COVID-safe communities: customer confidence toolkit

Framework and toolkit

August 2021

This is a white label toolkit for local authorities who may wish to introduce a scheme to promote customer confidence in businesses in their area as the UK seeks to emerge from the worst of the pandemic. The scheme can be used with any customer facing business in line with a local authorities’ priorities and can be used flexibly.

A scheme may not be the right way forward for all local authorities. Some local authorities are already running successful schemes and this toolkit may have some material which would be helpful in supporting an existing scheme. There are also other similar UK wide schemes available e.g. the *We’re Good to Go scheme* and private sector-led assurance schemes e.g. the *Safe to Trade* scheme.

This toolkit is not an alternative to, or in competition with, these schemes. Rather, it can complement them. It provides local authorities the opportunity to offer a scheme to assist in building customer confidence for businesses who are not within the scope of existing schemes. Finally, where a local authority does not wish to run a scheme, the toolkit contains useful summaries of the current advice for business and other helpful tools.

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**1.0 An overview of the scheme**

**1.1 The offer**

An off-the shelf model scheme for local authorities who do not have a COVID-19 consumer confidence scheme but wish to introduce one to encourage consumers back into businesses. The scheme may also be used to compliment the We’re Good to Go scheme for businesses that are outside the scope of that scheme.

The scheme will demonstrate that businesses have taken measures to reduce the risk of COVID-19 transmission. The risk assessment, which includes COVID-19 considerations, will be the key document where businesses will demonstrate the measures, they have in place to meet the scheme standards. The scheme standards are drawn from the priority actions in the 19 July 2021 guidance, *Working safely during coronavirus (COVID-19)*. <https://www.gov.uk/guidance/working-safely-during-covid-19>.

The toolkit contains the information needed for local authorities to adopt a scheme and can be adapted to local circumstances.

**1.2 Aims**

The overarching aims of the Customer Confidence Scheme are to:

* Encourage customers to return to businesses, and to give them the confidence and information to do so in a safe manner
* Encourage businesses to continue to adopt standards to mitigate the spread of COVID-19
* Enable local authorities to deploy the scheme within their own areas if they choose to do so

**2.0 Advantages of the scheme**

**2.1 Local authorities**

* Encourages businesses to continue to adopt measures to reduce the spread of COVID in their dealings with customers
* Creates a visible sign to customers that a participating business is taking measures to control COVID seriously and therefore builds confidence
* Makes clear expectations of customers entering premises and reinforces key public health messages
* Allows customers/ staff to be the eyes and ears of the local authority in monitoring the scheme
* Allows stretched compliance teams to target resources based on intelligence from the scheme
* Can form part of a local authority’s high street recovery plan

**2.2 Businesses**

* Demonstrates that the business is actively adopting measures to prevent the spread of COVID
* Includes a visible sign that highlights what the expectations are of customers and reinforces national messaging
* Provides a feedback mechanism to report businesses who are not abiding by the requirements of the scheme
* Differentiates those businesses who are part of the scheme from those who are not
* Provides positive marketing for the business to use

**3.0 Scheme implementation**

**3.1 What will local authorities be required to do?**

The scheme is designed to allow flexibility to local authorities in the way it is implemented but the standards are fixed based on the most up to date requirements.

The scheme will be owned by any local authority that adopts it and it will be for the local authority to determine how it is administered and checked.

Local authorities who wish to adopt the scheme will need to:

* Consider who they are targeting with the scheme and how they will promote the scheme with businesses in their locality
* Determine how businesses will be able to participate in the scheme and whether there will be a central database of participating businesses held by the authority
* Create a system to address any complaints against businesses who are not measuring up to the pledge

**3.2 Proposed businesses in scope**

This is a scheme aimed at customer facing businesses. It can be adapted to suit local needs e.g.

* Businesses that trade in High Streets or towns and villages
* Particular sectors e.g. hospitality, close contact services, events

The scheme is designed to allow flexibility to local authorities in the way it is implemented but the standards are fixed based on the most up to date requirements.

The scheme will be owned by any local authority that adopts it and it will be for that local authority to determine how it is administered and checked.

**3.3 Determine who the scheme is aimed at and which groups might be helpful to engage in publicising the scheme**

Below are potential stakeholders you may wish to consider when establishing a scheme:

* Economic Development Services
* Federation of Small Businesses
* Chambers of Commerce
* Business Improvement Districts
* Growth Hubs
* Destination Management Offices
* Other local business groups e.g. hospitality associations

**3.4 Who else in the local authority may need to be engaged in setting up the scheme?**

* Economic Development for links to businesses and any other scheme
* IT for development of any online presence / QR code/ register of participating businesses
* Media and communications team for media and social media campaign and bespoke materials
* Directors of Public Health to link with other infection control work as appropriate

Note: in England, if the Contain Outbreak Management Fund (COMF) or other funding is available there are accredited environmental health professionals on the Environmental Health Together register who are available to work on a temporary / casual basis should you decide to employ additional resources. <https://www.local.gov.uk/environmental-health-together-faqs-employers>

In Wales and Northern Ireland, where public health does not sit within local authorities, the relevant public health agencies may be able to offer support (local health boards; Public Health Wales, Public Health Agency in NI).

**3.5 Does the scheme link to any other business initiative?**

* Do you wish to operate the scheme within any other local authority initiative aimed at supporting local business / giving customers confidence?
* Do you wish to run the scheme using established processes either within your authority or group of authorities?
* Are there any links to any Primary Authority schemes locally (where relevant)?
* Does the We’re Good to Go scheme already have traction in your area? If so, this scheme could be used to cover those businesses outside the scope of the tourism/hospitality sector
* A local authority can determine whether it wishes to operate a scheme which is based on good infection control measures beyond current government requirements and/or guidance using the information in the toolkit as a baseline

**3.6 Determine how you are going to implement the scheme**

* You need to consider how you will introduce the scheme to businesses and what level of compliance monitoring you wish to do
* Will it be up to businesses to self-assess and download a poster? (This will need a method for receiving customer feedback to the local authority which can then feed into your intelligence planning for visits)
* Will businesses be required to submit evidence online before a certificate/sticker is issued? *Or*
* Will premises be visited and assessed against standards before a certificate/sticker is issued? *Or*
* Checks could also be made during planned inspections, *or*
* Will it be a mixture of the above?

**3.7 What online presence will there be?**

* Will there be an online register of participating businesses?
* Will there be a QR code or email for customers to register concerns where they think businesses displaying the poster are not meeting the standards?
* Will there be supporting information online for businesses or the public?

**4.0 Draft for members or scheme information leaflet**

**4.1 Scheme – background**

The lockdowns have had a major impact on our local businesses and consumer confidence has not yet fully returned.

Our local businesses have already spent time, effort and money on making their premises as safe as possible for their customers and staff, but the public health emergency has not ended, and caution needs to be maintained to ensure we do not face further controls.

The scheme will help reassure the public that establishments have in place reasonable measures and controls to safeguard staff and others and will also set out expectations of customers. Customers will be encouraged to provide confidential feedback on their experience during their visit to the venue, and trained staff may make compliance checks and respond to complaints.

**4.2 Why introduce a scheme now?**

A balance needs to be struck between returning to normal activity and not losing sight of the behaviours that have allowed a return to more normal activity. There are now diverging government requirements across the UK. In England all restrictions and formal requirements have been removed by the Government. However, in the devolved regions of the UK, namely Wales, Northern Ireland and Scotland, some restrictions remain.

There is however widespread confusion amongst both the public and businesses about what is required and what is simply guidance. Regardless of that, the evidence is clear that firstly the virus is still circulating and secondly that certain measures are effective in reducing the risk of transmission. By introducing a scheme now, it will:

* Encourage businesses to continue to adopt measures to mitigate the spread of COVID-19
* Be a visible sign to customers that a participating business is taking measures to reduce transmission of COVID-19 and therefore build confidence
* Make clear expectations of customers entering premises and reinforces key public health messages
* A scheme will also assist in providing compliance teams with intelligence to target resources by encouraging customer feedback

**4.3 How will the scheme work?**

This will be for each local authority adopting the scheme to determine, in line with the way it decides to operate the scheme. As a guide, there are some options:

Optional paragraphs

* The objective is to ensure all our customer facing (retail) / (hospitality) businesses have in place suitable measures for COVID-19 infection control and to issue scheme certificates / stickers to display at or near each entrance to the establishment in a conspicuous place where it is capable of being easily read by customers before they enter the establishment when it is open for business e.g. in a window
* The certificates/stickers will have a QR code allowing customers to provide feedback to the local authority

Or

* The certificates/stickers will contain contact details for the local authority to allow customers to provide feedback
* A public register will also be maintained to record all premises issued with a certificate. The public register will be held on [INSERT Council Name] website
* Award of the certificate will only be made after satisfying a local authority officer that the business has in place measures that meet the standards of the scheme
* A self-assessment application process will be followed for most applications; however audits may be conducted before issuing award certificates
* Photographic evidence of control measures will be required as part of the application process and unannounced audits will be conducted from time to time to assess continued compliance
* Local authority officers will visit premises and complete a checklist before certificates are issued

**4.4 What will the scheme consider?**

The business will have to show that it has carried out a risk assessment which includes COVID risks and has taken into account both national and sector specific guidance e.g. *Working safely during coronavirus (COVID-19)* guidance in England. Businesses will have to show they have systems in place for communicating the risk assessment to staff and for review to accommodate any future changes in circumstances. https://www.gov.uk/guidance/working-safely-during-covid-19

The risk assessment will have to demonstrate actions the business is taking to make sure:

* The premises are well ventilated
* The premises are cleaned regularly and sanitiser is available
* Staff self-isolate as required

Businesses may wish to go further in their risk assessments to meet their specific needs.

**5.0 Poster**

**5.1 Format and wording**

Businesses who join the scheme should be provided with a window poster or sticker. Because local authorities have been running campaigns throughout the last 15 months, you may wish to have this poster designed to be an extension of those campaigns in both name and style. However, we have created a standalone poster for your use. This is in a format which will allow you to add your logo to the poster.

Alternatively:

* A local authority may wish to have a more generic window sticker with a phrase like: *We’re working safely*. This could be backed up with a display certificate that includes the standards
* There could also be add-ons for businesses whose risk assessments have identified face coverings as a control measure to mitigate the risk of transmission of COVID-19

**5.2 Suggested sanctions for businesses displaying poster and found not to be meeting standards**

The scheme is not a legal requirement for businesses. The poster or visuals should remain the property of the local authority and should be removed if it is found that the business is not operating to the required standards.

The scheme is based around carrying out a risk assessment and implementing the mitigation measures. It is for local authority Health and Safety enforcement officers to determine any actions under relevant Health and Safety at Work Legislation.

**6.0 Introductory letter for business**

***Let’s be COVID-safe together* (or an alternate name of your choice)**

[INSERT Council Name] is pleased to announce the launch of the *Let’s be COVID-safe together* and we encourage all our businesses to apply.

We recognise that lockdown has had a major impact on our local businesses and consumer confidence has not yet fully returned.

The scheme is free and is designed to support our local businesses by helping to provide reassurance to the public that businesses are following Government requirements and/or guidelines to reduce the risk of transmission of COVID-19.

Our local businesses have already spent time, effort, and money on infection control measures for their customers and staff, but the public health emergency has not ended, and caution needs to be maintained to reduce covid transmission. This scheme demonstrates that as a business you are doing this and will also set out expectations of customers. Customers will be encouraged to provide confidential feedback on their experience if they think a business is not meeting standards. Local authority staff may make compliance checks and respond to complaints.

The scheme will allow you to:

* Demonstrate that your business has assessed risks associated with COVID-19 and has put measures in place to reduce transmission giving customers more confidence in entering premises
* Give a visible sign that also highlights what the expectations are of customers and reinforces national messaging

It also:

* Has a feedback mechanism to allow customers to report businesses who are not abiding by the requirements of the scheme but displaying the material
* Differentiates those businesses who are part of the scheme from those who are not

**What do I need to do?**

To apply for the [INSERT Council Name] scheme. [INSERT details of how you are running the scheme and link to any local website]

The scheme standards are attached.

Optional paragraph:

*Where the business is part of a national chain a risk assessment specific to the circumstances of the local business is required. This is because ventilation requirements will vary dependent upon the construction and layout of premises.*

**7.0 Scheme standards**

Businesses have helped to prevent the spread of COVID by implementing good infection control measures including regular cleaning and ensuring good ventilation. This scheme looks to recognise those businesses who publicly commit to these measures

Businesses still have a legal duty to manage risks to those affected by their business. The way to do this is to carry out a health and safety risk assessment, including the risk of COVID-19, and to take reasonable steps to mitigate the risks you identify.

You should use the Working safely during coronavirus guidance to consider the risk within your premises and decide which mitigations are appropriate to adopt.

To be part of the scheme businesses should as a minimum:

* Carry out a health and safety risk assessment, including the risk of COVID-19, and take reasonable steps to mitigate the risks identified <https://www.hse.gov.uk/simple-health-safety/risk/index.htm>
* This should consider any national and workplace guidance on COVID, which can be found in the *Working safely during coronavirus* guide. You should use the guidance to consider the risk within your premises and decide which mitigations are appropriate to adopt <https://www.gov.uk/guidance/working-safely-during-covid-19>
* Measures identified in your risk assessment should be implemented in the workplace
* Keep the risk assessment under review particularly if circumstances change in your business
* If the business has five or more employees, the risk assessment should be written. Businesses with less than five employees may wish to document the risk assessment but if not should be able to explain the risks and mitigations if asked
* The risk assessment should be communicated to all staff so they understand the role they can play <https://www.hse.gov.uk/coronavirus/working-safely/talking-to-your-workers/index.htm>

Measures should include:

* **Adequate ventilation.** You should make sure there is a supply of fresh air to indoor spaces where there are people present. This can be natural ventilation through opening windows, doors and vents, mechanical ventilation using fans and ducts, or a combination of both. You should identify any poorly ventilated spaces in your premises and take steps to improve fresh air flow in these areas. In some places, a CO2 monitor can help identify if the space is poorly ventilated. Read the advice on air conditioning and ventilation on the HSE’s website <https://www.hse.gov.uk/coronavirus/equipment-and-machinery/air-conditioning-and-ventilation.htm>
* **Clean more often.** It’s especially important to clean surfaces that people touch frequently. This will include door handles, bathroom surfaces, toilets and washbasins. You should ask your staff and your customers to use hand sanitiser and to clean their hands frequently <https://www.hse.gov.uk/coronavirus/cleaning/index.htm>
* **Turn away people with COVID-19 symptoms.** Staff members or customers should self-isolate if they or someone in their household has a persistent cough, a high temperature or loss of taste or smell. They must also self-isolate if they have been told to self-isolate by the relevant contact tracing service within their jurisdiction. If you know that a worker is self-isolating, you must not allow them to come to work. It’s an offence to do this. <https://www.gov.uk/guidance/if-you-need-to-self-isolate-or-cannot-attend-work-due-to-coronavirus>
* **Communicate and train.** Keep all your workers, contractors, and visitors up to date on how you’re using and updating safety measures.

Dependent on the type of business and premises, you may wish to include additional health protection measures in your risk assessment such as continuing to request customers to wear face coverings when entering your premises; enabling people to check into your venue by displaying a QR code; asking for a COVID pass. These are optional to the standards.

**Optional**

The scheme will also contain messaging in line with national customer messaging:

“Please act responsibly and respect any request the business makes of you and remember, if you feel unwell, please be considerate of the business and other customers and stay at home.”

**8.0 Sample checklist against scheme standards**

Business name

Contact details

The risk of spreading COVID-19. The main way of spreading COVID-19 is through close contact with an infected person. When someone with COVID-19 breathes, speaks, coughs or sneezes, they release particles (droplets and aerosols) containing the virus that causes COVID-19. These particles can be breathed in by another person.

Surfaces and belongings can also be contaminated with COVID-19 when people who are infected cough or sneeze near them or if they touch them.

Mitigations are changes you can make to reduce the risks of spreading COVID-19.

|  |  |  |
| --- | --- | --- |
| **Standard** | **Considerations** | **Comments** |
| **Carry out a health and safety risk assessment, including the risk of COVID-19, and take reasonable steps to mitigate the risks you identify** | Has national and workplace guidance on COVID been considered in preparing the risk assessment?  Have any vulnerable people in the business been considered in the risk assessment?  Has review been built into the risk assessment in case circumstances change?  Has the risk assessment been documented if there are five or more employees?  If a written risk assessment isn’t required, can the employer explain what mitigations have been put in place? |  |
| **Communicate and train** Keep all your workers, contractors, and visitors up to date on how you’re using and updating safety measures. | Have all workers, contractors and visitors been made aware of safety measures they need to take?  Can staff articulate their role in implementing safety measures identified in the risk assessment?  Are contractors made aware of requirements expected of them?  Are there visual reminders of requirements of staff/ contractors/ visitors/customers? |  |
| **Adequate ventilation** | Are the premises well ventilated?  Have poorly ventilated spaces been identified and measures put in place to improve airflow?  Are windows opened by staff to improve ventilation?  Have areas been identified where a CO2 monitor can help check ventilation?  Where available and practicable, is the use of outside space encouraged?  Has workplace specific guidance been accounted for with respect to ventilation and reducing droplet spread? |  |
| **Clean more often** | Have areas of high touch been identified?  Is there a cleaning schedule in place to ensure these areas are cleaned regularly?  Is there provision to clean key items between customers?  Is sanitiser available at key points in the premises e.g. entry and exit points?  Is sanitary accommodation regularly cleaned?  Are any cleaning schedules and checks displayed for members of the public?  Has workplace specific guidance been considered with respect to cleaning to reduce the risk of spread by touch? |  |
| **Turn away people with COVID-19 symptoms** | Is the company policy to ensure that all staff who need to self-isolate, do?  Are staff aware of what they need to do with respect to self-isolation?  Is there an up-to-date plan to deal with an outbreak?  Is the business aware of how to contact the relevant public health team (please ensure that businesses in the scheme are provided with this information)? |  |
| **Other items included in the risk assessment but not scheme standards** | If the business has identified additional risks and mitigations in their risk assessment they must be implemented. |  |

**9.0 Examples of other schemes (case studies)**

**9.1 Lancaster Scheme**

**i. Scheme aims**

To promote COVID Safety in customer facing businesses. It has targeted businesses using Council Food Safety and Licensing databases but is open to all.

**ii. How the scheme is managed**

Scheme is run by Lancaster Regulatory services with a specific lead officer. Businesses are visited and a questionnaire completed which leads to the issuing of a certificate if they meet the schemes standards.  Alternatively, a business can complete an application online with photographic evidence. All online applications are checked before a certificate is issued. There is periodic monitoring of businesses in the scheme. Phone calls are also made to businesses to encourage take-up.

**iii. Feedback on scheme**

A QR code is included in the certification of the scheme to get customer feedback. The COVID information officers are the eyes and ears of the scheme. Mystery shopping is also carried out. In accordance with the terms and conditions of the scheme, certificates can be removed if standards are not being met.

**iv. Publicity**

Publicity is through Facebook and the website plus sectoral updates. Also, information is featured on the sides of refuse collection vehicles.

**v. Key contact**

Fiona Inston, Head of Public Protection: [finston@lancaster.gov.uk](mailto:finston@lancaster.gov.uk)

**vi. Supporting information**

<http://www.lancaster.gov.uk/environmental-health/COVIDsafe>

**vii. Sample resources**

Source: Public Protection Team. Lancaster.gov.uk

**9.2 Wolverhampton Council**

**i. Scheme aims**

Voluntary recognition scheme to give public reassurance that businesses and services on the High Street and across the City are safe. It targets businesses and services on the High Street particularly non-essential retail and SMEs who do not have infection control knowledge or support. Any business can now participate, including Close Contact Services, hospitality venues, gyms and leisure and faith settings.

**ii. How it is managed**

Managed by an Environmental Health Manager and supported by four Environmental Health Officers, one Trading Standards Officer, and 20 COVID Support advisors who are funded from Public Health COVID funds. This is a designated COVID Business Compliance Team based within the City Council’s Business and Regulatory Services Division.

The COVID Support advisors (CSAs) both promote the scheme and visit low level non- essential retail premises who wish to participate. Professional officers visit more complex sites. CSAs go through a simple checklist and if the business meets the standards on the checklist a recognition sticker is issued and the business listed on the City Council’s website for the public to view. The sticker states that the business met the standards on the date it was checked. If a CSA is concerned about a business, a referral is made to a professional officer within the team.

**iii. Recognition website for the public:**

<https://www.wolverhampton.gov.uk/COVIDcompliant>

**iv. Feedback on scheme**

A QR code is included on the sticker to encourage customer feedback and their experience at the time of their visit, whether that be good or bad. COVID-recognition status can be removed if a business is not meeting the standards.

**v. Publicity**

The scheme is underpinned by a social media campaign, and has involved business organisations and Business Improvement District.

<https://www.wolverhampton.gov.uk/news/council-launches-new-COVID-compliant-recognition-scheme-city-businesses>

**vi. Supporting Information**

The scheme is supported by sector specific webinars including live question and answer sessions: <http://www.tradewithconfidence.org.uk/COVID19-guidance.html>

**vii. Contact**

Charlotte Rose, Service Lead, COVID Business Compliance: [charlotte.rose@wolverhampton.gov.uk](mailto:charlotte.rose@wolverhampton.gov.uk)

**10.0 Additional guidance links**

Working safely during coronavirus (COVID-19) - A summary of more detailed workplace specific guidance https://www.gov.uk/guidance/working-safely-during-covid-19

**10.1 Risk assessments**

* A simple template that can be used for a risk assessment https://www.hse.gov.uk/simple-health-safety/risk/risk-assessment-template-and-examples.htm
* Risk management specific template for events https://www.gov.uk/guidance/working-safely-during-covid-19/events-and-attractions#events-4
* Guidance on considering the risk within your business from COVID-19 and decide the appropriate measures to adopt https://www.gov.uk/guidance/working-safely-during-covid-19

**Specific workplace guidance:**

* Construction and other outdoor work https://www.gov.uk/guidance/working-safely-during-covid-19/construction-and-other-outdoor-work
* Events and attractions https://www.gov.uk/guidance/working-safely-during-covid-19/events-and-attractions
* Hotels and guest accommodation https://www.gov.uk/guidance/working-safely-during-covid-19/hotels-and-guest-accommodation
* Offices, factories and labs https://www.gov.uk/guidance/working-safely-during-covid-19/offices-factories-and-labs
* Restaurants, pubs, bars, nightclubs and takeaway services https://www.gov.uk/guidance/working-safely-during-covid-19/restaurants-pubs-bars-nightclubs-and-takeaway-services
* Shops, branches, and close contact services https://www.gov.uk/guidance/working-safely-during-covid-19/shops-branches-and-close-contact-services

**10.2 Ventilation**

* HSE advice on air conditioning and ventilation https://www.hse.gov.uk/coronavirus/equipment-and-machinery/air-conditioning-and-ventilation.htm
* HSE advice on how to use a CO2 monitor https://www.hse.gov.uk/coronavirus/equipment-and-machinery/air-conditioning-and-ventilation/identifying-poorly-ventilated-areas.htm
* Specific information on ventilation and CO2 monitors https://www.gov.uk/guidance/working-safely-during-covid-19/hotels-and-guest-accommodation#facility-3
* Guidance for events and attractions with information on crowd management measures https://www.gov.uk/guidance/working-safely-during-covid-19/events-and-attractions

**10.3 Surfaces and cleaning**

* Guidance on cleaning in non-healthcare settings for cleaning after a known or suspected case of COVID-19 https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings
* How to dispose of personal or business waste, including face coverings and PPE https://www.gov.uk/guidance/coronavirus-covid-19-disposing-of-waste

**10.4 Self-isolation and testing**

* Find your local authority if you become aware of any positive cases of COVID-19 in your workplace https://www.gov.uk/find-local-council
* [Information regarding testing for COVID-19](https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/) https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/
* Guidance for people who live in households with possible or confirmed COVID-19 infections <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>
* Guidance on NHS Test and Trace in the workplace https://www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance
* Guidance on getting COVID-19 tests for your employees https://www.gov.uk/get-workplace-coronavirus-tests
* How to get a free NHS test https://www.gov.uk/get-coronavirus-test
* Guidance on accessing tests if you do not have symptoms of COVID-19 https://www.nhs.uk/conditions/coronavirus-covid-19/testing/regular-rapid-coronavirus-tests-if-you-do-not-have-symptoms/
* How to order rapid lateral flow tests https://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests
* List of general COVID-19 testing providers – GOV.UK (publishing.service.gov.uk) https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\_data/file/1004542/covid-private-testing-providers-general-testing-210721.csv/preview
* How to create a coronavirus NHS QR code for your venue https://www.gov.uk/create-coronavirus-qr-poster
* Guide to symptoms of (COVID-19) https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/
* Guidance on managing guests who have confirmed or suspected COVID-19 https://www.gov.uk/guidance/working-safely-during-covid-19/hotels-and-guest-accommodation#customers-5

**10.5 Event planning**

* Guidance on the mental health and wellbeing aspects of COVID-19 https://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing/guidance-for-the-public-on-the-mental-health-and-wellbeing-aspects-of-coronavirus-covid-19
* Guidance on crowd management measures https://www.gov.uk/guidance/working-safely-during-covid-19/events-and-attractions#customers-4
* Guidance on working with partners https://www.gov.uk/guidance/working-safely-during-covid-19/events-and-attractions#events-3
* Guidance for hospitality venues https://www.gov.uk/guidance/working-safely-during-covid-19/restaurants-pubs-bars-nightclubs-and-takeaway-services
* Managing customers and audiences https://www.gov.uk/guidance/working-safely-during-covid-19/events-and-attractions#capacity
* Guidance on event planning https://www.gov.uk/guidance/working-safely-during-covid-19/events-and-attractions#eventplanning
* NHS COVID Pass guidance https://www.gov.uk/guidance/demonstrating-your-covid-19-status
* Additional guidance for heritage locations https://www.gov.uk/guidance/working-safely-during-covid-19/events-and-attractions#heritage
* Guidance on reopening a heritage location https://historicengland.org.uk/coronavirus/reopening-heritage-locations/
* HSE guidance on disinfecting using fog, mist, and other systems https://www.hse.gov.uk/coronavirus/disinfecting-premises-during-coronavirus-outbreak.htm
* Press release on temperature screening products for the detection of COVID-19 https://www.gov.uk/government/news/dont-rely-on-temperature-screening-products-for-detection-of-coronavirus-covid-19-says-mhra