

REOPENING OUR HIGH STREETS

A BUSINESS RECOVERY TOOLKIT

DECEMBER 2021

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1.0

WELCOME



**A message
from Cllr Monk,
Leader of
Folkestone
& Hythe
District Council.**

Welcome to this further updated version of the business recovery toolkit, which accounts for new restrictions that have been put in place as a precaution following cases of a variant of concern in the UK.

Covid-19 continues to present challenges to our community, including the district's business owners, many of whom are small, independent retailers who help make the district the vibrant, diverse and popular place it is. We understand that being able to open and trade safely is essential to local businesses and that we need to work collectively to keep our communities safe and our town centres open.

This toolkit summarises the mandatory restrictions that are relevant to businesses and as well as items that are guidelines. I hope that it helps support you in finding the information you need to trade safely.

It's an ever-changing situation and this toolkit will be updated regularly.

The District Council also continually reviews the safety interventions it puts in place in public areas and alongside this we are working hard to promote the district as a safe place to live, work and visit.

Thank you for taking the time to read this toolkit and please don't hesitate to contact our economic team with any queries not covered here. May I also take this opportunity to personally send my good wishes to you and your business as we navigate a changing environment and collectively work towards recovery.

A handwritten signature in black ink, appearing to read 'D Monk', written over a thin horizontal line.

**Councillor David Monk,
Leader of the Council**

2.0

BUSINESS SUPPORT

FOLKESTONE WORKS - COVID-19 ADVICE

For all the latest information for businesses on current restrictions, guidelines and where to seek support, visit folkestone.works/covid-19-business-updates.

BUSINESS SUPPORT FROM THE COUNCIL

Folkestone & Hythe's Economic Development team is able to offer advice to help your business succeed and grow. Please visit folkestone.works or email economy@folkestone-hythe.gov.uk.

3.0

HOW TO OPERATE YOUR BUSINESS SAFELY

ASSESSING RISK

Complete a risk assessment, considering the measures set out in this toolkit.

Also consider reasonable adjustments needed for staff and customers with disabilities. Share it with all your staff. Keep it updated.

[Find out how to do a risk assessment.](#)



FACE COVERINGS

FACE COVERINGS ARE NOW MANDATORY IN SOME SETTINGS

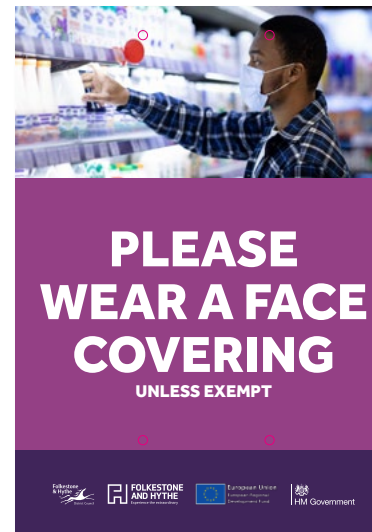
Remind your staff and customers to wear a face covering in indoor spaces where required by law.

You can view the latest information on when and where to wear a face covering [here](#).

You must notify your customers that they are required to wear a face covering, for example by using signs.

However, you are not responsible for enforcing face covering requirements.

Some people are exempt from wearing a face covering - you can find more information [here](#).



This is downloadable as a printable poster from [here](#).

5.0

COVID PASSES

Certain venues and events are now required by law to check that:

- All visitors aged 18 and over are fully vaccinated (currently two doses)
- **OR** have proof of a negative test taken in the last 48 hours
- **OR** that they have an exemption.

Some of the places where the NHS COVID Pass must be shown are nightclubs and other late-night venues with a dancefloor or space for dancing which are open between 1am and 5am, serve alcohol after 1am, and have live or recorded music for dancing.

These places can include pubs and bars who set up a dancefloor specifically for the Christmas/New Year period (and who meet all the other criteria).

Other places requiring COVID passes include:

- Indoor events with 500 or more standing attendees
- Outdoor events with 4,000 or more standing attendees
- Events with 10,000 or more attendees.

For businesses, full guidance is available [here](#).

For those working at these businesses please [click here](#).

For attendees of these businesses please [click here](#).

6.0

COVID-19 OMICRON EMERGENCY

BOOSTER EMPLOYER TOOLKIT

A major booster programme is being rolled out to optimise individual protection ahead of a potential wave of infection and reduce the impact of the Omicron variant on the UK population.

You should support your employees to get their COVID-19 vaccine booster

Download the Booster Employer Toolkit [here](#) as well as posters to display in your business and social media graphics.



SAFETY MEASURES

The Government has produced guidance for shops, close contact services including hairdressers, beauticians and similar environments.

[This website](#) is regularly updated with the latest guidance.

It is important to reiterate the recommended safety measures of;

Remind your staff and customers to wear a face covering in indoor spaces where required by law (see page 7).

PROVIDE ADEQUATE VENTILATION

You should make sure there is an adequate supply of fresh air to indoor spaces where there are people present. This can be natural ventilation through opening windows, doors and vents, mechanical ventilation using fans and ducts, or a combination of both. In particular, you should identify any poorly ventilated spaces in your premises that are usually occupied and take steps to improve fresh air flow in these areas. In some places, a CO2 monitor can help identify if the space is poorly ventilated.

Read the advice on air conditioning and ventilation on the [HSE website](#).

CLEAN MORE OFTEN

It's especially important to clean surfaces that people touch a lot. You should ask your staff and your customers to use hand sanitiser and to clean their hands frequently.

7.0

SAFETY MEASURES

PEOPLE WITH COVID-19 SYMPTOMS

Staff members or customers should self-isolate immediately if they show any symptoms of COVID-19 and book a PCR test as soon as possible, even if they are fully vaccinated. If they receive a positive COVID-19 test result, they must complete their full self-isolation period. They must also self-isolate if they have been informed by NHS Test and Trace that they are a contact of a person who has had a positive test result for COVID-19 – unless they're exempt. If you know that a worker is self-isolating, you must not allow them to come to work. It's an offence to do this. [Find out](#) more about who should self-isolate.



7.0

SAFETY MEASURES

ENABLE PEOPLE TO CHECK IN AT YOUR VENUE

You're no longer legally required to collect customer contact details, but doing so will support NHS Test and Trace to contact those who may have been exposed to COVID-19 so that they can book a test. You can enable people to check in to your venue by displaying an NHS QR code poster. You do not have to ask people to check in or turn people away if they refuse. If you choose to display a QR code, you should also have a system in place to record contact details for people who want to check in but do not have the app.

COMMUNICATE AND TRAIN

Keep all your workers, contractors and visitors up-to-date on how you're using and updating safety measures.

These are the priority actions to make your business safer during coronavirus, you can also [read the full version of the guidance](#).



8.0

OTHER MEASURES

COMMUNITY SUPPORT OFFICERS

Our community support officers funded by central government will help residents and businesses stay safe by complying with COVID-19 regulations in the Folkestone & Hythe district.

They will give clear information on how to stay safe and reduce the risk of spreading the infectious disease. This includes promoting NHS Test and Trace, visiting businesses to ensure appropriate measures are in place and having conversations with the public where necessary.

The officers will complement the work already carried out by Folkestone & Hythe District Council's Community Safety Unit, environmental health teams and area officers – as well as Kent Police.



9.0

DOWNLOADS

We have created some free posters for local businesses to download, print and display.

These can be downloaded [here](#).



9.0

DOWNLOADS

We have also created a set of social media assets for businesses to use on their own social media channels.

The following designs are available, sized to make them suitable for use on Instagram, Twitter, LinkedIn and Facebook.

These can be downloaded [here](#).

Instagram



Twitter, LinkedIn and Facebook



HELP AND INFORMATION

The following websites contain information you may find useful. These include:

HM Government

www.gov.uk/coronavirus

Folkestone & Hythe District Council

folkestone-hythe.gov.uk

Folkestone.Works

www.folkestone.works/COVID-19-business-updates

Creative Folkestone

www.creativefolkestone.org.uk

Locate in Kent

www.locateinkent.com

Kent Invicta Chamber of Commerce

www.kentinvictachamber.co.uk



European Union
European Regional
Development Fund



HM Government

**Folkestone
works...**

For further information and to access support contact economy@folkestone-hythe.gov.uk

 @FolkestoneandHytheDC  @fstonehythedc  @folkestonehythedc  Folkestone & Hythe District Council