



# COVID-19 VISITORS IN THE SETTING

We aim to provide a relaxed, informal and friendly environment where children feel safe and happy.



# What the Guidance says:



## Visitors to the setting

There will be occasions when visits to the setting are necessary, but you are encouraged to avoid visitors entering your premises, wherever possible. Settings should ensure visitors follow:

- the system of controls (see separate document)
- remain socially distanced from other adults
- wear face coverings where needed

A record should be kept of all visitors which follows the guidance on maintaining records of staff, customers and visitors to support NHS Test and Trace.

<https://www.gov.uk/government/publications/coronavirus-covid-19-early-years-and-childcare-closures/actions-for-early-years-and-childcare-providers-during-the-coronavirus-covid-19-outbreak#other-safety-in-setting-controls>



# What the Guidance says:



## External professionals

In instances where settings need to use other essential professionals such as social workers, speech and language therapists or counsellors, or other professionals to settings support delivery of a child's EHC plan, settings should assess whether the professionals need to attend in person or can do so virtually.

If they need to attend in person, they should:

- follow guidance relevant to the setting
- keep the number of attendances to a minimum
- be informed about the [system of controls](#)

You should, along with the local authority and health partners (where applicable), work with families to co-produce arrangements for delivering all therapies and support that would normally be in place for children with EHC plans. There may be times when it becomes more difficult to do so than usual, particularly if children are isolating.

Decisions should be considered on a case-by-case basis which takes account of the needs of, and circumstances specific to, the child, avoiding a 'one size fits all' approach. The statutory duties and timescales remain in place for EHC needs assessments and reviews. At all times it is important that these continue to ensure that the child, and their parent and carer, is at the centre of the process and can engage with the process in a meaningful way. It is important that you co-operate in supporting timely consultations and in providing families with advice and information where requested.

# Information to collect:



## Maintaining records of staff, customers and visitors

Venues must ask every customer and visitor (over the age of 16) for the following details (unless they have 'checked in' using the NHS COVID-19 app):

- the name of the customer or visitor
- a contact phone number for each customer or visitor. If a phone number is not available, you should ask for their email address instead, or if neither are available, then postal address
- date of visit, arrival time and, where possible, departure time
- the name of the assigned staff member, if a customer or visitor will interact with only one member of staff (for example, a hairdresser). This should be recorded alongside the name of the customer or visitor

Recording both arrival and departure times (or estimated departure times) will help reduce the number of customers or staff needing to be contacted by NHS Test and Trace. We recognise, however, that recording departure times will not always be practicable and this is not required by law.

All designated venues must also keep a record of all staff working on the premises on a given day, the time of their shift, and their contact details. This covers anyone providing a service or activity including volunteers. Venues must keep these records of staff, but staff can choose to check in using the NHS QR code poster in addition, if they wish.

No additional data should be collected for this purpose.

# Information to collect:



## Maintaining records of staff, customers and visitors (continued)

In England, you do not have to request details from people who check in with the official NHS QR code poster, and venues should not ask people to do both. Venues must not make the specific use of the NHS QR code a precondition of entry (as the individual has the right to choose to provide their contact details if they prefer). Should someone choose to check in with the official NHS QR code poster, a venue should check their phone screen to ensure they have successfully checked in.

You should collect this information in a way that is manageable for your establishment. If not collected in advance, this information should be collected at the point that visitors enter the premises. If possible, this information should be recorded and stored electronically, for example through an online booking system. However, you must make sure that there is a method of checking in that does not rely on the customer using a smartphone or other technology in order not to digitally exclude people without access to these technologies. You must therefore ensure that there is also a way for an individual to provide their contact details if they do not own a smartphone or have access to digital routes. If you are keeping a paper record, this should be out of public sight and stored securely.

Venues introducing new systems to manage contact details must conduct a data protection impact assessment under the General Data Protection Regulations. The Information Commissioner's Office (ICO) has [guidance to help you minimise data protection risks](#).

# Prevention must!

**1** Minimise contact with individuals who are unwell by ensuring that those who have coronavirus (COVID-19) symptoms, or who have someone in their household who does, do not attend our setting.



**2** Clean hands on entry, before and after play activities and schedule regular hand washing reminders.



**3** Ensure good respiratory hygiene by promoting the 'catch it, bin it, kill it' approach with both staff and children.



**4** Carry out enhanced cleaning, including cleaning frequently touched surfaces often using standard products, as per our risk assessment.



# Prevention should!

**5.** Minimise contact between groups where possible.



**6** Where necessary, wear appropriate personal protective equipment (PPE).



# Response to Infection!

**7** Engage with NHS Track and Trace.



**8** Manage confirmed cases of coronavirus (COVID-19) amongst the setting community.



**9** Contain any outbreak by following DfE and / or local health protection team advice and / or Public Health England.

**DfE Helpline: 0800 046 8687**  
**PHE South East: 0344 225 3861**