group support. This will run throughout the academic year and will be targeted to maximise pupil progress.



## Extra-curricular learning

We will be implementing a wide range of extra-curricular interventions. These will take place either before or after school and will run throughout the year for children in Years 2 – 6. These sessions will focus on targeted groups of children who will benefit from additional support to close their gaps in learning or to help them secure greater depth based on previous performance. If your child is invited to attend some of these sessions, please support us by ensuring they attend regularly.



## Contingency plans for extended home learning

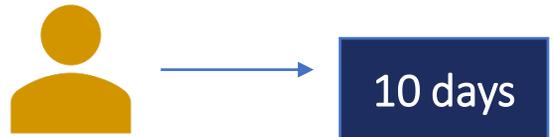
In the unfortunate event of a full or partial closure we will revert to our well established pre existing offer based on Purple Mash, Mathletics, Times Table Rockstars and our popular Year Group Newsletters posted on our website. Information regarding this will be posted on the school's website under the Parent Info → Home Learning tab.



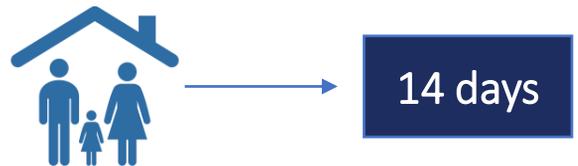
# In the event of illness

## A person with symptoms

If a person becomes unwell with a new, continuous cough or a high temperature, or has a loss of, or change in, their normal sense of taste or smell then **they** must be sent home, [arrange a test](#) and self-isolate for **10 days**.



If a person becomes unwell with a new, continuous cough or a high temperature, or has a loss of, or change in, their normal sense of taste or smell then **other members of their household** should self-isolate for **14 days** from when the symptomatic person first had symptoms.



Positive Test Result	Negative Test Result
If a person with symptoms <b>tests positive</b> , then other members of their household <b>should self-isolate for 14 days from when the symptomatic person first had symptoms</b> .	If a person with symptoms <b>tests negative</b> and they no longer have symptoms similar to COVID-19 then <b>they and other members of their household can stop self-isolating</b> .

## Response to a confirmed case in school

We have been advised we should contact the local health protection team.

The health protection team will work with us in this situation to guide us through the actions we need to take. Based on the advice from the health protection team, we must send home those people who have been in close contact with the person who has tested positive, advising them to self-isolate for 14 days since they were last in close contact with that person when they were infectious.

Close contact means:

- face-to-face contact of any duration (less than 1 metre away) with the case.
- were coughed or sneezed on by the case.
- had unprotected physical contact (skin to skin) with case.
- Spent more than 1 minute within 1 metre of the case.
- spent more than 15 minutes within 2 metres of the case.
- travelled in a car or other small vehicle (even on a short journey).

# In the event of illness

A person who is sent home because they have been in contact with someone with who has tested positive

After seeking advice from the health protection team, if a person has been in contact with someone who has tested positive for COVID-19, they will be sent home and asked to self-isolate for 14 days.



14 days

If a person has been in contact with someone who has tested positive and has been asked to self-isolate for 14 days, then other members of their household do not need to self-isolate, **unless the person who is self-isolating displays symptoms.**



Not required to self-isolate

If a person has been in contact with someone who has tested positive and subsequently develops symptoms themselves within their 14 day isolation period, then they should stay at home and [arrange a test.](#)



Get tested

	Positive Test Result	Negative Test Result
	If a person with symptoms <b>tests positive</b> then they should <b>inform their school</b> immediately, and must self-isolate for at least <b>10 days</b> from the onset of their symptoms.	If a person with symptoms <b>tests negative</b> , they must remain in isolation for the remainder of the 14-day isolation period as they could still get symptoms after being tested.
	If the test is <b>positive</b> , then their household should self-isolate for at least <b>14 days</b> from when the symptomatic person first has symptoms	If the test is <b>negative</b> , then their household does not need to self-isolate if they do not have symptoms

# Social distancing

## Protective Bubbles

- All children will be placed in groups known as bubbles. The aim of these protective bubbles is to minimise contact with other children and reduce the risk of spreading the COVID-19.
- Each bubble will be isolated from all other bubbles as much as possible.
- The bubble will be taught and cared for by the same staff every day where possible and will contain the same children every day.
- The bubble will be taught together and will have playtime and lunchtime together to avoid mixing between different bubbles.

## In the classroom

- When working in their bases, children will be discouraged from having any physical contact with each other.
- Children will be allocated their own set of equipment to use, such as pencils, ruler, pens. However, other classroom equipment such as scissors, glue, reading books, can be shared amongst the children in the bubble. Specialist resources, such as science equipment, will be thoroughly cleaned after use and left for 48 hours before being used by another Year group bubble.
- Children cannot bring in anything from home except a bag, water bottle and lunch. Children cannot access books from the school library.
- Staff will be limited in their ability to have physical contact with children. If your child soils themselves in school, we will be unable to help with personal care and you will be contacted to collect your child from school.
- We would also discourage children from wearing shoes with laces as staff will not be able to tie the children's laces for them.

## Breaks

- Each bubble will have separate playtimes and lunchtimes.
- Children will be allowed to use the toilet as required during the day. Staff will be monitoring the flow of children to the toilet to ensure no crossing of bubbles.
- The children will eat their lunch in their year group bubble.

## Parents

- Parents must **NOT** approach staff on the playground and will not be allowed into school, including reception areas. All contact will be via email or telephone, and any messages for specific staff must be telephoned through to the school office to be passed on.
- We strongly advise that parents walk or cycle to school to avoid the build-up of cars and movement of people on the roads surrounding school. Gates will be open 15 minutes before your allocated slot and parents should not enter the site before then.

# Hygiene and cleaning

While COVID-19 continues to pose a threat, it is very important that we keep the school environment as clean as possible. We will be introducing a range of measures to help keep our school clean and ask that you support us in our efforts by carrying out several measures too.

- Cleaners will be in school throughout the day to continually clean classrooms, toilets, and corridors.
- Cleaning materials will be available in each classroom so that staff can maintain standards of hygiene throughout the day.
- All children and colleagues must thoroughly wash their hands upon arrival and frequently throughout the day, particularly before and after going to the toilet, eating, and handling of resources.
- All waste will be disposed of in a hygienic and safe manner.
- On their desk, each child will have their own equipment (pencils, crayons, pencil case).
- The classroom will be cleaned at regular intervals during the day.
- All new activities will be risk assessed, and our usual ways of doing things will be continually reviewed and adapted to optimise safety.
- Uniforms do not need to be cleaned any more often than usual, nor do they need to be cleaned using methods which are different from normal.
- Children must attend school in their P.E. kit on days when they have P.E. to minimize spread of infection which may be caused by changing and the need for some children to be assisted with changing.



By the end of the summer term, Public Health England will publish revised guidance for cleaning non-healthcare settings to advise on general cleaning required in addition to the current advice on [COVID-19: cleaning of non-healthcare settings guidance](#). We will of course review this advice and amend our procedures as necessary.



## Personal Care

At this stage, we need to advise you we cannot commit to providing a full range of personal care. Should your child soil themselves, we will be in touch if necessary.

## First aid

General first aid will be unaffected in school but staff administering first aid may wear some personal protective equipment, depending on the treatment necessary.



# Dos and don'ts

## Parent dos and don'ts

- Parents must not send their child to school if their child or any other household members are displaying Covid-19 symptoms.
- Parents must keep school informed if anyone in their household displays symptoms and must inform school of Covid-19 test results.
- Parents will not be able to speak to their child's class teacher at drop off and pick up. Parents need to use the school email address [admin@beanfieldprimary.org](mailto:admin@beanfieldprimary.org) or make contact via telephone if they wish to communicate with a member of school staff including your child's teacher.
- Parents are not permitted to enter the main reception area unless they have an appointment.
- Parents must enter the school using the front gate. Signage will support entry and exit points to maintain a one-way system.
- Parents need to adhere to social distancing on the school's site at all times including on the designated one-way systems in school.
- Parents must drop off and collect promptly and must not stop to chat to other parents.
- Parents will not be allowed on any undesignated area of school grounds.

## Pupil dos and don'ts (including behaviour expectations)

- Children will be required to wear uniform, and wear PE kit all day only on their designated PE day.
- Children can bring in a lunchbox and a book bag.
- Children must have their own labelled water bottle to be taken home and cleaned every evening
- Children must not leave bubble without permission to do so.
- Children must not enter toilets if more than one child is in each bay.
- Children must sanitise and wash hands as outlined by class teacher.
- Children must not play contact games at play and lunch times.
- Children must not wrestle and spit.
- Children must be prompt in the cloakrooms.
- Children must follow the instructions of all adults in the school including midday supervisors at all times.

# Useful information

## Emergency contact details

Telephone: 01536 262 000

Email: [admin@beanfieldprimary.org](mailto:admin@beanfieldprimary.org)



## COVID-19

NHS.UK has the latest advice and general information about COVID-19. For more information visit: <https://www.nhs.uk/conditions/coronavirus-covid-19/>

## NHS 111

To check your symptoms, please visit: <https://111.nhs.uk/service/COVID-19/> or call 111 to speak to an operator.

