Economy, Residents, Communities and Governance Scrutiny Committee

Meeting Venue
By Teams

Meeting Date
Thursday, 2 July 2020

Meeting Time
2.00 pm

For further information please contact
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Powys

County Hall
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25-06-2020

Mae croeso i chi siarad yn Gymraeg neu yn Saesneg yn y cyfarfod. Rhowch wybod pa iaith rydych am ei defnyddio erbyn hanner dydd, ddau ddiwrnod gwaith cyn y cyfarfod.

You are welcome to speak Welsh or English in the meeting. Please inform us of which language you wish to use by noon, two working days before the meeting.

AGENDA

1.	APOLOGIES

To receive apologies for absence.

2.	DISCLOSURES OF INTEREST

To receive any disclosures of interests by Members relating to items to be considered at the meeting.

3.	DECLARATION OF PARTY WHIPS

To receive disclosures of prohibited party whips which a Member has been given in relation to the meeting in accordance with Section 78(3) of the Local Government Measure 2011.

(NB: Members are reminded that under Section 78 Members having been given a prohibited party whip cannot vote on a matter before the Committee.)

4.	SCRUTINY ITEMS

4.1. **Business Support**

4.2. **Contact Tracing**

5.	SCRUTINY WORK PROGRAMME

The next meetings of the Committee will be held as follows:

16/07/2020	14.00 – 15.00	Items: Mid Wales Growth Deal – proposal document Global Centre for Rail Excellence
30/07/2020	14.00 – 15.00	**County Council Meeting on this date**

Potential items for consideration:
- Regulatory Services
- Recycling rates – what advantage is being taken of the increases in recycling rates and how can we maintain recycling rates.

Update Information arising from previous meeting:
- Valuation Service – valuation of new businesses (NB)
- Car Parking Charges review - update on the current status of the review (WR).
- Tenants paying a service charge for grass cutting – will there be a rebate by the service if the full service is not provided. (NB)

Covid-19 Business Support Summary

1. Overview

Led by Nigel Brinn, Corporate Director (Economy & Environment), the Business & Economic Recovery Cell is made up of officers from the Council's Finance, Income & Awards, Environmental Health, Trading Standards, Commercial Services, Communications and Economic Development Services. Its primary purpose has been to co-ordinate the Council's Covid-19 response in relation to business support through financial assistance, communications, advice, guidance and planning for future economic recovery.   An action plan for the Cell is attached in Appendix 1.

2. Business Support

i. Communications
- Ongoing co-ordination of communications on Covid-19 business and economy information and issues.
- Council Covid-19 business support webpage and related service information: **https://en.powys.gov.uk/coronavirus/helpforbusinesses**
- Issuing of regular social media, communications, videos and press adverts on key information and updates and dissemination of information through business and other networks.

ii. Advice
- A dedicated Covid-19 helpline for Powys businesses was established at an early stage and has received over 2000 calls to support businesses and residents find financial support.
- Weekly meetings taking place with Business Wales, Welsh Government and Department of Work & Pensions to help co-ordinate support and advice to businesses across Powys.
- Relevant services continue to field inquiries and calls from businesses on a range of Covid-19 related issues and are providing wider support and guidance daily. Examples include:
- Requests for 'holiday accommodation' businesses to be permitted to re-open are being considered and issued in line with the business closure regulations to accommodate persons who are 'homeless, vulnerable or key workers'.
- Support and advice has been provided to local takeaway and food businesses in relation to operation and social distancing requirements and improvements have been noted on the back of this advice.
- Approximately 1900 Commercial Business Operators within Powys, have received advice via on the Legionella risks in vacant properties where water can stagnate within water systems.
- Advice to businesses on scams targeted at legitimate businesses-leaflets/associated with COVID.
- Dissemination of information and advice to the tourism sector via tourism networks and local destination partnerships.

a. Business Grants
- The Council has administered just under £50m of grant assistance to around 4,225 businesses and organisations. This is the second highest number of payments made by a council in Wales.
- The funding package includes £10,000 grants to all businesses eligible for Small Business Rates Relief with a rateable value of £12,000 or less, and grants of £25,000 to businesses in the retail, leisure and hospitality sector with a rateable value of between £12,001 and £51,000.

b. Business Rate Relief Scheme
- Revised business rate bills have been issued to 1000 businesses and organisations qualifying under the Retail, Leisure and Hospitality Rates Relief and Small Business Rates Relief schemes for a total of £10m relief being awarded.
- All retail, leisure, and hospitality businesses in Powys with a rateable value of less than £500,000 are receiving a year-long business rates holiday.

c. Support for Charities
- Around 300 charities and not for profit organisations across Powys are receiving a grant of £10,000 administered by the Council. This is part of a £26m Welsh Government support package which is an extension to the Covid-19 business grants scheme to provide some small charities within retail, leisure, and hospitality with financial support.
- The Council is processing the grants to a wide range of organisations including charity shops, sports clubs, and community centres, which up until now have not qualified for financial support.
- Eligible organisations must be already in receipt of discretionary rate relief, charities relief or community amateur sports club relief and have a rateable value of £12,000 or less.

d. Fraud and Error Risk
- Given the high potential of risk of fraud and error occurring, all grant award payments are verified before payments and are being analysed post payment.

iii. Commercial Services
- Implementation of procurement policy note advice and guidance regarding Council contracts and suppliers.
- Acceleration of payments to suppliers and contractors (now 10 Days or less)
- Discussions with key suppliers/contractors on Covid-19 issues and advice to supplier at risk of financial hardship.
- Active sourcing and procurement of PPE and pro-active liaison with Powys companies who may be able to support its manufacture.
- Preparation of Covid-19 Procurement Strategy for Recovery

3. Opening-Up Phase

- Following the announcement by Welsh Government on 19th June regarding the opening up of non-essential retail, the Council has prepared a range of advice for businesses which is available on the Council website: https://en.powys.gov.uk/article/9273/Advice-for-businesses-on-latest-changes.
- Officers are providing direct advice and support to businesses in response to inquiries received and a guidance leaflet providing health and safety advice has been emailed to retail premises that are currently permitted to re-open.
- The Council has secured funding from Welsh Government under their Local Sustainable Transport Covid-19 Response Fund 2020-21 to provide temporary measures in our main towns that will assist in facilitating social distancing in those high streets. Over the coming weeks and months engagement will take place with Local Members and Town/Community Councils during the development and implementation of plans.

4. Recovery Phase

- The longer-term recovery and regeneration of the local economy and communities will require a collaborative approach with the Council working in partnership with stakeholders at a local, regional and national level.
- The Council continues to work closely with Welsh Government, Business Wales and other stakeholders to implement Covid-19 support measures for businesses and local communities.
- A Mid Wales Town Centre Action Group has been set up by Welsh Government with Powys and Ceredigion County Councils to provide a strategic approach to town centre recovery.
- A Powys wide 'support local' marketing campaign has been launched to support local businesses and purchasing (#supportlocalpowys).
- At a regional level, the Council is also working collaboratively on the implementation of the recently adopted Mid Wales Strategic Economic Plan and proposals for the Mid Wales Growth Deal, which will help support economic recovery and new investment into Powys.
- The Council has been working closely with Visit Wales and the tourism sector during the pandemic to provide advice and support to businesses. Detailed industry guidance on the opening-up of the visitor economy is being issued by Welsh Government.
- A tourism communications plan is being developed by the Council to communicate both immediate messages and advice to businesses and communities in respect of reopening and to promote Powys to visitors when that decision is taken by Welsh Government.
- To help co-ordinate the economic aspects of the recovery phase, the Council has established a Thriving & Sustainable Economy sub-group to oversee strategy and actions to support business and economic recovery. An Economic Recovery Framework and Action Plan is currently being developed as part of this work.

Appendix 1

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Business & Economic Recovery Cell
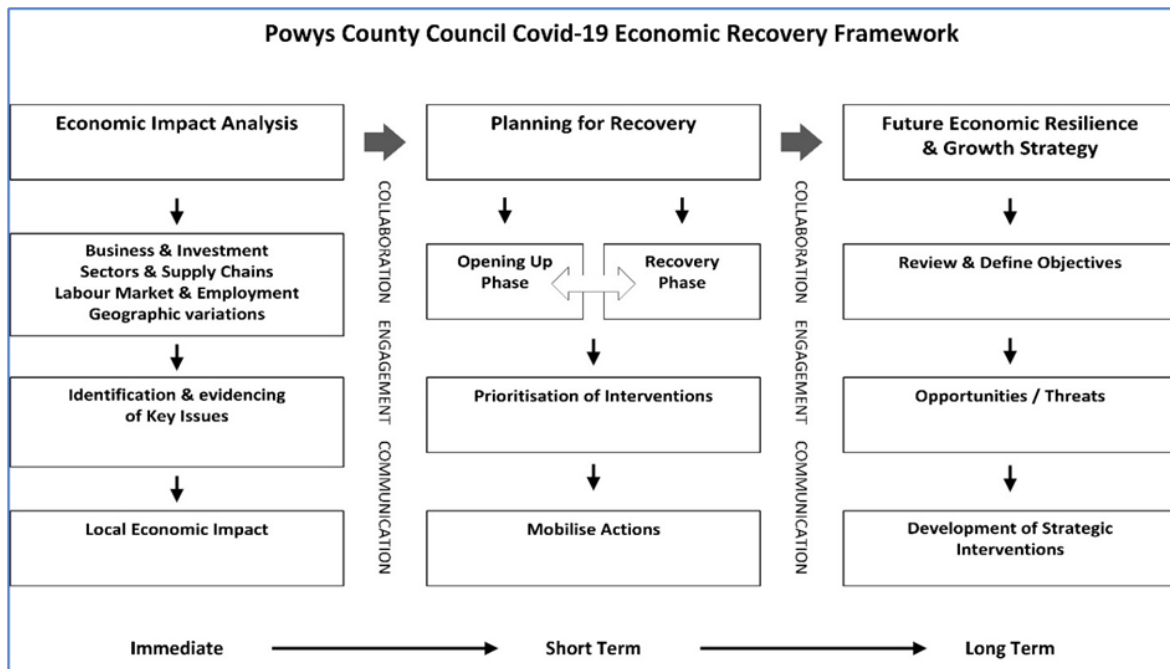
Covid-19 Action Plan

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Overview

The Covid-19 pandemic is causing unprecedented disruption to the economy. The initial economic shock is expected to lead to a period of recession, a contraction of the economy and increased unemployment, depending on how quickly the pandemic can be managed and restrictions lifted. The timing and pace of economic recovery is highly uncertain. While the UK economy is expected to start to recover as restrictions are lifted, there is considerable uncertainty about the long-term impact.

Strong leadership and co-ordinated action to support Powys businesses will also be critical to address the impacts of Covid-19. The Council and other stakeholders face the urgent task of understanding the evolving implications of Covid-19 for the county and how to respond most effectively. This requires an understanding of the local dimensions of the economic shock, followed by a focused action plan to support the short-term, phased opening-up of the economy and subsequent recovery. A longer-term strategy is also required to guide future economic resilience and growth.

The following integrated framework is proposed:

• **Economic Impact Analysis**: assessment of the impacts of Covid-19 across key components of the local economy to shape our local and regional response.

• **Planning for Recovery**: identify and prioritise key interventions to address these impacts and support businesses in the short term.

• **Economic Resilience & Growth Strategy**: long term strategy to build future resilience and growth to take account of the impact of the pandemic.

Powys County Council Covid-19 Economic Recovery Framework

Economic Impact Analysis	COLLABORATION ENGAGEMENT COMMUNICATION	Planning for Recovery	COLLABORATION ENGAGEMENT COMMUNICATION	Future Economic Resilience & Growth Strategy
↓		↓		↓
Business & Investment Sectors & Supply Chains Labour Market & Employment Geographic variations		Opening Up Phase ⇄ Recovery Phase		Review & Define Objectives
↓		↓		↓
Identification & evidencing of Key Issues		Prioritisation of Interventions		Opportunities / Threats
↓		↓		↓
Local Economic Impact		Mobilise Actions		Development of Strategic Interventions

Immediate ⟶ Short Term ⟶ Long Term

1. Economic Impact Analysis

The impacts of the pandemic are still being realised and will only manifest over time. These will vary across different businesses, sectors of the economy and geographically. The real time nature of the crisis and potential scale of the impact means that currently there is limited data to work with and much is still unknown.

Understanding the impacts and support required by Powys businesses and its rural economy will be vital to developing and influencing local, regional and national actions to support economic recovery and subsequent growth. Key to this is effective business and stakeholder engagement which will play a valuable role in helping to inform and support recovery and build resilience in the local economy.

2. Planning for Recovery

An overlapping, phased approach is emerging to the recovery stage of the Covid-19 pandemic. This consists of an 'opening up' stage as businesses return to work and recommence their operations as restrictions are progressively lifted. This will take place over an extended period depending on the nature of businesses and sectors.

Secondly, an 'economic recovery' stage delivering existing and additional actions to support businesses and the local economy over the short and medium term.

3. Future Economic Resilience & Growth Strategy

The Covid-19 pandemic is expected to have a long-term impact on the Powys economy. Flexibility in approach and capitalising on new opportunities will be fundamental to supporting long term economic recovery and future growth.

A review and updating of current strategies and actions will be required to respond to the needs of businesses and help build resilience into the Powys economy. The pandemic has identified weaknesses in current practices, new ways of working and potential lessons learnt that provide an opportunity to 'build back better' and support a smarter, more robust, and sustainable economy going forward.

Covid-19 Economic Resilience Framework – Draft Action Plan

Ref	Action	Lead
1.	**Economic Impact Analysis**	
1.1	Powys County Council Covid-19 business survey – concise survey to be promoted through website, comms and networks to provide a more in-depth picture and understanding of the key issues and challenges facing Powys businesses and the local economy.	Econ Dev/ Comms
1.2	Central point of intelligence gathering on the impact of Covid-19 through direct engagement and discussions with businesses, networks and sector groups	Business Intelligence
1.3	Input and engagement in national, regional and sector specific recovery work / surveys / analysis of data.	All
1.4	Collation of intelligence/evidence through collaboration with key stakeholders/networks eg. Welsh Government, Business Wales, Visit Wales, WLGA, other LAs	Econ Dev
1.5	Research / data analysis of Powys businesses, sectors, employment change, rural economy, market intelligence, current & future trends, best practice etc.	Business Intelligence
1.6	Impact assessment on Council suppliers and contractors. Intelligence to better understand Powys supply chains / suppliers	Commercial Services
1.7	Capturing positive delivery models, good practice and lessons learnt from PCC/Powys business support and wider response to date	All
1.8	Collaborative work with Visit Wales, Destination Partnerships and other stakeholders on intelligence and support for tourism / events / hospitality sector	Econ Dev
2.	**Planning for Recovery**	
a.	**Opening-Up Phase**	
2.1	Collaborative work with key stakeholders to influence and co-design 'opening up' phase appropriate to needs of Powys	Cabinet / All
2.2	Continuation of existing advice and financial support to Powys businesses / third sector and administration of new support schemes where applicable	Income & Awards / Econ Dev
2.3	Guidance, advice, and signposting regarding restarting of operations, safety at work, social distancing etc to ensure that businesses have access to the most up to date information and support	Env Health /Trading Standards
2.4	Ongoing co-ordination of contact tracing to help minimise spread of Covid-19 – Test, Trace, Protect	Env Health

2.5	Communications to support 'opening up' phase	Comms
2.6	Advice and assessment of applications for key worker accommodation	Env Health /Trading Standards
2.7	Preparing town centres and public spaces for reopening and social distancing	HTR
b.	**Recovery Phase**	
2.8	Collaborative work with UK and Welsh Govt and other key stakeholders to influence and co-design recovery phase and crucial interventions appropriate to meet the needs of the Powys and Mid Wales economy and communities	All
2.9	Continued dissemination and signposting of information and support for businesses / third sector through communications, networks and service delivery, inquiries etc	All
2.10	Marketing & promotion of tourism, hospitality sector and the visitor economy - at the appropriate time as restrictions are lifted	Econ Dev/Comms
2.11	PCC Procurement Recovery Strategy - restarting services, capital projects and procuring new contracts which Powys business can tender for and deliver, measures to support small businesses apply for contracts, market/supply chain intelligence.	Commercial Services
2.12	#Support Local Powys marketing campaign	Econ Dev / Comms
2.13	Employability Programmes – advice and support to help with redundancies and to support people back into work through Communities for Work Plus and collaborative work with Dept of Work & Pensions, Welsh Government, Job Centre and Careers Wales to provide a joined-up approach to support services	Econ Dev
2.14	Delivery of existing External Funding Projects / Programmes – delivery of eg. Arwain, Tri town centre regeneration, tourism etc with refocus on recovery	Econ Dev / All
2.15	Resourcing of Council business support focused services where these have been reduced due to Covid-19 response eg. planning, building control, environmental health, commercial services, economic development, trading standards	All
2.16	Library Service – explore potential to provide business support opportunities	Libraries
2.17	Development of Powys Digital Local Purchasing Platform	Transformation/Econ Dev
2.18	New business start-up signposting and support	Econ Dev/Income & Awards
3.	**Economic Resilience & Growth Strategy**	

3.1	Mid Wales Strategic Economic Plan – implementation of strategy to take account of the impact of the pandemic with Welsh Government & other key stakeholders	Econ Dev
3.2	Mid Wales Growth Deal - development of strategic interventions to support private sector investment to support long term Covid-19 recovery and economic growth	Econ Dev
3.3	Mid Wales Collaboration/Programme Office – development and support of regional capacity building and collaborative working to support the regional economy	Econ Dev
3.4	New External Funding Opportunities - prioritising and targeting external funding bids to bring additional funding and investment into the Powys economy. Shaping new funding programmes and opportunities to try and ensure maximum benefit to the Powys economy and businesses	All
3.5	Interventions to support digital connectivity & exploitation of technology by businesses and communities eg. PCC website, new WG local broadband grant scheme	Econ Dev / ICT
3.6	Collaborative work to deliver key infrastructure investments to support growth and resilience of Powys economy	All
3.7	Implementation of interventions to support resilience and growth of key sectors eg. tourism & events, agriculture, manufacturing, foundation economy	All
3.8	Mid Wales Learning & Skills Partnership – tailored regional approach to identifying and addressing skills and recruitment gaps.	Edn
3.9	Interventions to support future resilience of supply chains	Comm Services
3.10	Development of post Covid-19 Powys CC Economic Development Strategy	Econ Dev
3.11	Collaborative approach to supporting and transforming market towns	All

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Test, trace, Protect

Q&A for External Stakeholders - to help answer any queries on Test, Trace, Protect

Updated: 03 June 2020

Test, Trace, Protect (TTP)

TTP General

<u>Test, Trace, Protect</u> will work by:

- <u>Testing</u> symptomatic people, asking them to self-isolate whist taking a test and waiting for a result.

- If symptoms are not due to coronavirus, individuals and their contacts can return to their normal routines as soon as possible.

- Tracing people who have been in close contact with positive cases, requiring them to take precautions through self-isolation.

- Providing advice and guidance, particularly if the person who has symptoms or their contacts are in the <u>shielding group or the at risk group, vulnerable or at greater risk</u>.

- Ensuring that if the symptoms are not due to coronavirus, individuals and their contacts can get back to their normal routines as soon as possible.

TTP Q&A

How will the strategy be delivered?

- Public Health Wales, health boards and local authorities will all help deliver this strategy through close working and coordination across the public sector

- The public are our most important partners. It is only through their willingness to report symptoms, identify contacts and follow self-isolation advice that we will be able to identify new cases and hotspots, and prevent a new peak in cases occurring.

What happens if people don't comply?

- Everyone has a role to play in our national effort to respond to coronavirus and confident the public will want to do so.

- If they don't, they put themselves, their families and other people, particularly those most vulnerable, at risk of contracting coronavirus.

- They would also be helping to spread the disease and contributing prolonging the pandemic.

- Appreciate there has been high compliance with social distancing measures of the majority of the people of Wales and expect people will want to play their part in contact tracing.

Does the Test, Trace, Protect strategy differ from other UK approaches?

- Our aim is to maintain a UK-wide approach only differing when our specific context requires it.

- Research is ongoing in Wales to explore new treatments and the first vaccine trials have started in the UK.

- We have, and we will continue, to base our approach on the best available scientific evidence, health surveillance and international learning.

What are the roles of all the different elements of TTP?

- Individuals – following public health advice, hand washing, social distancing, reporting symptoms and self-isolating when necessary.

- Welsh Government – provide strategic direction, oversight, determine priorities and provide resources to enable test, trace, protect.

- Public Health Wales (PHW) – our expert National Public Health body providing leadership and specialist advice on public health approaches.

- Local health boards and local authorities – working in collaboration to deliver regionally coordinated local contact tracing teams. Also to provide testing facilities and environmental and public health responses to local outbreaks and clusters or preventative action in areas regarded as high risk.

Testing

What role does testing play in the Test, Trace, Protect strategy?

- Testing it is vital for:

  - Diagnosis, treatment and care.
  - Health surveillance to understand spread, identify clusters and hot spots.
  - Contact tracing - control the spread of the coronavirus.
  - Business continuity, enabling critical workers to return to work more quickly and safely.
  - Knowing who has had coronavirus, when antibody testing is available.

- Testing of symptomatic people has been expanded to include the general public.

How will we scale up the approach to testing?

- We have an extensive network of testing facilities across Wales.

- Public and critical workers are now able to order a home testing kit or book a slot at their nearest mass drive-through testing centre using the UK gov website.

- Critical workers can also access tests at CTUs through local arrangements.

- Availability of home testing kits are managed at a UK level, whereas slots at the mass drive-through testing centres are managed through the Local Health Boards and Public Health Wales.

How will we ensure there is sufficient capacity for testing in Wales?

- Scale of testing capacity need is unprecedented, but it will depend on the spread of coronavirus, the prevalence of symptoms and the emerging evidence on how testing can best be used to prevent infection.

- Testing centres now open around Wales and expanded laboratory capacity now means we are processing more than 9,277 tests a day (figure dated 29 May).

- Continue to increase this capacity over the coming weeks and months.

- Drawing on the supply of UK home testing kits and the UK-wide website booking system and delivery service.

How do you test for coronavirus?

- The only way to confirm someone has coronavirus is to test them.

- The antigen (swab) test is currently the only type of test in regular use.

What about the antibody test?

- Another type of test is possible – this is the antibody test – which can tell if you have had Covid-19. On 21 May UKG announced a new antibody blood test that will be processed in laboratories.

- Approval and production of the new test is an important step forward in our efforts to stop the spread of the virus, protect the public and ease lockdown restrictions.

- Wales will be provided with an allocation of these tests sourced at a UK level, and a policy outlining how these tests will be used in Wales will follow.

Is there a role for Antibody Testing?

- Antibody testing is an important part of our current testing strategy as it will help us know whether people have had the virus.

- It will also tell us about where the virus is in the country and communities.

- But there is no evidence yet on whether having had the virus means you are immune. It is, therefore, vital to continue with social distancing. And also to self-isolate if told to do so through the test and trace process.

How do I book an Anti-gen test?

- If symptomatic, you can apply test on https://gov.wales/apply-coronavirus-test

- The test is only effective for those who are experiencing coronavirus symptoms and needs to be taken in the first 5 days of having symptoms. It only checks if you have coronavirus right now and not if you have already had the virus.

What's the minimum and maximum time people can be told to self-isolate for?

- Positive cases of coronavirus will be asked to isolate for 7 days from the onset of symptoms.

- If after 7 days, or longer, they still have symptoms, they must continue to self-isolate until they feel better.

What if symptoms worsen to the point where people can't cope at home?

- Use the 111 online coronavirus service. If there is no internet access, call 111.

- In a medical emergency, dial 999.

How do people get their test results?

- It depends on what process they have chosen.

- Some will receive a text, email or phone call.

- Some will also receive their results via staff if in a closed setting (ie a care home).

What about those without access to smartphones and the internet?

- People can apply for a test by calling the free number 119 between the hours of 7am to 11pm.

- People with hearing or speech difficulties can call 18001 119.

Where can I get the latest data about tests?

- Public Health Wales launched an interactive dashboard with the latest data relating to coronavirus in Wales.

- Weekly updates are also published on the Welsh Government Website (https://gov.wales/testing-coronavirus-weekly-updates)

Contact Tracing

General

- We used contact tracing during the initial 'contain' phase of our response to coronavirus. Contact tracing is an essential part of our TTP strategy.

- Tried and tested method of controlling the spread of infectious diseases.

- The purpose is to provide real time intelligence on the coverage of the disease, how quickly it is spreading, and where there are hotspots of infection.

Q&A

Who is delivering contact tracing?

- PHW, health boards and local authorities are delivering contact tracing through partnership working with other public services across the public sector.

What does 'a contact' mean?

- A contact means someone you may or may not live with and with whom you have been in close proximity on any occasion during a period beginning up to two days before you started experiencing symptoms including:

  o someone within 1 metre of you with whom you have had a face-to-face-conversation, had skin-to-skin physical contact, you have coughed on, or been on other forms of contact within 1 metre or 1 minute or longer;

  o someone within 2 metres of you for more than 15 minutes;

  o someone you have travelled in a vehicle with - or seated near you in public transport.

Will it be the same in Wales as in England?

- Yes

How does contact tracing work?

- Contact tracing is reliant on tests being taken quickly, as soon as people start to display symptoms.

- People who test positive are asked to reporting their recent contacts so that they can be contacted and notified to self-isolate (and take a test if they too are displaying symptoms) to help stop the spread of the virus.

- They will also be provided with support, advised to self-isolate for 14 days from their last contact with the person who has tested positive.

- They will only be asked to take a test if they are symptomatic.

How many people will need to be contact traced?

- Numbers of people who will need to be contact traced will be dependent on the habits and behaviours exercised by our citizens and those who have tested positive for COVID-19; for example:

  o the people they've been in close contact with;

  o their working environment; or

  o journeys they have made where they have been in close proximity to others.

How will people be contacted?

- People will receive phone calls from contact tracers and receive a written notice.

- When the app goes live, this alert will also come via text or email.

How will they get details / phone numbers to tell people they have been in contact with someone who has coronavirus?

- Contact tracers will ask people who have tested positive to identify their close recent contacts and provide them with phone number and/or email where possible.

- This information is held in confidence under the WASPI agreement and is not shared with other bodies or organisations.

How long will a conversation with a contact tracer last?

8

- Calls take on average 30 minutes. This could be longer or shorted depending on how many places they have been and the number of people they have been in contact with.

How many people will have to self-isolate?

- Numbers of contacts will be dependent on the number of people that have been in contact with those that have tested positive for COVID-19.

- However if testing and contact tracing is successful, then the number of new cases may decrease and the proportion of new cases who are already self-isolating should increase.

- There will be varying degrees of effort required to trace different contacts, with household contacts, for example requiring minimal effort.

If people get a notification that they need to self-isolate, are they eligible for a test?

- They will only be advised to take a test if they are displaying symptoms.

What's the minimum and maximum time people can be told to self-isolate for?

- Those who have had close recent contact with someone who tests positive for coronavirus will be asked to self-isolate for the period ending 14 days after they came into contact with the person who has tested positive.

What happens if the contact is asymptomatic – do they still have to isolate for 14 days?

- Yes, even if they don't feel unwell, if they have been infected, they could become infectious to others at any point up to 14 days.

- They will only be advised to take a test if they are displaying symptoms. If they test positive, then the individual tested and members of their household will immediately need to follow the self-isolation guidance.

What about the households of the contact – do they have to self-isolate?

- Members of their family are not required to self-isolate, but they should follow the general stay-at-home guidance and avoid contact with the person isolating at home.

Could people be asked to self-isolate multiple times?

- Yes

Why will contract tracing start on a positive test result and not on symptoms?

- We are taking the approach agreed and endorsed by all CMOs in the four nations which has recommended tracing on positive test result.

- Contact tracing on symptom could produce millions of contacts, which would require a significant proportion of the population self-isolating as a precautionary measure.

- We have always based our approach on the best available scientific evidence and clinical advice, health surveillance and international learning and will continue to do so.

What if someone is wearing PPE – how will it work then?

- The result of this assessment will take into consideration any additional circumstances such as; the correct use of PPE, protective screens in the workplace and adherence to the 2m distancing rule which, if correctly followed, will not be regarded as a contact for these purposes.

Will children who have coronavirus have their contacts traced?

- Contact tracing covers all positive cases.

- Where children under 16 who have coronavirus are contacted, their parental or guardian consent will be required to proceed with gathering information.

- Alternatively for a parent or guardian to provide contact tracers with the information on behalf of their child.

How does this service support homeless people?

- Welsh Government, NHS Wales and Local Authorities are working together to consider how best to ensure contact tracing is suitable for rough sleepers or other vulnerable groups, including how vulnerable people can access testing and self-isolate if needed.

- Within each health board area experts from across the NHS and local government will work together to trace people who are difficult to contact and ensure they are offered the support necessary.

How would contact tracing work when people are difficult to trace (people with no phone, computer etc.)?

- Within each health board area experts from across the NHS and local government will work together to trace people who are difficult to contact and ensure they are offered the support necessary.

- Welsh Government, NHS Wales and Local Authorities are working together to consider how best to ensure contact tracing is suitable for rough sleepers or other vulnerable groups, including how vulnerable people can access testing and self-isolate if needed.

- We recognise that there may be a very small number of incidences where it is not possible to trace people, despite our best efforts. This is likely to be very rare.

How many staff are needed to operate contact tracing in Wales?

- A workforce of some 600 has been trained and is in place, with regional plans in place to rapidly increase it, if and when necessary.

- Contact tracing staff will operate seven days a week, including evenings.

How long will contact tracing be in operation?

- It isn't possible to give a definitive answer.

- Contact tracing will need to be maintained at a significant level, potentially for the next year or until a vaccine is found.

- It is dependent on a number of factors, such as how common the disease is across Wales, how quickly it is spreading and the latest evidence.

- This will also be influenced by how well people respond to the easing of lockdown restrictions and the need to self-isolate if they have symptoms or if they have been in contact with someone who has tested positive for coronavirus.

How will the NHS Covid-19 App support contact tracing?

- It will let people know if they have been near someone who has reported coronavirus symptoms and provide up-to-date guidance.

- It will also allow them to apply for a test if they start showing symptoms and it will give them the option of providing information to the app directly about their contacts if they test positive.

- The manual process will continue to support the digital app with contact tracers following up to offer support and reinforce the need to isolate.

What about people who don't have a smartphone?

- Manual contact tracing processes will also be available for those who prefer not to use the app and/or do not have access to a smartphone.

How do I know that the data I provide will be safe?

- Contact tracing is a long-established and proven way of slowing the spread of an infection and is not about enforcement or surveillance.

- Information gathered across Wales as part of the contact tracing process is held in strict confidence, and is subject to the Wales Accord on the Sharing of Personal Information (WASPI) agreement.

- This is a voluntary process and individuals can decline to provide information.

Will people know it was me that exposed them to a risk of infection?

- No, that information is confidential and will not be shared.

- However if someone under 16 is at risk, a parent or guardian will be asked to give permission for the call to continue.

How do people know that it isn't a scam?

- People should be vigilant for any signs of cyber security, spoofing, phishing or fraud.

- Contact tracers will not ask for any financial information, bank details, passwords or any other data other than information detailed above as part of the contact tracing process.

- If there are any doubts, then you should not provide the information.

As the lockdown restrictions are eased, people will come into contact with more people – is it possible to trace everyone they have been in contact with?

- As lockdown restrictions are eased, the number of people who you come into contact with will increase, but social distancing should still be observed in line with the latest guidance.

- By strictly adhering to the social distancing outside the home when you are well, and immediately isolating if you think you have symptoms, you will keep the number of people at risk to a minimum. This is the most effective way of stopping transmission and keeping Wales safe.

- Contact tracing focuses on close contacts, typically those where social distancing has not been adhered to, for whatever reason.

- So we would hope that it should be possible to trace all close contacts.

What about the people that positive cases do not know?

- A contact is defined as people who have had close contact (for instance direct face-to-face contact) with, or spent more than 15 minutes within 2 metres of someone with COVID-19. We would also look to trace people who someone with COVID-19 had travelled with in a small vehicle or sat next to on a plane.

- Everyone should continue to follow the social distancing guidelines by remaining 2m apart from others and wearing a mask on public transport or in settings where social distancing is not possible.

- The NHS Covid-19 app, which will be rolled out shortly, will enable us to anonymously alert app users who have come into close contact with other app users who test positive for coronavirus.

If people have not been self-isolating and/or not obeying social distancing will they, or their contacts, get into trouble if they share these details?

- No, this information is confidential and will solely be used by the NHS Wales Test, Trace, Protect service to contain the virus. It will not be shared with other bodies.

- It is important that you share accurate records of who you have been in contact with to maximise our ability to contain the virus.

- We just want everyone to play their part by self-isolating if you have symptoms, booking a test and telling contact tracers who your close, recent contacts are so we can stop the spread of the virus.

What training programme is in place for contact tracers?

- Based on their expertise and experience of contact tracing, PHW designed a bespoke training package for contact tracers and the response to COVID-19.

- All contact tracers have to undertake a training programme which covers
    - Basic information about COVID-19
    - A guide to contact tracing
    - The different roles within the service
    - Testing for COVID-19
    - How to handle personal information (information governance)
    - Responsibilities to protect the health, wellbeing and rights of individuals to live free from abuse, neglect or harm (safeguarding)

- All staff are provided with scripts and operating procedures to support the provision of a consistent safe service across Wales.

- Training is also available on the contact tracing IT system.

Protect

General

Most people will be able to manage self-isolation as a result of Test, Trace, Protect without additional support or help from friends and family. However, some people may need help with shopping, access to emergency food, collecting medicine and other support and advice.

This support will be provided locally and be coordinated by local authorities, building on the services they have provided to shielded and non-shielded vulnerable people during lockdown.

Referrals are integrated into the TTP service.

Q&A

How do I get food and medicines if I have to self-isolate?

- set up online shopping accounts if possible

- If you require help with buying groceries, other shopping or picking up medication, or walking a dog, you will need to ask friends or relatives. Alternatively, you can order medication by phone or online. You can also order your shopping online. Make sure you tell delivery drivers to leave items outside for collection if you order online. The delivery driver should not come into your home.

What role can individuals play to protect themselves, family, friends and community?

- We will need people to continue to play their part and follow the latest public health guidance to protecting others and preventing the spread of the disease.

- If you develop one of the symptoms listed below, you should immediately self-isolate, follow the self-isolation guidance and apply for a test.

  - a new continuous cough
  - a high temperature
  - loss of or change to sense of smell or taste

How should people self-isolate if they live with a vulnerable person?

- They should follow the <u>self-isolation guidance</u>.

- Minimise as much as possible the time any vulnerable family members spend in shared spaces such as kitchens, bathrooms and sitting areas, and keep shared spaces well ventilated.

If people are told to self-isolate, do they get sick pay? What support do they get?

- People should work from home if they remain well and if it is practicable to do so.

- Those companies who already provide their own sick pay schemes are encouraged to use these rather than Statutory Sick Pay (SSP).

- Employees in self-isolation are entitled to SSP for every day they are in isolation
   - as long as they meet the eligibility conditions, including self-isolating for at least 4 days in a row (including non-working days).

- People contact traced and required to self-isolate due to being in contact with someone who has tested positive for coronavirus, are also covered under the regulations UK Government made on 27 May 2020, subject to eligibility criteria.

- If people cannot work from home whilst they are self-isolating, they may also be entitled to an Employment Support Allowance accessed through .gov.uk.

What if they're self-employed?

- Continue working from home if possible

- Follow the guidance on Keeping Wales Safe at Work

- If businesses have been adversely affected by coronavirus, they may be eligible for a grant through the Self-Employment Income Support Scheme (on GOV.UK).

Further Q&A on TTP strategy

What happens if there is an outbreak in a Care Home?

- All care home workers and residents can be tested under our <u>Care Homes Testing policy</u>.

- We want to see our all care homes tested as soon as possible and health boards are working to make sure that all care homes are tested by 14 June.

- <u>Guidance</u> has also been developed for contact tracing of care home staff, which is a risk-based approach.

    - If there has been no breach of PPE during the exposure period in the home, asymptomatic staff can continue to work.

- If there are multiple cases of COVID-19 in a care home then experts from across the NHS and local government will work together to prevent ongoing transmission within the care home.

- This will involve identifying those exposed, offering testing to residents and staff where appropriate, and providing tailored infection control advice.

- Advice is also given on admissions into the home from the community and hospital. Advice based on the assessment of each individual situation will be provided to support the home in preventing further spread.

How does the launch of TTP support the wider opening of schools, colleges and early years settings?

- Test, Trace, Protect forms a central part of Welsh Governments COVID-19 recovery strategy.

- This strategy sets out the next phase of the approach to tackling coronavirus; testing people with symptoms in the community, tracing those who have come into close contact with people who have tested positive for coronavirus, and protecting family, friends and our community by self-isolating.

Test, Trace, Protect works by:

- Testing those people who have coronavirus symptoms, asking them and members of their household to isolate while the results are awaited.

- Tracing those people who have been in close contact with people that have tested positive for the virus, requiring them to take precautions through self-isolation.

- Ensuring that if the symptoms are not due to coronavirus, individuals and their contacts can get back to their normal routines as soon as possible.

- By reducing transmission in our communities, and quickly identifying and isolating those at risk of catching COVID-19 from a close contact or family member we will support the wider opening of schools, colleges and early years settings.

What happens if there is an outbreak in a school?

- If there are multiple cases of COVID-19 in a school then experts from across the NHS and local government will work together to prevent ongoing transmission within the school. This will involve identifying those exposed, any child or staff member who is at increased risk and provide tailored infection control advice. Advice based on the assessment of each individual situation will be provided to support the school in preventing further spread.

- The process is handled sensitively and in confidence, for instance schools will not announce who the person with COVID-19 is.

What happens if there is an outbreak in a workplace?

- If multiple cases of coronavirus appear in a workplace, an outbreak control team from either the local authority or Public Health Wales will, if necessary, be assigned to help you as an employer to manage the outbreak. Employers should seek advice from their local authority in the first instance.

Will entire workforces be told to self-isolate if someone tests positive?

- Only those who have had close recent contact with someone who then tests positive for COVID-19 will be asked to self-isolate.

If a staff member is notified, do they have to report to their employer?

- If an employee is notified to self-isolate for 14 days because they have come into close contact with someone who has tested positive for coronavirus, and are unable to work as a result, they should notify you that they are unable to work within the deadline you have set in your sickness absence policies (or normally within 7 days if you have not set one).