



Toolkit for Businesses

Issue 2

July 2020 - Version 2

PROTECT OURSELVES. PROTECT OTHERS. PROTECT NORFOLK.

 **Norfolk** County Council

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Introduction

From 4 July many more businesses started to re-open. This is welcome news in terms of the economy and for individuals' quality of life.

However, coronavirus is still in the community, and the government advice is to proceed with CAUTION. This means we must remain mindful of situations or environments that may mean increased risk of infection, and we must continue to take preventative action wherever possible.

This document is intended to support government guidance.

The NHS Test and Trace system is now operational in the UK. We will look at what that means for Norfolk businesses, including considering the impact of potential outbreaks. A Local Outbreak Control Plan has been published for Norfolk. Further details can be found at <https://www.norfolk.gov.uk/care-support-and-health/health-and-wellbeing/adults-health/coronavirus/norfolks-response-to-coronavirus/outbreak-control>

Scope

This document is relevant for workplaces, restaurants, pubs & cafes, places of worship, leisure and entertainment facilities, hairdressers, salons, barbers and public venues.

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Opening up

You can get further information and support from your local District Council regarding re-opening businesses, completing risk assessments etc.

Breckland

<https://www.breckland.gov.uk/coronavirus-business-guidance>

Broadland

https://www.broadland.gov.uk/info/200644/coronavirus/651/do_business_with_confidence

Great Yarmouth

<https://www.great-yarmouth.gov.uk/coronavirus-advice-businesses>

North Norfolk

<https://www.north-norfolk.gov.uk/tasks/economic-growth/coronavirus-support-and-advice-for-businesses/#section-2>

<https://www.north-norfolk.gov.uk/tasks/economic-growth/coronavirus-support-and-advice-for-businesses/>

Norwich

https://www.norwich.gov.uk/info/20402/support_and_advice_for_businesses

South Norfolk

<https://www.south-norfolk.gov.uk/businesses/do-business-confidence>

West Norfolk

https://www.west-norfolk.gov.uk/info/20231/coronavirus/838/covid-19-advice_for_food_businesses

https://www.west-norfolk.gov.uk/info/20231/coronavirus/836/advice_for_re-opening_premises

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Prevention

Coronavirus is still present in Norfolk, and not everyone who is carrying the infection shows symptoms. Everyone should continue to follow the recommended guidance on prevention actions such as hand hygiene and social distancing.

Businesses and those who manage public venues are in a position to influence the actions of other people inside the premises and should take measures to promote these actions wherever possible. For ideas and tips on how to do this, please refer to Toolkit for Businesses – Issue 1; May 2020.

All businesses should follow the government's **5 steps** to prevention, and if available, sector specific guidance on operating in a COVID-19 Secure way <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19> and further guidance for food businesses is available from <https://www.food.gov.uk/business-guidance/reopening-and-adapting-your-food-business-during-covid-19>

Remember that preventive action, such as hand hygiene, social distancing, increased cleaning and disinfection, layout re-design and wearing of face coverings are always going to be better than disruption to a business due to Covid-19.

It is important to keep temporary measures in place until advised otherwise. Relaxing them too soon could encourage complacency among others, which could increase the risk of infection.

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Updates On Social Distancing

As part of a series of moves to ease lockdown, the government announced the reduction of the 2m rule to “1mPlus” where 2m isn’t possible.

The closer people are together, the higher the risk of virus transmission. Evidence from the Government’s Scientific Advisory Group for Emergencies (SAGE) suggests that a 2m distance is up to 10 times safer than 1m. Therefore, the advice remains to keep a 2m distance wherever possible.

The ‘Plus’ refers to additional mitigating actions or equipment for those interacting in a space of less than 2m; these include Perspex screens (sometimes referred to as sneeze guards), visors and face coverings. Other measures such as reducing face-to-face contact time are important. Measures in some workplaces to help with this have included rearranging workstations so that people work side by side or reorganising shift patterns so that there are fewer people working closely together. For further information, follow the link to the Covid-19 Secure guidance in the Prevention section.

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Things you can do as an Employer or Manager

- Are you taking all actions that you can to prevent the spread of coronavirus in your workplace or buildings? Even though government recommendations use phrases such as “must consider” rather than being legal requirements, they reflect best practice and should still be followed where possible as this will:
 - greatly reduce the risk of an outbreak in your premises
 - reduce the likelihood of staff being off sick or isolating
 - demonstrate to your customers that you are considering their wellbeing
 - reduce disruption to your business

All of these are good for business!

- Are you supporting your staff or people who use your premises to get tested if required?
- Can you reassure staff that they will not be penalised or suffer financial loss if they need to self-isolate?

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NHS Test and Trace

NHS Test and Trace is the system that has been put in place to help ease lockdown.

As people move about more and infection risk increases, it's important that the spread of the disease can be understood and any potential onward infection can be contained. If positive cases are not identified, detail of the spread of the virus won't be as accurate. This could hide important signs of possible outbreaks which if they spread undetected could have widespread implications on the health of our population as well as businesses.

NHS Test and Trace is now fully operational in England. Having a test to detect current infection is now available to **anyone** in Norfolk who has symptoms. All tests are free of charge.

What is the test? The test involves having two swab (like a giant cotton bud) samples taken, one from the nose and one from the back of the throat.

When should the test be done? As soon as possible, ideally within two days of the start of symptoms. Tests will not be conducted (as they won't be as reliable) if symptoms have been present for five days or more.

How do people access testing? Tests can be booked online at www.nhs.uk/coronavirus or by calling 119. Results are usually returned within 48 hours. The booking system will give an appointment at a drive through testing centre or will order a home testing kit to arrive by post.

Why is testing important? So that:

1. people who test negative can stop isolating and return to work if they are well enough
2. others in the same household / bubble don't need to isolate unnecessarily (i.e. if the person with symptoms does not have Covid-19)
3. people who test positive know to continue isolating and avoid passing it on to other people

4. people who may have been in close contact with an infected person can be identified and contacted so that they have the right advice
5. any potential outbreaks can be identified and stopped from spreading

What happens following a positive test result? NHS Test and Trace will contact the positive person (case). They will ask a series of questions to determine whether anyone else may have been exposed to the virus. If they have, and they can be traced, NHS Test and Trace will contact them to give them appropriate advice. They will not give the name of the positive case.

What does this mean for my business or premises?

If a customer or visitor displays COVID-19 symptoms of a high temperature, new continuous cough or changes to or loss of sense of smell or taste, you should ask them to return home immediately and advise them to access a test (details in previous section).

If they cannot leave immediately, they should be isolated in a room until they can leave. The room will then need to be cleaned following the guidance <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>

The flowchart on the last page outlines what to do if you have a member of staff who has symptoms or has tested positive. If a member of staff tests positive they will be asked by NHS Test & Trace about any close contacts. This will not automatically be all of their co-workers, but anyone who meets the definition of a close contact. You should not share the identity of a worker who has tested positive with other workers.

You should not allow anyone who is displaying symptoms into your premises.

Hints:

- Do you operate a booking system where you could remind customers about this at time of booking?
- Do you have visual prompts such as posters displayed that can increase awareness of symptoms?
- Can you identify a room where a person with symptoms could isolate, if needed? Keeping this room as clutter-free as possible will help with the necessary cleaning.

In the event of a positive case or outbreak

It is possible that someone who has visited your business or premises may test positive for coronavirus. Where there are two or more people who test positive in a short space of time linked to your setting, this may be identified as an outbreak.

If this happens, Public Health England and the Norfolk Outbreak Management Team will be there to support you. They will conduct risk assessments, guide you with any action that needs to be taken and help you to communicate with other people who may need to know. Part of this process may be about tracing others who may have been exposed to the virus.

Hints:

- Can you easily identify which members of staff may have worked closely together on any given day (allocated work stations, staff 'bubbles' and clear rota or shift logs can all help with this)?
- Do you have clear records of temporary, agency or casual staff?
- Do staff know who they may have worked with? In smaller businesses they may know each other; larger businesses may not have familiar staff, in this case do they have clear name badges or named uniforms?
- If you are a business offering an on-site service (e.g. pubs, salons, places of worship) are you keeping a record of:
 - Who has come in (this may be at individual customer level, e.g. in a hairdressers or a main group contact person if a family came in to a pub or restaurant)
 - When they arrived (date and time)
 - A contact phone number (so they can be contacted if they have potentially come into close contact with a confirmed infected case)?
- You can find templates that can be used to collect customer details at the end of this pack. One is for customers to complete themselves, one for staff to complete - choose the style that works best for your business.

Government guidance on which businesses / venues this applies to and details on how to collect customer details. <https://www.gov.uk/government/news/public-asked-to-leave-a-name-and-number-with-venues-to-help-stop-the-spread-of-covid-19>

- Are your customers aware that:
 - You will store their details safely
 - In the unlikely event of an outbreak, their details provided will only be shared with NHS Test and Trace service and will only be used for tracing purposes
 - Their details will only be kept for 21 days and then destroyed?

The data you collect must be handled in accordance with GDPR. This includes letting people know why you are collecting their information and how it will be used. You could do this by displaying a 'Privacy Notice'. There is a sample one included at the end of this toolkit that you could use.

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What if I suspect an outbreak (if several staff are off sick with symptoms that could be Covid-19)?

- Ensure that everyone with symptoms knows they should be isolating at home and getting a test

Then

- Contact the Health Protection Unit at Public Health England (0300 303 8537) to notify them and seek guidance

Then

- Contact the Norfolk Outbreak Management Team at phnorfolkcomc@norfolk.gov.uk to notify them or phone on 01603 223219

The email should indicate:

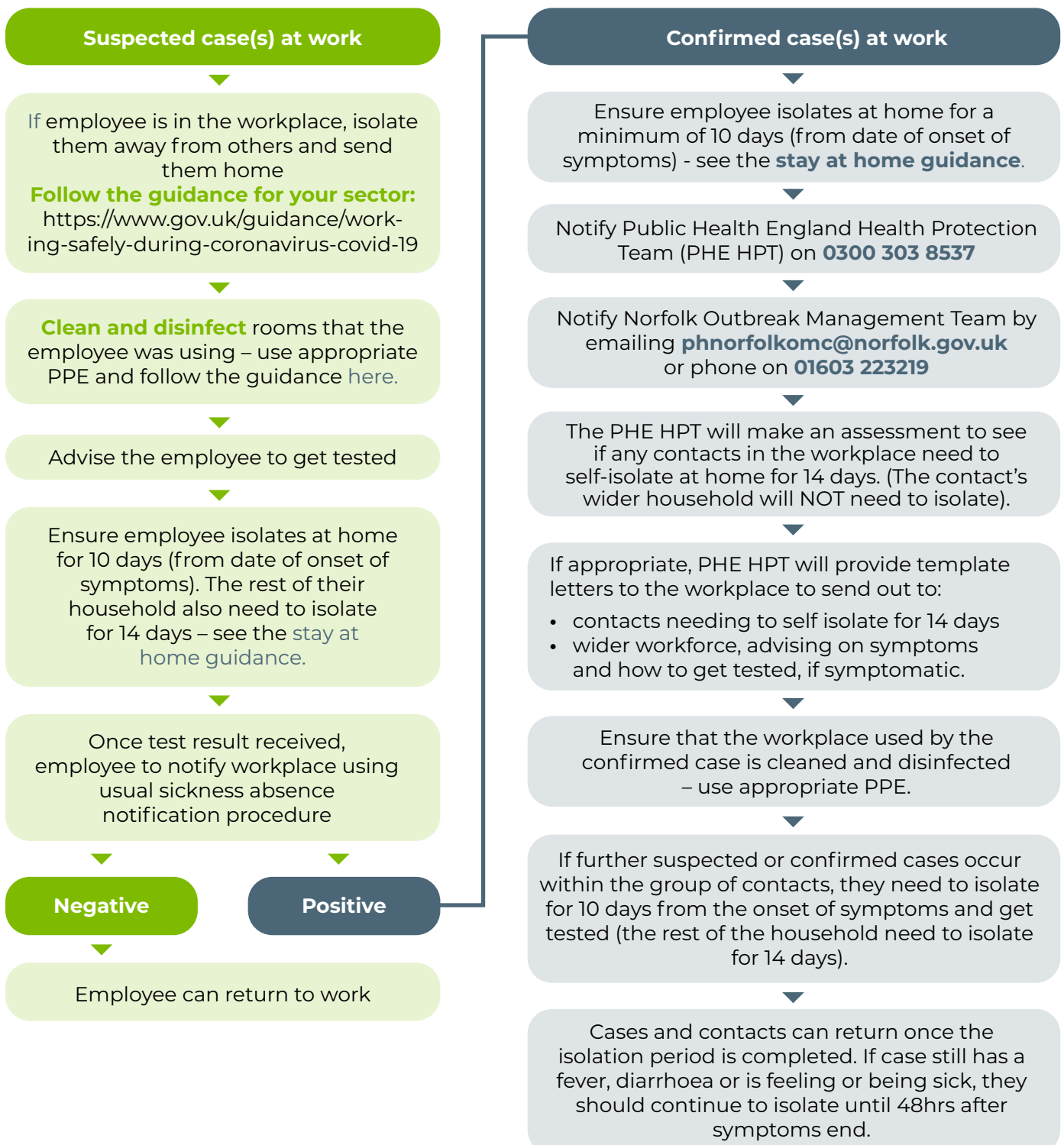
- a. how many suspected cases
- b. dates of when symptoms started
- c. details of any action taken so far
- d. confirmation that PHE have been notified.

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What to do if there is a suspected or confirmed case in your workplace

A suspected case is anyone with a new continuous cough and or high temperature and or a loss of, or change in, normal sense of taste or smell

- For general questions or concerns, contact the Norfolk Outbreak Management Team phnorfolkcomc@norfolk.gov.uk
- To notify a case(s), call the Public Health England Health Protection Team on 0300 303 8537.
- Read the COVID-19 workplace guidance



Please print and cut into separate pieces for your customers to complete

For the requirements of NHS Test and Trace, please complete the following details. Details will be destroyed after 21 days.

Customer (or group lead) name:

Phone:

Date:

Arrival time:

Total number in group:

For the requirements of NHS Test and Trace, please complete the following details. Details will be destroyed after 21 days.

Customer (or group lead) name:

Phone:

Date:

Arrival time:

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Phone:

Date:

Arrival time:

Total number in group:

Covid-19 privacy notice to support NHS Test and Trace

This privacy notice sets out how we use your personal information to support NHS Test and Trace. You can also ask us for a copy of this information.

Reasons for collecting data:

The easing of social and economic lockdown measures following the Coronavirus (Covid-19) outbreak is being supported by NHS Test and Trace.

The Department of Health and Social Care has asked organisations, including

to support this service by keeping a temporary record of our visitors.

In the event of a local outbreak of the virus this data may be used to assist NHS Test and Trace as needed. This could help to contain clusters or outbreaks.

The accuracy of the information provided will be the responsibility of the individual who provides it. We will not verify any visitor's identity for NHS Test and Trace purposes. If you do not want any details you have supplied to be used for Test and Trace purposes, please can you inform us as soon as possible and, at the latest, at the time of your visit to our premises. Please be aware, however, that refusal to agree to your details being used for Test and Trace purposes may result in you being denied access to the premises.

What personal data we collect and use about you

We collect and process information about persons visiting our premises.

We collect:

- the name of the visitor. If there is more than one person, we will record the name of the 'lead member' of the group and the number of people in the group;
- a contact phone number for each visitor or lead member of a group of people (if you do not have a telephone number you have the option of leaving an email or postal address instead);
- date of visit, arrival time and, where possible, departure time;
- if a visitor will interact with only one member of staff, the name of the assigned staff member may be recorded alongside the name of the visitor.

Where possible we will collect this information in advance. Where this is not practical it will be collected at the point that visitors enter the premises, or at the point of service if impractical to do so at the entrance.

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Recording both arrival and departure times (or estimated departure times) will help reduce the number of visitors or staff needing to be contacted by NHS Test and Trace. We recognise, however, that recording departure times will not always be possible.

Who we share your information with:

We may need to share your information with the NHS to support Test and Trace work in the event of a local outbreak of Covid-19.

NHS Test and Trace will ask for these records only where it is necessary, either because someone who has tested positive for Covid-19 has listed our premises as a place they visited recently, or because our premises have been identified as the location of a potential local outbreak of Covid-19.

NHS Test and Trace will handle all data according to the highest ethical and security standards and ensure it is used only for the purposes of protecting public health, including minimising the transmission of Covid-19.

The legal basis for processing your information:

We will be processing this personal information in accordance with Article 6 1 (e) of the GDPR (as it is necessary for the performance of a task carried out in the public interest)

How we keep your information

The information is stored

We will retain this information for 21 days. This reflects the incubation period for Covid-19 (which can be up to 14 days) and an additional 7 days to allow time for testing and tracing. After 21 days, this information will be securely disposed of or deleted.

Your rights

As defined in the data protection law, GDPR Article(s) 12-23, you have the following rights:

- the right to be informed about the collection and use of your personal data. This is outlined above.
- the right to erasure. If at any point within the 21 days after your visit you decide you'd like us to delete the personal data you provided, please advise us and we will delete all information related to you.
- the right to object to us processing your personal data. If you do so, we will delete all the personal data we hold in relation to you
- the right to rectification. If the information held is in any way incorrect, you can contact the data controller and request that the information be rectified.

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In certain circumstances exemptions to these rights may apply. Further information is available on the Information Commissioner's Office website at: <https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/exemptions/>

Complaint procedure

If you consider that your personal data has been misused or mishandled by us, you can raise this with the data controller. In this instance, the data controller is the manager of this venue.

If you remain dissatisfied you can make a complaint to the Information Commissioner, who is an independent regulator. The Information Commissioner can be contacted at:

Post:

Information Commissioner's Office
Wycliffe House Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113

Email: casework@ico.org.uk

Any complaint to the Information Commissioner is without prejudice to your right to seek redress through the courts.

This notice was produced on

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