

## **Additional FAQs submitted for Be Ready for Covid-19 event**

### **Where can we buy PPE?**

There is no longer the pressure on the supply chain that existed at the beginning of the pandemic, and many companies are selling PPE. A simple search on-line will give several options.

### **Can the Council help groups / organisations source PPE?**

We can pass on the names of our own suppliers if external groups cannot find suppliers - but see above.

### **Can we decide to make face coverings compulsory for our premise and refuse access if people won't wear them?**

In England, you must wear a face covering in the following indoor settings (a list of examples for each is included in the brackets):

- public transport (aeroplanes, trains, trams and buses)
- transport hubs (airports, rail and tram stations and terminals, maritime ports and terminals, bus and coach stations and terminals)
- shops and supermarkets (places which offer goods or services for retail sale or hire)
- shopping centres (malls and indoor markets)
- auction houses
- premises providing professional, legal or financial services (post offices, banks, building societies, high-street solicitors and accountants, credit unions, short-term loan providers, savings clubs and money service businesses)
- premises providing personal care and beauty treatments (hair salons, barbers, nail salons, massage centres, tattoo and piercing parlours)
- premises providing veterinary services
- visitor attractions and entertainment venues (museums, galleries, cinemas, theatres, concert halls, cultural and heritage sites, aquariums, indoor zoos and visitor farms, bingo halls, amusement arcades, adventure activity centres, indoor sports stadiums, funfairs, theme parks, casinos, skating rinks, bowling alleys, indoor play areas including soft-play areas)
- libraries and public reading rooms
- places of worship
- funeral service providers (funeral homes, crematoria and burial ground chapels)
- community centres, youth centres and social clubs
- exhibition halls and conference centres
- public areas in hotels and hostels
- storage and distribution facilities

You are expected to wear a face covering before entering any of these settings and must keep it on until you leave unless there is a reasonable excuse for removing it. More detailed advice on the application of these requirements in different settings can be found in the Government's guidance for working safely.

### **Enforcement measures for failing to comply with this law**

Premises where face coverings are required should take reasonable steps to promote compliance with the law.

The police can take measures if members of the public do not comply with this law without a valid exemption and transport operators can deny access to their public transport services if a passenger is not wearing a face covering, or direct them to wear one or leave a service.

If necessary, the police and Transport for London (TfL) officers have enforcement powers including issuing fines of £100 (halving to £50 if paid within 14 days). As announced, we will bring forward changes which mean fines for repeat offenders will double at each offence, up to a maximum value of £3,200

Further information on [Face coverings when to wear one](#)

Please note the information about exemption cards (it is personal choice to request an exemption card). The Council is making available exemption badges for [people to request here](#).

#### **How can we get testing for our staff?**

Anyone with symptoms can get a coronavirus test, whatever their age.

Get a [coronavirus test here](#)

Please also see the guidance on testing for care home residents and workers [here](#).

#### **Should masks be worn if providing activities outside?**

Guidance on when a face covering is required is available on the gov.uk [webpage here](#).

#### **Will the anti-body test be available locally?**

Antibody testing is available for residents who are registered at SWL GP practices. Please contact your local practice to arrange an appointment.

#### **How do we know if we need a new licence if we move venues?**

If the Council were to require a community group in a council-owned building to relocate to another property, the Council would want to formalise this and a representative of the Property Services team would contact the group to put in place a formal document for the groups alternative accommodation.

#### **Do we need to look at our insurance policies?**

Contact your insurance Companies as some have Covid related cover, others do not.

#### **Where does responsibility lie for community groups that use Council premise e.g. renting rooms?**

As lease holder's community groups are responsible for managing their own cleaning and Covid-19 signage as with the general upkeep of the space they occupy in accordance with the lease. Advice and support can be provided by the FM and Health and Safety teams including costs for deep cleaning, sanitising, fogging and supply of a range of generic signage.

For those that hire the space, this is covered under the section on holding events, where Lettings officers need to be confident they can provide a Covid-19 secure venue following Public Health and Government guidance.

#### **What is the guidance around cleaning toilets?**

As a minimum, frequently touched surfaces should be wiped down twice a day, and one of these should be at the beginning or the end of the working day. Cleaning should be more frequent depending on the number of people using the space, whether they are entering and exiting the setting and access to handwashing and hand-sanitising facilities. Cleaning of frequently touched surfaces is particularly important in bathrooms and communal kitchens. [More information](#)

#### **When can we start holding events again?**

In multi-use centres any socially distanced COVID Secure events should be limited to a maximum of 30 persons depending upon the size of the space used as per the current government legislation. Preferably events should be held outdoors. Venues following COVID-19 Secure guidelines can host larger groups provided they comply with the law. This can include community activities and support groups. If attending a place or event that is following COVID-19 Secure guidelines, you should take care to limit your interactions with anyone outside of your group and you should continue to maintain social distancing from those that you do not live with. [More information](#)

#### **How many people from different households are allowed in a room at one time?**

You should not socialise indoors in groups of more than two households (anyone in your support bubble counts as one household) – this includes when dining out or going to the pub. You should not interact socially with anyone outside the group you are attending a place with, even if you see other people you know, for example, in a restaurant, community centre or place of worship. This also depends upon the size of the space used as per the current government legislation. In multi-use centres any socially distanced COVID Secure events should be limited to a maximum of 30 persons as per the current government legislation. Preferably events should be held outdoors. [More information.](#)

#### **What support is available to help support vulnerable residents - particularly if we have another wave or lockdown?**

The NHS volunteer responders service provides support with food, prescriptions and essential items for people who are self-isolating. If there was to be a local lockdown and shielding reinstated food deliveries as previously provided would be available. The council access team can also support vulnerable people if they need to self-isolate by collecting prescriptions and providing access to shopping. This service can be contacted on the following numbers 020 8871 6555 / 07903 738043 (SMS) and email [adultsocialservices@richmond.gov.uk](mailto:adultsocialservices@richmond.gov.uk)

**What is the Council doing to support those who are digitally excluded - particularly those who are disabled who can't leave their homes?**

We are just starting to work on identifying the groups who are digitally excluded and to look at how we could support these groups going forward. We will need to work with the voluntary sector in providing any solution.

**How is the Council supporting care homes?**

There is a joint multiagency group (Strategic Care Home Oversight Group) which meets fortnightly and focuses on Care Homes with action plans around Infection Prevention Control, testing and re-testing, tracking infection rates (Capacity Tracker), etc, There is also a newly appointed Single Point of Contact for the home, who works and liaises with the home very closely with support and guidance from the local public health team.

**How are we supporting resident's mental health?**

The Council is working with the Clinical Commissioning Group and the Mental Health Trust to ensure there is increased support for resident's mental health during the pandemic. Please see an overview of services and a full list of resources at the following link on the council website. [See here.](#)

**Are there any plans to offer additional support to primary school children who show signs of mental health difficulties caused by lockdown?**

School staff will be supported in providing support to children. We will be launching a new online resource hub for the area which will help with signposting and advice and includes lots of video workshops for parents on emotional wellbeing.

**When will Youth Centres reopen?**

Heatham, Ham, Whitton are already open, and we are working to support commissioned youth centres to reopen asap

**What support can Richmond Council give Community Organisations in terms of funding but also making sure our facilities are safe?**

**Funding**

Richmond Council set up a general Coronavirus Emergency Grant Fund in April 2020 which has distributed over £70,000 to local organisations to support the response to the pandemic. This fund has now shifted to the Coronavirus Emergency Grant Fund (Food and Essentials) to distribute Central Government funds aimed at meeting immediate need amongst individuals and families who are struggling to afford food and other essentials due to COVID-19. Closing date midnight 28 August 2020. [More information.](#)

Other Council grant funds are still in operation including the Civic Pride Fund and Local Area Fund. The Council website has a list of local and national [Covid-19 focused funders.](#)

There is also a [general list of funders](#)

**Facilities**

The Council can provide Regulatory Service offer visits.  
The Council has information on its [business webpages about safe reopening](#).  
Richmond CVS has a guide on returning to [work safely](#).

**What would be the specific turning point for a local lock down?**

Local areas are continually monitoring data relating to new infections. PHE have a process to ensure that sufficient warning is given if there appears to be a need for increased local restrictions. This process will be managed by the Director of Public Health and the Local outbreak Plan Engagement Board. Looking at other areas of the country that are facing tightened restrictions such as the NW England and Birmingham there has been a period of weeks for areas to try to reduce infections before more draconian measures are introduced.

How will learning be shared across the borough on how we dealt with the first wave  
The council is in the process of evaluating our response to Covid-19 findings will be made available

**What is the difference between guidance and a legal requirement?**

Legal Requirements are laid down by law and must be complied with. Not to do so would be an offence which, on conviction, will result in a penalty. Legal requirements tend to be worded very generally e.g. An employer must protect their employees and non-employees from risks to their health safety and welfare. Guidance will provide the detail on how to comply with the legal requirement, e.g. in close contact services the guidance suggests that the practitioner delivering the treatment wears a full-face visor. It is possible to comply with this legal requirement by taking alternative but equally effective precautions that do not form part of the guidance e.g. wearing a suitable mask and suitable goggles, however, in general, if a duty holder follows the guidance they will comply with the law.

**How is the Council preparing for winter health and flu and how will that link in with coronavirus?**

Flu is not just a heavy cold, it can lead to serious complications in people of any ages, such as pneumonia, ear infection or inflammation of heart muscle, which requires hospitalisation.

Having a flu jab this year is more important than ever, as it reduces people's chance of seeking medical attention for flu related symptoms and thus not only reduces the risk of exposure to COVID-19 virus, but also reduces the pressure on medical resources which are still much needed to tackle COVID-19.

The Council is offering free flu jabs to their employees via C Goode Pharmacy in Twickenham and a Boots voucher scheme at any locations that are convenient for staff. We will be collaborating with care homes in the Borough to ensure high uptake of flu jabs among residents and care home personnel.

We are going to highlight the importance of receiving free NHS flu jab via GP or local pharmacy for those in eligible groups through our communications team: people

living with long-term conditions (including BMI over 40) or disabilities, those over 65, pregnant women, carers and/or people living with those who are shielding from COVID-19.

Children from reception to Year 7 are being offered nasal flu spray via their schools, therefore we will be highlighting the importance of parents signing consent forms on time, to enable that. Additionally, 2 and 3-year olds will be eligible for a flu vaccination via their GP – it is crucial to contact GPs and update patient contact details for that purpose.

We will be stressing the importance, that parents continue being proactive about enabling their children to be vaccinated for flu, in order to protect elderly and vulnerable people in their households. Young children are known to be ‘super-spreaders’ of flu – they are more likely to contract flu at school or nursery and then transmit the flu virus at a rapid rate, posing the greatest risk to those already at a high risk of COVID-19. Other reasons to vaccinate children include avoiding the need to take time off work and/or rearrange childcare when they are poorly with the virus.

At a strategic level, the Council Public Health Team have set up a Local Immunisation Steering Group with key stakeholders (such as Education providers, CCGs, NHSE, HRCH, and local pharmacies) to oversee the delivery of national flu programme and effectively respond to any challenges such as stock availability, COVID-19 related issues, etc.

**How are we working with partners to ensure that they have the right measures in place e.g. Rail companies?**

We meet regularly with partner agencies through the Borough Resilience Forum. In addition to the statutory meetings of the BRF, we hold COVID-19 specific meetings monthly to discuss the Outbreak Control Plans and agencies response to the pandemic. The Director of Public Health chairs these meetings.

**Will Richmond have funding available to support Covid-19 responses if there is another outbreak locally?**

Yes, the Government has provided test and trace grant monies to each local authority.