

## Step 2 Update

# Retail and Close Contact Services

w/c 12 April 2021

A shared service provided by  
Bracknell Forest Council,  
West Berkshire Council and  
Wokingham Borough Council



**West Berkshire**  
C O U N C I L



**WOKINGHAM**  
BOROUGH COUNCIL

- Rules for reopening in Step 2  
(confirmed Monday 12 April 2021)
- Covid Secure Rules and Health and Safety

# Can you open?

- Personal Care Sector and Retail are able to reopen in Step 2, provided it is done in a Covid Secure manner
- If your premise contains smaller businesses that are still restricted- these parts must remain closed.
- If you are a premise that must remain closed, but you have another premise café or restaurant attached that is permitted to open – you can open this aspect provided it is:
  - In a self contained unit, and a person can enter from outside

- Face coverings must be worn in a 'relevant place' unless the customer is exempt (eg Children under 11)
- Legislation and guidance includes shops and those premises providing personal care and beauty treatments (hair salons, barbers, nail salons, massage centres, tattoo and piercing parlours) as relevant places where face coverings must be worn.
- Enforcement is a police matter

Steps to protect yourself, your staff and your customers.

- Complete a **COVID-19 risk assessment**, including consideration of the reasonable adjustments needed for staff and customers with disabilities. Share it with all your staff.
- **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.

- **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. Employers must not require someone who is being required to self-isolate to come to work. Any employer asking a worker to break self-isolation to work is committing an offence.
- **Communicate and train.** Make sure all staff and customers are kept up to date with how safety measures are being used and updated.
- Keep **music and other background noise to a minimum** to prevent people from speaking loudly or shouting.

- **Reduce crowding.** Calculating the maximum number of customers that can reasonably follow social distancing guidelines (2m, or 1m+ with risk mitigation where 2m is not viable) within the store and any outdoor selling areas. Take into account total floor space as well as likely pinch points and busy areas. Limiting the number of customers in the store, overall and in any particular congestion areas, for example doorways between outside and inside spaces.
- Looking at how people move through the shop and how you could adjust this to reduce congestion and contact between customers, for example, queue management or one-way flow, where possible.
- **Help your staff maintain social distancing.** Consider using barriers to separate staff and customers, introduce back-to-back or side-to-side working, and have staff work in the same team each day.

- Encouraging customers to use hand sanitiser or handwashing facilities as they enter the premises to reduce the risk of transmission by touching products while browsing.
- Encouraging customers to avoid handling products whilst browsing, if at all possible.
- Suspending or reducing customer services that cannot be undertaken without contravening social distancing guidelines. This may include re-thinking how assistance is provided, for example, using fixed pairs of colleagues to lift heavy objects rather than a single colleague lifting with a customer.



- Encouraging customers to shop alone or in household or support bubble groups where possible, unless they need specific assistance.
- Reminding customers who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines.
- Ensuring any changes to entrances, exits and queue management take into account reasonable adjustments for those who need them, including disabled shoppers. For example, maintaining pedestrian and parking access for disabled customers.

- **Managing outside queues** to ensure they do not cause a risk to individuals, other businesses or additional security risks, for example by introducing queuing systems, having staff direct customers and protecting queues from traffic by routing them behind permanent physical structures such as barriers.
- **Shopping centres should take responsibility** for managing the number of customers in the centre and the queuing process in communal areas on behalf of their retailers.
- Working with neighbouring businesses and local authorities to consider how to **spread the number of people arriving throughout the day** for example by staggering opening hours.

The enclosed nature of fitting rooms may result in increased risk of transmission of COVID-19. They should therefore be carefully managed to reduce that risk. Retail businesses should update their risk assessments for each premises where fitting rooms are being used.

Steps that will usually be needed:

1. Adopting a limited entry approach, where entry is managed by a member of staff.
2. Limiting use of cubicles to one person at a time

3. Leaving a gap of several minutes between one customer leaving a cubicle and the next customer entering, if only 1 fitting room.
4. Where possible, leaving doors or curtains open in vacant fitting rooms to increase fresh air flow into cubicles.
5. Making hand sanitiser available on entry and exit.
6. Using social distancing marking in areas where queues normally form.
7. Setting clear use and cleaning guidance, where fitting rooms are cleaned frequently or between every use.
8. Keeping the facilities well ventilated

- Make sure everyone is **social distancing**. Make it easy for everyone to do so by putting up signs or introducing a one way system that your customers can follow.
  - Help your staff maintain social distancing. Consider using barriers between workstations, introduce back-to-back or side-to-side working, and have staff work in the same team each day.
  - Keep clients apart. Consider how many people can be in the space while remaining socially distant. Rearrange waiting areas so that clients can stay apart. Use floor markings to manage queues.

- Remind your customers and staff to wear face coverings in any indoor space or where required to do so by law. That is especially important if your customers are likely to be around people they do not normally meet. Some exemptions apply.
- Practitioners are advised to wear both a clear visor or goggles and a Type II face mask to keep their clients safe. Provide training on how to wear face masks safely.

- **Ensure staff wear face coverings.** By law, staff in retail settings must wear face coverings when in customer facing areas, unless they have an exemption.

- Display the official NHS QR code poster. Official NHS QR posters can be generated online. (Not needed for Retail premises)
- Ask every customer or visitor aged 16 and over to check in to your venue or provide their contact details. This can be done quickly and easily using the NHS COVID-19 app to scan in the NHS QR code poster.
- Have a system in place to ensure that you can collect information from your customers and visitors who do not have a smartphone or do not want to use the NHS COVID-19 app. You must keep this data for 21 days and provide it to NHS Test and Trace, if it is requested.



- Take reasonable steps to refuse entry to those who refuse to check in or provide contact details.
- Information required:
  - Name
  - Telephone Number
  - Email Address (if no telephone number)
  - Postal Address (if no email address)
  - Date and time entered premises
  - Where likely to only come into contact with one member of staff, volunteer or other person must record details of who they came into contact with.

# Who Else Does it Apply to?

- Staff
- Contractors or service providers
- Volunteers
- Any other person who is not exempt

## Exempt Groups:

- Police / PCSO
- Emergency responder other than police
- Postal and courier services

In addition to police, emergency services, postal services etc. the following persons are exempt:

- Children under 16
- Those unable to provide details owing to a physical or mental disability or other reason related to health

QR Code can be obtained at:

[https://www.gov.uk/create-coronavirus-qr-poster?fbclid=IwAR0\\_Ek2X30Ihul-VrUkr5qAhfSp7cD72tamv7z kf1BJWLFYz\\_GzDBn5Pd4Y](https://www.gov.uk/create-coronavirus-qr-poster?fbclid=IwAR0_Ek2X30Ihul-VrUkr5qAhfSp7cD72tamv7z kf1BJWLFYz_GzDBn5Pd4Y)

If using the same QR code you used previously please check that it is still valid

- Adequate ventilation reduces how much virus is in the air. It helps reduce the risk from aerosol transmission, when someone breathes in small particles (aerosols) in the air after a person with the virus has been in the same enclosed area.
- The risk is greater in areas that are poorly ventilated.
- Ventilation will not reduce the risk of droplet or surface transmission, so other control measures such as cleaning and social distancing are also required.

# Importance of Ventilation

## Close contact and Retail ...

Deciding what adequate ventilation looks like in your workplace should be considered as part of your Risk Assessment:

- assess the risk from aerosol transmission in enclosed areas
- identify poorly ventilated areas
- decide on the steps you can take to improve ventilation

More information on ventilation

: <https://www.cibse.org/coronavirus-covid-19/emerging-from-lockdown#1>

- Lateral flow testing is a fast and simple way to test people who do not have symptoms of COVID-19, but who may still be spreading the virus.
- Tests are easy to use and give results in less than 30 minutes. Lateral flow devices do not require a laboratory to process the test.
- Those who test positive using a LFT must immediately self-isolate to avoid passing the virus on to others, and must arrange a PCR test at a testing centre within 2 days.
- Those who test negative following a PCR test can return to work and no longer need to self isolate.
- Those who test positive following a PCR test must continue to self isolate.

- You can order free rapid lateral flow tests to test your employees twice a week in the workplace.
- If you have 10 or more employees, you'll be able to order tests for your employees to collect from their workplace and use at home twice a week.
- **You must register by 11:59pm on 12 April 2021.** If your business is closed or you cannot provide tests now, you should still register so you can order tests in the future.
- You can register to order tests if:
  - your business is registered in England
  - your employees cannot work from home

**Do not use this service if you or your employees have symptoms.** Anyone with symptoms should order a PCR test and stay at home.



- Employers, the self-employed and people in control of premises, such as landlords, have a duty to protect people by **identifying and controlling risks associated with legionella.**
- If your building was closed or has reduced occupancy during the coronavirus (COVID-19) pandemic, water system stagnation can occur due to lack of use, increasing the risks of Legionnaires' disease.
- You should review your risk assessment and manage the legionella risks when you:
  - reinstate a water system or start using it again
  - restart some types of air conditioning units
- If the water system is still used regularly, maintain the appropriate measures to prevent legionella growth.

[Shops and branches - Working safely during coronavirus \(COVID-19\) - Guidance - GOV.UK \(www.gov.uk\)](#)

[Close contact services - Working safely during coronavirus \(COVID-19\) - Guidance - GOV.UK \(www.gov.uk\)](#)

[Face coverings: when to wear one, exemptions, and how to make your own - GOV.UK \(www.gov.uk\)](#)

[Maintaining records of staff, customers and visitors to support NHS Test and Trace - GOV.UK \(www.gov.uk\)](#)

[The Health Protection \(Coronavirus, Restrictions\) \(Steps\) \(England\) Regulations 2021 \(legislation.gov.uk\)](#)

# Further Information

<https://publicprotectionpartnership.org.uk/covid-19/>

[https://publicprotectionpartnership.org.uk/media/2202/updated-april-2021\\_covid-toolkit.pdf](https://publicprotectionpartnership.org.uk/media/2202/updated-april-2021_covid-toolkit.pdf)

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Email to: [ehadvice@westberks.gov.uk](mailto:ehadvice@westberks.gov.uk)

Telephone: 01635 – 503242

For wider business advice and support contact Wokingham Council on:  
[economicdevelopment@Wokingham.gov.uk](mailto:economicdevelopment@Wokingham.gov.uk)

Or speak to one of the Covid Support Marshals