

Close Contact Services – (hair dressers and beauty) – Prepare your business now in readiness for re-opening

As you prepare to reopen once again following the second round of restrictions, it is vital to recheck your controls to increase customer confidence to entice customers back through the door, and to help prevent further spread of the disease which may lead to further closures and restrictions.

What has changed since 5th November 2020?

Whilst much of the guidance and requirements placed on close contact services which are outlined below remain the same, there has been a move from regulatory authorities and the Police from encouragement to enforcement for businesses that still do not exercise the correct controls.

Businesses should be aware the government has introduced fixed penalty notices for businesses failing to comply with the Covid guidance issued by Government, they can be fined £1,000 for a first offence, rising to £10,000 on a fourth offence.

In the last few weeks a number of fixed penalty notices have been served on businesses in the Hertfordshire, this number will rise if more businesses reopen without robust control measures in place.

To help your business, reassure customers by making sure you are following all government guidance for the beauty industry and avoid accumulating any fines. This should help to increase your footfall, return custom and minimise the risk of having to close again.

The guidance and what you need to do

You need to follow the guidance for close contact services which is continually being updated as the national situation changes. You must wear visors **and** type 2 face masks, and all of your customers must wear face coverings, including where possible when having treatments. It is mandatory for you to collect contact details for track and trace.

A good COVID-safe risk assessment can help you to identify controls, and reviewing your risk assessment will make sure you keep up-to-date with changes.

Customers know when a premises has taken the right precautions because it makes them 'feel safe' and they are more likely to return **and** recommend your services.

We need safe beauty salons – *Play Your Part*

If you need advice, we're here to help. Let's work together to control the virus, and prevent a further lockdowns. There is no charge for advice from Environmental Health, our role is to help you to have a safe and successful business, and prevent the spread of coronavirus.

Where you can get more help

- For the latest government guidance: www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/close-contact-services

- For local practical advice, Hertfordshire Local Enterprise Partnership has a wide range of checklists and guides at: www.hertfordshirelep.com/what-we-do/priorities/business-support/better-business-for-all/covid-19-advice-and-support/
- Contact us at (local email) or (local phone number).

If you're already confident you are COVID-secure, there's no need to contact us as we will conduct spot checks with our businesses to ensure everyone's safety.