



# NHS COVID-19 Track & Trace

Arts Working Group Recovery Toolkit



# Get Started with the NHS COVID-19 App

In order to help trace and stop the spread of coronavirus, the NHS is developing a new NHS Test and Trace app which will launch Thursday, 24th September. The new NHS Test & Trace contact tracing app is due to launch in England and Wales on September 24th after being trialled in Newham, London, and on the Isle of Wight. Scotland and Northern Ireland previously launched their own contact tracing apps.

Arts organisations and venues are required to create a QR code which should be displayed to ensure that visitors scan and enter their details upon arrival.

The Arts Working Group have highlighted some important information below and the changes which your team will need to implement to avoid fines for your organisation. The good news is it's simple to get started. All you need is your email address and the address of your organisation to get started.

## *With special thanks.....*

With special thanks to Sarah Ecob of Venue Cymru and Kai Aberdeen of Princes Theatre for their contribution to creating this guide.

## *Arts Working Group Members*

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# First Step

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## Is displaying a QR Code a legal requirement?

Yes.

Designated businesses and organisations, including hospitality, close contact services and leisure venues, will also be legally required to log details of customers, visitors and staff for NHS Test and Trace and from Thursday 24 September they will be required to display official NHS QR code posters under law ahead of the NHS COVID-19 app being rolled out nationally next week.

## How is this enforced?

The regulations will be enforced by Local Authorities, who will have the power to issue fines of up to £1,000 for venues that are failing to comply, or the police as a last resort. Fines will rise to up to £4,000 for repeat offenders.

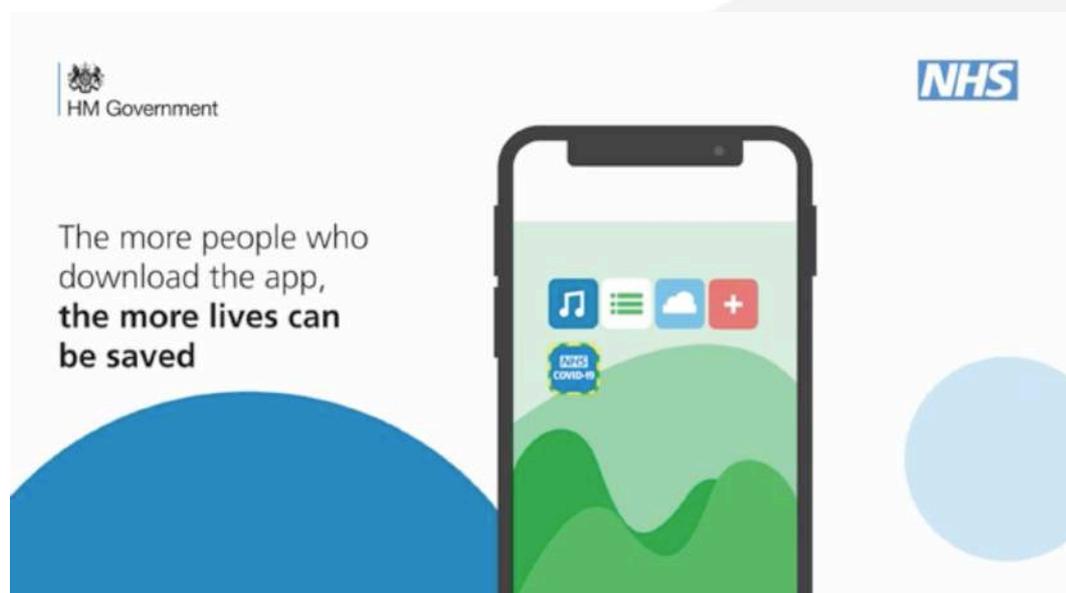
## Who should Display QR Codes?

You should create and display a QR code if you are:

- a business, place of worship or community organisation with a physical location that is open to the public
- an event which is taking place in a physical location

## What if I have more than one location?

If you have more than one venue, you need to create a separate QR code for each location.



# About NHS COVID-19 App

## How does the NHS Track and Trace work?

When someone enters a venue and scans an official NHS QR code poster, the venue information will be logged on the user's phone. The device will check if users have been at that location at the relevant time and if the app finds a match, users will get an alert anonymously with advice on what to do based on the level of risk.

## How do I get a QR code for my venue?

By going online and completing a short questionnaire.

<https://www.gov.uk/create-coronavirus-qr-poster>

## Once I have completed to online form how do I receive the QR Code?

You'll receive your QR code poster by email soon after you have submitted your information. If you have more than one location, the manager (or point of contact) for each location will also receive a unique QR code poster by email.



# Important Considerations

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It will be an offence for a business/venue/organisation to fail to adhere to the rule of 6 (respecting all exceptions to this) when taking a booking, allowing entry to a group of more than 6 people. Once groups are within the premises, businesses also risk offending if they fail to advise groups not to merge in ways that breach the rules is also an offence.

Businesses will also need to ensure adequate distance between tables (2m or 1m+) and prevent customers from dancing. The following information should be collected by the venue for those people that have not checked-in using the QR poster.

Customers and visitors will need to provide their name and, if there is more than one person, record the name of the 'lead member' of the group and the number of people in the group (maximum of 6).

They will also need to leave a contact phone number for the lead member of a group of people (maximum of 6), date of visit and arrival and, where possible, departure time.

Venues will be required to collect the names of staff who work at the premises. A contact phone number for each member of staff and the dates and times that staff are at work.



# Additional Information

Further information, with an FAQs section, to explain the App to your staff and customers can be found here: <https://www.covid19.nhs.uk/pdf/introducing-the-app.pdf>

A simple overview of the App features is here: <https://www.covid19.nhs.uk/pdf/features-poster.pdf>

Full information for businesses, including downloadable posters, can be found here: <https://www.covid19.nhs.uk/information-for-businesses.html>



## Trace

Get alerted if you've been near other app users who have tested positive for coronavirus



## Alert

Lets you know the level of coronavirus risk in your postcode district



## Check-in

Get alerted if you have recently visited a venue where you may have come into contact with coronavirus



## Symptoms

Check if you have coronavirus symptoms and see if you need to order a free test



## Test

Helps you book a test and get your result



## Isolate

Keep track of your self-isolation countdown and access relevant advice



## Ticketsolve

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Digital Court  
Rainsford Street  
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