

Northampton Leisure Trust



Safe Environment Plan

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Plan Overview

This plan, provides a broad approach to the controls and processes in place to provide a safe environment for both NLT staff, customers, contractors and visitors in relation to the Covid-19 (CV19) virus. To protect all staff and customers, it is essential and a requirement that this plan is adhered to all times. Information and instruction detailing each centres specific controls, processes and documentation will be based on and aligned to this Plan.

As we reopen the centres, it is essential that NLT instil confidence in our customers and staff at every stage of their journey. NLT will be taking a staged and manageable approach to reopening.

All members of staff will receive full training on the risks, controls, procedures, cleaning schedules, Safe Social Distancing (SSD), delivery of activities etc. before the facilities open. Any questions or concerns regarding training or the content of this policy should be raised with their line managers.

The content of this plan will be continually reviewed to reflect any updates to Government guidelines and reissued to staff. It is the responsibility of every staff member to read and understand this policy. The most recent version and other CV19 information can be found on the staff website <https://www.trilogyleisure.co.uk/staff/> there is also provision to leave feedback, which is welcomed.

Key Advice

NLT will do everything practical to create a safe environment, staff and customers must take personal responsibility by following the guidance and encouraging others to do the same.

Staff and customers must follow key advice:

- **If you have Covid-19 symptoms, stay at home and self-isolate**
- **Keep 2 metres apart and avoid people who have Covid-19 symptoms, where 2m is not possible please keep at least 1m apart**
- **Face covering to be worn by staff and customers (*please refer to page 7 for more information and exemptions*)**
- **Always wash your hands with soap and water on a regular basis**
- **Avoid touching your face, eyes, ears and nose**
- **Do not shake hands and avoid touching other people**
- **Avoid high touch areas and disinfect high touch areas frequently**
- **Reduce the spread of Covid-19, follow government guidelines**

NHS Test & Trace

What is the NHS Test and Trace service?

The NHS Test and Trace service:

- provides testing for anyone who has symptoms of coronavirus (COVID-19) to find out if they have the virus.
- gets in touch with anyone who has had a positive test result to help them share information about any close recent contacts they have had.
- alerts those contacts, where necessary, and notifies them they need to self-isolate to help stop the spread of the virus.

Anyone who tests positive for coronavirus will be contacted by NHS Test and Trace and will need to share information about their recent interactions.

By following instructions to self-isolate, people who have had close recent contact with someone with coronavirus will be protecting their family, friends, colleagues and other people around them, and will play a direct role in stopping the spread of the virus.

“By following the BEIS (Government) guidance employers can reduce the risk of co-workers having to self-isolate if a member of staff tests positive for COVID-19.”

This clearly demonstrates the importance and necessity of Social Distancing with your colleagues – if not followed whole Teams could be required to self-isolate.

Employers must continue to follow health and safety workplace guidance for their sector such as:

- Making every reasonable effort to enable working from home as a first option.
- Where working from home isn't possible, identifying sensible measures to control the risks in the workplace.
- Keeping the workplace clean, maintaining safe working separation, and preventing transmission through unnecessary touching of potentially contaminated surfaces.

For more information go to - <https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works>

Official NHS QR Code Posters

Each of our venues display a NHS QR code poster at all entrances. They are a quick, simple and secure way for all to anonymously register that they've been to the venue. This allows everyone to receive important public health messages if needed.

NHS QR code posters are a key part of the ongoing COVID-19 response. They enable people to have a digital diary of the places they've visited, to help with contact tracing, and they help visitors to quickly receive public health advice if necessary.

The NHS QR code poster system, helps protect our visitors and our business. It will help to slow the spread of the virus, reduce the impact of any second wave, and help normal life to resume more quickly.

Staff training

NLT Staff must undertake the following training prior to centres opening:

- IHasco Infection Prevention and Control
- Ihasco return to work (during & after CV 19)
- Ihasco FAW or EFAW refresher where applicable
- Administering 1st Aid where applicable
- NPLQ refresher where applicable
- Breeze cleaning products and application
- Safe Environmental Plan
- Site specific routes / exits through the building
- Site specific hygiene controls and CV19 documentation
- EAP refresher

RIDDOR reporting of Covid-19

You must report under RIDDOR (The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) when:

- an unintended incident at work has led to someone's possible or actual exposure to coronavirus. This must be reported as a dangerous occurrence.
- a worker has been diagnosed as having COVID 19 and there is reasonable evidence that it was caused by exposure at work. This must be reported as a case of disease.
- a worker dies as a result of occupational exposure to coronavirus.

Staff safety & guidance

Any staff members displaying symptoms of CV-19 (high temperature, cough, difficulty breathing, loss of taste or smell (or any symptom as advised by the Government), should follow the NHS Track and Trace procedure will be sent home to follow Government advice of self-isolation.

Avoiding using public transport and car sharing, aim to walk, cycle, or drive instead. If using public transport is necessary, wearing a face covering is mandatory.

Staff will use wipes provided to clean radios, phones, desks, keyboards, head pieces etc. before and at the end of each shift. They will also maintain a clear and hygienically clean workstation throughout their shift.

To protect staff working on reception, sneeze shields will be installed and clear 2m floor and /or handrails installed.

To maintain social distancing rules, meetings will be held online where possible. Where there is a need to talk to staff on site, locations will be chosen to allow for social distancing measures.

Offices have been adjusted to adhere to social distancing. Occupancy levels have been set for each office space. Work back-to-back or side-to-side working (rather than face-to-face) whenever possible, sneeze screens are available

Avoid unduly raising your voices to each other, therefore refrain from playing music or broadcasts (in office accommodation or staff rooms) that may encourage shouting, including if played at a volume that makes normal conversation difficult. There is a potential for increased risk of transmission when raising your voice.

Staff returning to work, annual leave or sickness

Staff members deemed vulnerable by the NHS with conditions should not be returning to work until the Government or a medical practitioner states it is safe to do so.

Staff individually will be required to review their level of vulnerability regarding CV-19 and discuss this with their line manager, further HR advice will be sought before a final decision is made regarding staff returning to work who may be vulnerable.

If you are absent from work because you are showing symptoms of CV-19, please inform your line manager immediately.

NLT sickness policy remains in place and further HR advice will be sought depending on specific situations related to CV-19.

All annual leave processes remain in place and line managers will authorise each request for leave dependent on the needs of the business.

If staff are travelling abroad or returning from a holiday abroad, Government guidelines will be reviewed with each context and a period of isolation may be advised.

No staff should be putting themselves at risk of CV-19 by travelling abroad and will be required to take responsibility themselves for this decision, staff pay could be affected by this decision to travel abroad, each context will be reviewed, and HR advice sought.

Staff shifts, rotas and working from home

Staff should work from home where possible; this is not something which is easy in a leisure setting which is why we are reducing the number of staff and customers we allow on each site and managing the rotas to allow us to adhere to the social distancing policy. We are also encouraging staff not to travel between sites.

Where possible staff will be supported to work from home.

Unless necessary staff should not hot desk and if possible, stick to one desk or work from home, where possible.

Staff who hot desk must take responsibility for keeping the work environment clean and tidy and clean down the desk and PC equipment before, after and during their shift.

All staff are responsible for keeping the office space and workstations tidy from clutter and hygienically clean at all times.

Staff Personal Protective Equipment (PPE)

All staff will be required to use the PPE provided; dependant on the role, this could also include coverings (face shields or face masks). Face masks and shields are available.

PPE is compulsory when using cleaning chemicals.

We will also be issuing first aid 'bum-bags' which will be worn by all operational staff; these will include face shields, gloves and disinfectant wipes and a hygiene keyring as a minimum.

NLT Face Covering Policy

Protect each other - please wear a face covering.

Other than when participating in physical activity we are asking our customers over the age of 11 to wear a face covering when inside NLT centres.

Note, it is not the job of NLT staff to enforce customers to wear a face covering.

Customers

- Face coverings for anyone over the age of 11 should not be worn when participating in any physical activity in our centres such as swimming, gym use, fitness classes or racket sports
- Children under the age of 11 do not have to wear face coverings
- The following exemptions to wearing a face covering when not participating in physical activity apply:
 - If you are unable to put on, wear or remove a face covering because of a physical or mental illness, impairment or disability.
 - Where putting on, wearing or removing a face covering will cause you severe distress.
 - If you have an exemption card
- It is a legal requirement for customers within our Coffee Box areas, Cinema and Berzerk to wear a face covering. These can be removed when seated and consuming food and beverages.
- We are unable to supply customers with a face covering

Colleagues

- Unless medically exempt, NLT colleagues will wear a face covering inside NLT centres with the following exceptions:
 - Fitness Instructors are not required to wear face coverings whilst teaching a class
 - Swim Teachers, Gymnastics and Activity Coaches are not required to wear face coverings whilst teaching or coaching
 - Lifeguards within the pool environment and working on poolside are not required to wear face coverings

Cleaning guidelines

Not only have we increased our cleaning and updated our guidelines, but we have also researched and purchased new cleaning products i.e. CV-19 disinfectant and gym/area wipes. Our new cleaning guidelines are listed below:

- If required, each centre will be deep cleaned prior to re-opening.
- The frequent cleaning schedule for touch points has been implemented; specific documentation is in place to ensure this is adhered to.
- Equipment (including mats etc.) will be cleaned in-between use, equipment required will be reviewed and if appropriate removed from use.
- Customers will be requested to clean down the equipment after they have used it – spray and cleaning materials will be available.
- Staff members will monitor and advise customers to clean equipment as required.

Company vehicles

The following guidelines are for our staff using company vans:

- Avoid multiple occupancy vehicles where safe to do so and, vehicles should not be shared.
- If it is not possible to keep a 2m distance in a vehicle, consider additional safety measures (face masks/increased hand cleaning).
- Devising mitigation measures where workers (drivers) have no alternative but to work within 2m to minimise the risk of transmission, including:
 - Single person or contactless refuelling where possible.
 - Using physical screening, provided this does not compromise safety, for example, through reducing visibility.
 - Sitting side-by-side not face-to-face and increasing ventilation where possible.
 - Using a fixed pairing system if people must work in proximity, for example in a vehicle.
 - Making sure vehicles are well-ventilated to increase the flow of air, for example, by opening a window.

- Ensure regular cleaning of vehicles, between different users.

Customer guidelines

We have communicated how we plan to manage social distancing to our Customers and have asked that they do not use the facility if:

- they have received a letter due to an underlying condition.
- are showing CV-19 symptoms, however mild or are unwell.

If a queue does form, then customers are asked to adhere to the queuing systems created at each centre; external markers have been provided to remind customers to queue 2m apart.

Customers should adhere to floor marking where they exist.

When using the facilities, customers are asked to:

- Only have one parent/carer per child supervising children (under 8) during their chosen activity i.e. swimming lessons, and spectate from a designated area.
- Always adhere to social distancing guidelines – this also applies to parents/carers/spectators
- Leave sweat towels at home, these should not be brought into the gym / classes
- Book to attend a class, swim, cinema or use the Health Suite before coming to the centre, this will allow NLT to manage the number of people on each site (staff can use the facilities however they can only book on the day of use if spaces are available)
- Adhere to a 10-30-minute (depending on activity) window in between, classes, swimming lessons, general swim etc. so no waiting around in groups
- Customers should not cluster in groups pre/post the classes/activities or at any time in the facility
- Customers who have block booking arrangements with NLT must comply with the terms and conditions of their booking which include Covid -19 related policies and restrictions which relate to government and governing body guidance

The Rule of Six

Customers must adhere to the Rule of Six where appropriate (<https://www.gov.uk/government/news/rule-of-six-comes-into-effect-to-tackle-coronavirus>). There are a number of relevant exceptions from the Rule of Six:

- Indoor team sports involving children aged under 18, played formally and under government-approved guidance
- Use of indoor sport and leisure facilities, including gyms and swimming pools
- Organised indoor activities or exercise classes (these can take place in larger numbers, provided groups of more than six do not mix and the facility meets the government's indoor facility guidance)
- Outdoor sports played formally and under government-approved guidance
- Outdoor sport and physical activity events following event-organiser guidance
- Informal indoor or outdoor sport and physical activity in groups of six or fewer while social distancing and following government guidance, and guidance from the sport's governing body.

Indoor sports are heavily affected by the changes – the new rule will be applied to all adult indoor team sports, meaning that only six people over the age of 18 can train together.

Customer safety

To ensure customer safety, NLT have:

- Where possible introduced a one-way flow within each centre.
- Where possible stocked hand sanitisers and no touch keys in our vending machines.
- Installed alcohol hand sanitiser / dispensers and disinfectant wipes throughout the centres; including at the parking eye terminals.
- Where possible moved dance studio activities to the main hall to allow for social distancing.
- Where possible moved gym CV equipment to the main hall or other suitable locations, e.g. spin bikes, spark, S-Force trainer, air-bike to allow for 2m social distancing. This will also free up space in the gym, allowing for 2m social distancing and 100 sq. ft per person (3m²).

Staff and Customer safety

To ensure that NLT keeps the facilities safe for both staff and customers, NLT will:

- Create separate entry and exit points, wherever possible.
- Keep doors open where possible to reduce 'touch points'.
- Create separate entrance and exit points in all activity areas, where possible.

- Introduce pop-up banners, floor stickers and tape driving 2m social distancing.
- Insist that instructors/coaches and students follow social distancing guidelines.
- Insist Swimming Teachers instruct from poolside.
- Introduce contactless transactions only (apart from vending machines).
- Install sneeze screens at reception.
- Ask customers to quote their membership number or name and address rather than handing over their membership card to be swiped.
- Conducting regular head counts and social distancing checks to ensure we are within agreed numbers.
- Carry out a minimum of hourly checks of social distancing and signage with the centre.
- Ask instructors to promote social distancing and cleanliness at beginning and throughout classes.
- Ask everyone not to pass items between each other, this includes personal items, water bottles, bibs, swimming aids etc.
- 2m safe distancing floor stickers have been fitted in front of wash basins and urinals. Customers should come gym ready and encouraged not to change on site.
- Arrange staff to circulate and manage customers and ensure they follow the Safe Environment Plan (where appropriate).

Ventilation Strategy

Keep windows and doors open where possible to increase ventilation.

To keep our customers and colleagues safe we have implemented a ventilation strategy for our sites.

This follows Government issued guidance to ensure that use of fresh air is maximised to satisfy minimum levels per person. To achieve this we will be using a mix of mechanical and natural ventilation which will include where possible air conditioning.

Where air conditioning is used the priority will be on assisting air flow and with the increase of fresh air supply this may mean temperatures may be warmer than in the past.

Staff will be carrying out routine monitoring to check on the internal air quality.

Facilities which remain unavailable

The following facilities and services will be reviewed and opened in line with the staged re-opening plan

- Health Suites, due to reopen 19th Oct
- Functions
- Children's parties

- Community based activities

Numbers for each facility

We have surveyed each centre to determine the amount of people allowed in each area of the building based on UK Active guidelines (Swimming pools Bather loads are 1 bather per 6m²/Dry side areas 100 sq. ft per person (3m²). Listed below are guidelines for staff:

Facility	Pool	Gym	Main Hall	Dance Studio 1	Dance Studio 2	Spin Studio	Coffee Box
Lings	40	24	80	15 (up)	12 (down)	2	**
Peterborough	N/A	24	N/A	10	8	N/A	N/A
Cripps	18	35	20 (FH)	16 (SH)	N/A	9	N/A
Duston	N/A	20	32	8	N/A	6	52 seated
Mounts	56 both	20	N/A	7	N/A	N/A	**
Danes Camp	50	30	60	24 (½ Hall)	N/A	12	**
Berzerk	N/A	N/A	N/A	N/A	N/A	N/A	72 seated

** Take away service only, no seating provided.

Berzerk

Table service only – all Coffee Box users must be seated. Additional signage will instruct the customers to take a seat. Staff in these areas must wear face coverings, and patrons should wear a face mask at all times unless seated at a table.

Duston Coffee Box

Table service only – all Coffee Box users must be seated. Additional signage will instruct the customers to take a seat. Staff in these areas must wear face coverings, and patrons should wear a face mask at all times unless seated at a table.

Management of contractors

We will minimise the number of unnecessary visits to sites, the number of contractors on site at one time and to maintain social distancing measures during arrival, time on site and departure of any contractor. The following will be implemented:

- Visits by any contractor to site need to be essential to the operation of the centre, either through statutory requirement or essential for Health & Safety and operational compliance.
- Visits must be arranged and expected by centre staff confirming who and what will be required to undertake and complete the task, this will be supported by provision of suitable work RAMS for SSD by the contractor.
- The number of contractors allowed at a centre at any given time must be kept to a minimum and where possible arranged at a time where the centre is closed to the public or levels of occupancy are low. Unless essential for a task to be completed, we will restrict access to one contractor at a time allowing at least ten minutes between the departure of one contractor and the arrival of another. Contractors should be provided with time slots and a list maintained of who is on site at the centre and when they leave.
- On arrival contractors will be given (by the Manager on Duty) suitable site information including up to date CV-19 procedures for them to read prior to arrival; this will include where they are expected to park.
- Contractors are to be instructed to use an agreed entrance point to avoid reception areas, these are to be marked up with defined waiting points. Contact details will be provided so that remote contact can be made with centre staff and access can be provided within social distancing measures. Confirmation of the reason for the visit should also be discussed remotely to minimise face to face contact.
- Where possible the contractor should be able to wash their hands upon arrival, if not, a suitable hand gel should be available and used.
- Whilst at each centre, contractors will follow NLT SSD measures, they will conduct their own Risk Assessment of the task.
- The contractor is to confirm remotely when they are finished and leaving the centre. To minimise contact with staff they will not be required to sign documentation.
- Cleaning materials should be available for the contractor to clean any plant equipment before and after the task has been completed. The contractor will be expected to have suitable tools and equipment, no exchange will occur of equipment between centre staff and contractors.
- Wear face covering in public areas and when carrying out work commitments. Normal exemption rules apply plus consideration for the type of work undertaken i.e. if the agreed risk assessment permits the non-wearing of a face covering for a defined reason.