



West Suffolk
Council



RE-OPENING SAFELY / STAYING OPEN GUIDANCE FOR SUFFOLK BUSINESSES

Version updated: 04/05/2021

The following guidance is reviewed and updated regularly by Suffolk local authorities. Please ensure you are referring to the most up-to-date version, via the following link: [Economy & Business in Suffolk | Suffolk Growth](#)



Suffolk helping businesses

Suffolk local authorities are working to ensure we support our businesses in meeting the requirements for reopening and ensuring we work together to minimise the spread of COVID-19. At the same time the Suffolk Resilience Forum had been encouraging residents to shop local and support Suffolk traders during these extraordinary times. We know there is a wealth of guidance and this can be confusing. We have put together some information, linked to the Government's roadmap to re-opening to help businesses stay and keep open while being COVID safe. Please contact your local council for more information or go onto the Government's website for guidance [Coronavirus \(COVID-19\): Business support - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/coronavirus/coronavirus-business-support) .

Also be aware guidance will change and evolve so make sure you are using the latest rules and regulations

This information is based on advice issued by Government and local authorities to help our businesses recover and thrive. The guidance has also been part a series of webinars designed to help businesses during this time.

UK Roadmap to Re-opening

STEP 1 8 March	STEP 2 No earlier than 12 April	STEP 3 No earlier than 17 May	STEP 4 No earlier than 21 June
	At least 5 weeks after Step 1	At least 5 weeks after Step 2	At least 5 weeks after Step 3 All subject to review
EDUCATION 8 MARCH <ul style="list-style-type: none"> Schools and colleges open for all students Practical Higher Education courses 	EDUCATION <ul style="list-style-type: none"> As previous step 	EDUCATION <ul style="list-style-type: none"> As previous step 	EDUCATION <ul style="list-style-type: none"> As previous step
SOCIAL CONTACT 8 MARCH <ul style="list-style-type: none"> Exercise and recreation outdoors with household or one other person Household only indoors 	SOCIAL CONTACT <ul style="list-style-type: none"> Rule of 6 or two households outdoors Household only indoors 	SOCIAL CONTACT <ul style="list-style-type: none"> Maximum 30 people outdoors Rule of 6 or two households indoors (subject to review) 	SOCIAL CONTACT <ul style="list-style-type: none"> No legal limit
BUSINESS & ACTIVITIES 8 MARCH <ul style="list-style-type: none"> Wraparound care, including sport, for all children 	BUSINESS & ACTIVITIES <ul style="list-style-type: none"> All retail Personal care Libraries & community centres Most outdoor attractions Indoor leisure inc. gyms (individual use only) Self-contained accommodation All children's activities Outdoor hospitality Indoor parent & child groups (max 15 people, excluding under 5s) 	BUSINESS & ACTIVITIES <ul style="list-style-type: none"> Indoor hospitality Indoor entertainment and attractions Organised indoor sport (adult) Remaining accommodation Remaining outdoor entertainment (including performances) 	BUSINESS & ACTIVITIES <ul style="list-style-type: none"> Remaining businesses, including nightclubs
TRAVEL 8 MARCH <ul style="list-style-type: none"> Stay at home No holidays 	TRAVEL <ul style="list-style-type: none"> Domestic overnight stays (household only) No international holidays 	TRAVEL <ul style="list-style-type: none"> Domestic overnight stays International travel (subject to review) 	TRAVEL <ul style="list-style-type: none"> Domestic overnight stays International travel
EVENTS <ul style="list-style-type: none"> Funerals (30) Weddings and wakes (6) 	EVENTS <ul style="list-style-type: none"> Funerals (30) Weddings, wakes, receptions (15) Event pilots 	EVENTS <ul style="list-style-type: none"> Most significant life events (30) Indoor events: 1,000 or 50% Outdoor seated events: 10,000 or 25% Outdoor other events: 4,000 or 50% 	EVENTS <ul style="list-style-type: none"> No legal limit on life events Larger events



Summary

- Take steps to ensure your workplace is Covid secure
- Remember prevention is easier than dealing with an incident
- Being prepared for an outbreak minimises impact to the business
- Communication is key with your staff, customers and visitors
 - Use policies to build confidence in staff, suppliers, customers and your business, use them to your advantage
 - Communication is a 2 way thing, listen to staff concerns and ensure you are answering their questions and providing them with the reassurance
- Support your staff well to fulfil your moral and legal duties avoiding:
 - Risk of losing staff (both on a temporary and permanent basis)
 - Avoiding negative PR and reputational damage



Section 1: Preventing Covid in the workplace - 7 steps to staying open (all businesses)

1. **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. [Find out how to do a risk assessment](#).
2. **Clean more often.** Increase how often you clean surfaces, especially those that are being touched a lot. Ask your staff, customers, visitors or contractors to use hand sanitiser and wash their hands frequently.
3. **Remind your visitors and staff to wear face coverings** in any indoor space or where required to do so by law, for instance using signage. This is an important reminder to help mitigate transmission. That is especially important if your visitors and staff are likely to be around people they do not normally meet. Some exemptions apply. [Check when to wear one, exemptions, and how to make your own](#).
4. **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 staff and visitors can follow.
5. **Provide adequate ventilation.** This means supplying fresh air to enclosed spaces where people are present. This can be natural ventilation through windows, doors and vents, mechanical ventilation using fans and ducts, or a combination of both. Read the [HSE advice on air conditioning and ventilation](#).
6. **Take part in NHS Test and Trace** by keeping a record of all staff and contractors for 21 days. Check '[Maintaining records of staff, customers and visitors to support NHS Test and Trace](#)' for details. See also: [Create a coronavirus NHS QR code for your venue - GOV.UK \(www.gov.uk\)](#)
7. **Turn people with coronavirus symptoms away.** If a staff member (or someone in their household) or a visitor 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.



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Guidance for Suffolk's businesses / employees

General Guidance

Overview of all guidance - [Coronavirus \(COVID-19\) | Suffolk County Council](#)

Rules from 12th April - [2021-04-12-Rules-from-12-April-English.pdf \(suffolk.gov.uk\)](#)

Covid 19 Fact Sheets - [Message Cascaders | Suffolk County Council](#)

Suffolk's economy & business response and recovery: [Economy & Business in Suffolk | Suffolk Growth](#)

Business support

Redundancy support pack (business – with embedded links to other available support) -

https://www.healthysuffolk.org.uk/uploads/Redundancy_Support_Pack_Final.pdf

Business – general wellbeing, debt, bereavement and other support - [COVID 19 Wellbeing Resources for Workplaces - Healthy Suffolk](#)

Government's Job Retention Scheme (Furlough) - [Claim for wages through the Coronavirus Job Retention Scheme - GOV.UK](#)

Workforce testing & vaccination

- General testing guidance: [SCC-RapidT-Work+EmployersInfo-Apr21-v02.pdf \(suffolk.gov.uk\)](#)
- Lateral Flow Devices
 - Use as a key part of your Covid prevention in the workplace – Register here for Suffolk's Yes2Test [Keep Suffolk Covid Safe - Suffolk County Council \(yes2test.co.uk\)](#)
 - Aimed at people who leave their home during restrictions due to work, caring commitments and essential shopping and are now available for businesses to offer to all staff, to test at home.
 - 30 minutes for results quick turn around
 - Best approach is to test regularly (every 3 – 4 days)
 - Use before attending the workplace
 - **Keep a record of negative and positive results. Individuals can log both test results.**
 - Free tests are widely available in Suffolk (see next slide for sites) or can be posted FREE to employee's home [Find a rapid lateral flow test site in your area - GOV.UK \(www.gov.uk\)](#)
 - If you registered by 12th April you can order free workplace tests here: [Get coronavirus tests for your employees - GOV.UK \(www.gov.uk\)](#)
- Continued testing post vaccination
 - COVID-19 vaccination will reduce your chance of becoming seriously ill if you catch Covid
 - However, it is not yet known whether the vaccination will stop you from catching and passing on the virus. Indications are that it may only reduce the potential, you can still carry and spread the virus. Hence regular testing is beneficial

Covid 19 Community Test centres in Suffolk

- ☐ Bury St Edmunds – West Suffolk College
- ☐ Felixstowe – Brackenbury Sports centre
- ☐ Framlingham – Fire Station IP13 9DB
- ☐ Haverhill – The Arts Centre
- ☐ Ipswich – University
- ☐ Ipswich East – Martlesham Community Hall
- ☐ Ipswich West – Whitton Sports Centre
- ☐ Lowestoft – Kirkley and Pakefield Football Club
- ☐ Lowestoft – Waterlane Leisure Centre
- ☐ Mildenhall – Pavilion
- ☐ Newmarket – St Etheldreda Parish Centre (Relocating to Town Centre)
- ☐ Stowmarket – Museum of East Anglian Life
- ☐ Sudbury – Stevenson Centre



Suffolk Environmental Health: our expectations

- Restricted businesses & services: are open in accordance to the government Roadmap
- Comply with Government guidance:
 - Have carried out a Risk Assessment ([HSE templates available here](#))
 - To keep employees & members of the public safe
 - Visit on site to check implementation.
- Contact your local Environmental Health Officer for further advice via the your local authority:
 - [Babergh & Mid Suffolk District Councils](#)
 - [East Suffolk Council](#)
 - [Ipswich Borough Council](#)
 - [West Suffolk Council](#)

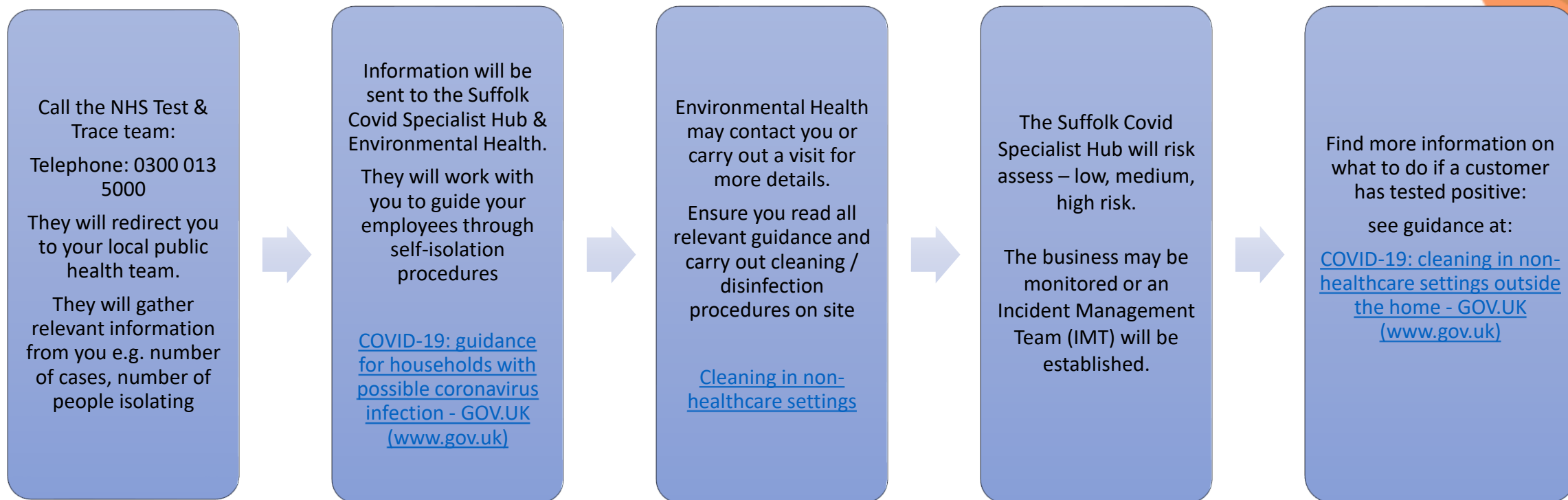
Environmental Health: Guidance

[Sector specific guides produced by the Government & trade bodies are available through this link:](#)

These include guides for:

- Accommodation & hospitality & retail
- Construction
- Sports centres
- Offices
- Factories
- Plus many others

Section 2: What do if there is a case (s) in the workplace?



Note: additional guidance is available to support those that do not live with an infected person but have been in contact with them: [Guidance for contacts of people with confirmed coronavirus \(COVID-19\) infection who do not live with the person](https://www.gov.uk/guidance/guidance-for-contacts-of-people-with-confirmed-coronavirus-covid-19-infection-who-do-not-live-with-the-person)

Managing Positive cases in the work place

- Be realistic with managing the situation
- Ensure that you encourage staff with symptoms not to attend the workplace
 - a high temperature
 - a new, continuous cough
 - you've lost your sense of smell or taste or it's changed
- Encourage staff with symptoms to get a PCR test: [Getting a COVID test](#)
- Turn away customers with these symptoms
- Be proactive with sending staff home who are symptomatic
 - Isolate any symptomatic individuals
- You must keep a log of who has been on site which is a legal requirement to support test and trace – NHS QR code or suitable alternative: [Create a coronavirus NHS QR code for your venue - GOV.UK \(www.gov.uk\)](#)
- Utilise lateral flow testing to protect the remainder of staff



Health & Safety visits & advice

The Health and Safety Executive (HSE), working with all Suffolk agencies and all Suffolk councils, will be speaking to businesses to offer guidance and advice on how they can manage risk and protect workers, customers and visitors from COVID-19.

All of Suffolk's district councils, working together as part of the Suffolk Resilience Forum's Safer Places Group, have agreed to work in partnership with the HSE to enable them to support thousands of businesses more quickly through a targeted approach.

Both the HSE and the councils are also working alongside local public health authorities to support the understanding of any patterns in confirmed coronavirus cases in the area.

Conversations have begun with local businesses and inspecting sites in and around Suffolk to understand how they are managing risks in line with their specific business activity. Many will already have the correct measures in place, but equally others may welcome a bit more help to ensure they are doing all that they can to protect their staff, customers, visitors and ultimately their business.

We're Good To Go Responsibly (visitbritain.com)

We're Good To Go" is the official UK mark to signal that a tourism and hospitality business has worked hard to follow Government and industry COVID-19 guidelines and has a process in place to maintain cleanliness and aid social distancing.

Confirms the business has taken the necessary measures and is operating in line with the Government guidelines and Public Health guidance clearly set out in a COVID-19 Risk Assessment.

Successful applicants are sent a secure link to download a certificate, mark and a toolkit with practical steps for telling customers that the business is **Good to Go**.





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Section 3: Frequently Asked Questions

Q: *Can I place tables & chairs on the pavement outside my premises?*

A: Apply for a Temporary Pavement Licence from your Local Council - [Guidance: pavement licences \(outdoor seating proposal\) - GOV.UK](#)

Q: *Can customers use indoor toilet facilities?*

A: Yes, with a Covid risk assessment & relevant controls in place.

Q: *What is Outdoors? Can I put a marquee up for customers to use?*

A: Yes, providing 50% of the total marquee area is open to allow ventilation.

Q: *I don't have a GP so can't get vaccinated?*

A: Contact your local surgery to register with them (find your local GP practice here - <https://www.nhs.uk/service-search/find-a-gp>)

Q: *Is there any guidance for travelling on public transport or in private vehicles?*

A: Yes, please click here for further information: [Safe travel guidance for passengers](#)