

Broadland District Council COVID Safe Certification Project

Introduction and overview

Background

Many of our high-street shops and hospitality venues reopen in the coming weeks, It has been reported that potential customers may choose to stay away due to nervousness about their safety from COVID-19 despite the steps that most of our businesses will have taken to safeguard staff and customers.

The Broadland District Council **COVID Safe** Certification Project is designed to help improve public confidence in returning to our high-street venues whether for shopping or leisure.

How will the COVID Safe Certification Project work?

The objective is to ensure that our retail and hospitality businesses can demonstrate with confidence that they have in place suitable measures for COVID-19 infection control. This will be communicated for maximum confidence by issuing recognisable **COVID Safe** certificates to display in the premises window for customers to see. The council is recognised for its impartiality and committed roles helping both local communities and businesses.

A public register will also be maintained to record all premises issued with the **COVID Safe certificate**. The public registered will be held on the Broadland District Council website.

Award of the certificate will only be made after a COVID Safe certifying inspector from the Council is satisfied that the business has in place staff training and robust COVID-19 control measures that are satisfactory and appropriate for the business. A self-assessment application process will be followed for most applications, however on-site audits will be conducted where considered necessary before issuing award certificates. Photographic evidence of control measures would be supportive, as part of the application process and unannounced audits will be conducted from time to time to assess continued compliance.

What will the COVID Safe Certification assessment consider?

- **Queue management inside and outside the premises** i.e. is there a clear system in place to manage social distancing for customers waiting to visit the venue and within the premises e.g. cordoned area to queue or floor demarcations.
- **Infection control** i.e. Availability of hand sanitisers for customers, appropriate access to hand wash facilities (not all premises will need this), check of chemicals used and knowledge of use, cleaning schedules, staff health screening etc
- **Information to customers** i.e. clear and correct signage advising customers to abide by social distancing guidance, good hand hygiene, wearing of face coverings (if appropriate), table service (if appropriate) how to order, contactless payment options etc
- **Customer management** within the venue i.e. one-way systems where appropriate, reorganised the venue to minimise pinch points, maximum number of customers, active management of controls, toilet access controls, etc
- **Effectively managed Contact tracing system** i.e. to have a system in place that captures the maximum number of visitors (where appropriate)

- **COVID-19 risk assessment** completed satisfactorily and staff awareness
- **Key Staff to have completed training** relevant to COVID-19 controls (online basic training for COVID-19, for example very low cost training is available at: <https://www.ehcuk.co.uk/online-covid>)
- **Compliance with relevant Government guidance** appropriate to the venue

Certificate format

Certificates will only be issued by Broadland District Council and will incorporate the venue name, address and QR code.

Each certificate will be A4 and designed to be displayed in the window of the venue.

Customer Feedback

To help ensure maximum public confidence in the scheme, customer reports of any concerns and feedback will be encouraged to keep continued COVID Safe compliance with COVID-19 control measures under review. Customers will be encouraged to complete a brief survey (limited to less than 10 questions) rating the business against key COVID controls. Customers can use a QR code through a Smart phone to instantly access the survey and submit a response or complete the survey on the Council website.

Survey results will not be made public but will be evaluated by the Council. Adverse reports and feedback will be considered and will in some cases prompt a review of the **COVID Safe** status involving an unannounced follow-up visit to the premises to re-evaluate their COVID-19 control measures.

Review of COVID Safe certificate

In the event of adverse reports and poor feedback against an individual premises (set as number of less than satisfactory feedback over a set period of time) an unannounced audit visit to the premises will be carried out to check compliance with COVID 19 control measures.

Outcome from the audit:-

Intervention level	Observations	Actions	Outcome	Impact on Covid Safe accreditation
1	Controls satisfactory	Discuss feedback results to identify possible reasons and agree improvement if necessary	Agree improvement or changes if necessary, e.g. staff training	No Impact but discussion recorded
2	Inspection confirms minor non-compliance issues	Discuss issues and agree immediate improvements necessary	Improvements to be implemented within 24 hours or alternative timescale if acceptable. Follow up visit made to ensure compliance	No Impact unless no improvement. If no improvement then escalate to level 3. Outcome recorded

3	Inspection confirms significant non-compliance issues or failure to correct minor issues previously raised.	Discuss actions necessary to improve and agree timescale. If there is confidence business will improve.	If confident improvement will be implemented within agreed timescales, suspend COVID Safe status remove from Public register. Remove displayed window sticker.	COVID Safe status suspended and certificate removed from window. Revisit after agreed period and reassess. If satisfactory, re-instate COVID Safe status. If not resolved, escalate to level 4 Outcome recorded
4	Inspection confirms significant non-compliance issues and/or failure to address improvements previously agreed	Unless there are exceptional mitigating circumstances, no further time will be allowed to improve.	Cancel COVID Safe status, remove from public register and remove/destroy certificate. Follow up compliance visits will be necessary to ensure business is complying with their responsibilities under Coronavirus Regulations and Health and Safety at etc Work Act.	Status cancelled, certificate removed, and business struck off from public register. Business may re-apply after 1 month from date of decision to cancel status. Outcome recorded

Key elements of the Broadland District Council COVID Safe Certification Project

- Scheme is managed exclusively by Broadland and South Norfolk Councils
- Any retail or hospitality-based business is eligible to apply if trading within Broadland District Council's administrative area.
- Certificates will only be issued to businesses that meet the minimum required standards for COVID-19 safety, as assessed by an authorised officer from the Council using self-assessment submission, training records, photographic evidence and audit visits as necessary
- Public will be encouraged to provide feedback after visiting the venue to review COVID-19 controls and their experience (all feedback will be received and reviewed by the Council, will be anonymous unless the sender identified themselves and **will not** be made public)
- Customer feedback will be via QR code or website link to complete a brief survey
- Certificates will be removed if there is sustained poor customer feedback and inspecting officer has low confidence in safe management of COVID-19 controls.