
6th August 2020

IMPORTANT COVID-19 UPDATE

PLEASE ENSURE THIS LETTER REACHES THE OWNER/MANAGING DIRECTOR OR OPERATIONS MANAGER-IN-CHARGE

Dear Tourism and Leisure Business Leader,

COVID-19 Advice and Guidance

I am writing to you as you own, run or operate a tourism or leisure business in West Sussex and may benefit from some additional advice and support around your responsibilities to protect your staff, visitors, customers, and wider community during the COVID-19 pandemic.

It is great news that many of you can begin to restart the local tourism and leisure economy. As you do this, we will closely monitor the cases of COVID-19 linked to tourism and leisure in West Sussex to ensure that any outbreaks are managed quickly and efficiently.

You will no doubt be aware of the various outbreaks that have occurred across the country in other industries and areas. Some of these have been high profile and featured in widespread media reporting. We are just as keen as you to ensure that everything is done to prevent this happening in West Sussex.

Now more than ever, with a number of lockdown conditions easing, we need your support to continue to stay alert and operate your business following current guidance.

It's important that you are aware of your key responsibilities and have access to all the information and guidance you need to carry out the necessary additional risk assessments and arrangements to make your business, employees and visitors safe.

We have produced a comprehensive resource below that summarises the information that you will need to follow in order to reduce the risk of outbreaks. This includes key guidance, advice on prevention and what to do if any of your employees develop COVID-19 symptoms. You will also find other information and links to resources that we hope you will find useful.

Thank you for all you have done already to support the local response to the pandemic, and I look forward to working together with you to reduce the risk of further COVID-19 outbreaks.

Yours sincerely



Anna Raleigh
Director of Public Health

Where can I find information about COVID-19?

There is a range of relevant government information and guidance:

- Guidance for people who work in hotels and guest accommodation, indoor and outdoor attractions, and business events and consumer shows. <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/the-visitor-economy>
- Guidance and advice for those providing hotel and other accommodation in England. <https://www.gov.uk/guidance/covid-19-advice-for-accommodation-providers>
- Guidance for managing beaches, the countryside and coastal areas: <https://www.gov.uk/government/publications/covid-19-guidance-for-managing-beaches-the-countryside-and-coastal-areas>
- Business support including what businesses should be closed: <https://www.gov.uk/coronavirus/business-support>
- Guidance on re-opening business safely, including links to the HSE risk assessment template and guidance: <https://www.gov.uk/coronavirus-business-reopening>
- You can also access a range of resources available to download and print via: <https://coronavirusresources.phe.gov.uk/>

Preventing infection in your workplace

It is critical that businesses take a range of measures to keep everyone safe, ensuring as many people as possible comply with social distancing guidelines and keep 2 metres apart, or 1 metre with risk mitigation, such as the wearing of face masks, where 2 metres is not possible.

It may be necessary to adjust your service approaches to minimise staff contact with customers. If you are serving refreshments, indoor table service must be used where possible, alongside further measures such as assigning a single staff member to a table, where possible. Outdoor table service should also be encouraged.

Staff and customers should be given access to use hand sanitiser or hand washing facilities as they enter the premises. Suitable handwashing facilities, including running water and liquid soap, and suitable options for drying (either paper towels or hand driers) should also be available.

Anyone handling food must wash their hands frequently with soap and water for at least 20 seconds. This should be done routinely, including:

- before and after handling food;
- when moving between different areas of the workplace, and especially after being in a public place; and
- after blowing your nose, coughing or sneezing. Coughs and sneezes should be caught in a tissue or the crook of your elbow.

What are the symptoms of COVID-19?

Symptoms can be checked at: <https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/>

The most important symptoms of coronavirus (COVID-19) are recent onset of any of the following:

- a new continuous cough
- a high temperature
- a loss of, or change in, your normal sense of taste or smell (anosmia)

What do I do if one of my staff becomes ill with COVID-19 symptoms?

Any employee or visitor who develops COVID-19 symptoms must self-isolate at home and not go to work, following the guidance available here:

- <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>
- <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>

They should arrange to have a test by visiting <https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/> or contacting NHS 119 by telephone, if they do not have internet access.

The NHS Test and Trace service is key to helping manage the risk of COVID-19 spreading further in the community and in workplaces. It is essential that you take steps to enable your staff to comply with the requirements of the NHS Test and Trace service. More information is available at: <https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/nhs-test-and-trace-if-youre-contacted-after-testing-positive-for-coronavirus/>

If you become aware that two or more people, associated with your workplace, test positive for coronavirus then please telephone the West Sussex Health Protection Team (part of Public Health England) on 0344 225 3861 and e-mail Environmental Health at your local council. The Health Protection Team will initially conduct a risk assessment, provide infection control advice and organise testing as appropriate.

Your local Environmental Health Team can be contacted via the following email address:

Crawley	environmentalservices@ Crawley.gov.uk
Horsham	publichealth.licensing@ Horsham.gov.uk
Adur-Worthing	publichealth.regulation@ Adur-worthing.gov.uk
Mid Sussex	envhealth@ Midsussex.gov.uk
Chichester	healthprotection@ Chichester.gov.uk
Arun	https://eh.arun.gov.uk/

Public Health England (PHE) has produced a series of action cards that outlines the steps you need to take in the event of any COVID-19 cases within your organisation/setting that we recommend you print and keep to hand should you need them:

<https://coronavirusresources.phe.gov.uk/reporting-an-outbreak/resources/>

Collecting contact details of visitors to your setting

Organisations in certain sectors are required to collect details and maintain records of staff, customers and visitors on their premises to support NHS Test and Trace.

Currently this applies to establishments in the following sectors, whether **indoor or outdoor venues or mobile settings**, should collect details and maintain records of **staff, customers and visitors**:

- **hospitality**, including pubs, bars, restaurants and cafés
- **tourism and leisure**, including hotels, museums, cinemas, zoos and theme parks
- **close contact services** including hairdressers, barbershops and tailors
- **facilities provided by local authorities**, including town halls and civic centres for events, community centres, libraries and children's centres
- **places of worship**, including use for events and other community activities

This guidance applies to any establishment that provides an on-site service and to any events that take place on its premises.

When do contact details not need to be collected?

Currently, the guidance to take contact details **does not apply where services are taken off site immediately**, such as a food or drink outlet which only provides takeaways. If a business offers a mixture of a sit-in and takeaway service, contact information only needs to be collected for customers who are dining in.

This guidance to take contact details **does not apply to drop-off deliveries** made by suppliers or contractors.

For information and an up-to-date list of establishments required to collect contact details, visit:

- <https://www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace#sectors-that-this-guidance-applies-to>
- <https://www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace#the-purpose-of-maintaining-records>

Guidance on taking customer contact details:

Should the guidance above apply to your setting it is critically important that you keep a temporary record of contact details for customers and visitors to your establishment for 21 days.

The Government guidance on what information should be collected is available here: <https://www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace#information-to-collect> .

We have developed a template for you to use to collect this information and can easily be download from our website here: www.westsussex.gov.uk/fire-emergencies-and-crime/coronavirus-covid-19-advice-and-information/coronavirus-business-and-employers/

This information is very important as it can be passed to the NHS Track and Trace team in the event of someone who has visited the premises subsequently testing positive for COVID-19. If possible, you should record the contact details of all the members of a group, which tables the different members of staff have been serving and keep your records on a spreadsheet as these will all support contact tracing if it becomes necessary.

Workplace Risk Assessments for COVID-19

COVID-19 is a new risk that must be incorporated into workplace risk assessments. Employers must therefore carry out a COVID-19 risk assessment if they have not already done so. This will enable them to mitigate and manage the potential risks posed by COVID-19 for their employees and their businesses.

It is vital that employers play their part by:

- reducing risk to an acceptable level through implementing the recommendations in this and other relevant guidance that applies to your workplace
- encouraging and enabling workers to follow any notifications to self-isolate and supporting them when in isolation

Failure to complete a risk assessment which takes account of COVID-19, or completing a risk assessment but failing to put in place sufficient measures to manage the risk of COVID-19, could constitute a breach of health and safety law. The actions the enforcing authority can take include the provision of specific advice to employers to support them to achieve the required standard, through to issuing enforcement notices to help secure improvements. Serious breaches and failure to comply with enforcement notices can constitute a criminal offence, with serious fines and even imprisonment for up to 2 years. There is also a wider system of enforcement, which includes specific obligations and conditions for licensed premises.

More information about carrying out a COVID-19 workplace risk assessment can be found at: <https://www.hse.gov.uk/coronavirus/working-safely/index.htm>

Working with the Local Authority and local Health Protection Teams (Public Health England)

The government has asked Councils to produce local outbreak control plans to give advice on infection prevention and control and to respond quickly to any places where two or more people are confirmed as having coronavirus.

West Sussex Outbreak Control Plan can be viewed at:
www.westsussex.gov.uk/covid19outbreakplan

If an outbreak occurs (two or more confirmed cases in the same setting) the local authority will work with the local Health Protection Team (part of Public Health England) to manage the situation to prevent further spread. They will also work with the place where the outbreak happened to tell them what to do next for example, if anything needs to shut or anyone needs to go home, what cleaning or improvements to social distancing measures need to be done carried out based on the level of risk.

Employers will be expected to respond to any advice or notices issued by County, District or Borough Councils or Health Protection Team and should do so within any timescale stipulated.