

23 September 2020

Dear Voluntary and Community Sector Organisations,

We hope you are well and would like to thank you for all the support you have been providing during the pandemic. Recently there has been new legal requirements introduced by the government to further combat the virus, outlined below.

Voluntary sector organisations and community groups are now legally required to log details of visitors for NHS Test and Trace, ensuring this is GDPR compliant. You will need a system in place by law to record contact details of visitors for 21 days, and share this with NHS Test and Trace if requested. There will be penalties for those that do not comply. The contact details include:

- name
- contact number
- date of visit
- arrival time
- departure time, if possible

In addition to this, from Thursday 24 September Voluntary sector organisations and community groups will also be legally required to display official NHS QR code posters outside their building ahead of the NHS COVID-19 app being rolled out nationally this week. This allows users to check-in using the QR code with the Test and Trace app, which can then be used for contact tracing if needed. At the end of this letter is some clear guidance on who is eligible and how you can do this. In addition, more information is available: www.richmond.gov.uk/covid_app

We appreciate that a small number of places of worship might not have access to a computer or printer. Therefore, if you are not able to create and print your personalised QR code poster – please visit one of our libraries or the Civic Centre and Council staff will be able to assist.

The new regulations will be enforced by the Council, who will have the power to issue fines of up to £1,000 for venues that are failing to comply, or the police as a last resort. Fines will rise to up to £4,000 for repeat offenders.

If you have any questions about the new regulations, you can contact the Council Food and Safety Team for more information on 020 8545 3025 or foodandsafety@merton.gov.uk. Also, please keep updated with the latest government guidance on Covid here: <https://www.gov.uk/coronavirus>

Kind Regards,



Jon Evans
Assistant Chief Executive
London Borough of Richmond Upon Thames

WHAT IS THE NHS TEST AND TRACE APP?

The NHS COVID-19 app will be used, alongside traditional contact tracing, to notify users if they come into contact with someone who later tests positive for coronavirus.

The app allows people to report symptoms, order a coronavirus test, check in to venues by scanning a QR code and it helps the NHS trace individuals that may have coronavirus. It is due to launch in England on the 24 September.

WHAT IS A QR CODE?

A QR Code, or Quick Response code, is a barcode style graphic that is quickly readable by a cell phone. Those people who have the new NHS COVID-19 app will be asked to open the app when they arrive at a venue and scan the QR code displayed. This will register on the app where the individual has been.

WHO DO THE NEW CONTACTING TRACING RULES APPLY TO?

This applies to:

- Hospitality services, including pubs, bars, restaurants and cafés
- Tourism and leisure services, including hotels, museums, cinemas, zoos and theme parks
- Close contact services, including hairdressers, barbershops and tailors
- Facilities provided by Local Authorities, including town halls and civic centres for events, community centres, libraries and children's centres
- Places of worship, including use for events and other community activities

HOW TO CREATE A QR CODE POSTER FOR YOUR BUSINESS?

Go to: www.gov.uk/create-coronavirus-qr-poster

- To register, enter your contact details including your name and email address.
- The website will send a verification code to your email address. You will need to verify that your email address is valid.
- Enter the verification code that was sent to your email address into the website form. This will allow you to continue with registration.
- Next, enter your venue name and address and click continue. You can now add the contact details of the person responsible for the venue if that is not you. This will ensure that they can download the venue's QR poster.
- You need to confirm your details are correct and then click "Accept and generate the poster". Once your details have been submitted, you will receive an email with the QR poster. This poster is unique to your venue.
- Download and print a copy of the poster. You will need to print copies to display for every entrance in your venue. If you have more than one venue, you will need a different QR poster for each. Please repeat all the steps for each location.



23 September 2020

- Display your poster in a visible and safe position at the venue to make sure it cannot be easily removed. Visitors will then be able to scan the poster to check-in.

DO:

- ✓ Print the entire poster as it is sent to you, including the header and footer, in minimum size of A4.
- ✓ Place one poster no higher than around 130cm off the ground (to the top of the poster), so it's within easy reach of wheelchair users.
- ✓ If possible, position your posters on the left side of your front window or entrance.
- ✓ Display the poster at every entrance, as well as some inside if possible.
- ✓ Ensure your posters are in a visible and safe position, where they cannot be easily removed.
- ✓ Place posters in easy to reach places, where people can walk past without creating an obstacle. Consider those who may be less able to reach up high or over and around objects

DON'T:

- ☒ Place the poster on sliding or revolving doors, or in areas with high glare.
- ☒ Customise the poster.
- ☒ Place the poster in narrow, high up, or hard to see areas.
- ☒ Wrap the poster around a pole, as this will be hard for visitors to scan.
- ☒ Place posters on glossy surfaces such as laminate or high gloss paper

More information can be found:

Information on recording contact details: <https://www.gov.uk/government/news/venues-required-by-law-to-record-contact-details>

Information on displaying a QR code poster: <https://faq.covid19.nhs.uk/article/KA-01183/en-us?parentid=CAT-01043&rootid=CAT-01027>