

Section: Food Safety Team **Date :** 18th September 2020
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Dear Sir / Madam

Re- **NHS Test and Trace – Changes to legal requirements for businesses**

I am writing to advise you of changes to the law with regards to NHS Test and trace as detailed below.

1. Businesses and other public settings where people meet socially including hospitality, close contact and leisure venues must record contact details of customers, visitors and staff on their premises to tackle the spread of coronavirus. This requirement will become mandatory on **18th September 2020**.
2. Displaying an NHS QR code that can be used in conjunction with the NHS COVID-19 app will become mandatory on **24th September 2020**. (please see below for details)
3. Details must be stored for 21 days and shared with NHS Test and Trace, if requested
4. Fixed penalties will be in enforced for organisations that do not comply

As a business owner you may have already been keeping and maintaining records as part of your COVID-19 procedures.

If a customer does not provide contact information either by using the NHS app or to you directly then you must refuse them entry to your premises.

As a reminder detailed below is what you need to do:

Information to collect

The following information should be collected:

Staff

- the names of staff who work at the premises
- a contact phone number for each member of staff
- the dates and times that staff are at work

Customers and visitors

- the name of the customer or visitor. If there is more than one person, then you can record the name of the 'lead member' of the group and the number of people in the group. One person can represent themselves and up to 5 others. On occasions where a household group consists of more than 6 people then additional people will need to register their details- each representing a section of the larger group.
- a contact phone number, or e-mail address, or postal address for each customer or visitor, or for the lead member of a group of people
- date of visit, arrival time and, where possible, departure time
- if a customer will interact with only one member of staff (e.g. a hairdresser), the name of the assigned staff member should be recorded alongside the name of the customer

No additional data should be collected for this purpose.

Use of the NHS COVID-19 app and QR code.

Customers can choose to check-in using the NHS COVID-19 app QR code. If customers choose to check- in in this way businesses **do not** need to take the name or contact details of any member of the group in addition to the use of the QR code.

QR posters are unique to each venue – businesses can download posters for each of their premises via the link below. We would encourage all businesses to start downloading and printing posters now so that they are ready for when the app launches next week. A QR code for your business can be obtained via the following link. [Creating a QR poster](#)

Posters that will advertise the need to use the QR code can be downloaded from the following link: [NHS COVID app posters](#)

Full details and guidance on the test and trace system is available from the following link. [Test and Trace guidance for businesses](#)

We are here to help and advise you. If you have any questions or queries relating to this requirement please do get in touch via the following email:

Foodandsafety@slough.gov.uk

Information and guidance on coronavirus and keeping safe is available from Slough Borough Council's website [Slough BC Coronavirus advice pages](#)

Yours faithfully

Laura Charlton
Senior Environmental Health Officer