

7 December 2020

Dear Business Operator,

Re: Operating a close contact business safely during the Covid-19 pandemic

Reigate & Banstead, along with the rest of Surrey, is currently subject to Tier 2 'High Alert' restrictions. We are contacting you about your essential role in reducing the spread of the virus and keeping your staff, customers and visitors safe.

We are asking all those with responsibility for the safety of their organisation, customers and staff, to review and ensure their legally required COVID-secure prevention measures are correctly implemented.

It is critical that everybody observes the following key behaviours, including staff, customers and visitors to your business;

- **HANDS** - Wash your hands regularly and for at least 20 seconds.
- **FACE** - Wear a face covering in indoor settings where social distancing may be difficult, and where you will come into contact with people you do not normally meet.
- **SPACE** - Stay 2 metres apart from people you do not live with where possible, or 1 metre with extra precautions in place (such as wearing face coverings or increasing ventilation indoors).
- **The 'rule of 6'** - you must not socialise with anyone you do not live with or who is not in your support bubble in any indoor setting, whether at home or in a public place. You must not socialise in a group of more than 6 people outside, including in a garden or a public space.

www.reigate-banstead.gov.uk • twitter.com/reigatebanstead

Manager: Katie Jackson, Environmental Health
Town Hall, Castlefield Road, Reigate, Surrey RH2 0SH

A more detailed checklist is enclosed (and is available on the website at www.reigate-banstead.gov.uk/supportingbusiness). The information provided is correct at the time of sending, but please be aware that there continue to be regular and significant changes to regulations.

The Government will be reviewing the current tiers on 16 December and we will update the information on our website if, and when, new regulations apply.

We would kindly remind you that, as the business owner or manager, it is your legal responsibility to ensure you are aware of and implementing the latest regulations, guidance and advice. Please visit www.gov.uk/coronavirus for the latest Government information.

Support and enforcement of requirements

The Council aims to work with businesses to support you to understand and implement these important requirements. If having read the government guidance signposted in this letter, you have a further query, you can contact us for advice via food.safety@reigate-banstead.gov.uk

We will also follow up on reported complaints and non-compliances, and if serious or sustained non-compliance is found, formal enforcement action may be taken. This can include the service of legal Notices and Fixed Penalty Notices or even prosecution in the Magistrates Court. Enforcement action will always be taken in accordance with our published Enforcement Policy.

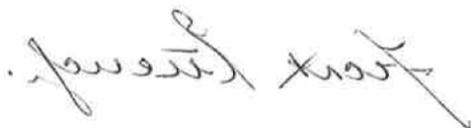
Other support for your business

Reigate & Banstead businesses affected by the coronavirus restrictions may be eligible for a variety of Government grants and loans. Please visit www.reigate-banstead.gov.uk/supportingbusiness to find out more and apply.

You can also subscribe to the Council's Business Bulletin for regular updates of key changes to requirements and for information on support available.

Thank you in advance to you and your staff for taking steps to help Reigate and Banstead and your local community try to reduce the level of COVID in the area.

Yours sincerely,



Mr F Etheridge

Head of Neighbourhood Services

Email: covid-19@reigate-banstead.gov.uk

A checklist of measures to help protect yourself, your staff and your customers during coronavirus

December 3rd 2020 – Tier 2 ‘High Alert’ - Close contact services

These are the priority actions to help keep your business safe and legally compliant during coronavirus. It is your responsibility to keep up to date with developments, and you should also read the full version of the guidance regarding close contact services.

The link for the Government guidance is given below but please note that an electronic version of this checklist with clickable links is available at www.reigate-banstead.gov.uk/closecontactservices

- **Complete a COVID-19 risk assessment.** As a business it is a legal requirement that you undertake a risk assessment and put in place control measures to reduce the spread of the virus. Share it with all your staff. Find out how to do a risk assessment - www.hse.gov.uk/coronavirus/working-safely/risk-assessment.htm
- **Ensure self-isolation requirements are complied with.** It is a criminal offence to allow an employee who you know is required to self-isolate to come to your premises to work. Ensure that all staff know that they must inform you as soon as they know that they are required to self-isolate, including the start and end dates of their self-isolation period. This includes those who have received a positive Covid-19 test result or who have been told to self-isolate by NHS Test and Trace. Failure to do so could result in a fine starting from £1,000.
- **Turn people with coronavirus symptoms away.** If a staff member (or someone in their household) or a customer has a persistent cough, a high temperature or has lost their sense of taste or smell, they should be isolating and must not be allowed to come into work or your business.
- **Remind your customers that it is a legal requirement to wear face coverings** when inside your premises and that these should not be removed unless essential for a particular treatment e.g. for a treatment on the face area covered by the mask. You must also prominently display signs or notices to advise your customers that face coverings must be worn. Some exemptions apply. For more information visit www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own.
- **Employees must by law wear both a clear visor or goggles and a Type II face mask** while working in close contact services. Clear visors must fit the user and be worn properly. They should cover the forehead, extend below the chin, and wrap around the side of the face. Both disposable and re-usable visors are available. A re-usable visor must be cleaned and disinfected between each client using normal cleaning products.
- **Display the official NHS QR code poster for your premises and ask your customers, visitors, and staff to ‘check in’ using it on arrival.** You can create the QR code poster for your business at www.gov.uk/create-coronavirus-qr-poster.

- **Ensure that you collect the contact details of those who can't or choose not to check in using a QR code** by keeping a record of their details for 21 days. This is also a legal requirement (some exemptions apply). and learn more about the legal requirements to display the QR code poster at www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace#information-to-collect
- **Keep a record of all staff working on your premises** and shift times on a given day and their contact details.
- **Let customers know that by law they can only visit with members of their own household or support bubble, in any indoor setting.**
- **Make sure everyone is social distancing.** Make it easy for everyone to do so by putting up signs, using floor markings or introducing a one-way system that your customers can follow. Consider using barriers between workstations, introduce back-to-back or side-to-side working, and have staff work in the same team each day.
- **Calculate the maximum number of clients that can reasonably follow social distancing guidelines** and limit the number of appointments at any one time. Consider likely pinch points and busy areas, including waiting areas.
- **Clean more often.** Increase how often you clean surfaces, especially those that are being touched a lot. Ask your staff and your customers to use hand sanitiser and wash their hands frequently.
- **Increase ventilation.** Keeping doors and windows open where possible and running ventilation systems at all times. Ventilation systems should be optimised to ensure the maximum fresh air supply is provided to all areas of the premises wherever possible.
- **Lower music and other background noise.** Prevent shouting or raised voices and ensure background music is played at a low volume.
- **Manage any queues inside and out of your premises.** Ensure customers observe proper social distancing and don't impact on others using pavements or queuing for other businesses.
- **Monitor customer behaviour to ensure they follow the rules.** If they don't, you should encourage them to do so while avoiding confrontation.
- We have found that problems are often avoided if the expectations of customers are made clear to them **before** they enter your premises. Customers can be advised of the rules by signs, notices and your staff to help them understand and follow the requirements. This will help to ensure everyone's safety.

For the full Government guidance please visit www.gov.uk/guidance/working-safely-during-coronavirus-covid-19.