New Venue Alerts Process: A Guide For Businesses

The way we notify visitors of outbreaks at venues is changing

NHS Test and Trace

Venue alerts help stop the spread of coronavirus

The way we collect staff, customer and visitor information from venues is changing. This will enable us to alert more individuals who have visited venues linked to a potential outbreak of coronavirus.

This message will not be an instruction to self-isolate and your venue will not be named or asked to close. The purpose of these public health messages is to **empower people** with the knowledge that they may be at risk so that they can take greater precautions to protect themselves and others.

If a potential outbreak has been linked to your venue, you will be contacted by NHS Test and Trace. They will ask you to provide details of staff, visitors and customers who were there on that day. This may come from your physical logbook or from any online booking system you may have in place.

If asked, it is your **legal duty** to the share customer, visitor and staff contact details with NHS Test and Trace as soon as possible. If you are asked and do not have this information you will be liable to pay a £1000 fine.

The process

1 All of your staff, customers and visitors should check in when they enter your premises. This can be done quickly and easily with the NHS COVID-19 app. If they do not have the app, or choose not to use the app, they can leave their contact details.

2 If an outbreak is identified at your venue, NHS Test and Trace will request your staff, customer and visitor contact details from you. You do not need to share information about those that checked in with the NHS QR code as they can be sent an automatic notification via their app. Venue owners/managers will receive an email informing them of the outbreak and guidance about next steps.

3 NHS Test and Trace will then notify everyone who was there at the same day as the outbreak to let them know they are potentially at risk and to take extra care.

4 Individuals are then aware that they are at risk of coronavirus and can take action to prevent onwards transmission.

Thank you!

Thank you for helping us by playing your part in the fight against coronavirus. Collecting staff, customer and visitor details is essential to stop the spread of the virus, protect the NHS and return to a more normal way of life.

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