

Standard Operating Procedure (SOP)
COVID-19 Prevention and incident/Outbreak Management
Businesses: Retail Settings v1

Version Number	Change made	Date
Final version 1	Adopted by	

Background

The following summarises roles and responsibilities of agencies in the prevention of and response to outbreaks of COVID-19 in retail settings in Havering and sets out the actions LBH will undertake.

This SOP will be updated to reflect any changes/strengthening of arrangements, including lessons learned from responding to incidents/outbreaks (locally / regionally / nationally).

This SOP will be formally reviewed on an annual basis, commencing from the date of initial approval and adoption. Additional reviews will be undertaken as necessary in response to statutory requirements, government guidance and developing COVID-19 outbreak control best practice.

Businesses: Retail settings include

- Shops
- Romford Market

Oversight/Implementation of SOP	
Bronze Group Ownership	
CLT lead	
Relationship manager (LBH officers leading role in communicating with settings)	
Public Health lead officer(s)	
Public Protection lead officer(s)	
Who holds contact details (including OOH contact details for settings)?	

Data and reporting	
Data in CTAS and HPZone systems	LCRC / PHE
Reports (from CTAS and HPZone) provided to local authorities [DN timescales]	LCRC / PHE
Public Protection Premises APP database	LBH PP
Business Rates database	LBH

1. Prevention and early intervention

This section sets out actions required to reduce the risks of outbreaks in these settings.

	Actions	Responsible Organisation
1.1	Maintain up to date lists and contact details of retail businesses operating in Havering.	LBH Public Protection
1.2	Continue to engage and build relationships with retail businesses and maintain logs of concerns and issues to inform both the communication strategy and future activity.	LBH Public Protection
1.3	Provide guidance to retail businesses on undertaking Covid-19 risk assessments and implementing COVID-19 secure measures. ‘Businesses are continuously reminded of the need to act COVID secure through routes including: <ul style="list-style-type: none"> • Information in business newsletters • Phone call engagements • Webinars • Posters • Online communications • Inspection Visits • Monitoring Visits 	LBH Public Protection
1.4	Provide assistance to retail businesses to enable them to access resources such as posters and signage including, if appropriate, providing resources in languages other than English.	LBH Public Protection
1.5	Monitor compliance with COVID 19 secure guidance across retail businesses in Havering.	LBH Public Protection
1.6	LBH is the health and safety enforcing authority for retail businesses. Include the retail premises in a proactive inspection programme based on COVID-19 risk. Different retail premises types will be associated with different levels of COVID-19 risk and they will be included in the programme at a point appropriate to their ranking.	LBH Public Protection
1.7	Develop a LBH COVID-19 enforcement policy. Make the enforcement policy available to all businesses by publicising it on the LBH website. Provide a copy of the enforcement policy to an individual business on request.	LBH Public Protection Public Health
1.8	Undertake enforcement action in retail businesses in accordance with the LBH COVID-19 enforcement policy.	LBH Public Protection
1.9	When intelligence received that a setting is not COVID-19 secure or following national guidance, Public Protection will visit premises and take action in accordance with Public Protection COVID-19 enforcement Policy.	LBH Public Protection

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1.10	<p>When infection levels are at a trigger point as stated in the Community Outbreak SOP:</p> <ul style="list-style-type: none"> Public Protection to escalate enforcement action in relevant settings if appropriate in accordance with PP Enforcement Policy. Where closure of a premises is indicated as necessary and proportionate and in accordance with PP Enforcement Policy, Public Protection to consult DPH re formal assessment of seriousness of risk of infection, and then legal department for sign off. 	LBH Public Protection
1.11	In accordance with the PP Outbreak Control Service Plan and with reference to the Community SOP prioritise the use of resources, including wider LBH staff workforce.	LBH Public Protection
1.12	<p>Create an Outbreak Control communications strategy to describe communications/engagement with retail businesses. Direct specific messages to the retail business sector. Provide information to retail businesses Including engagement with Test and Trace, and arrangements in the event that a customer or staff member becomes symptomatic at the setting, and ensuring that staff seek tests and isolate in the event they become symptomatic, and follow further isolation and quarantine requirements.</p>	LBH Comms
1.13	Where appropriate, provide assistance to retail businesses to enable them to access COVID-19 security training.	LBH Public Protection
1.14	Encourage retail businesses to advise LBH if their staff, customers, a subcontractor staff member, supplier staff member etc. develops COVID-19 symptoms.	LBH Public Protection
1.15	LCRC to notify DPH in the event of an outbreak associated with the retail setting.	LCRC
1.16	Encourage where possible employees and members of the public to submit concerns concerning COVID-19 security. This can be through existing channels and ongoing promotion of awareness and developing guidelines.	LBH Public Protection
1.17	<p>All retail setting to be provided with access to PHE & NHS Test and Trace developed 'Early Outbreak Management Action Cards'. This access to be provided</p> <ol style="list-style-type: none"> Via the Business briefing By signposting on the LBH website By email to businesses. 	LBH Public Protection
1.18	<p>Public Protection to share a weekly report to the COVID Compliance Working group including:</p> <ul style="list-style-type: none"> The number of formal COVID-19 Secure inspections undertaken. The number of COVID-19 Secure monitoring and advisory visits undertaken. Any areas of particular concern. 	LBH Public Protection

2. Incident Response

This section sets out actions required in the event of the following concerns:

2.1 One member of staff or customer becomes symptomatic

2.2 One case of COVID-19 is associated with a setting.

2.3 Outbreak – two or more cases of COVID-19 are associated with a setting.

2.1 If the Local Authority is made aware of a staff or visitor to the setting becoming symptomatic, in or outside retail setting		
	Actions	
2.1.1	When advised by retail setting of symptomatic individual, advise setting to follow national guidance: <ul style="list-style-type: none"> • Ask the individual to leave the premise and return home to follow the stay at home guidance. • Recommend the individual books a test for themselves. • Refer employer to relevant national guidance for premises and stay at home guidance. 	Public Protection
2.1.2	Whilst awaiting results of the test: <ul style="list-style-type: none"> • Maintain contact with setting until results are known 	Public Protection
2.1.3	If a staff member of a setting returns a positive test result: <ul style="list-style-type: none"> • Inform them to comply with NHS Test and Trace • Reassure the business that they will not be immediately closed due to the case • Provide advice, support and further signing posting to enable individuals to isolate. • Proceed to 2.2 	Public Protection Public Health

2.2 In the event the LA is notified of one case of COVID-19 being associated with a setting		
	Actions	Who Responsible
2.2.1	Contact positive case and trace close contacts	NHS Test & Trace
2.2.2	Escalate to LCRC for monitoring purposes	NHS Test & Trace Public Health
2.2.3	LCRC to: <ul style="list-style-type: none"> • Undertake further contact tracing where required • Gather information and undertake risk assessment • Advise setting on infection control measures, manage cases and contacts • Advise DPH 	LCRC
2.2.4	If LCRC inform LBH of the case associated: <ul style="list-style-type: none"> • Public protection to support with COVID compliance work (This to include using emails and other 	LCRC Public Protection

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	<p>communication resources containing standard wording to ensure consistency of approach)</p> <ul style="list-style-type: none"> Public protection to visit premise 	
2.2.5	<p>LCRC will recommend to DPH if any further action is necessary. If this is the case:</p> <ul style="list-style-type: none"> Proceed to 2.3 	DPH

2.3 Outbreak associated with a setting (2 or more cases)		
	Actions	
2.3.1	If the Local Authority identifies an association between cases then escalate to LCRC.	DPH
2.3.2	Escalate to LCRC	NHS Test & Trace
2.3.3	<p>LCRC to</p> <ul style="list-style-type: none"> Undertake further contact tracing where required Gather information and undertake risk assessment Advise setting on infection control measures, manage cases and contacts, and arrange testing Provide information materials to setting Advise DPH 	LCRC
2.3.4	<p>Consider forming an Incident Management Team (IMT), as per Outbreak Control Plan. LCRC likely to be lead agency.</p>	LBH DPH LCRC
2.3.5	<p>LBH Communications to respond as per Communications Strategy. IMT to decide if LBH Communications Crisis Cell is necessary. The following is exemplar material to take place as laid out in the Communications Strategy:</p> <ul style="list-style-type: none"> Distribute a suite of crisis response assets - posters, leaflets and digital Respond to press enquiries Use council primary corporate channels and community social media groups to increase awareness when necessary. Advising leader of the council and the lead member for Health and Wellbeing of the incident. 	LCRC LBH Comms
2.3.6	Support individuals to isolate including signposting to sources of support	LBH Community Voluntary Bronze
2.3.7	Request mobile testing unit near setting, if required	LBH DPH
2.3.8	Organise mobile testing unit as per DPH request	Emergency Planning
2.3.9	Consider advising health providers, including GPs and pharmacists in the area if appropriate	LBH DPH
2.3.10	Recommend ongoing control measures to the setting and reinforce prevention messages. (Using emails and other communication resources containing standard wording to ensure consistency of approach)	LCRC LBH Public Protection

	Undertake visits as appropriate to ensure COVID secure compliance. Where necessary take action in accordance with the COVID-19 enforcement policy.	
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Financial costs associated with the activation of this SOP will be charged to the service COVID-19 cost centre

Abbreviations and Acronyms

LBH – London Borough of Havering

PP – Public Protection

PH – Public Health

PHE – Public Health England

LCRC – London Coronavirus Response Cell

DPH – Director of Public Health

CLT – Corporate Leadership Team

CTAS – Contact Tracing Advisory Service

SOP – Standard Operating Procedure

OCP – Outbreak Control Plan

OOH – Out-of-Hours