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| **Title** | **Frequently Asked Questions for Workplaces**  |
| **Summary introduction** | In response to local needs, this frequently asked questions (FAQS) paper has been prepared to collate and respond to common questions asked likely to be asked by business proprietors and casesThis is not an exclusive or exhaustive list of questions and/ or responses, but has been produced based on information available at the time of writing. The information will be updated periodically and will remain subject to change as more timely and relevant information, advice and guidance becomes made available superceding previous information. To be read in conjunction with HR FAQs and Asthma FAQs |
| **Audience** | Workplace setting but **excluding** schools, nurseries and other childcare facilities, faith settings, hostels |
| **Date of issue** | 15th June 2020 |
| **Effective from**  | 15th June 2020 |
| **Review date** | To be reviewed fortnightly (or sooner in response to local needs or government legislative changes) |
| **Updated** |  |

| **Ref.** | **Question** | **Response(s)** |
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|  | **How can I ensure my business is covid-19 compliant?** | It is essential that all settings carry out a risk assessment. The assessment should directly address risks associated with coronavirus so that sensible measures can be put in place to minimise employees and other persons visiting workplaces. The Health and Safety executive have produced guidance on conducting a risk assessment. This is the link to risk assessments during the coronavirus outbreak<https://www.hse.gov.uk/news/working-safely-during-coronavirus-outbreak.htm>This is the link to general risk assessment guidance from the HSE: <https://www.hse.gov.uk/simple-health-safety/risk/index.htm> You will also find some useful information on the GOV.UK website at <https://www.gov.uk/coronavirus-business-reopening> which by answering a few questions relating to your business will help you identify the measures you need to implement to comply with social distancing measures. Further specific business type advice can be found at Further guidance can be found for Working Safely at <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/5-steps-to-working-safely>Construction and Outdoor work at <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/construction-and-other-outdoor-work>Education and childcare establishments at <https://www.gov.uk/coronavirus/education-and-childcare>Factories, plants and warehouses at <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/factories-plants-and-warehouses>Offices and contact centres at <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres>Other people’s homes at <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/homes>Restaurants offering takeaway and deliveries at <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery>Keeping workers and customers safe during covid-19 in restaurants, pubs, bars and takeaway services at <https://assets.publishing.service.gov.uk/media/5eb96e8e86650c278b077616/Keeping-workers-and-customers-safe-during-covid-19-restaurants-pubs-bars-takeaways-230620.pdf>Shops and branches at <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches>Keeping workers and clients safe during covid-19 in close contact services at <https://assets.publishing.service.gov.uk/media/5ef2889986650c12970e9b57/Keeping-workers-and-clients-safe-during-covid-19-close-contact-services-230620.pdf>Vehicles at <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/vehicles> |
|  | **Health and Safety at Work legislation is enforced by the Health and Safety Executive (HSE) in my business. How do I contact them for further advice**? | The HSE can be contacted* by telephone on 0300 790 6787, or
* completing an online form at <https://hsegov.microsoftcrmportals.com/workingsafelyenquiries/>
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|  | **Is there any information, such as posters, I can download to display in my workplace to reinforce social distancing?** | Dudley Council has prepared a number of posters to display for customers and staff which can be found at <https://www.dudleybusinessfirst.org.uk/reopening-your-business/>Up to date information for businesses can also be found at <https://www.dudleybusinessfirst.org.uk/> |
|  | **What will happen if there is an outbreak in my workplace?** | An outbreak control team will be formed jointly between the local authority and PHE to help an employer manage an outbreak. Workplaces in which the relevant working safely guidance has not been adequately implemented are at greater risk of an outbreak occurring and of consequent disruption or even having to close a business while measures are taken to deal with the outbreak. In some cases local authority or HSE enforcement powers may need to be used to compel employers to take adequate measures to protect their workers’ health and safety and this can include a prohibition of work activities whilst the necessary measures are being implemented.  |
|  | **What should an employer do if an employee becomes ill whilst at work?**  | You should isolate the ill person in a separate, well ventilated room and thoroughly clean all the equipment and areas used by them including toilets and rest areas. |
|  | **One of my employees has been tested positive for coronavirus. What advice can you give me about cleaning the workplace?** | Specific advice for cleaning in a non-healthcare setting can be found at <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings> |
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 | **Do I have to do a RIDDOR notification for coronavirus case?** | This is the link to explain when you must make a RIDDOR notification<https://www.hse.gov.uk/news/riddor-reporting-coronavirus.htm> |
|  | **If there is a positive trace, do I have to send all staff home?** | There is no requirement that you automatically send all staff home. All employees notified by the Test & Trace service as needing to self-isolate for 14 days because they are recent close contacts of a workplace colleague who has tested positive must be supported to do so by the employer. Although this may be disruptive to the business, it will ultimately protect your business by preventing a workplace outbreak which may lead to the workplace having to close. To avoid workers having to repeatedly self-isolate, employers must do everything possible to mitigate the risks of Covid occurring in the workplace. You will need to follow Government guidance to ensure that you can maintain Covid Safe working. This may mean you need to review working practices, cleaning practices, or update risk assessments for example (see question 1).  |
|  | **My staff have been told by NHS Test and Trace staff to self-isolate, they cannot work from home, what are my options?** | The Government guidance states**:**“*Employers should support workers who need to self-isolate and must not ask them to attend the workplace.**Workers will be told to isolate because they:** *have coronavirus symptoms and are awaiting a test result*
* *have tested positive for coronavirus*
* *are a member of the same household as someone who has symptoms or has tested positive for coronavirus*
* *have been in close recent contact with someone who has tested positive and received a notification to self-isolate from NHS test and trace.*

*Employers should continue to communicate with workers in self-isolation and provide support. This includes allowing people to work from home if they remain well and if it is practicable to do so. This might include finding alternative work that can be completed at home during the period of self-isolation.**If people can’t work from home, employers must ensure any self-isolating employee is receiving sick pay and give them the option to use their paid leave days if they prefer”* |
|  | **What is the Test and Trace service?** | The NHS test and trace service:* Ensures that anyone who develops symptoms of coronavirus (COVID-19) can quickly be tested to find out if they have the virus
* Helps trace close recent contacts of anyone who tests positive for coronavirus and, if necessary, notifies them that they must self-isolate at home to help stop the spread of the virus

The services will be delivered through a NHS COVID-19 app, online and phone tracing. As part of the NHS test and trace service, if other cases are detected in a workplace the local authority will carry out a rapid investigation with Public Health England’s local Health Protection Team and the Health and Safety Executive (if health and safety legislation is enforced by them in your premises) and advise you of the most appropriate action to take. Further advice on test and trace can be found at <https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works> and <https://www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance> |
|  | **Who is eligible to be tested for coronavirus?** | Visit <https://www.nhs.uk/conditions/coronavirus-covid-19/testing-for-coronavirus/ask-for-a-test-to-check-if-you-have-coronavirus/> for information on who can ask for a test and when to ask for a test.  |
|  | **Can I claim back Statutory Sick Pay for staff absent due to coronavirus?** | Guidance can be found at <https://www.gov.uk/guidance/claim-back-statutory-sick-pay-paid-to-employees-due-to-coronavirus-covid-19> |
|  | **Can I furlough staff for a 2nd time if a positive trace requires me to close my business?** | Further information can be found at <https://www.gov.uk/guidance/claim-for-wage-costs-through-the-coronavirus-job-retention-scheme> and <https://www.gov.uk/guidance/guidance-and-support-for-employees-during-coronavirus-covid-19> |
|  | **A staff member has been told by their GP that they should have received a shielding letter as they are extremely clinically vulnerable. They do not want to return and take the risk, what should they do?** | Individuals with a medical condition can make the personal decision to shield and should be supported by their employer. There is no cut-off point for being added to the shielding group and individuals can be added any time by their GP, if they have one of the conditions in the agreed clinical listExpert doctors in England have identified specific medical conditions that, based on what we know about the virus so far, place someone at greatest risk of severe illness from COVID-19. If someone is clinically extremely vulnerable, they are strongly advised to follow the guidance on shielding.<https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19> Shielding is for personal protection. It’s an individual’s choice to decide whether to follow the measures that are advised. This will be a personal decision but staff should be advised to speak to their GP or specialist to discuss this.  |
|  | **My setting has not been open, so do I need to undertake a deep clean of the building?** | If nobody has been in the building there has been no contact from contaminated persons, therefore there is no need for a deep clean. The deep clean can be undertaken during the normal deep clean periods of the summer holidays. However, settings will need to ensure cleaners undertake a general clean of the building wiping down surfaces and cleaning floors etc before opening.Please see further government guidance on cleaning non-healthcare settings <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>  |
|  | **Should I double bag all waste to reduce the risk of transmission?** | Double bagging waste is only necessary when disposing of waste produced from someone who is symptomatic in the premises. |
|  | **Will I have to treat my water system in case of Legionella growth before I open?** | If the building has been closed and the water has not been circulated by running the taps for a period of time, twice a week, then it will very likely have a culture growth within the system and will require testing and potentially chlorinating. The Health and Safety Executive have produced advice about the control of legionella which can be found at <https://www.hse.gov.uk/coronavirus/legionella-risks-during-coronavirus-outbreak.htm> |
|  | **What further information is available to support businesses during the pandemic?** | This can be found at <https://www.gov.uk/coronavirus/business-support><https://www.bitc.org.uk/business-emergency-resilience-group/><https://www.gov.uk/guidance/help-and-support-if-your-business-is-affected-by-coronavirus-covid-19?utm_source=3c760223-0ff3-4ad9-9444-ec730531dfa9&utm_medium=email&utm_campaign=govuk-notifications&utm_content=daily> |
|  | **If I have any further questions, who do I ask?** | If you have any further questions, please send them to Food.DUE@dudley.gov.uk  |