

## Moving into Step 2

# Guidance for Close Contact Services

Step 2 is the next phase of easing of Coronavirus restrictions and starts on 12 April 2021. Slough will move to Step 2 on this date and close contact services such as hairdressers, barbers, beauticians and tattooists will be allowed to reopen. The latest guidance for operating close contact services in a Covid secure way is available [here](#). Please read this and make sure you have put all necessary precautions in place.

### Key points to remember

- **Ensure you have an up to date risk assessment which includes the controls that you have in place to reduce the risks of transmission of Coronavirus to your staff and customers.** Guidance on how to create your risk assessment is available on the HSE [website](#).
  - **Make sure you have enhanced cleaning arrangements in place.** This could include cleaning shared areas like toilets more frequently, cleaning equipment, treatment areas and client seating between customers and providing additional hand washing and sanitisers throughout the business.
  - **Make sure face coverings are worn inside.** Both staff members and customers should wear face coverings inside the premises unless they are exempt. See below for more details on face coverings. You must have a sign up reminding people of the legal requirement to wear face coverings when entering your premises.
  - **Make sure everyone is social distancing.** You should arrange treatment and waiting areas so that people can be 2m apart from each other. Make sure people can social distance when they are using common areas (toilets, staff rooms etc.) and moving around the premises. You might need a one way or queueing system, floor markings and signs to help with this.
- **Make sure there is good ventilation of all internal areas, introducing fresh air to reduce the amount of virus in the air.**
  - **Provide a NHS Test and Trace QR code and ensure that everyone over the age of 16 either logs in using the app and QR code or provides you with their name and contact information.** You need to retain any information provided to you in a secure way and dispose of it after 21 days. You should have been sent an up to date QR code and poster which explains the rules. If you do not have one you can generate one using this [link](#). You must also make a note of which staff member provides a service to which client (e.g. by using an appointment system).
  - **Any one displaying Covid symptoms or who has been told to self-isolate by NHS Test and Trace must not come on to your premises.**

### Specific information for Close Contact Services:

#### Face coverings

Customers must wear face coverings when inside your premises (unless they are exempt or the covering needs to be removed to allow a specific treatment to be undertaken). Because practitioners are unable to maintain a social distance from their client they should wear **BOTH** a clear visor or goggles **and** a Type II face covering (medical face mask of a protective 3 ply construction which prevents large particles from reaching the customer) whilst providing treatments/services (unless exempt).

Staff in public facing areas must also wear a face covering. If you have a screen separating the member of staff from the member of public (e.g. at a reception desk) the staff member does not have to wear a face covering while they are behind the screen.

## Managing appointments/ people on site

You need to think about how many people can safely be on your premises including in treatment and waiting areas. You will need to control the numbers at any one time.

Appointment systems can help with this. Make sure you allow enough time between clients for the cleaning of shared equipment and the treatment area.

You should check with your clients that they are symptom free before allowing them on site (e.g. using screening questions).

## Maintaining social distancing

You should arrange work stations so that staff and customers within a work station are at least 2 metres away from those around them. If this is not possible you can provide other mitigating controls such as barriers between the work stations, back to back or side to side working in which case the distance between people could be reduced to a minimum of 1m. Barriers between work areas should be substantial enough to protect people. You might want to use floor marking to help with this.

If you cannot achieve 2m social distancing and have to rely on 1m distancing plus mitigations then you should introduce as many mitigating controls as are practical to keep people safe. If you are not able to operate in a safe way you may need to reduce the services you provide or stop certain services completely.

You should reduce music and background noise so that people do not have to raise their voices as this can increase the transmission of coronavirus.

***You should consult with people working on site when setting up your working arrangements and you must make sure that everyone is given information and instructions on how to work safely to protect themselves and your customers.***

## Help and support

The Government has announced that Rapid Lateral Flow Testing devices will be made available to everyone from 9 April for twice weekly testing - you are advised to encourage your staff to take up this offer. Further details are available on the [GOV.UK website](https://www.gov.uk).

Please read the guidance in the links provided above. If you have any concerns or queries or if you are aware of cases of Covid-19 linked to your business (staff or customers) then please contact the Food and Safety Team using this email address: [CV19notifications@slough.gov.uk](mailto:CV19notifications@slough.gov.uk)

General resources for businesses including information about our local Lateral Flow Test Sites (available for anyone to use on a drop in basis) and financial support is available on our main council [website](https://www.slough.gov.uk).

Businesses can register to receive free Rapid Lateral Flow Devices for their staff. You should register [here](#) before 12 April if you wish to receive them.