

29 July 2020

Dear Business Owner,

I am writing to you as you own, run or operate a pub, bar, café, restaurant or takeaway, and may benefit from some additional advice and support around your responsibilities to protect your staff, customers and your wider community during the COVID-19 pandemic.

You may be aware of outbreaks that have occurred across the country, and in West Sussex, which have involved staff and customers at pubs and restaurants.

Now more than ever, with a number of lockdown conditions easing, we need your support and the support of those employed at your establishment/s to continue to stay alert and operate your business following current government guidance. Making your establishment COVID-19 secure will make both your clientele and staff feel safer and will reduce the risk of closure.

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. Indoor table service must be used where possible, alongside further measures such as assigning a single staff member per table. 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.

It is also 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 on their website. Briefly it states that you should record the following information where possible:

Your staff

- the names of staff who work at the premises;
- a contact phone number for each member of staff;
- the dates and times that staff are at work.

Your customers and visitors

- the name of the customer or visitor;
- a contact phone number for each customer or visitor, or for the lead member of a group of people;
- date of visit, arrival time and, where possible, departure time;
- if a customer will interact with only one member of staff the name of the assigned staff member should be recorded alongside the name of the customer.

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/ or please email us at publichealth@westsussex.gov.uk and we can email it to you.

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.

We have summarised some information below 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.

If you become aware that two or more people, associated with your workplace, test positive for COVID-19 then please telephone the West Sussex Health Protection Team (part of Public Health England) on 0344 225 3861.

We understand how important it is that you can work safely and support your workers' and customers' health and wellbeing during the COVID-19 pandemic and not contribute to the spread of the virus.

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

Please visit www.westsussex.gov.uk/coronavirus for more information and do not hesitate to contact me or my team if you need any further advice or support by emailing publichealth@westsussex.gov.uk.

Yours faithfully



Anna Raleigh
Director of Public Health
West Sussex County Council

Where can I find information about COVID-19?

Guidance for people who work in or run restaurants, pubs, bars, cafes or takeaways:

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery>

What are the symptoms of COVID-19?

Coronavirus (COVID-19) is a respiratory illness. 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 food handler or other employee who develops COVID-19 symptoms must self-isolate at home and not go to work, following stay at home guidance. They should arrange to have a test by visiting testing or contacting NHS 119 by telephone if they do not have internet access.

Stay at home guidance:

www.gov.uk/government/publications/covid-19-stay-at-home-guidance

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.

Test and Trace:

www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/

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. Public health England (PHE) have created action cards advising of what to do if you suspect an outbreak.

PHE action cards:

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

Local environmental health teams:

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/

What details should I be keeping of staff, customers and visitors?

The government website offers guidance on maintaining records of staff, customers and visitors to support NHS Test and Trace. **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. Please use our template as highlighted above.**

www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace

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/fire-emergencies-and-crime/coronavirus-covid-19-advice-and-information/west-sussex-covid-19-local-outbreak-control-plan/

If an outbreak occurs (two or more confirmed cases in the same setting) the local authority will work with the local Health Protection Team 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 etc. 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.

Further information

Please contact publichealth@westsussex.gov.uk or visit www.westsussex.gov.uk/coronavirus. **If you need this information in an alternative format or would like a digital copy please email publichealth@westsussex.gov.uk.**