



**LINHA VERDE**  
DA RESPOSTA A EMERGÊNCIA  
**1458**



# Linha Verde da Resposta á Emergência

Report period; 16<sup>th</sup> August- 15<sup>th</sup> September 2020

The **tollfree inter-agency hotline** accessible between **6am to 9pm, 7 days** a week. *Linha Verde 1458* is used by the affected population and humanitarian actors to make requests for information, assistance or raise concerns in relation to, or resulting from humanitarian assistance. An aspect of accountability for affected populations, the hotline also serves as a mechanism to report abuses in humanitarian assistance. In the context of Covid-19, *Linha Verde 1458* has the capacity and flexibility to assist in the dissemination of correct information about the virus and to forward relevant calls to health service providers.

**20,138** Total Cases Registered



**84%** Total Feedback Provided

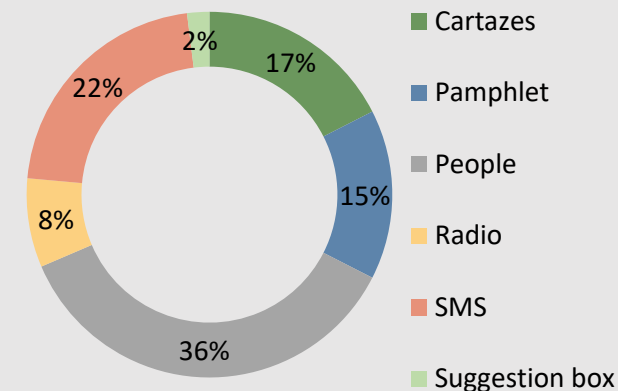
**11,778** Total Cases Registered since 16<sup>th</sup> January 2020

## CUMULATIVE DATA OVERVIEW PERIOD: 16<sup>TH</sup> JANUARY 2020 – 15<sup>TH</sup> AUG 2020

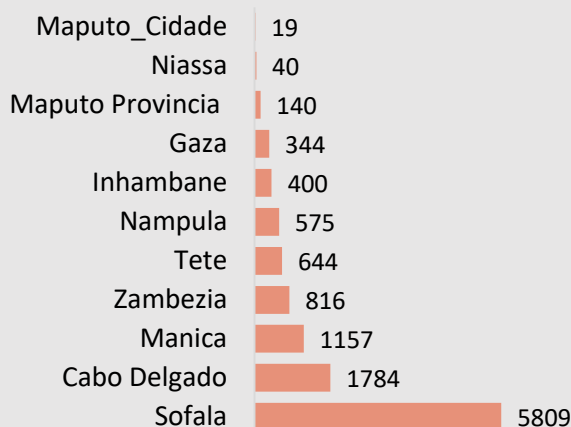
### CALLER PROFILE



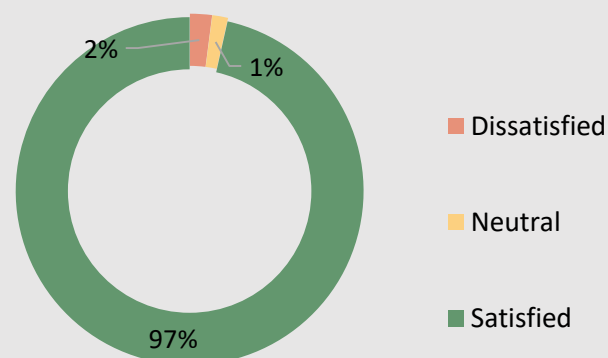
### KNOWLEDGE ABOUT LINHA VERDE 1458



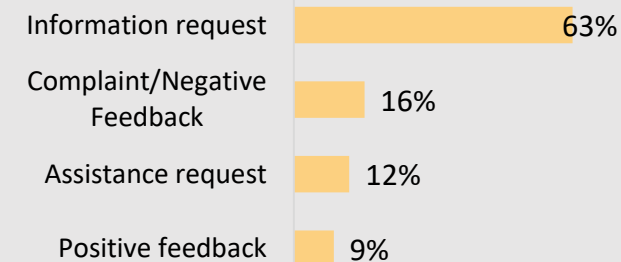
### CASES BY PROVINCE



### SATISFACTION



### CASE TYPE



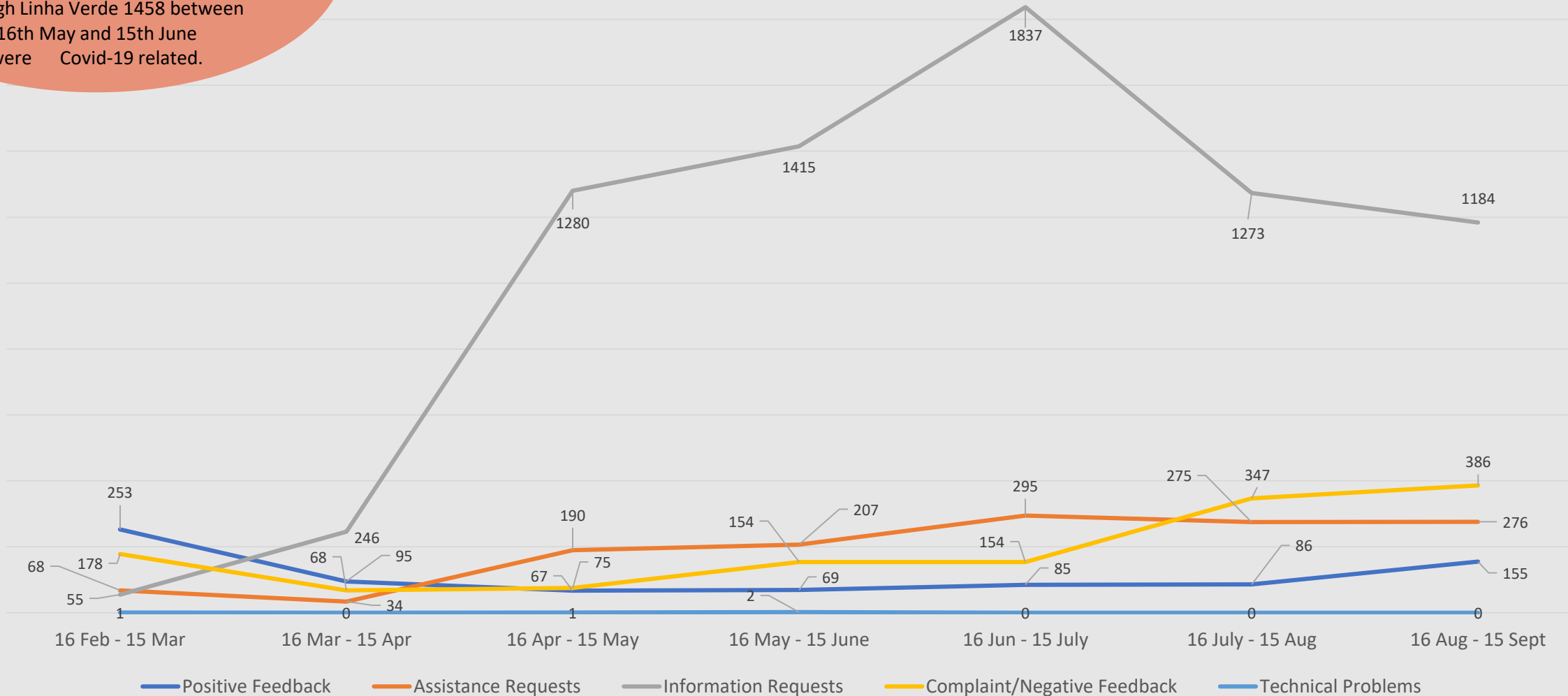
## TYPES OF CASES REGISTERED PER MONTH 16<sup>TH</sup> JAN – 15<sup>TH</sup> SEPT 2020

**16, Aug to 15, Sept 2020**

Nr. Total Registered Cases:  
**2001**

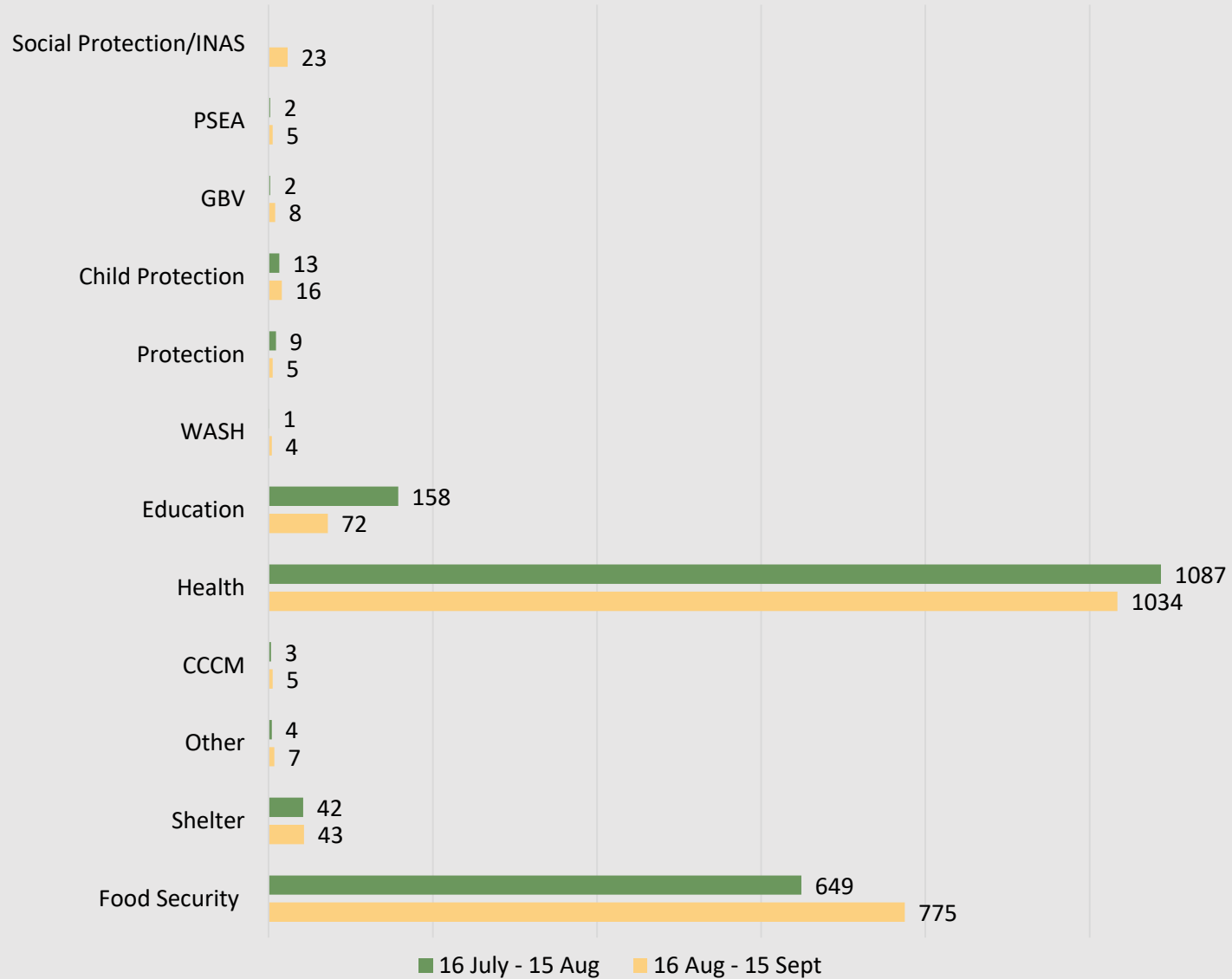
Nr. of calls about the Covid-19:  
**1108**

**62%** of the cases registered through Linha Verde 1458 between 16th May and 15th June were Covid-19 related.



# CASES PER SECTOR

## 16<sup>TH</sup> AUG – 15<sup>TH</sup> SEPT 2020



# CASES PER RESPONSE 16<sup>TH</sup> AUG – 15<sup>TH</sup> SEPT 2020

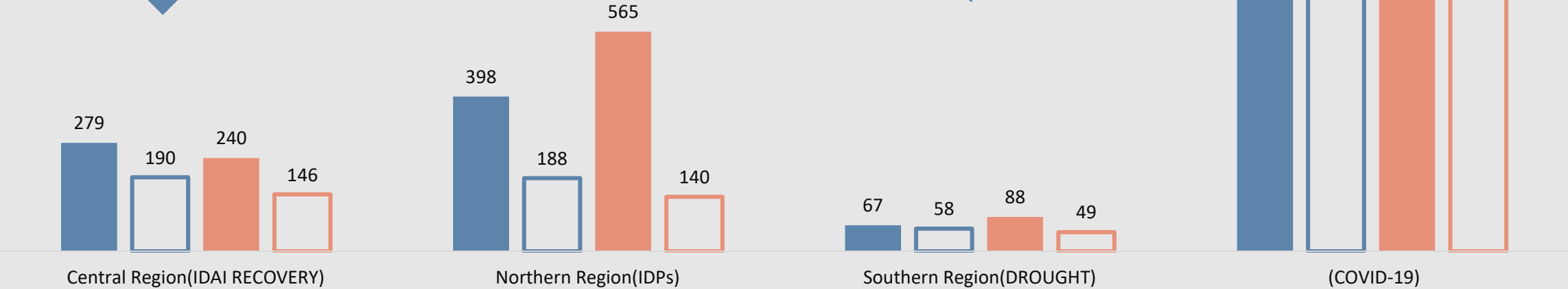


**16th Aug- 15th Sept 2020**  
Cases Registered:  
1108  
Feedback provided:  
1108

**16th Aug – 15th Sept 2020**  
Cases Registered:  
240  
Feedback provided:  
146

**16th Aug - 15th Sept 2020**  
Cases Registered:  
88  
Feedback provided:  
49

**16th Aug - 15th Sept 2020**  
Cases Registered:  
565  
Feedback provided:  
140



■ Registered Cases 16 July - 15 Aug   
 □ Feedback Provided 16 July - 15 Aug   
 ■ Casos Registrados 16 Aug - 15 Sept   
 □ Feedback Provided 16 Aug - 15 Sept

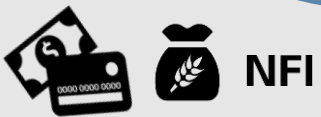
**RESPONSE IN CENTRAL REGION  
16<sup>TH</sup> AUG – 15<sup>TH</sup> SEPT 2020**

**July/Aug**  
Cases Registered:  
**279**  
Feedback Provided:  
**68%**

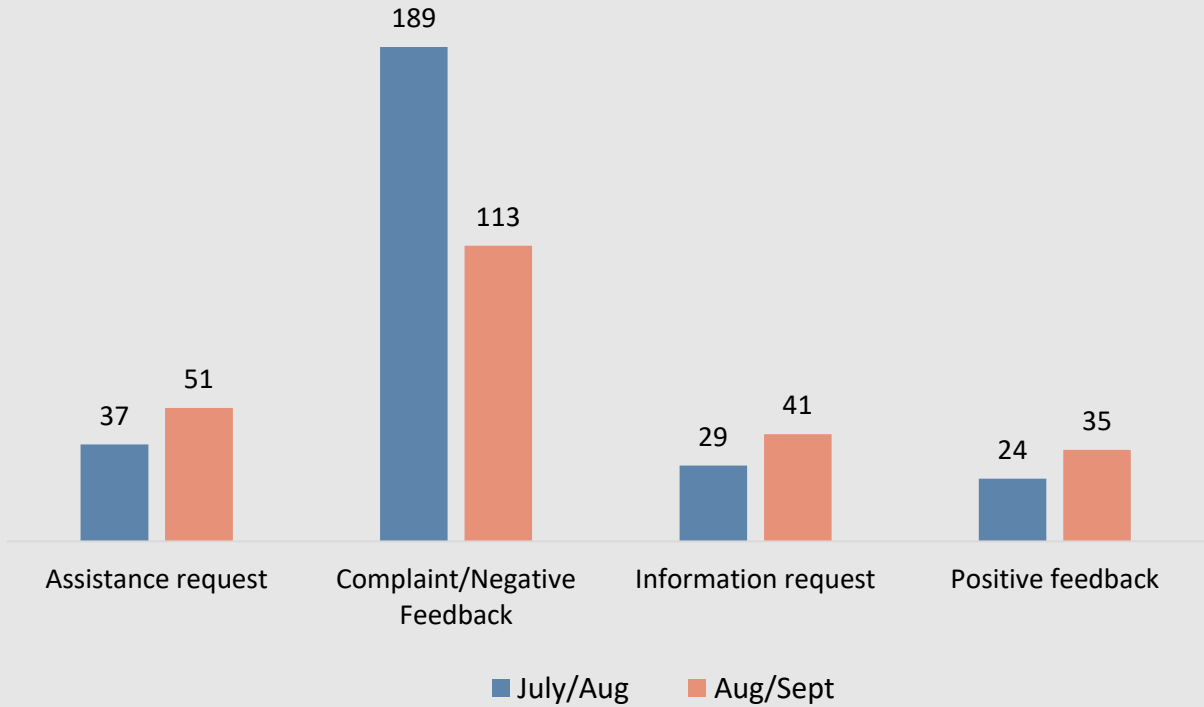
**Aug/Sept**  
Cases Registered:  
**240**  
Feedback Provided:  
**61%**

**July/Aug**  
Cases Registered:  
**72**  
Feedback provided:  
**63%**

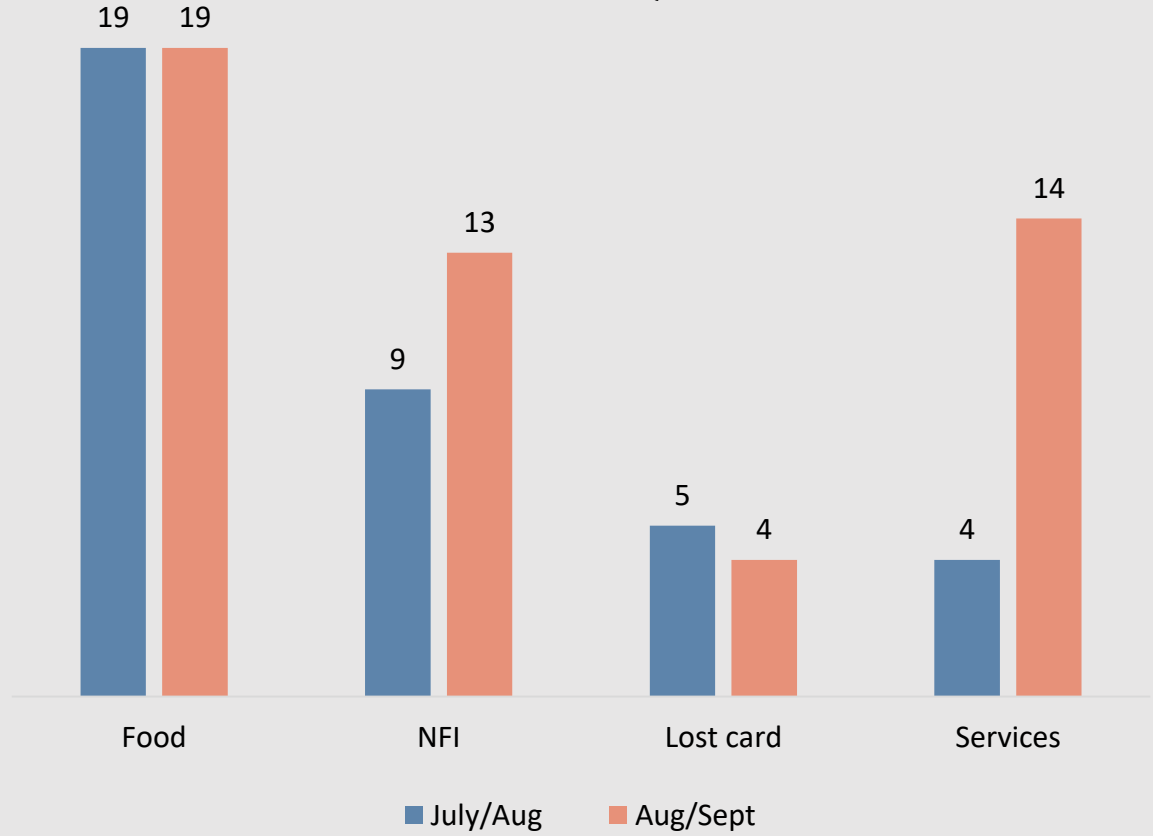
**Aug/Sept**  
Cases Registered:  
**50**  
Feedback provided:  
**44%**



**CASE CATEGORY**

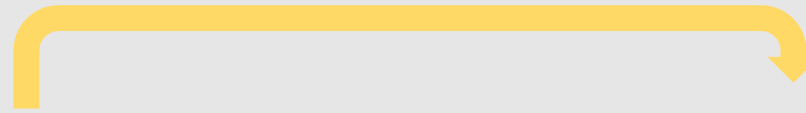


**ASSISTANCE REQUEST**



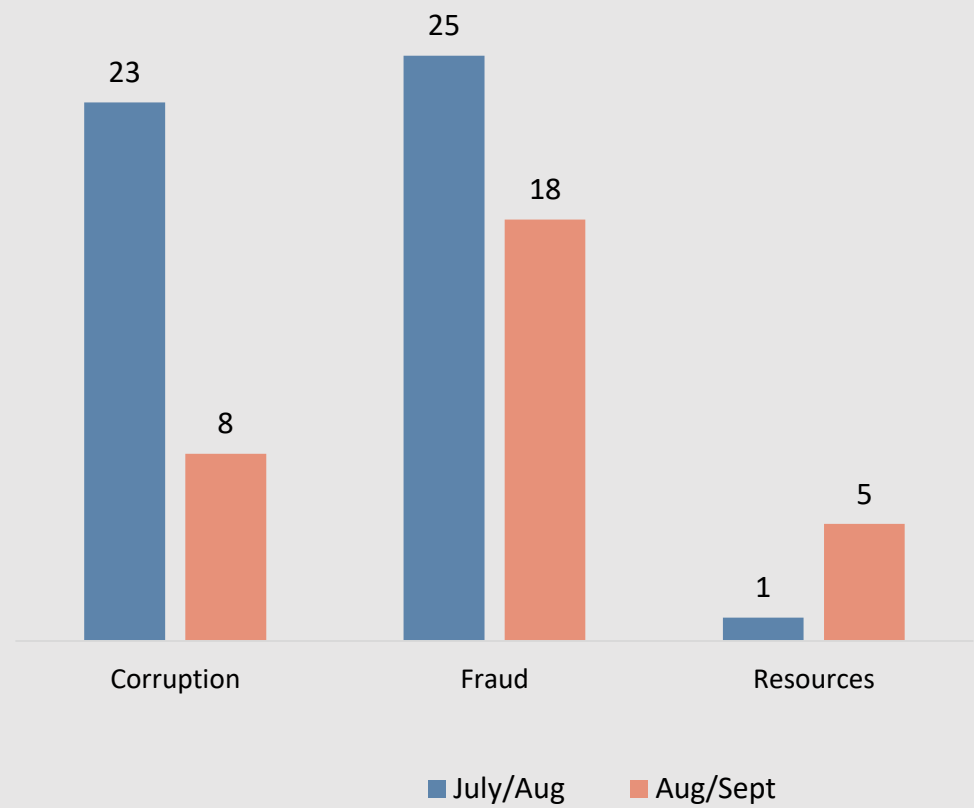
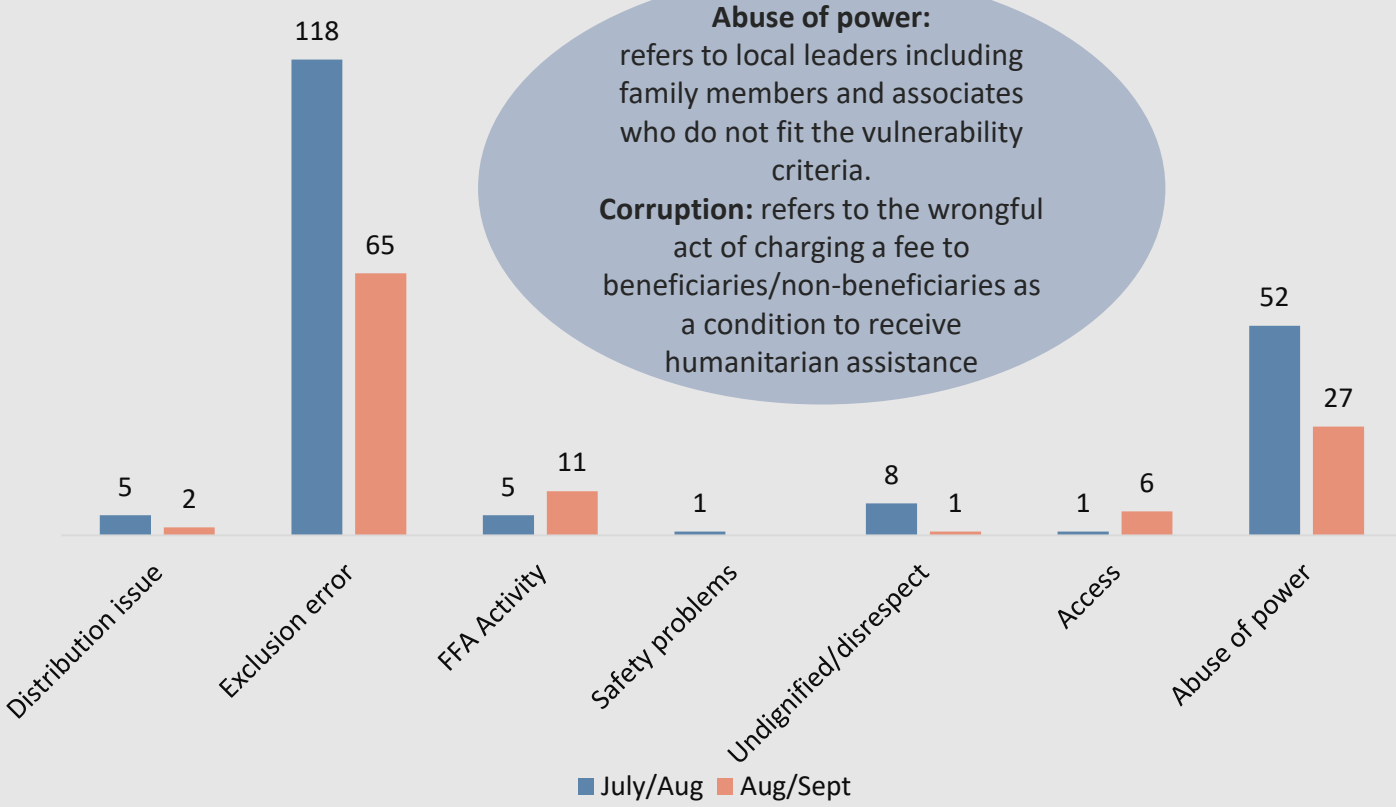
**RESPONSE IN CENTRAL REGION  
COMPLAINT/NEGATIVE FEEDBACK  
16<sup>TH</sup> AUG – 15<sup>TH</sup> SEPT 2020**

**RESPONSE IN CENTRAL REGION  
BREAKDOWN OF ABUSES OF POWER AND  
OTHER ACCESS BARRIERS  
16<sup>TH</sup> AUG – 15<sup>TH</sup> SEPT 2020**



**Abuse of power:**  
refers to local leaders including family members and associates who do not fit the vulnerability criteria.

**Corruption:** refers to the wrongful act of charging a fee to beneficiaries/non-beneficiaries as a condition to receive humanitarian assistance

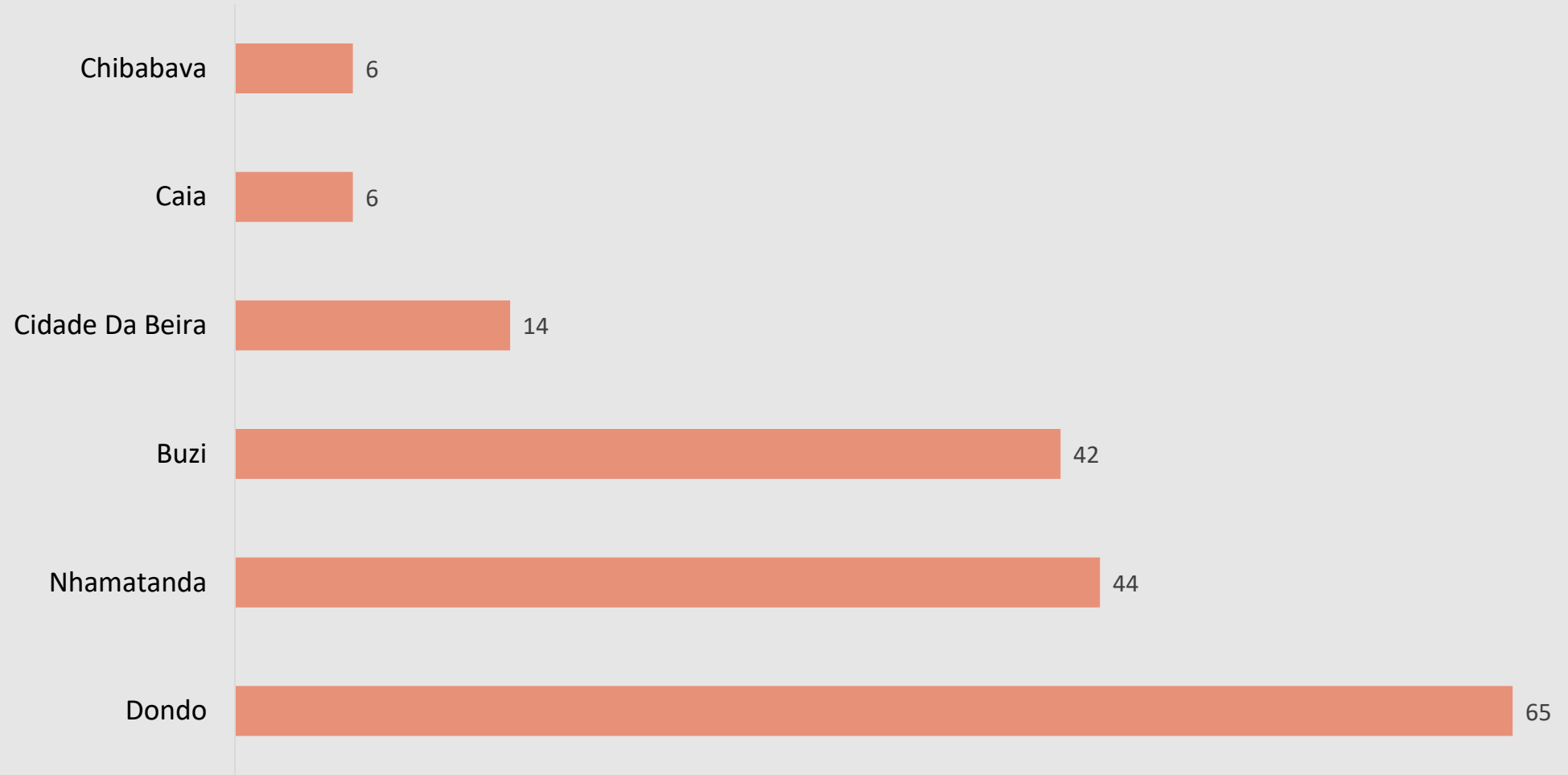


Complaints – Access barriers

Complaints – Abuses of power

\*SEA cases are removed from the complaints as they are reported separately through the PSEA Taskforce

**RESPONSE IN CENTRAL REGION  
DISTRICTS WITH THE HIGHEST NR. OF CASES  
16<sup>TH</sup> AUG– 15<sup>TH</sup> SEPT 2020**



**IDP RESPONSE**  
**16<sup>TH</sup> AUG – 15<sup>TH</sup> SEPT 2020**

**July/Aug**  
 Cases Registered:  
**398**  
 Feedback Provided:  
**44%**

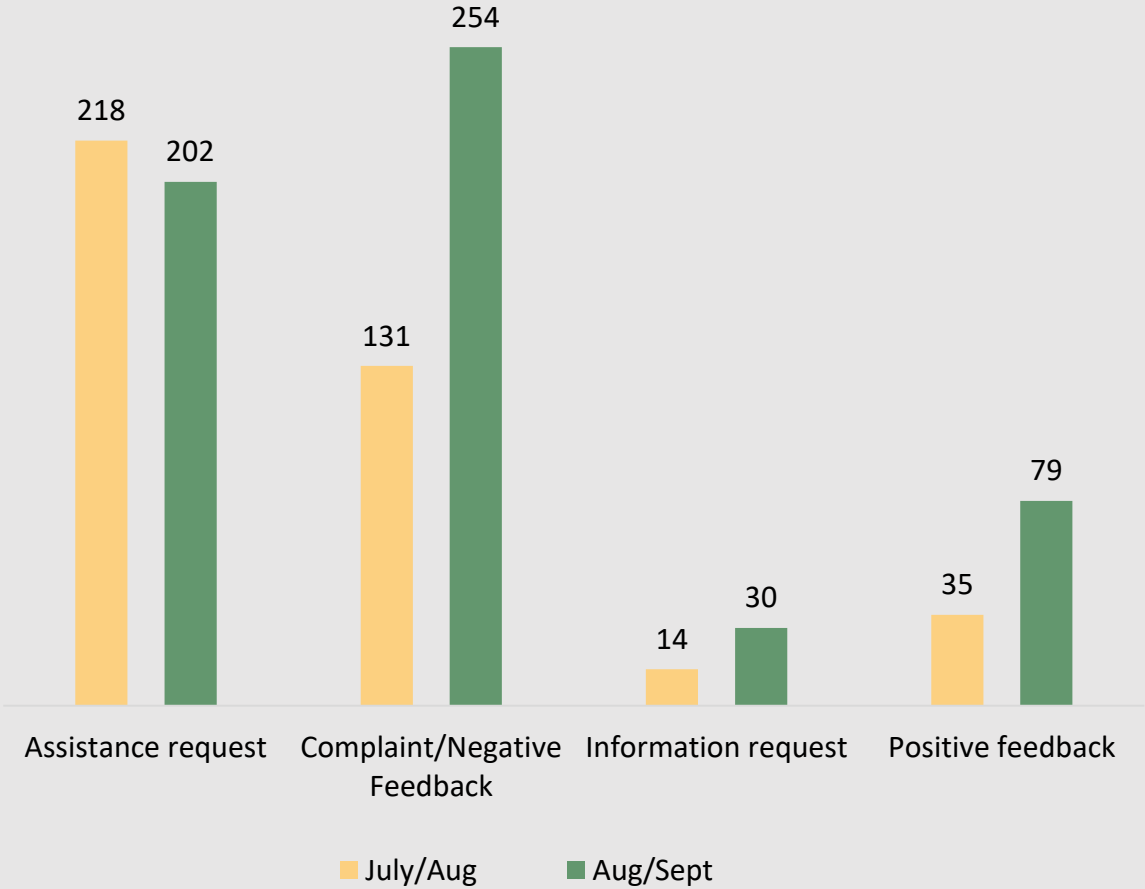
**Aug/Sept**  
 Cases Registered:  
**565**  
 Feedback Provided:  
**25%**

**July/Aug**  
 Cases Registered:  
**218**  
 Feedback provided:  
**35%**

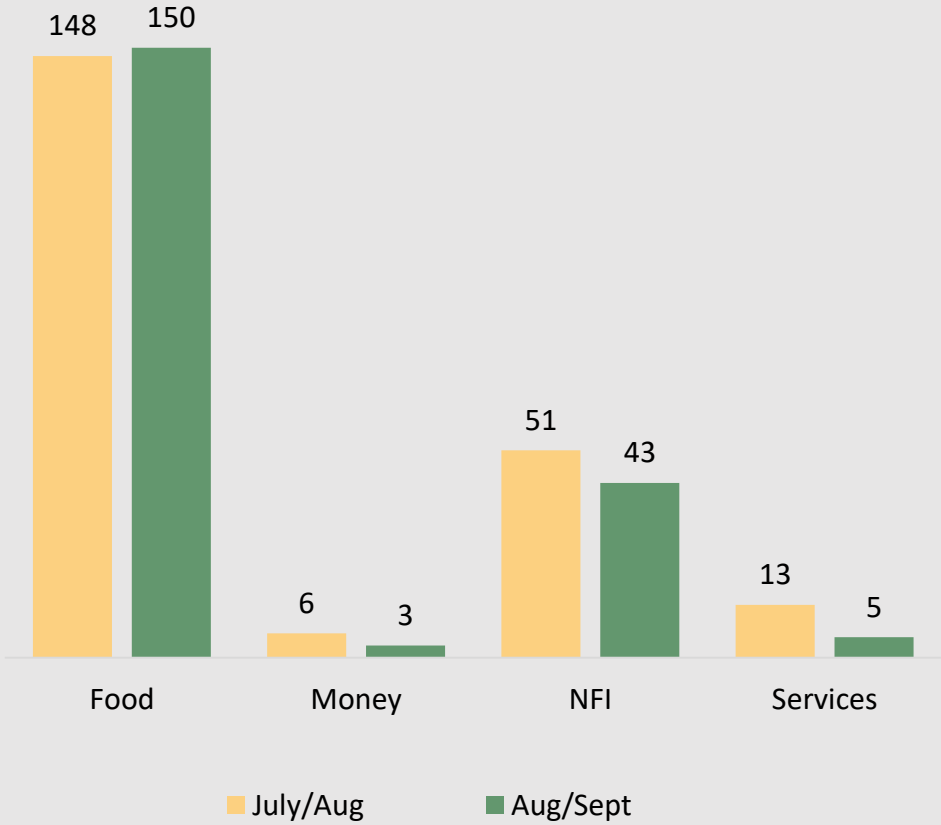
**Aug/Sept**  
 Cases Registered:  
**201**  
 Feedback provided:  
**7%**



**CASE CATEGORY**



**ASSISTANCE REQUEST**



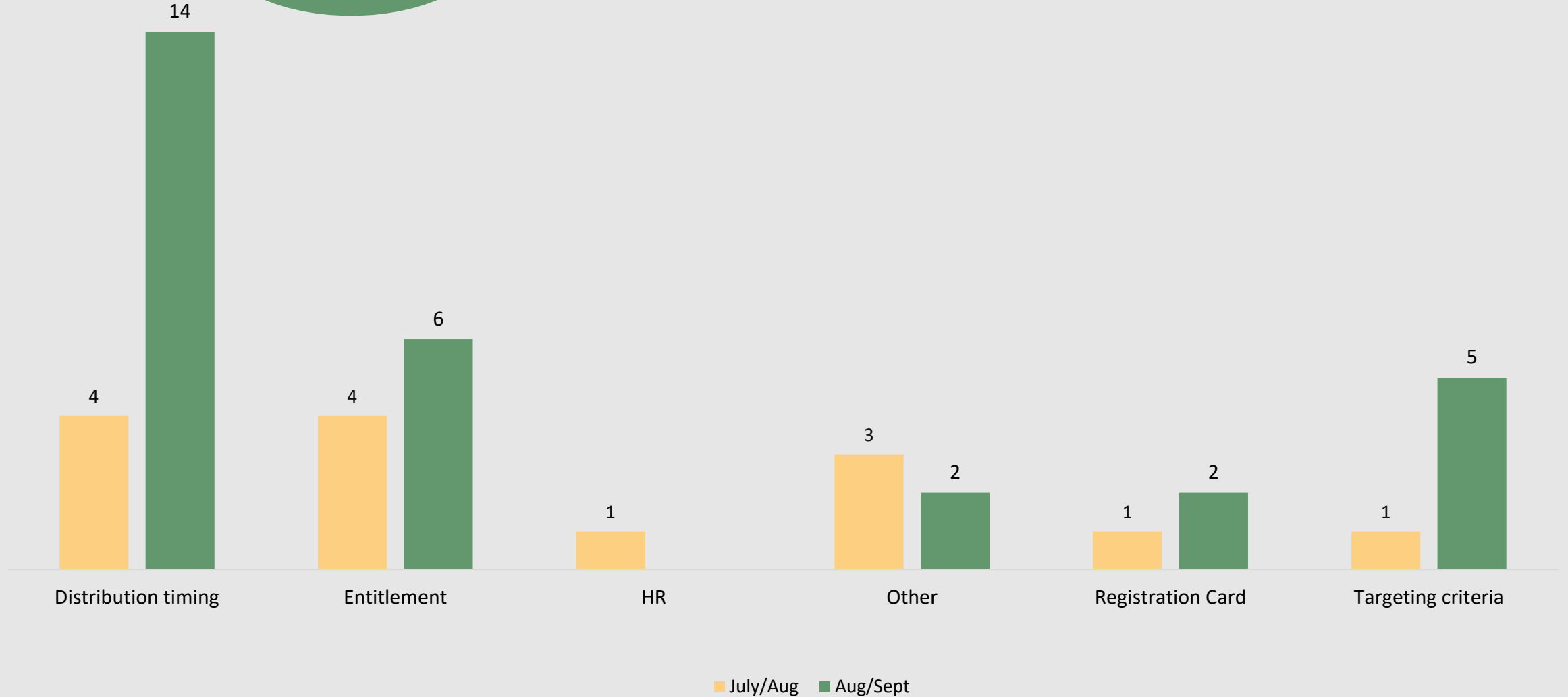


# IDP RESPONSE INFORMATION REQUESTS 16<sup>TH</sup> AUG – 15<sup>TH</sup> SEPT 2020



**July/Aug**  
Cases Registered:  
**14**  
Feedback provided:  
**100%**

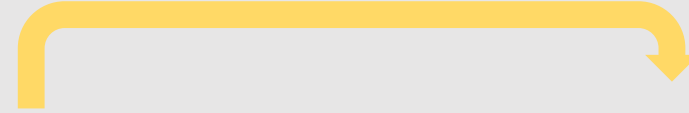
**Aug/Sept**  
Cases Registered:  
**29**  
Feedback provided:  
**79%**



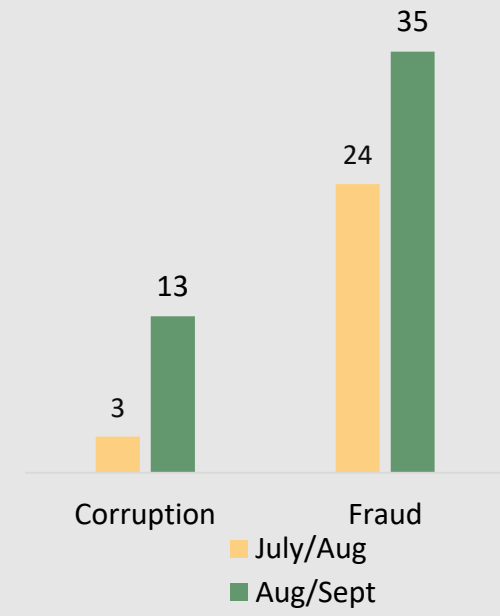
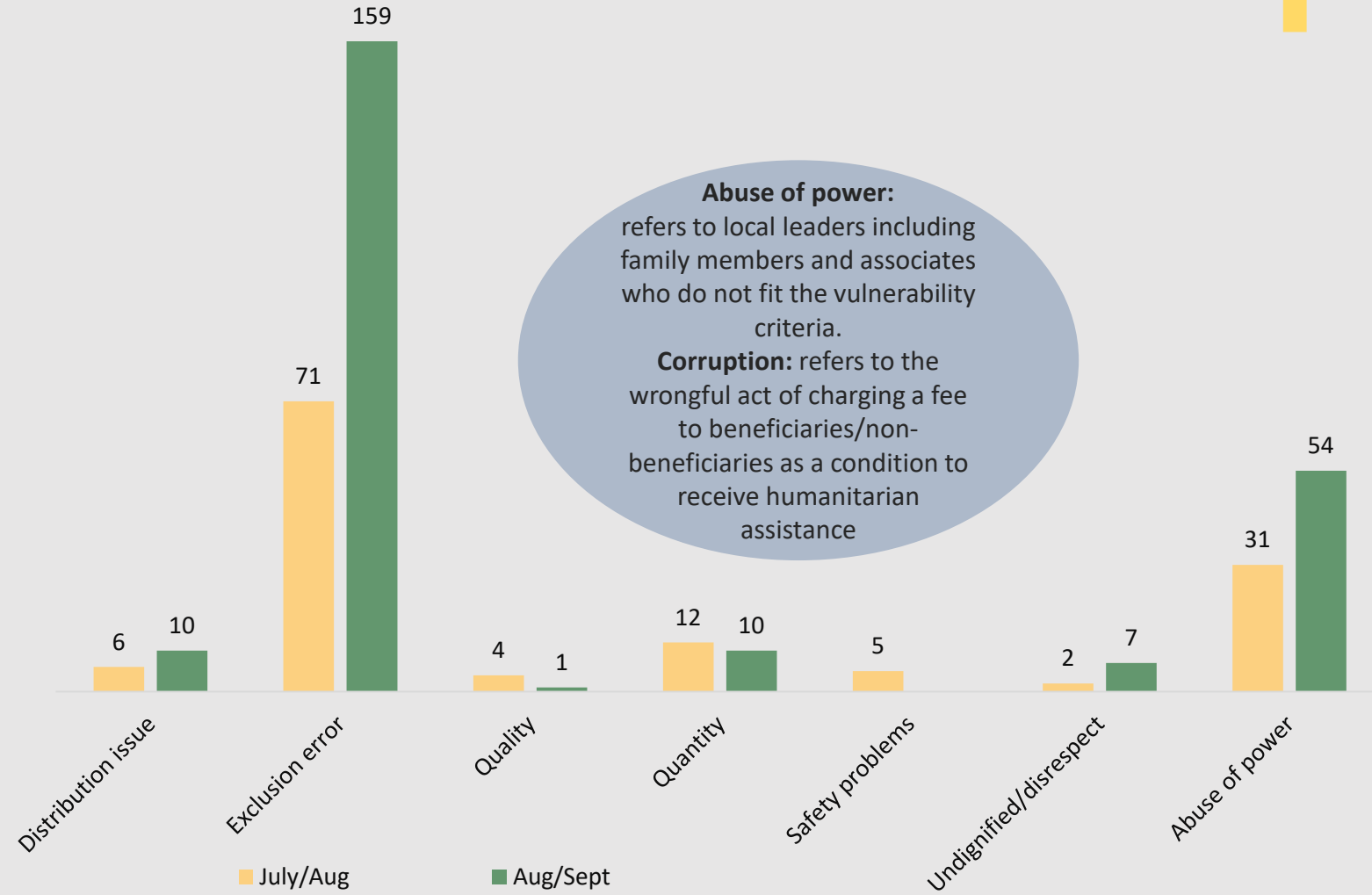
**IDP RESPONSE  
COMPLAINT/NEGATIVE FEEDBACK  
16<sup>TH</sup> AUG – 15<sup>TH</sup> SEPT 2020**



**IDP RESPONSE  
BREAKDOWN OF ABUSES OF POWER  
16<sup>TH</sup> AUG – 15<sup>TH</sup> SEPT 2020**

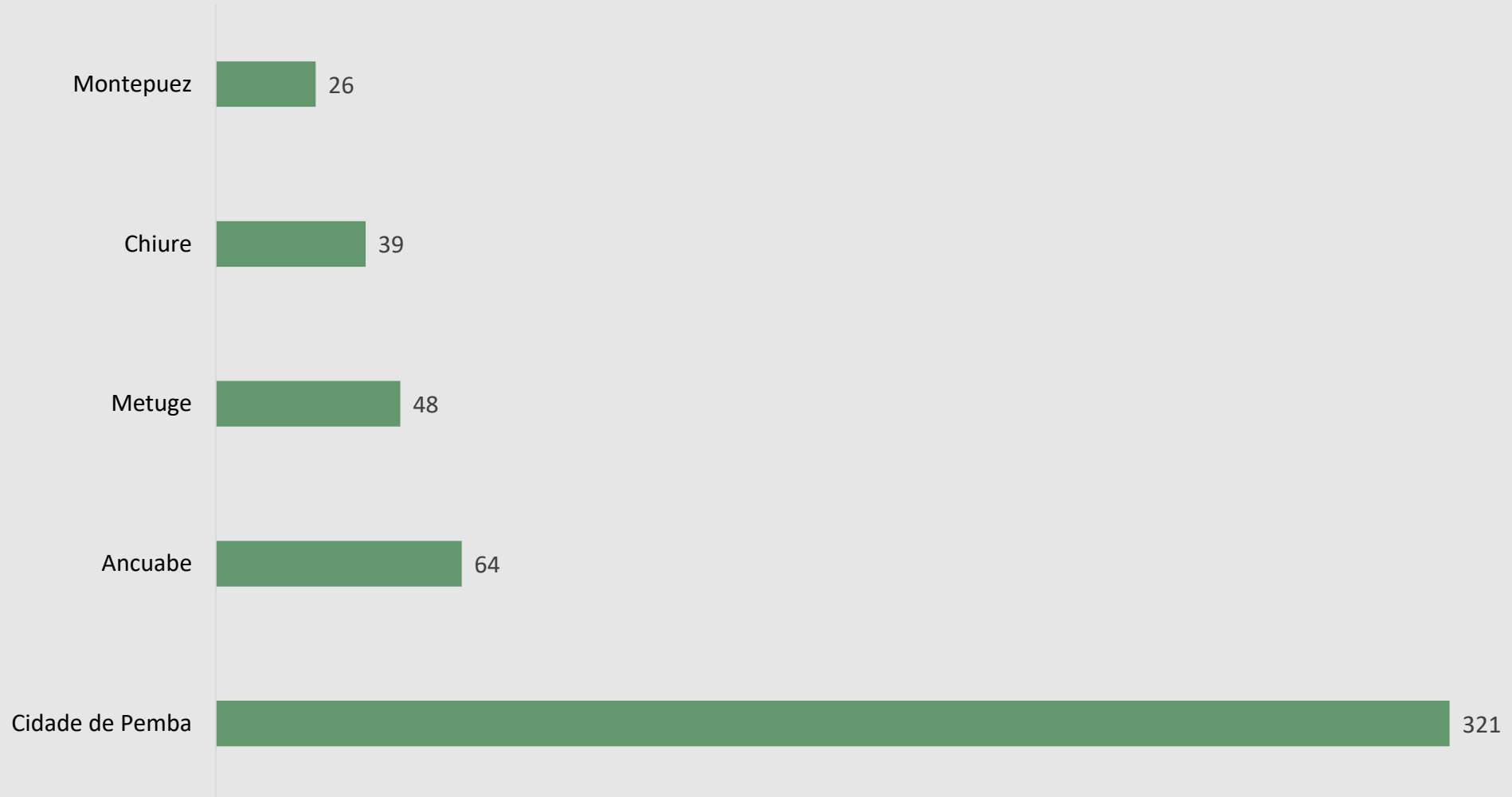


**Abuse of power:** refers to local leaders including family members and associates who do not fit the vulnerability criteria.  
**Corruption:** refers to the wrongful act of charging a fee to beneficiaries/non-beneficiaries as a condition to receive humanitarian assistance



**Complaints – Abuses of power**

**IDP RESPONSE**  
**DISTRICTS WITH THE HIGHEST NR. OF CASES**  
**16<sup>TH</sup> AUG – 15<sup>TH</sup> SEPT 2020**



# DROUGHT RESPONSE 16<sup>TH</sup> AUG – 15<sup>TH</sup> SEPT 2020

**July/Aug**  
Cases Registered:  
67  
Feedback Provided:  
**88%**

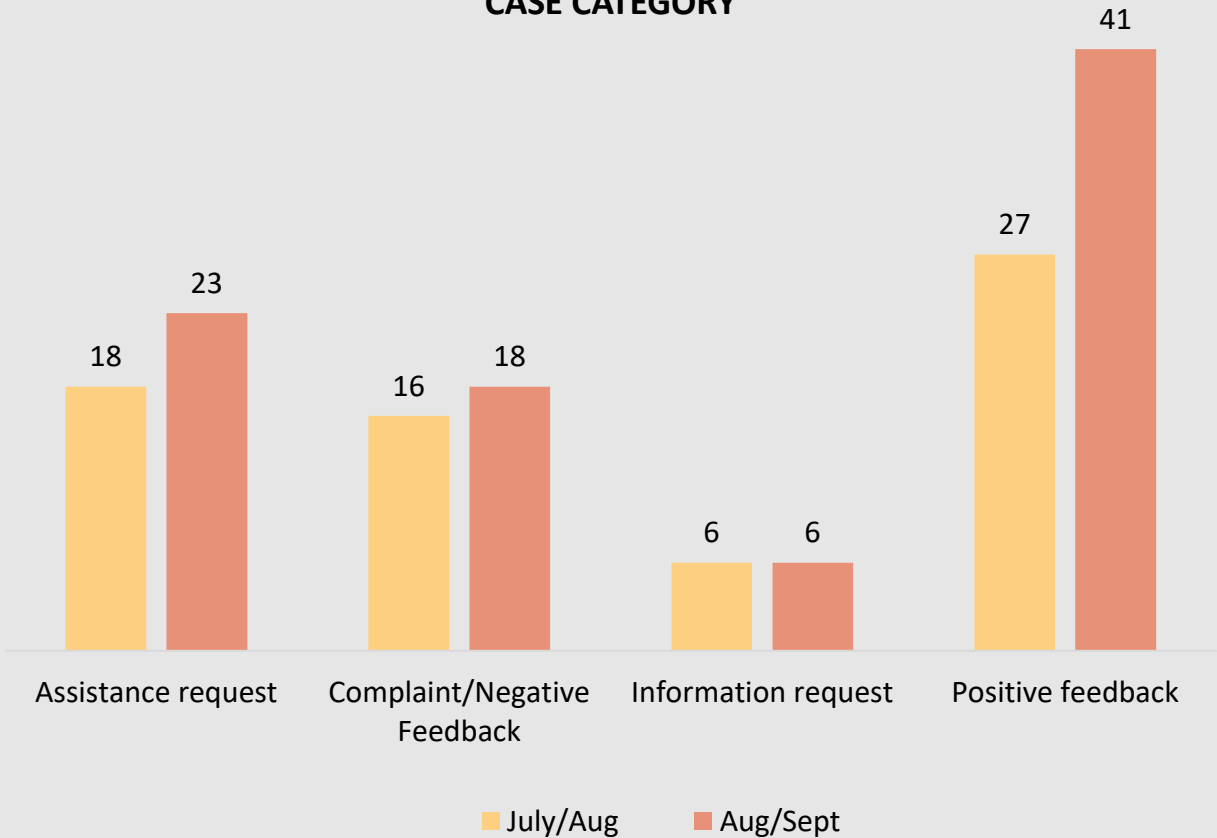
**Aug/Sept**  
Cases Registered:  
88  
Feedback Provided:  
**56%**

**July/Aug**  
Cases Registered:  
18  
Feedback Provided:  
**83%**

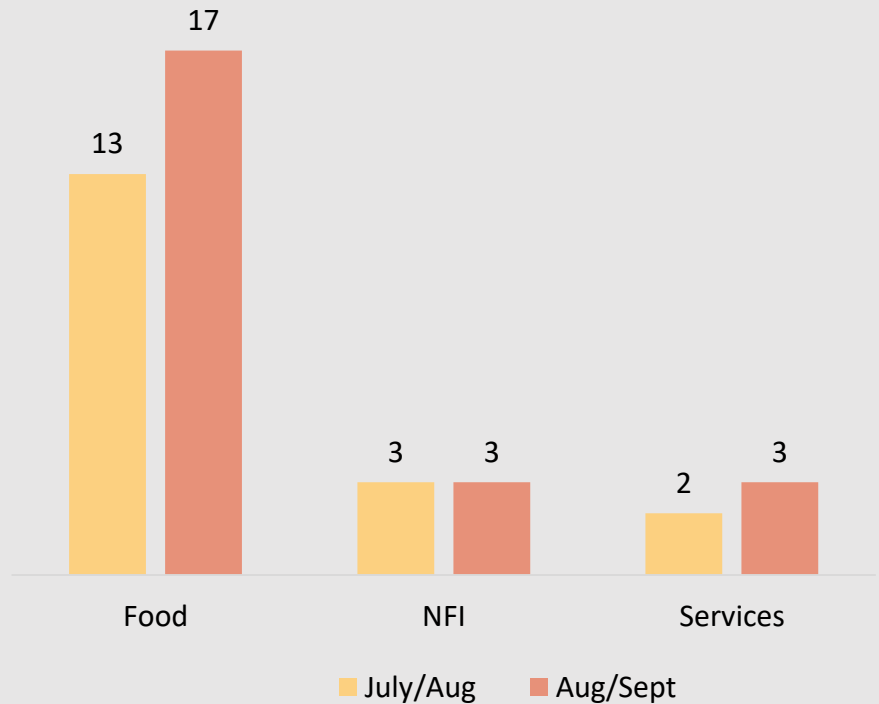
**Aug/Sept**  
Cases Registered:  
23  
Feedback Provided:  
**9%**



### CASE CATEGORY



### ASSISTANCE REQUESTS



# DROUGHT RESPONSE INFORMATION REQUESTS 16<sup>TH</sup> AUG – 15<sup>TH</sup> SEPT 2020



## July/Aug

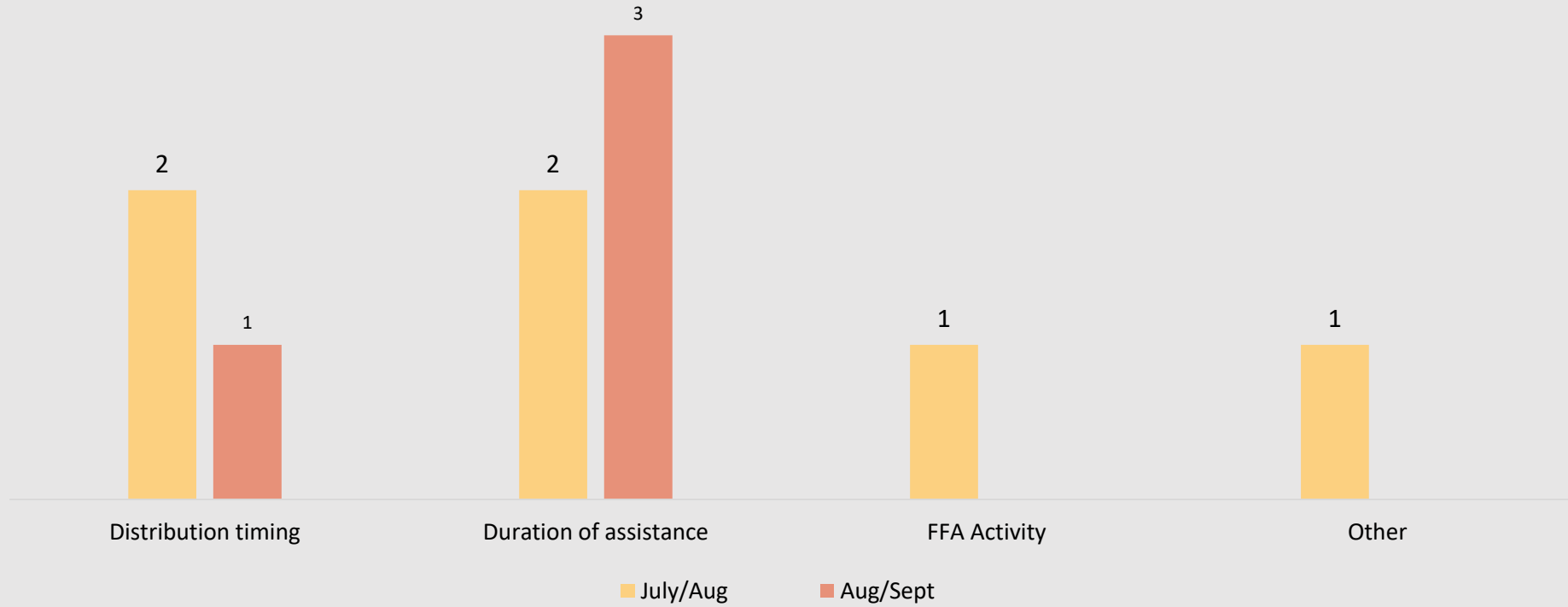
Cases Registered:  
6

Feedback Provided:  
83%

## Aug/Sept

Cases Registered:  
4

Feedback Provided:  
100%



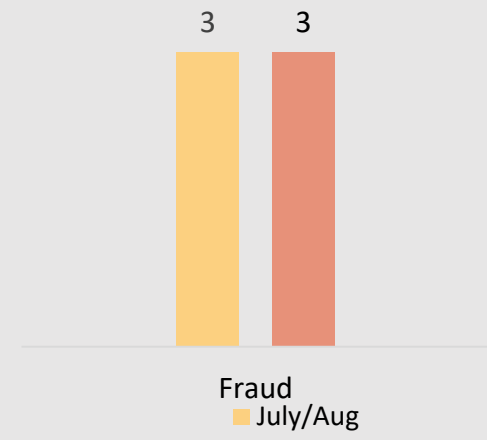
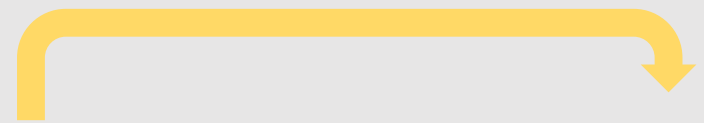
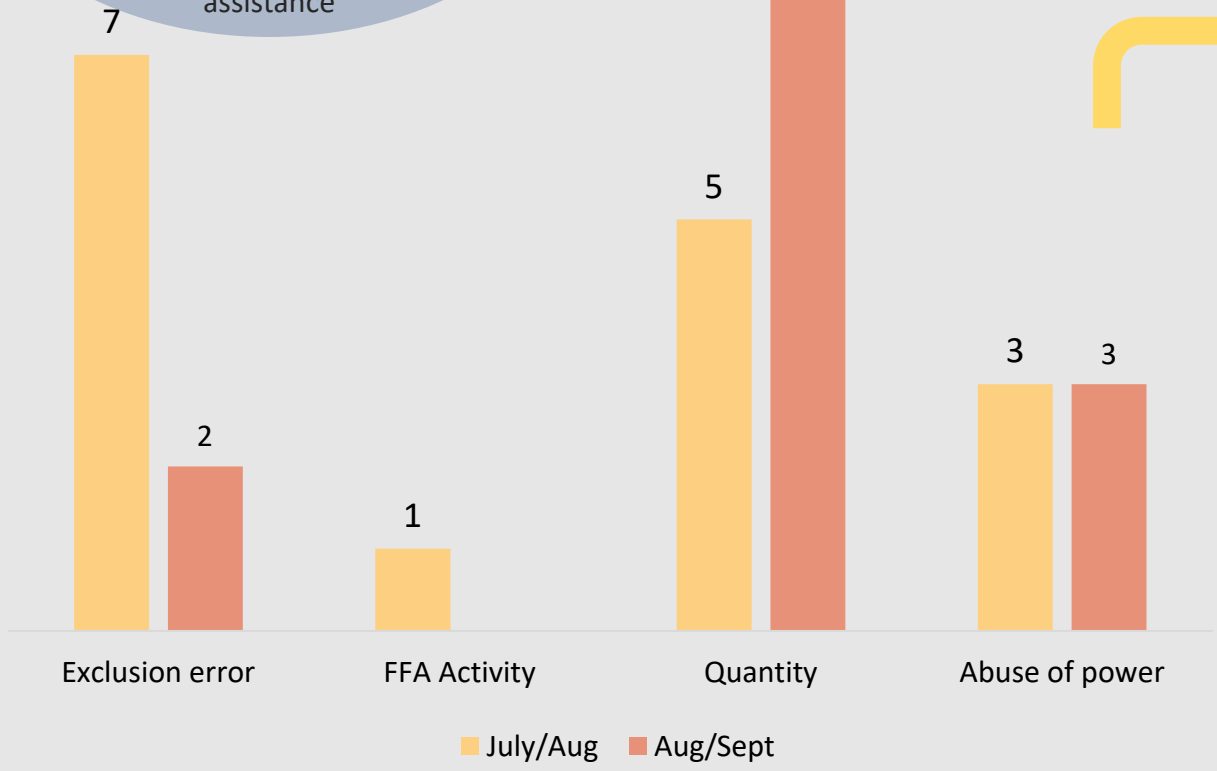
**DROUGHT RESPONSE  
COMPLAINT/NEGATIVE FEEDBACK  
16<sup>TH</sup> AUG – 15<sup>TH</sup> SEPT 2020**

**DROUGHT RESPONSE  
BREAKDOWN OF ABUSES OF POWER  
16<sup>TH</sup> AUG – 15<sup>TH</sup> SEPT 2020**



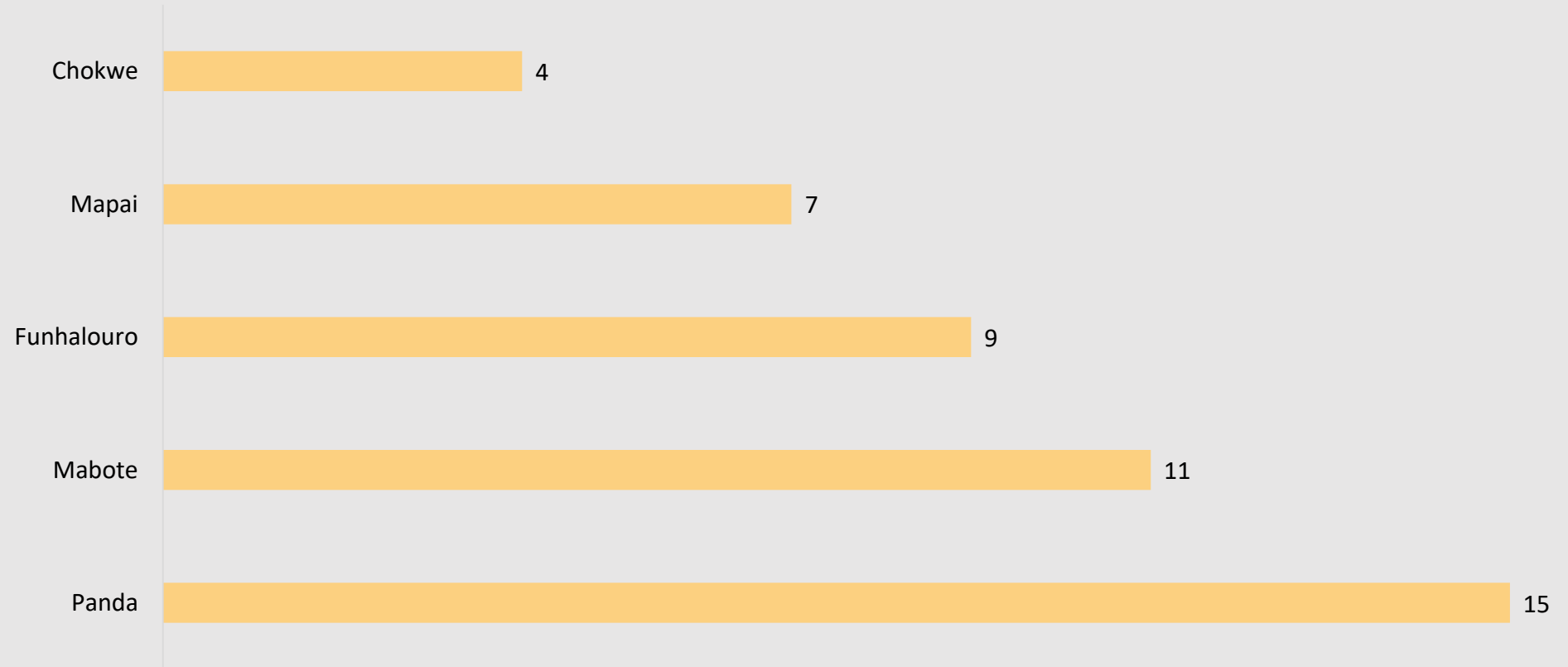
**Abuse of power:** refers to local leaders including family members and associates who do not fit the vulnerability criteria.

**Corruption:** refers to the wrongful act of charging a fee to beneficiaries/non-beneficiaries as a condition to receive humanitarian assistance



**Complaints – Abuses of power**

**DROUGHT RESPONSE**  
**DISTRICTS WITH THE HIGHEST NR. OF CASES**  
**16<sup>TH</sup> AUG – 15<sup>TH</sup> SEPT 2020**



**POSITIVE FEEDBACK**  
**16<sup>th</sup> AUG – 15<sup>th</sup> SEPT 2020**



**FOOD SECURITY**

"I am a war refugee, and I am calling to thank WFP for the support they are giving to the community. After I escaped the violence, I did not know what would happen to me and my family, but with this support we are able to meet our food needs." – **Male - Ancuabe, Cabo Delgado.**

**FOOD SECURITY**

"I would like to thank WFP for the food assistance, we received our rations on 22 August, the food basket comprised of 25kg of maize meal, 6 kg of beans, 1kg of sugar and 1kg of salt. We ask that the assistance program continues especially in this time of Covid-19." – **Male - Mabote, Inhambane**

**LINHA VERDE 1458 & GBV**

"I am glad to know from the radio show that there is a number (Linha Verde 1458) that can be used to report cases of gender-based violence." **Male - Sofala, Nhamatanda.**

**FOOD SECURITY & LINHA VERDE 1458**

"I fled Mucojo with my family in December 2019 to Pemba city. I called Linha Verde on 27.08 when I had arrived very late at the distribution point and was not well received by the workers, they did not give me my ration, I worried that I had been excluded. I called Linha Verde again on 03.09 and every one who had not received their rations on the 27<sup>th</sup> received value vouchers. I received mine too, so I wanted to thank Linha Verde, WFP and their partners for the patience." – **Male - Pemba city, Cabo Delgado**

**FOOD SECURITY**

"I called to thank say thanks to World Vision for the agricultural project they have for our community." **Male - Nhamatanda, Sofala.**

**FOOD SECURITY**

"I would like to thank WFP and its partners for the work they are doing in the resettlement center, I have been a beneficiary since Idai happened and have been receiving assistance without any issues, although sometimes there are delays in distributions, but we always receive our rations in the end. In August I received the following products: 25kg of flour, 10kg of rice, 5L of cooking oil, 30kg of corn flour, 1kg of salt and 1kg of dried fish." – **Male - Sussundenga, Manica**



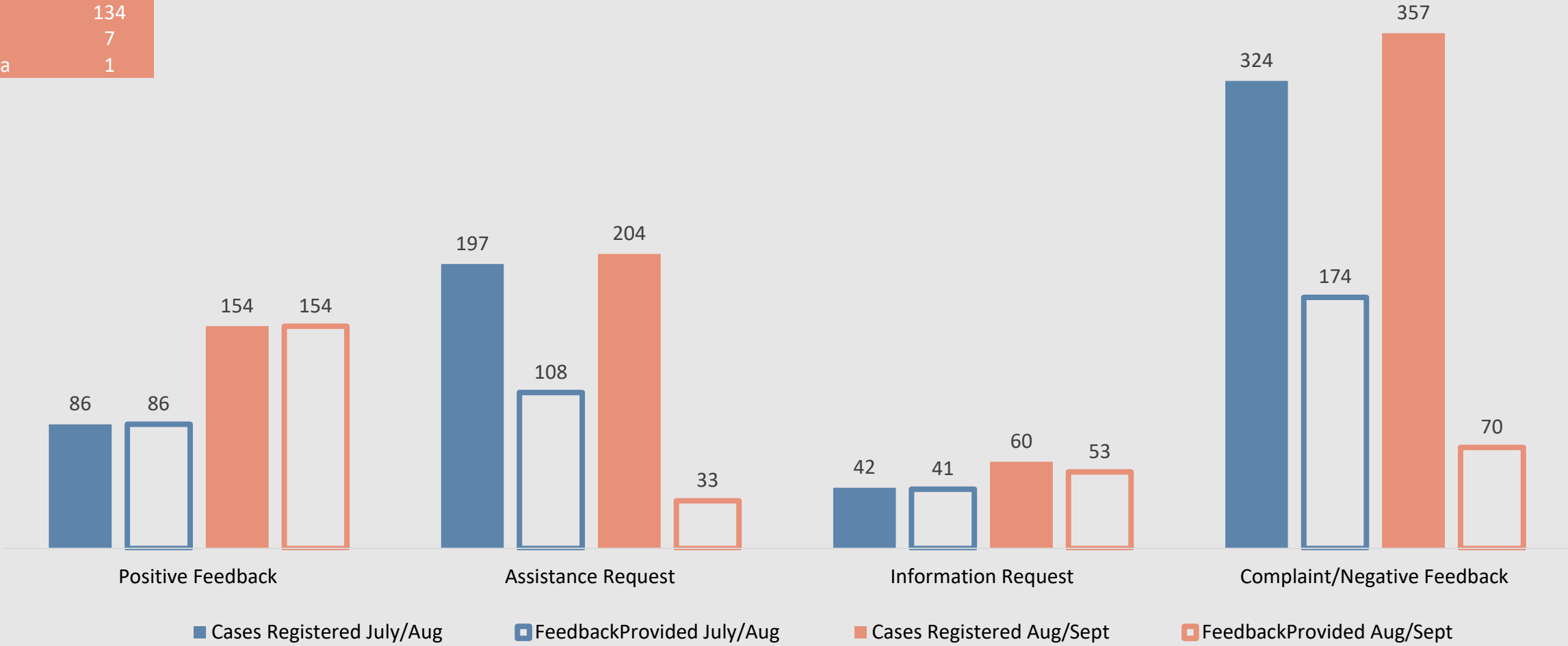
# FOOD SECURITY

Notable that majority of the cases here are from Cabo Delgado



**16 Aug - 15 Sept 2020**  
 Cases Registered: **775**  
 Feedback provided: **310**

Cabo Delgado	504
Gaza	38
Inhambane	36
Manica	42
Maputo Prov	2
Nampula	10
Sofala	134
Tete	7
Zambezia	1



# HEALTH



**16 Aug - 15 Sept 2020**

Cases Registered:

**1034**

Feedback provided:

**1034**

Cabo Delgado	59
Gaza	8
Inhambane	26
Manica	134
Maputo Prov	3
Maputo Cidade	4
Nampula	107
Niassa	4
Sofala	491
Tete	76
Zambezia	122



■ Cases Registered July/Aug  
■ Cases Registered Aug/Sept

■ Feedback Provided July/Aug  
■ Feedback Provided Aug/Sept

# EDUCATION



**16 Aug - 15 Sept 2020**

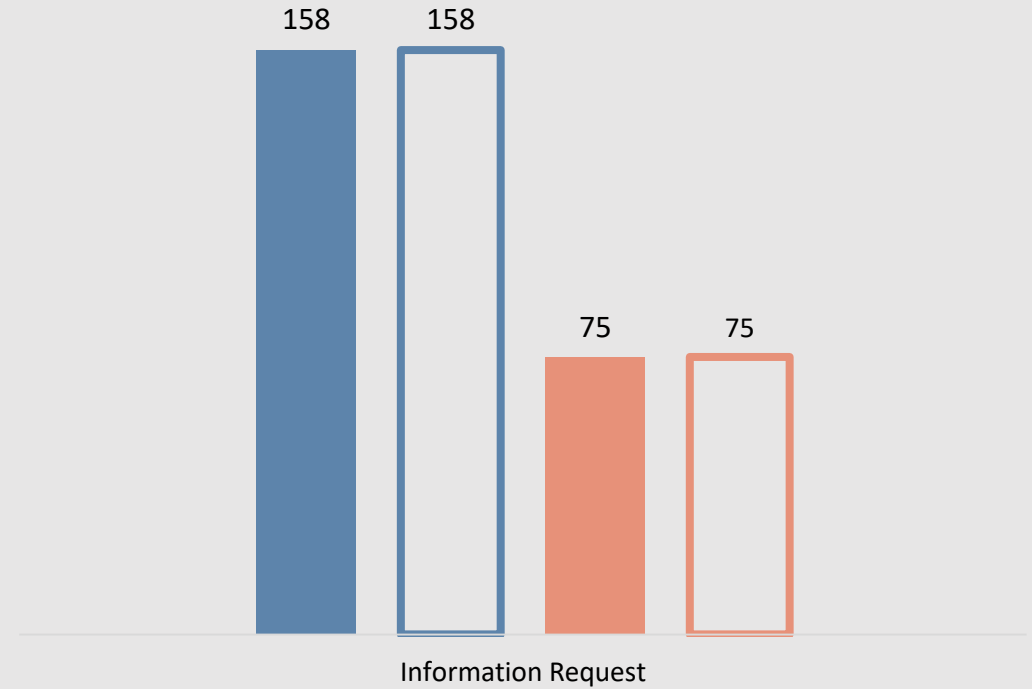
Cases Registered:

**75**

Feedback provided:

**75**

Gaza	4
Inhambane	5
Manica	21
Maputo Prov	1
Nampula	3
Sofala	35
Tete	1
Zambezia	5



■ Cases Registered July/Aug

■ Feedback Provided July/Aug

■ Cases Registered Aug/Sept

■ Feedback Provided Aug/Sept

# CCCM



**16 Aug - 15 Sept 2020**

Cases Registered:

5

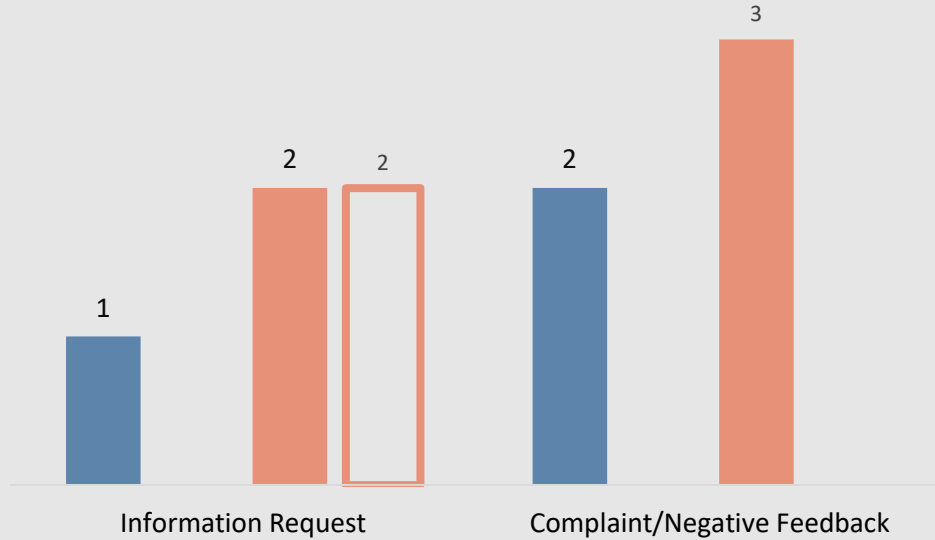
Feedback provided:

2

Cabo Delgado 1

Manica 2

Sofala 2



- Cases Registered July/Aug
- Feedback Provided July/Aug
- Cases Registered Aug/Sept

# SHELTER AND NFI



**16 Aug- 15 Sept 2020**

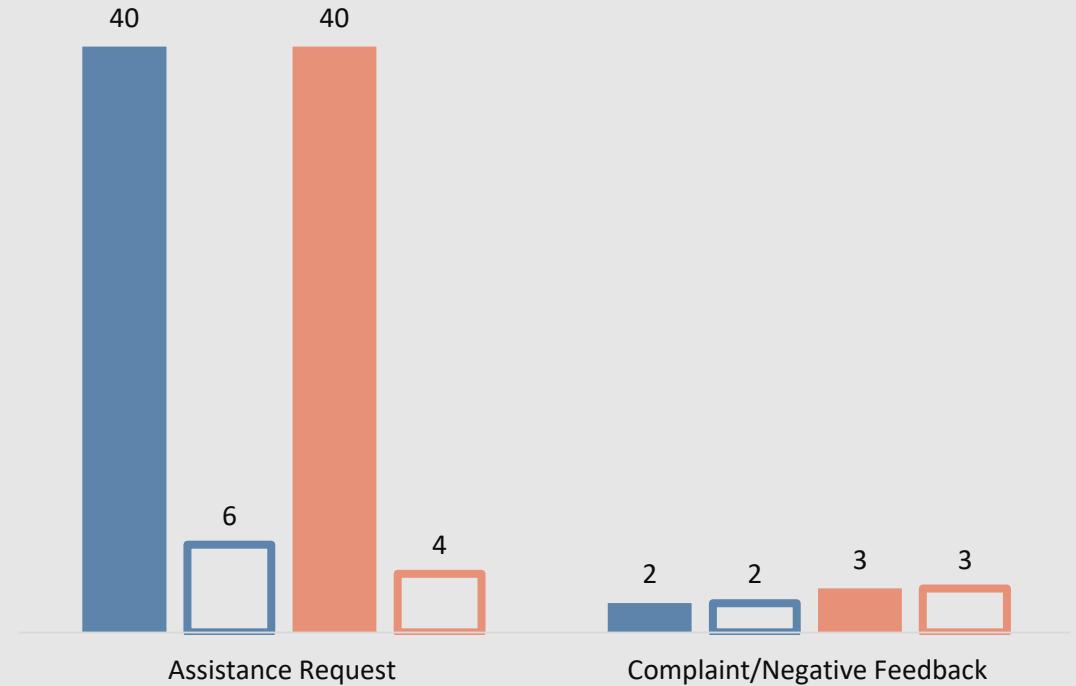
Cases Registered:

43

Feedback provided:

7

Cabo Delgado 39  
 Manica 1  
 Sofala 3  
 Zambezia 1



- July/Aug - Cases Registered
- July/Aug-Feedback Provided
- Aug/Sept-Cases Registered
- Aug/Sept-Feedback Provided

# WASH



**16 Aug- 15 Sept 2020**

Cases Registered:

4

Feedback provided:

0

Manica	3
Sofala	1

# PROTECTION

**16 Aug - 15 Sept 2020**

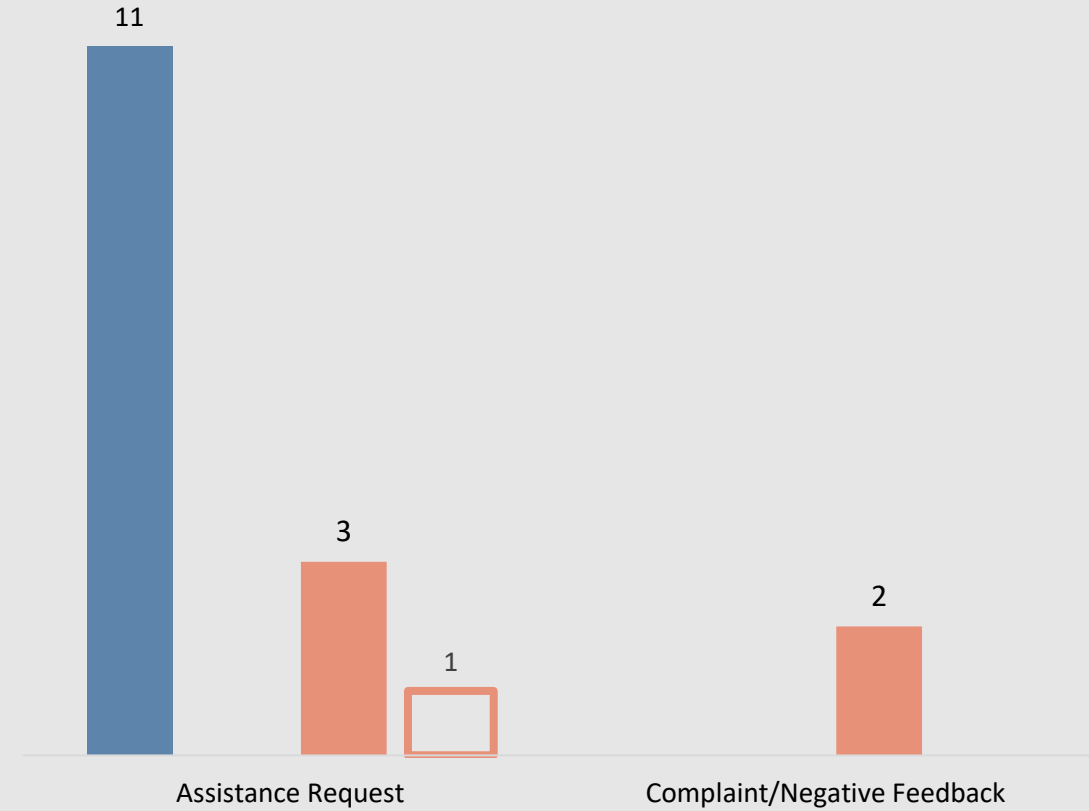
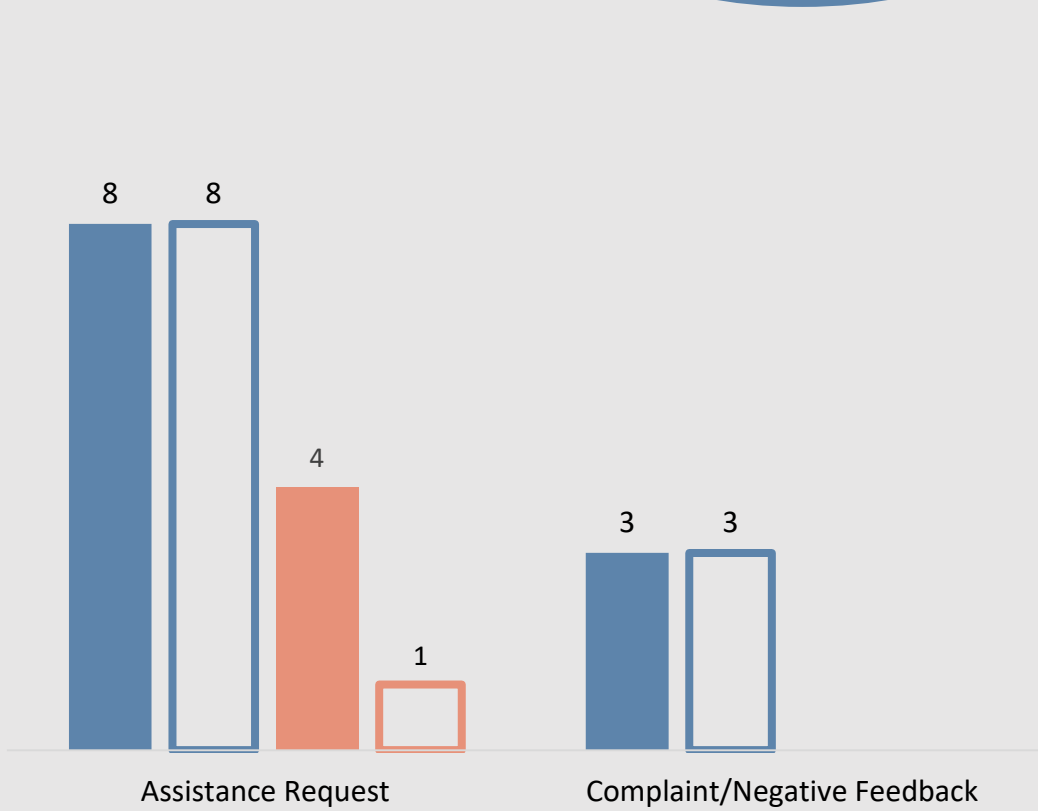
Cases Registered:

5

Feedback provided:

1

Cabo Delgado	2
Sofala	1
Tete	1
Zambezia	1



■ July/Aug - Cases Registered    □ July/Aug-Feedback Provided  
■ Aug/Sept-Cases Registered    □ Aug/Sept - Feedback Provided

■ July/Aug - Cases Registered    □ July/Aug - Feedback Provided  
■ Aug/Sept-Cases Registered    □ Aug/Sept-Feedback Provided

# CHILD PROTECTION



**16 Aug - 15 Sept 2020**

Cases Registered:

16

Feedback provided:

3

Cabo Delgado	1
Manica	2
Nampula	5
Sofala	7
Zambezia	1

Cabo Delgado	1
Maputo Prov	3
Sofala	4

# GBV

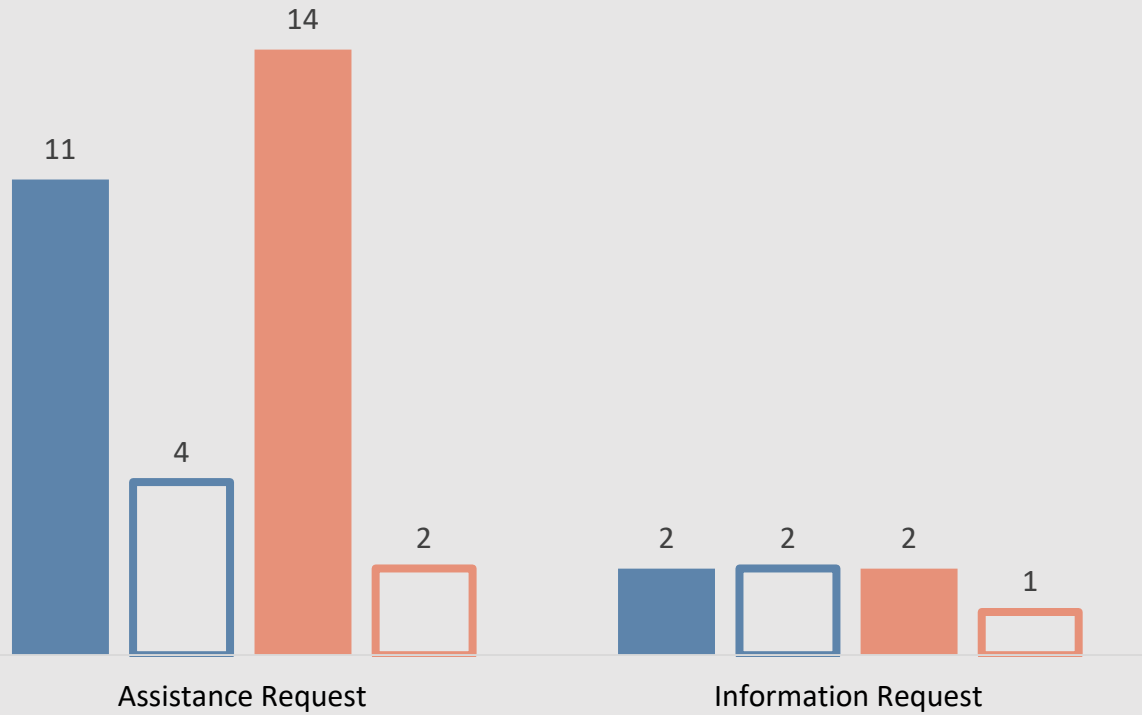
**16 Aug - 15 Sept 2020**

Cases Registered:

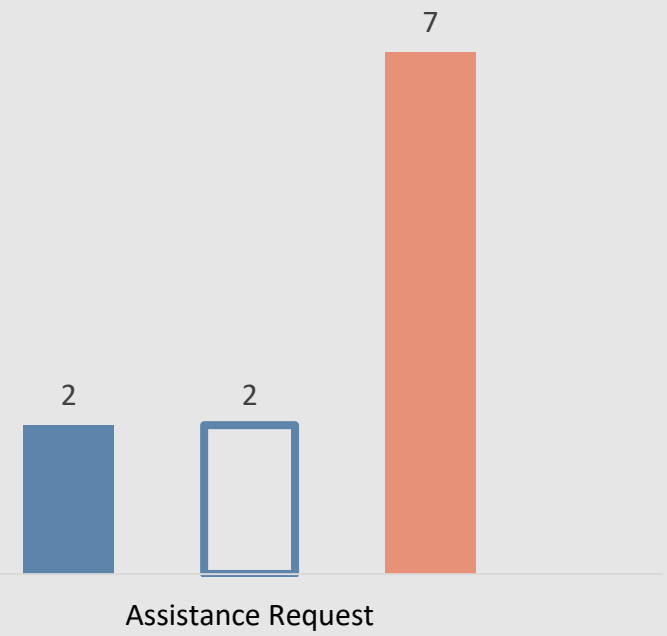
7

Feedback provided:

0



■ July/Aug - Cases Registered    □ July/Aug-Feedback Provided  
■ Aug/Sept-Cases Registered    □ Aug/Sept-Feedback Provided



■ July/Aug - Cases Registered  
□ July/Aug-Feedback Provided  
■ Aug/Sept-Cases Registered

# LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

16<sup>TH</sup> AUG – 15<sup>TH</sup> SEPT 2020

## Overview

- ❖ Until 15<sup>th</sup> of September 2020, Linha Verde 1458 registered a cumulative total of 20,138 cases (since 16<sup>th</sup> May 2019) with a feedback rate of 84%. This month, a total of 2,001 cases were registered, a slight increase compared to the previous month.
- ❖ During the month in question (mid-August to mid-September), most of the registered cases (that are not related to Covid-19) come from the north of the country, namely Cabo Delgado and Nampula, representing 28% of total cases. Thus, for the first time Sofala and other provinces in the central part of the country do not represent the highest number of registered cases.
- ❖ 56% of cases are related to Health/Covid-19, while issues related to food security are at 39%, Shelter 2% and Child Protection and Social Protection at 1% respectively. Given the complex context in the north, people continue to cite food as the most pressing need while people tend to also request shelter and NFIs in parallel, with cases referred accordingly to focal points or responded to using established communication guidance provided by partners.

## Interagency and Government Coordination: August - September 2020

- ❖ Linha Verde 1458 actively engages across clusters and cluster partners for up to date, relevant and accessible information for the inter-agency hotline services' engagement with the affected population to be useful to the users of the service, while managing expectations regarding the available assistance. Strong capacity of the service to facilitate first case resolution supports operations in the communities. Equally, Linha Verde 1458 via focal points provide clusters and partners with real-time information that can be used for decision making in program design, donor proposals and program adjustments.

- Discussions are ongoing with CCCM, Shelter and the Health Clusters to strengthen coordination and better determine referral mechanisms for cases related to requests for health, shelter and NFI assistance both in the north and central part of the country.
- The PSEA Network is in the process of developing a simple guidance tool to help Linha Verde 1458 operators gather useful information about PSEA cases reported through the hotline.

## Response in the Central region (Idai recovery): August - September 2020

- ❖ In the period between 16<sup>th</sup> of August and 15<sup>th</sup> of September 2020, Linha Verde 1458 registered 240 cases from the central region of Mozambique with an overall feedback rate of 61%. 74% of these registered cases concern Food Security. The other 26% are mainly divided into INAS's Social Protection, CCCM, Shelter, WASH, Child Protection and PSEA.
- ❖ **Complaints** account for 47% of all cases in the central region of Mozambique showing a slight reduction from 68% last month.
  - Most were related to claims of exclusion errors in beneficiaries lists for food assistance and possibly other livelihoods programs that are ongoing in and around the resettlement centres and abuse of power by community leaders.
  - This trend, as in the previous period, can be attributed to the discontent of people who no longer receive aid due to the new targeting criteria in line with the stage of the humanitarian assistance in the central region, focused on recovery and resilience for the worst affected households

## LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

### 16<sup>TH</sup> AUG – 15<sup>TH</sup> SEPT 2020

- Issues raised tended to come from families who were not present in the resettlement centers when verification in resettlement centers took place in July, although there are also cases of ineligible families (living outside the resettlement centers) trying to continue to receive food assistance despite not meeting the targeting criteria. In some cases, leaders also tried to register ghost families. All claims are being dealt with by the food assistance teams of WFP.
- Cases under Social Protection Programme relate to abuses of power in compilation of beneficiary lists by local structures, exclusion errors and general information requests about beneficiary selection criteria.

#### *IDP Response (northern region): August – September 2020*

- ❖ The registration of cases from the north of Mozambique (Cabo Delgado and Nampula) continues to increase, with a total of 565 cases this month. 45% of these are complaints and 36% assistance requests. The feedback rate decreased as the percentage of complaints and requests for assistance increased. The increase in assistance requests correlates to the increase in numbers of IDP's fleeing their places of origin. Feedback provision on registration of displaced families for humanitarian assistance has been challenging due to lack of clarity and consistency in communication and actions led by local government in Cabo Delgado.
- ❖ **Complaints** represent 45% of cases registered in the period in question, the majority of which are claims of exclusion errors coming from City of Pemba and Metuge.
  - Cases refer to manipulation of lists by local leaders, including members of the host communities as opposed to the displaced population which has resulted in actions by humanitarian partners to verify lists at the local level to ensure that the humanitarian assistance reaches the targeted population.

- In parallel, and most likely related to these verification exercises, a significant number of people has been calling Linha Verde 1458 complaining of the fact that they were previously receiving assistance but do not understand why this has changed.
- Many internally displaced people (IDPs) claim to have registered themselves and their families with the head of the neighborhood upon arrival but do not appear in the final distribution lists.
- Linha Verde 1458, through CWC messages provided by WFP in consultation with local authorities and IOM will be providing guidance to callers on how they can go about being registered at the local level to receive food assistance, although it is to be expected that many of these people will continue to call back for further guidance as registration remains very unclear.

- ❖ **Requests for assistance** at 36% with majority coming from City of Pemba and Ancuabe.
  - Mixed a large majority of cases request assistance for food, NFI and shelter materials, shelter, "land", seeds and working tools, pots, pans and other kitchen materials, clothing and accessories, blankets. Many cite having arrived only with the clothes they were wearing on the day they fled.
  - Linha Verde 1458 is exploring how the data on different reported needs can be better captured in future dashboards and triangulated with data from other partners.

## LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

### 16<sup>TH</sup> AUG – 15<sup>TH</sup> SEPT 2020

#### *Drought Response (southern region and Tete), August – September 2020*

- ❖ The number of cases increased from 67 to 88 cases registered between 16<sup>th</sup> of August and 15<sup>th</sup> of September 2020, with a feedback rate of almost 60%.
- ❖ 47% of the cases were of **positive feedback** due to the return of food assistance, followed by requests for continued food assistance coming from Inhambane, Gaza and Tete due to low production during the previous agricultural season and fears for the upcoming lean season.
- ❖ **Complaints** represent 20% of cases registered in the period. These are mainly claims of exclusion errors relating to lean season food for assets (FFA) interventions which are being addressed.
  - Linha Verde 1458 has limited understanding of interventions beyond lean season food assistance in the drought affected areas. Partners are asked to share any information available so that cases can be responded to or directed accordingly for rapid action.

#### *Protection: August - September 2020*

- ❖ Between mid-August and mid-September 2020, Linha Verde 1458 received a total of 29 cases related to Protection:
  - 16 cases related to **Child Protection**, which were referred to “Linha Fala Criança 116”. The cases are mostly related to child sexual abuse and early marriages. 2 callers requested information regarding the legal age for marriage and definition of the different types of child abuses.
  - 7 cases of **Gender Based Violence (GBV)**, which were sent to UNFPA focal points. The cases concerned domestic violence.
  - 5 cases were referred directly to the **Protection Cluster**. These cases mainly concern internally displaced persons in a vulnerable state who ask for assistance in recovering IDs and seeking assistance in moving to other safer locations.

❖

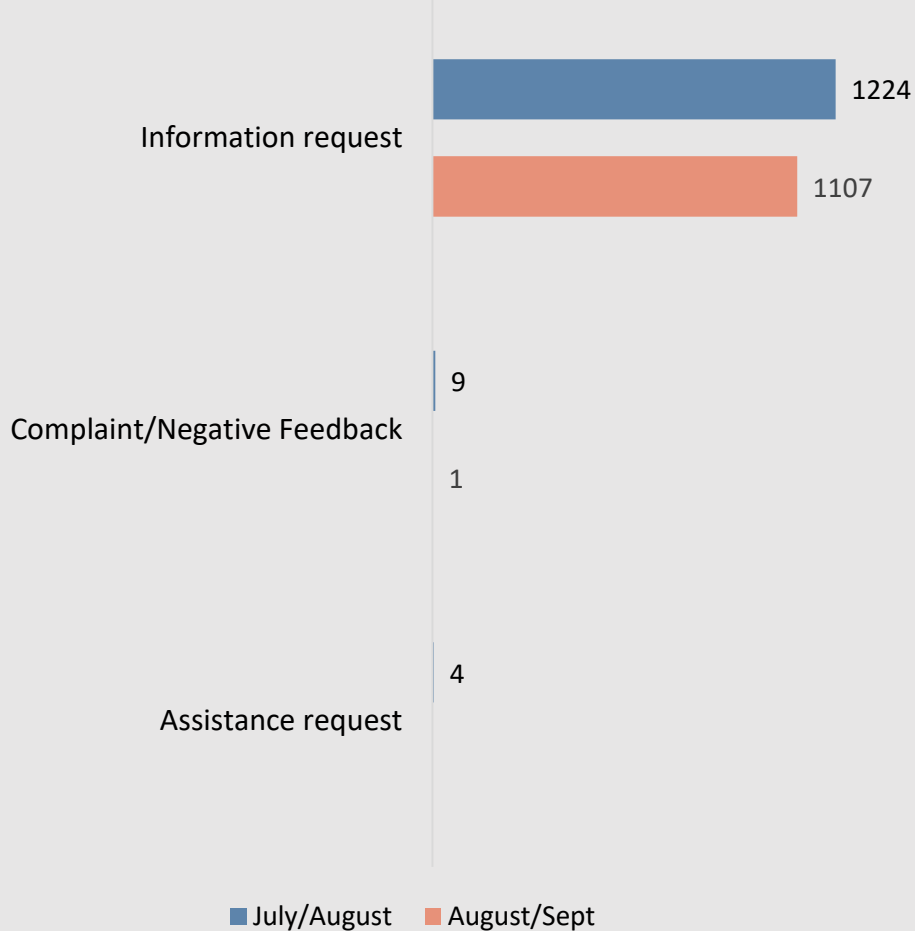


## Trends: Covid-19

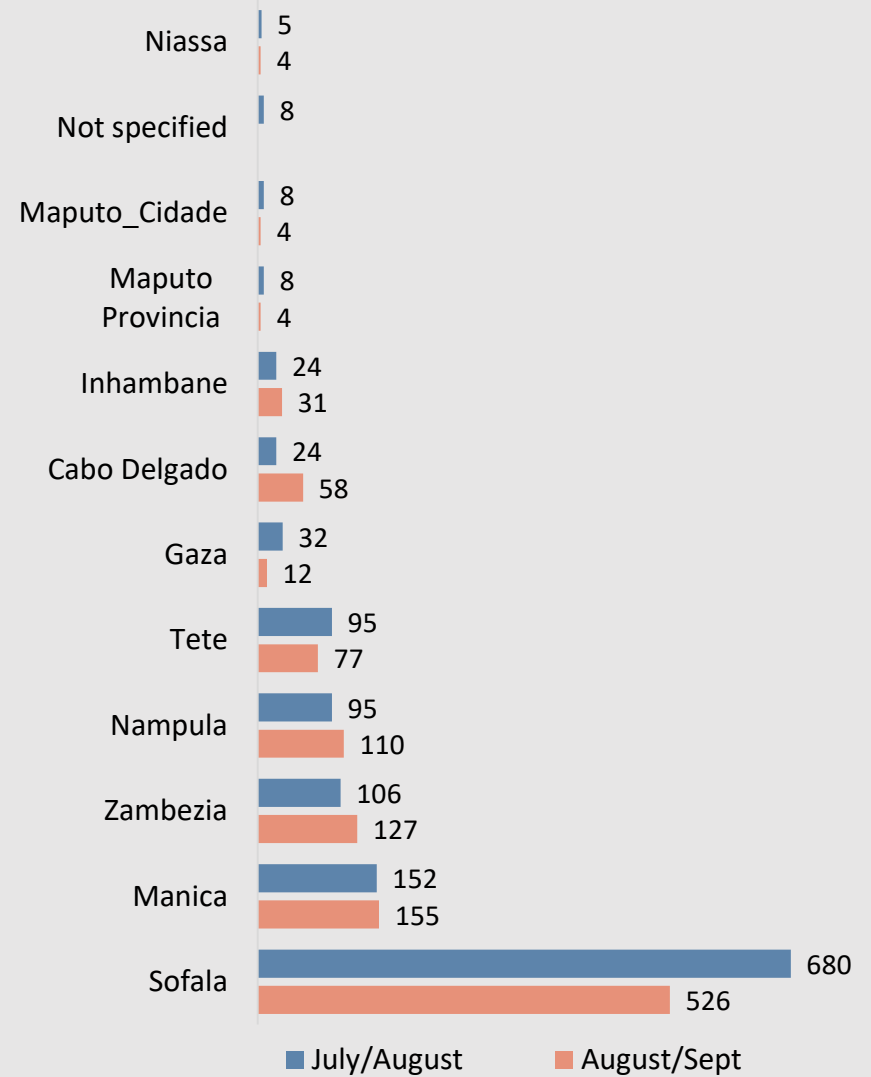
# COVID-19: CASE CATEGORIES AND CASES BY PROVINCES 16<sup>TH</sup> AUG - 15<sup>TH</sup> SEPT 2020

**16<sup>TH</sup> AUG – 15<sup>TH</sup> SEPT 2020**  
 Nr. of cases about Covid-19:  
**1108**  
 62% of the cases registered through the Linha Verde 1458 between April 16 and May 15 were Covid-19 related.

## CASE CATEGORY

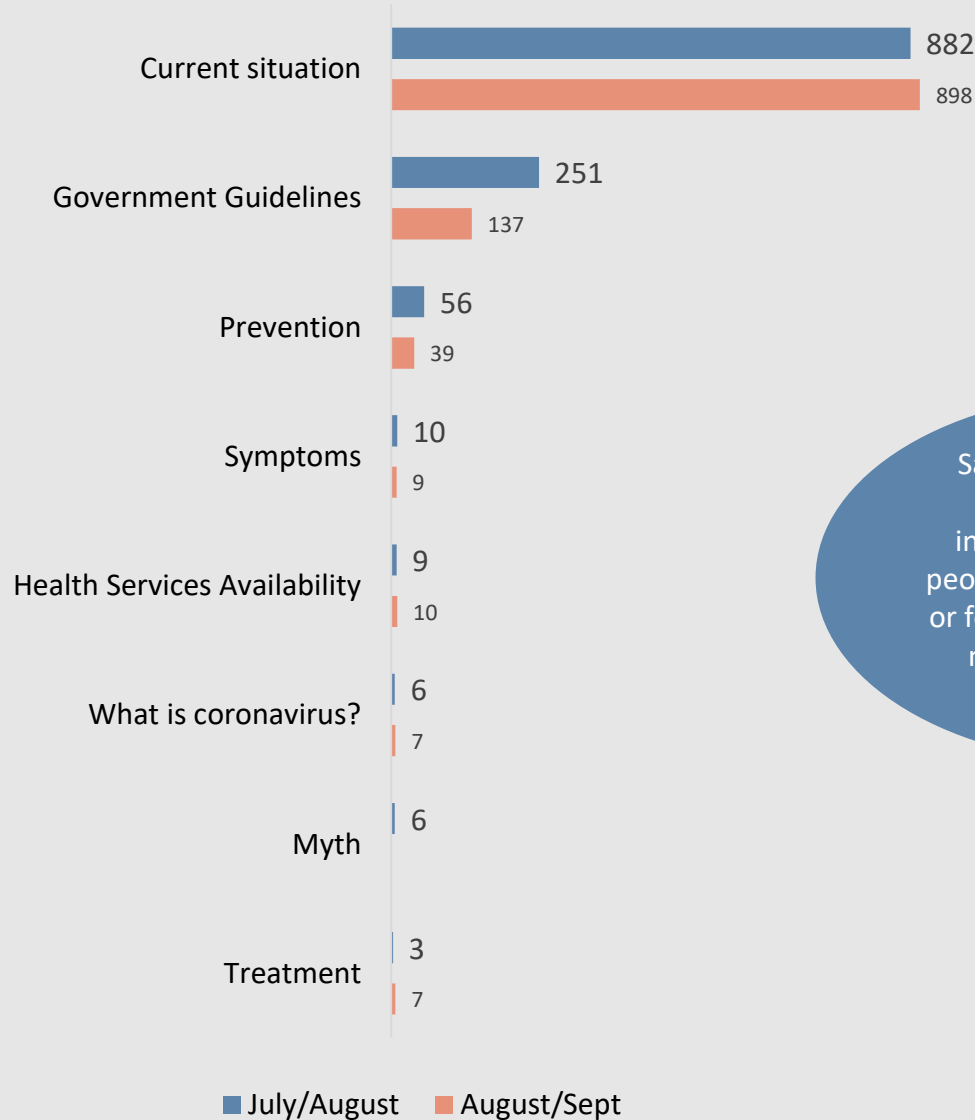


## CASES BY PROVINCES

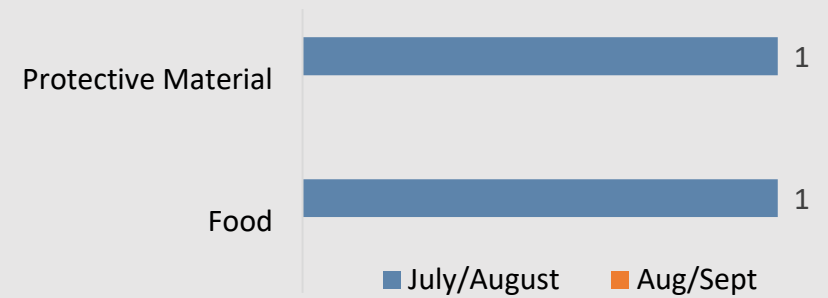


**COVID-19  
CASE TYPE BY CATEGORY  
16<sup>TH</sup> AUG - 15<sup>TH</sup> SEPT 2020**

**INFORMATION REQUEST**

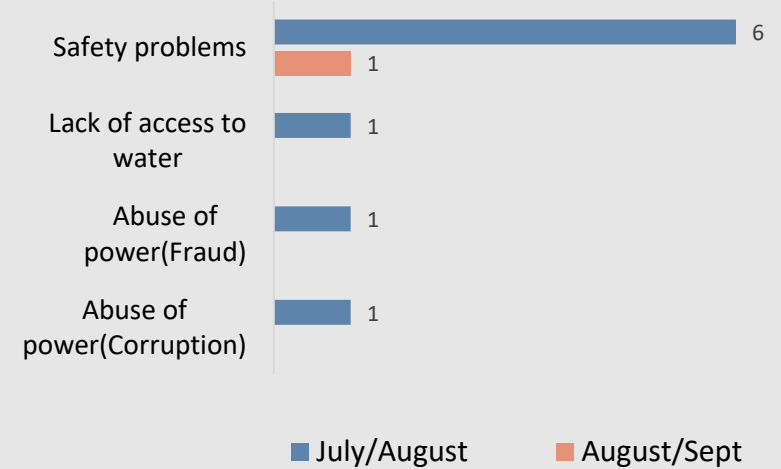


**ASSISTANCE EQUESTS**



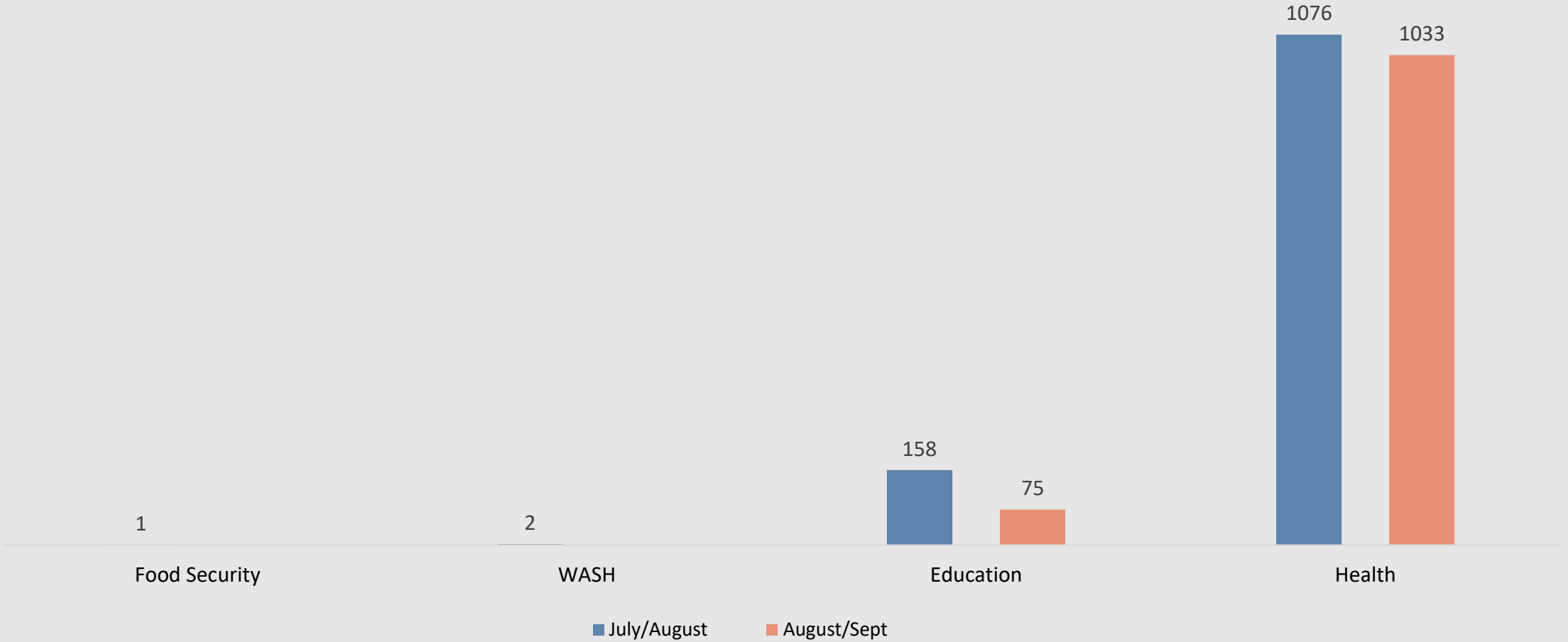
Safety problems refers to reported cases where institutions and groups of people neglect to enforce and or follow Covid-19 preventive measures putting other people at risk.

**COMPLAINT/NEGATIVE FEEDBACK**



**COVID-19: RELATED SECTORS**  
**16<sup>TH</sup> AUG – 15<sup>TH</sup> SEPT**

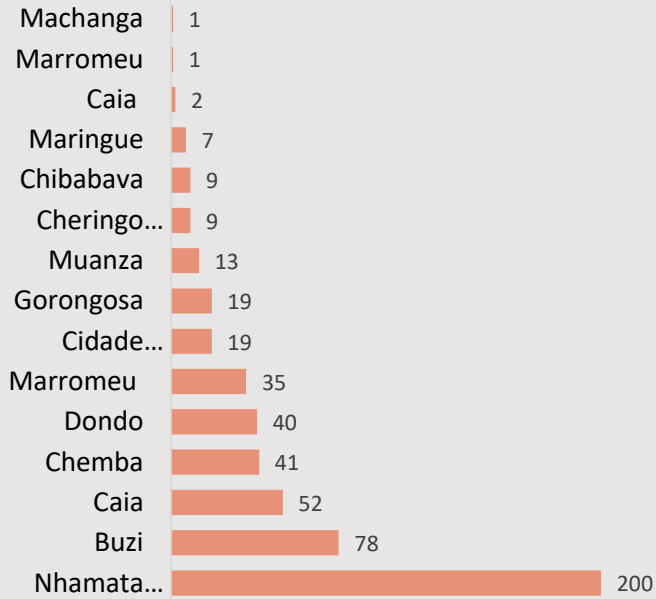
Cases already reflected in the case overview on slides 18-21



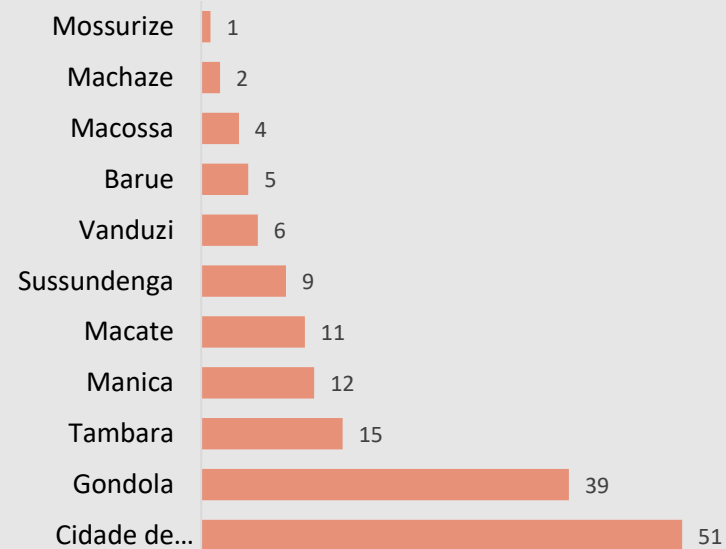
# COVID-19: LOCATIONS OF COVID-19 CALLS

16<sup>TH</sup> AUG – 15<sup>TH</sup> SEPT 2020

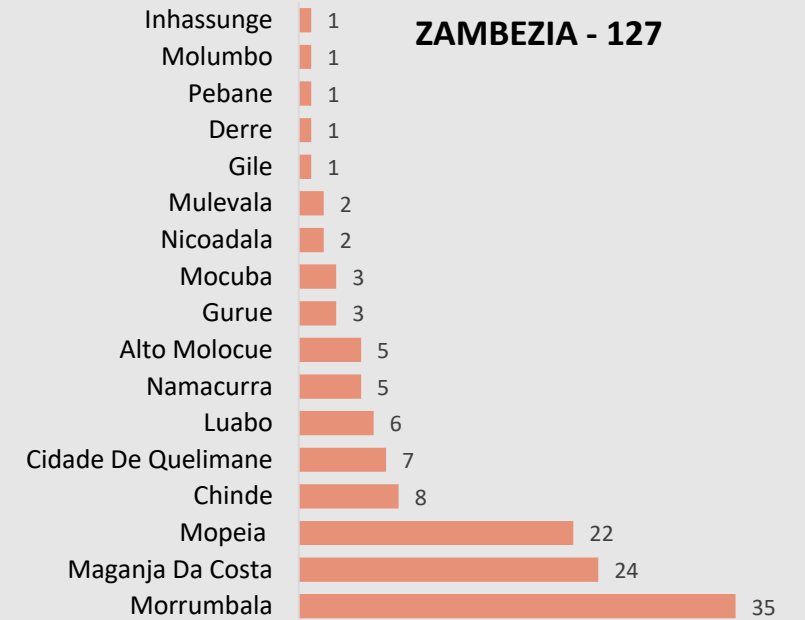
## SOFALA - 526



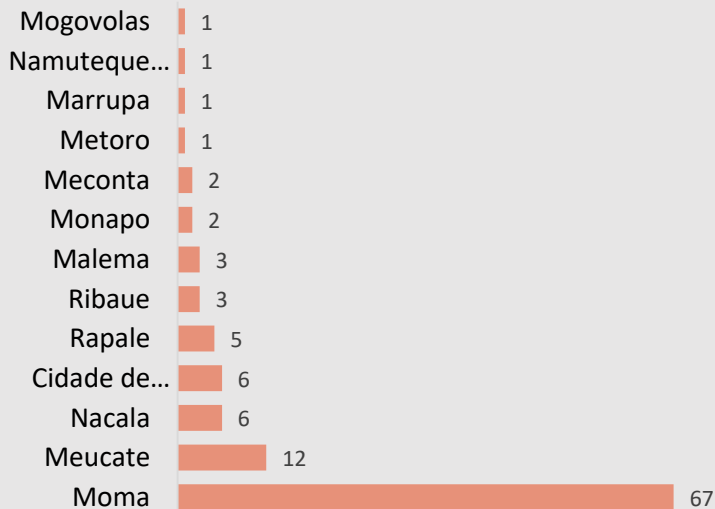
## MANICA - 155



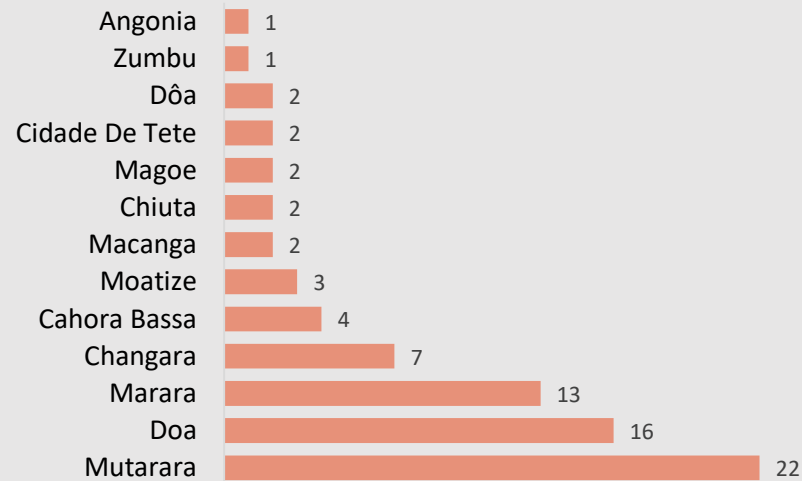
## ZAMBEZIA - 127



## NAMPULA - 110



## TETE - 77

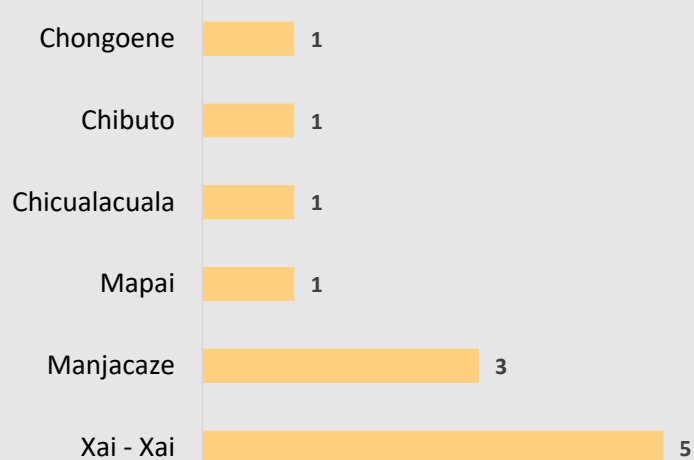


# COVID-19: LOCATIONS OF COVID-19 CALLS

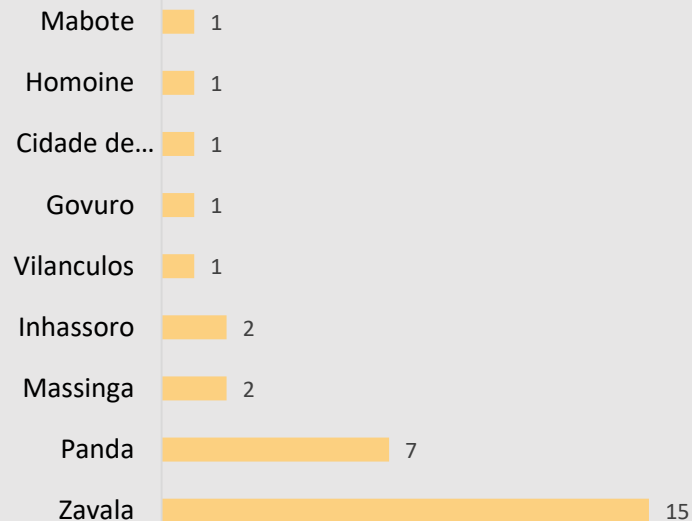
## 16<sup>TH</sup> AUG – 15<sup>TH</sup> SEPT 2020



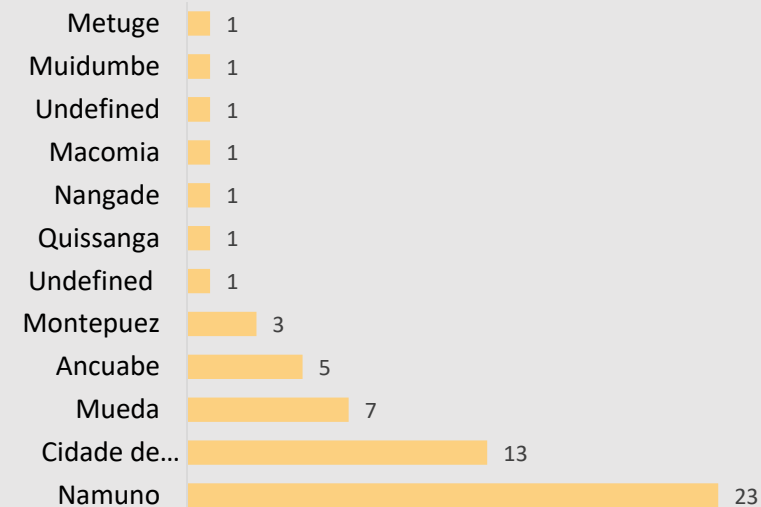
### GAZA - 12



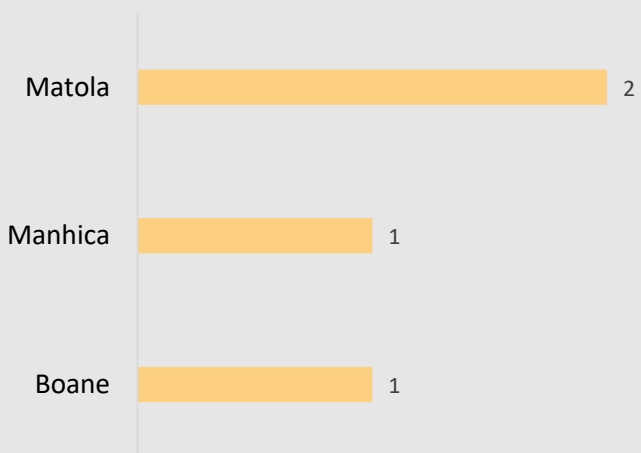
### INHAMBANE - 31



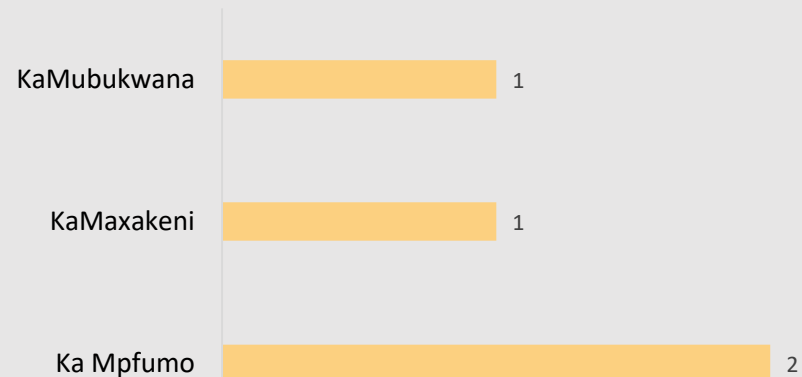
### CABO DELGADO - 58



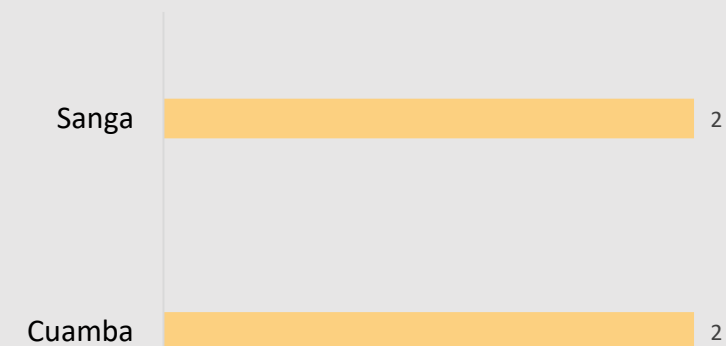
### MAPUTO PROVINCIA - 4



### MAPUTO CIDADE - 4



### NIASSA - 4



## NARRATIVE: COVID-19 16<sup>TH</sup> AUG – 15<sup>TH</sup> SEPT 2020

### *Covid-19: August - September 2020*

- ❖ Linha Verde 1458 registered between the 16<sup>th</sup> of August and 15<sup>th</sup> of September 2020, a total of 1,108 cases on Covid-19, representing 55% of all the cases reported during the month.
- ❖ Linha Verde 1458 continues to collaborate with MISAU in responding to Covid-19 queries through participation in meetings and coordination committees, sending weekly reports and forwarding suspected Covid-19 cases for action by health professionals.
- ❖ Most of the registered cases continue to be **requests for information**.

### **Complaints:**

- ❖ During this period only 1 complaint was received. These cases are generally related to **safety problems**, mainly being related to institutions like some organisations and not enforcing covid-19 preventive measures.

### **Information requests:**

- ❖ During the period in question, calls referring to **the current situation** remain the most prevalent, with key concerns being:
  - How many cases are there in the country? Where? How many have recovered?
  - If there is already a treatment/ cure/ vaccine?
  - How many people have died so far?

- ❖ Analysis of the other requests for clarification indicates the following topics between 16<sup>th</sup> of August and 15<sup>th</sup> September:
  - **Church and religious ceremonies:** When will they re-open.
  - **Travel and opening of borders:** When will the borders for South Africa be reopened? If internal travel is allowed.
  - **State of Emergency/ Covid-19 restrictions on daily activities:** Generally, people have been concerned to know when life will go back to normal. If the President has recently said anything? or if something will be said in the near future?

### **Education and Covid-19**

- ❖ During this period, Linha Verde 1458 recorded 77 cases related to the Education Cluster, all of them related to the current context of Covid-19. The calls are requests for information about the reopening of schools and the Government's position on the current school year.