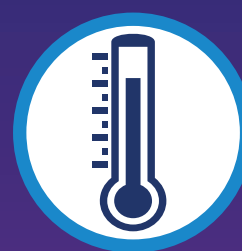
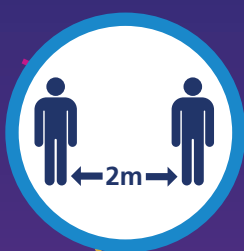


Reopening your business in Shropshire

Toolkit for Businesses

June 2020, Revision 1



Toolkit for Businesses

We want to support our businesses to operate and open safely and effectively as lockdown restrictions are eased. Getting businesses back on their feet and providing a safe environment for staff and customers, and supporting our local economy is key.

This document is designed to provide a quick and simple guide to a lot of the information and resources you need to help support you during these challenging times.

You will be able to find the latest government guidance and what it means for your business, and a back-to-work checklist of things to consider before re-opening your business. You will also find in the resource pack, some posters you can print and display to help your staff and customers visit safely.

- **Latest guidance from government** page 3
- **Public Health advice** page 5
- **Advice for Shropshire businesses** page 7
- **Further information** page 11
- **Resources available** page 15

Please note, information in this document is correct at the time of publication and relates to England only. The links provided to the **GOV.UK website will be automatically updated as the Government update the guidance available.**

Latest guidance from the Government

Lockdown timetable

We understand this is a challenging time for your business and sometimes it can be difficult to keep up-to-date with all of the latest information. The Government has announced that certain businesses can start to re-open in the near future.

Businesses will be permitted to open in stages. Some businesses such as food retail shops, chemists and takeaway food businesses have been able to operate through the period of lockdown.

Since 1 June, should they be able to operate safely, **outdoor markets** and **car showrooms** are able to trade,

From 15 June all **'non-essential'** retailers will be able to commence trading once more; again, they must be able to demonstrate that they can operate safely.

The final phase will start no earlier than 4 July.

This phase will see the reopening of at least some of the remaining businesses and premises that closed. Such businesses may include:

- **Hairdressers**
- **Other personal services businesses**
- **Some hospitality venues**
- **Public spaces including places of worship.**

The latest news about which businesses can re-open when, may be found on the Government guidance website, please [click here](#). The extent of re-opening will depend on scientific evidence of the current level of COVID-19 infections.

Employers, employees and the self-employed

To help employers, employees and the self-employed understand how to work safely during the coronavirus pandemic the Government has put together an extensive online guide which may be found [here](#). Shropshire Council has also put a guide together to assist, it can be found [here](#).

Business Sectors

The Government has published eight separate guides covering different types of work environments. These provide useful and specific guidance to support you and your business.

The eight business sectors covered are:

- Construction and other outdoor work
- Factories, plants and warehouses
- Labs and research facilities
- Offices and contact centres
- Other people's homes
- Restaurants offering takeaway or delivery
- Shops and branches
- Vehicles.

Each of the eight separate guides can be found [here](#).

There is different guidance for [educational and childcare settings](#) and [public transport operators](#).

There is also useful guidance provided by industry specialists, take a look [here](#).

Public Health advice

What to do if a member of staff or customer displays coronavirus symptoms: Be vigilant, COVID-19 is still with us.

If anyone becomes unwell with a new, continuous cough or high temperature or loss of taste and/or smell, they should be sent home and advised to follow the stay at home **guidance**.

If you or an employee are experiencing symptoms, visit **NHS 119** online or call **111** if there is no internet access. In an emergency, call **999** if they are seriously ill or injured, or their life is at risk. Do not visit the GP, pharmacy, urgent care centre or a hospital.

If a member of staff has helped someone who was taken unwell with a new, continuous cough or a high temperature, or loss of taste and/or smell, they do not need to go home unless they develop symptoms themselves. They should wash their hands thoroughly for 20 seconds after any contact with someone who is unwell with symptoms consistent with coronavirus infection.

Notifying PHE HSE and Shropshire Council of COVID-19 situations

Colleagues in Public Health England and Shropshire Council are working very closely to ensure we can support all businesses during this pandemic.

You should:

- Report suspected or confirmed cases of COVID-19 in the workplace to the Health Protection Team in Public Health England by telephone to:
0344 225 3560 (option 0, then option 2)
- At the same time you should notify the Council via email:
shropshirepublichealth@shropshire.gov.uk
or by telephone **01743 251234**.

You may need to submit a RIDDOR report:

- COVID-19 is a notifiable disease and there is a statutory duty under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) that employers must notify the enforcing authority about cases of, or deaths from, COVID-19 which are associated only with occupational exposure; that is, as a result of a person's work

You can report confirmed cases of COVID-19 to the HSE [here](#). This reporting is in addition to notifying PHE and Shropshire Council, as detailed above.

Health and Social care

Links to official advice and support:

- Shropshire Partners in Care (SPIC) guidance [here](#)
- NHS information on coronavirus [here](#)
- Public Health guidance for social or community care and residential settings [here](#).

Advice for Shropshire businesses

The Government has set out practical steps for businesses to work safely, further guidance will be published as more businesses are able to reopen.

Please find [here](#) the very latest Government guidance. Shropshire Council has also provided guidance to assist you, it can be accessed [here](#).

Provide reassurance to employees and customers that you are following Government advice and share details of the measures you are taking to ensure employees and customers understand how you are implementing this advice and operating safely.

Undertaking Risk Assessments

Together we need to ensure staff, customers and visitors feel safe and have the confidence to come back to our shops, our businesses or the services we provide. You are required by law to protect your employees, and others from harm, so it is important you undertake a risk assessment to help you understand the risks and what changes need to be made. This includes:

- Identify what could cause injury or illness in your business (the hazards)
- Decide how likely it is that someone could be harmed and how seriously (the risk)
- Take action to eliminate the hazard, or if this isn't possible, control the risk.

The [Health and Safety Executive](#) has produced some guidance to assist and an example COVID-19 risk assessment can be accessed [here](#).

Consult with your workers and share the results of the risk assessment with your workforce and customers to provide reassurance.

Once you have completed your risk assessment in line with the HSE guidance there are four key steps to operating safely:

1. Before you re-open your doors to staff and customers:

- Check for signs of pests, for example rats, mice or cockroaches. Signs could include a musty smell, droppings or shredded materials (eg cardboard). If you think your premises might have pests, contact a pest control technician for appropriate treatment and advice
- When buildings reopen after lockdown, it is essential that water systems are not put back into use without considering the risks of Legionnaires' disease from stagnant water. Shropshire Council guidance on legionella can be found [here](#)

For any questions about environmental health or occupational health and safety, please contact Regulatory Services by email advicecompliance@shropshire.gov.uk or telephone **0345 6789067** and select option 3.

2. Develop cleaning, handwashing and hygiene procedures:

- Business owners are advised to implement regular cleaning protocols. It is advised that touch points (e.g. handles, baskets, debit card PIN pads) should be a particular area of focus for increased cleaning. You may also wish to introduce cleaning stations or hand sanitiser points at the front of your business for customers to clean hands, trolleys and baskets or promote contact less payment
- To help everyone maintain good hygiene, your premises should have sufficient handwashing facilities which should be kept clean. NHS guidance may be found [here](#).

- Signs should be displayed to build awareness of the importance of handwashing
- Businesses are advised to provide hand sanitisers (with a minimum alcohol content of 60+%) at entrances and exits. You must regularly clean the contact points at cleaning stations provided for customer use
- The risk of catching COVID-19 from a package that has been exposed to an infected person is very low. However, efforts should be made to ensure food, equipment and packaging are cleaned and handled in line with usual food safety practices.

3. **Maintain 2m social distancing, where possible**

Where possible, you should maintain 2m between people by:

- Putting up signs to remind workers and visitors of social distancing guidance
- Avoiding sharing workstations
- Using floor tape, paint or posters to mark areas to help people keep to a 2m distance
- Arranging one-way traffic through the workplace if possible.

To help customers you could consider:

- Displaying clear marking on floors to help customers maintain social distancing, especially in areas where there is likely to be queuing
- Use posters to remind customers and staff to maintain social distancing.

You may have had to adapt how your business operates already or may wish to review how your business operates in the future and the services you offer. This might include the introduction of click and collect, appointments and an option to deliver direct to a customer.

4. Help people to work from home

We understand that it is not possible for all employees to work from home but where possible, staff should be encouraged to do so:

- Ensure people working from home have the right equipment
- People are included in all necessary communications
- Looking after physical and mental wellbeing.

If you're running your business from home and need advice on getting a faster broadband connection, please email your full home address (including post code) and landline number (if you have one) to the Council's Connecting Shropshire broadband team at connecting.shropshire@shropshire.gov.uk and they'll look into it for you (even if you don't live in the Shropshire Council area) to see what connection are available. Currently nearly 94% of premises in the Council area can now get a superfast broadband connection.

5. Where people cannot be 2m apart, manage transmission risk

Where it's not possible for people to be 2m apart, you should do everything practical to manage the transmission risk by:

- Considering whether an activity needs to continue for the business to operate
- Keeping the activity time involved as short as possible
- Using screens or barriers to separate people from each other
- Using back-to-back or side-to-side working whenever possible
- Staggering arrival and departure times
- Reducing the number of people each person has contact with by using 'fixed teams or partnering'.
- Face coverings could be used and government guidance can be found [here](#).

Useful information on support for your business and the Town Centre

We're doing everything we can to help you to re-open your business and we're here to support you.

If you require further help or advice reopening your business safely, please email advicecompliance@shropshire.gov.uk or call **0345 6789067** and select option 3.

Don't forget to visit Shropshire Council's website [here](#) to keep up-to-date with the latest coronavirus guidance.

Managing movement in towns

We are working on proposals to support safe movement of people in the town centre and enable social distancing rules to be followed. This may in some areas, mean temporary changes to highway and pavement layouts and the reallocation of space expanding pavements and re-routing vehicles at certain times to help towns work better.

Business and finance support

Invest in Shropshire – for all the latest information and guidance take a look [here](#).

Marches Growth Hub

The Marches Growth Hub has a dedicated **coronavirus business support resource** which includes information on workplace social distancing policies, safe working measures and FAQs for employers on the new track and trace system. There are also case studies from companies explaining safe working practices implemented in different sector environments, including construction and manufacturing. Businesses looking for access to finance and other guidance to support growth ambitions after re-opening can search a database of 150 different schemes on the hub's **Support Finder**.

Shrewsbury BID

In Shrewsbury a recovery task force has been established and is working across a number of areas to support the town 'Bounce back Shrewsbury'. The task force is looking at a number of measures including Movement interventions, branding including posters and messaging and use of outdoor space. If you feel your business could use outdoor space nearby please contact info@shrewsburybid.co.uk to discuss further or visit our [website](#).

Oswestry BID

Oswestry BID are putting out concise and useful information on their [website](#). The advice and guidelines are continually updated to ensure that any new/relevant information and Government notifications for local businesses are included. The Team are also working hard on our "Welcome Back Oswestry" campaign to support the return of the town's businesses with access to PPE, support, training, practical advice including use of outdoor space. Please contact info@oswestry4bid.co.uk or visit our website for more information.

Market Traders

If you are a local market trader, contact your market to get more advice on how your local market is [operating](#).

Small businesses

Small business advice may be found [here](#) on how to make your shops /office/cafe safe including advice on meetings, lunch breaks, deliveries, office supplies and meetings and ventilation. More information is available on the National Federation of Self Employed & Small Businesses [website](#).

Pavement permits and street trading

To use the pavement for commercial purposes or to undertake street trading activities, you must hold a permit or a licence. These are administered by Shropshire Council's Licencing Team. Apply for a licence or permit [here](#).

Many of the county's town centres are being reviewed to determine whether changes to pavements, the road network and other measures can be introduced to facilitate social distancing for the public. The changes may affect the area that businesses normally use or propose to use under a pavement permit or to undertake street trading activities. This is likely to introduce both opportunities and challenges for businesses. We will help you understand the implications for your pavement permit or street trading licence and provide relevant guidance.

For further advice contact licensing@shropshire.gov.uk or call **0345 678 9026**.

Premises Licence

Legislation requirements remain in place for bars, restaurants, cafes and public houses to close their premises in which food or drink are sold for consumption on those premises; this includes any adjacent areas where seating is made available for customers.

Any licensed premises with 'off sales' may continue to supply alcohol to the general public for consumption off the premises, providing social distancing and other public health measures are in place to protect customers and staff.

For 'off sales' advice please visit our [website](#) – the licensing team will update the page as and when the legislation is amended.

On Street Trading

Businesses trading from pavements or on the street must take steps to ensure these trading methods do not increase the spread of the virus in line with Public Health England guidelines and follow guidance on undertaking risk assessments in order to ensure they are operating safely.

Public health and other information for businesses is available [here](#).

Management of public spaces and streets

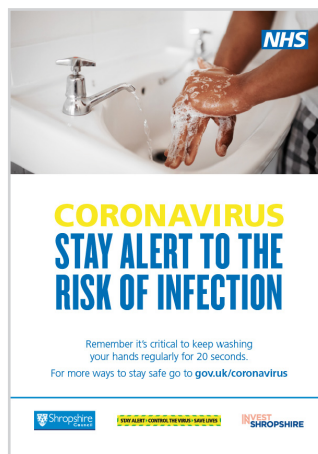
Provides advice on the management of streets and public places with useful illustrations on how to implement social distancing and creating more pedestrian /cycling friendly streets. Guidance may be found [here](#).

Downloadable resources

We've produced a number of poster templates that you can download and use at your place of business. These are available [here](#).

We will be developing more templates in response to government announcements as they happen so that we can keep you up-to-date with the latest advice.

The following poster templates are available now:



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