



Covid Secure Policy Provision of Services

V1.1 2020

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A – Policy Statements

A1: Context

Britannia Student Services is a student accommodation agency providing a choice of accommodation options for students throughout London. We offer a range of accommodation types, including Halls of Residence, House / Apartment Shares and Homestays for both adult and junior students.

A2: Statement of commitment

We are committed to fostering a warm, friendly, safe and supportive accommodation environment, safeguarding the welfare of all students in our care, regardless of their age, gender, nationality, ethnic origin, religious belief, disability or sexual orientation. We endeavour to create a company philosophy whereby a full commitment to the protection and well-being of children and adults is promoted and respected by all our staff, residence management teams, and homestay hosts.

A3: Rationale & Scope of the Policy

This policy applies to all members of the Britannia Student Services community (including staff, students, volunteers, visitors, partners) who work both inside and outside of Britannia Student Services accommodation and premises, and sets out how the company discharges its responsibilities relating to social distancing and Covid-19 control measures to manage the risk of infection to our customers, staff, homestay hosts, and the local community as well as mitigating the impact on business operations and supporting continuity in a viable way within social distancing guidelines.

Other relevant policies, external links and procedures are referenced on the final page of this document.

This policy will contribute to the safeguarding of those who work for and are accommodated with Britannia Student Services by:

- Providing a clear plan for the provision of social distancing and Covid-19 control measures at Britannia Student Services.
- Reducing the potential risks to staff and customers of Covid-19 transmission.
- Outlining responsibilities of all staff and specific roles.

A4: Definitions

- Safeguarding is defined as: protecting children from maltreatment; preventing impairment of children's health or development; ensuring that children grow up in circumstances consistent with the provision of safe and effective care; and taking action to enable all children to have the best outcomes Keeping Children Safe in Education (KCSIE), 2019).
- Child Protection refers to the situation where a child is suffering significant harm, or is likely to do so, and action is required to protect that child.
- 'Children' includes everyone under the age of 18

A5: Guiding principles

- Britannia Student Services recognises that the safety welfare of its staff and customers is paramount.
- All staff at Britannia Student Services have a responsibility to safeguard those accommodated by Britannia Student Services, irrespective of their role within the company.
- Britannia Student Services recognises its responsibility to have arrangements in place for the provision of social distancing and Covid-19 control measures. This is especially important as many of its customers have the additional susceptibility of being away from their home country, culture and family.

A6: Relevant Legislation

- <https://www.gov.uk/coronavirus>
- Key documentation, procedures and guidelines are detailed in the reference section on the last page of this policy.

A7: Combined Approach

- All policies which address issues of potential harm, for example anti-bullying, equal opportunities, complaints handling, positive behaviour, will be linked to ensure a combined approach.
- The Covid-19 Secure policy cannot be separated from the general philosophy of the company, which should ensure that students are treated with respect and dignity, taught to treat each other with respect, feel safe, have a voice, and are listened to.

A8: Main areas of Risk

The main areas of risk identified are as follows:

- Britannia Student Services staff/customers contracting Covid-19 and the further transmission of the disease.
- Welfare of Britannia Student Services staff/students under threat through effects of the Covid-19 pandemic.
- Britannia Student Services business continuity severely impacted by Covid-19.

A9: Policy review

This policy will be reviewed annually or as deemed necessary and will be agreed by all senior management. When reviewing the policy we may request feedback from relevant staff, schools, agents, students and suppliers.

B – Provision of Services

B1: Overview and principles

Britannia Student Services will:

- Risk assess every part of its operation.
- Consult our staff and customers on plans.
- Share the results of risk assessments with our staff, hosts, and customers.
- Publish the results of risk assessments on the Britannia Student Services website.

B2: Pre-arrival information

Britannia Student Services will:

- Provide clear guidance on our social distancing and hygiene measures to customers both before and on arrival.
- Make customers arriving from specified destinations during the UK quarantine period aware that they will need to complete the Public Health Passenger Locator Form before they travel to the UK and show their completed form at the UK border, either printed or on their smartphone.
- Provide clear guidance on quarantine procedures and provisions for the 14 day quarantine period, including arrival and cleaning provisions.
- Provide guidance on the mandatory use of face coverings in England. E.g. public transport.
- Advise customers on online ordering of food and supplies.
- Make customers aware of Britannia's processes on action in suspected or actual cases of Covid-19 within our accommodation.
- Make customers aware that Britannia requires Medical forms for checking medical conditions of students especially where the student is in a high risk category.
- Ensure procedures exist for clients who do not comply with Britannia and UK social distancing guidelines.

B3: Airport transfer arrivals/departures

Britannia Student Services will:

- Acquire written confirmation from third-party transport provider on their cleaning / social distancing arrangements.
- Obtain and review risk assessments from its transfer partners.
- Ensure usual safeguarding protocols for collecting unaccompanied minors and juniors still apply.
- Require transfer staff to follow social distancing and covid-19 guidelines when collecting and transporting customers.
- Advise customers on current covid-19 and social distancing guidelines relating to transfers prior to arrival.

B4: Communication with Partners

Britannia Student Services will:

- Communicate regularly and clearly with partners and customers, residence providers and homestay hosts, especially in terms of medical issues.
- Require Medical forms - for checking medical conditions of students especially where the student is in a high risk category.

B5: Symptoms in Accommodation

In the event of a customer or host(s) showing symptoms or testing positive for Covid-19, Britannia will follow its existing procedures and risk assessments.

- Britannia will liaise with the local Public Health Protection team in the event of a confirmed case of Covid-19 in any of its accommodation.
- Homestay Hosts will need to isolate together with students and vice versa.
- In cases where symptomatic individuals are accommodated in a house share, all residents in the house share must self-isolate as a household.
- In cases where symptomatic individuals are accommodated in residential accommodation, the student will need to isolate in their room.
- Meals and extra linens should be brought to the room.
- Cleaning provision will be suspended within isolating apartments and cleaning materials provided for those isolating.
- Isolation periods will follow the latest Stay at Home Guidance set forth by the UK government.
- Guidance should be taken from local Public Health Protection teams.

B6: Homestays

Britannia Student Services will:

- Ensure backup accommodation is available in the event of a host being unable to provide accommodation due to Covid-19
- Identify hosts in high-risk groups and assess placements on a case by case basis.
- Identify students who may be in higher risk groups as part of student allocation - including high-risk locations and groups.
- Provide single room (i.e.. no twin share) options only in the short term - unless students are related or from the same household.
- Advise Homestay Hosts on increased cleaning provisions.
- Advise Homestay Hosts on social distancing provisions, including the provision of kitchen and bathroom rotas.
- Regularly check on the health conditions of hosts and other members of the household.
- Require hosts to deep clean kitchens, bedrooms and bathrooms between guests, and properly disposed of any rubbish/food supply waste.

B7: House shares

Britannia Student Services will:

- Conduct risk assessments of each property and room type.
- Advise residents on social distancing provisions, including the provision of kitchen and bathroom rotas.
- Provide single room (ie. no twin share) options only in the short term - unless students are related or from the same household.
- Deep clean kitchens, bedrooms and bathrooms between guest bookings, and properly dispose of any rubbish/food supply waste.

B6: Residential accommodation managed by Britannia

Britannia Student Services will:

- Risk assess each property and room type, taking into account ventilation, space etc.
- Provide advice and supplies for customers to manage risks themselves, especially in buildings with common spaces (shared kitchens, bathrooms and social spaces)
- Provide kitchen, bathroom and laundry room rotas for residents.
- Provide hand sanitiser in reception areas.

- Provide guidelines and signage to manage crowded areas such as entrances and laundry rooms, with staggered usage.
- Ensure arrival/departure times will be staggered to reduce crowding in and out and for the minimum number of people needed on site to be present.
- As far as possible, implement one-way flow routes through buildings.
- Floor tape will be used to demarcate areas to help keep to social distancing regulations.

B7: Residential accommodation

Britannia Student Services will:

- Acquire written confirmation from accommodation management partners on their cleaning / social distancing arrangements and processes.
- Obtain and review risk assessments from its accommodation management partners to ensure adequate procedures and provisions are in place such as:
 - Providing guidelines for students on movement and interactions in the building.
 - Providing kitchen, bathroom and laundry room rotas if applicable.
 - Managing crowded reception areas - staggered check-in and check-out times.
 - Provide hand sanitiser in reception areas.
- Ensure customers are inducted on the specific guidelines and procedures of each building on arrival.
- Require its accommodation management partners to follow social distancing guidelines when dealing with Britannia customers.
- Communicate regularly and clearly with accommodation management partners, especially in terms of medical issues.

B8: Group Bookings – activities and Excursions

Britannia Student Services will:

- Use a 'bubble' approach for groups bookings to reduce contact between individuals.
- Risk assess any activities and excursions on an individual basis.
- Only book Private transport for excursions, that will be for the sole use of the group.
- Acquire venue risk assessments and social distancing measures prior to visits.
- Produce guidance for staff and customers for each visit/excursion.
- Acquire written confirmation from third-party transport provider on their cleaning / social distancing arrangements.
- Obtain and review risk assessments from its transfer partners.
- Ensure usual safeguarding protocols for juniors still apply.
- Require transfer staff to follow social distancing guidelines when collecting and transporting customers.

B9: Fire evacuations

Britannia Student Services will:

- Ensure that in an emergency evacuation, evacuation is the priority and should be done as quickly as possible. Social distancing should be observed but may not be possible
- Ensure that social distancing is maintained at fire assembly points.
- Assign additional Fire Marshals to cover reduced staff and home working.
- Provide additional training where necessary to achieve the points above.

B10: First Aiders

Britannia Student Services will:

- Ensure personal protective equipment (PPE) (e.g. FFP3 face mask, disposable gloves, eye protection), should be worn by first aiders when providing aid.
- Inform first aiders that they should not perform rescue breaths or mouth-to-mouth ventilation; and that if needed they should perform chest compressions only.
- Ensure that if Covid-19 is suspected, emergency services are informed when calling 999, 112, or 111.
- Ensure that all first aiders wash their hands thoroughly with soap and water / use alcohol-based hand gel before and after the provision of aid.

B11: Cleaning contaminated areas

Britannia Student Services will ensure that:

- All surfaces that a symptomatic individual has come into contact with will be cleaned and disinfected.
- Disposable or washing-up gloves and aprons will be worn for cleaning.
- Disposable or washing-up gloves and aprons used for cleaning will be double bagged, then stored securely for 72 hours before being thrown away in the regular rubbish.
- Hand washing will be required regularly with soap and water for 20 seconds, and after removing gloves, aprons and other protection used while cleaning.
- In the event of a blood/bodily-fluid spill, the area will be quarantined.
- If an area has been heavily contaminated with bodily fluids, cleaners will use protection for the eyes, mouth and nose, as well as wearing gloves and an apron.

B12: Hygiene

Britannia Student Services will ensure that:

- Staff and customers are reminded to wash their hands and forearms for 20 seconds more frequently than normal, including on arrival, before and after eating, and after sneezing or coughing.
- Antibacterial hand sanitisers are provided in Britannia managed accommodation.
- Workspaces will be cleaned and waste removed at the end of each working day/ shift
- Deep cleaning of rooms/apartments will be instigated between bookings, where necessary.

B13: Reception/face to face interactions

Britannia Student Services will:

- As far as possible, set up a 'Virtual Reception' for specific services during office hours to reduce in person contact (and crowding).
- Stagger collection times for customer/staff interaction.
- Ensure staff and customers maintain social distancing in all face to face interactions.

B13: Mental health

Britannia Student Services will:

- Continue to support both staff and customers in line with its welfare provision.
- Monitor staff and customers for those displaying behaviours that may suggest that support would be helpful.
- Source contact information for external agencies/charities that can offer support, preferably with multilingual provision, and make this information readily available for staff and customers.

C – Associated policies, documents and links

The following section outlines associated policies, documents and links relating to this safeguarding and child protection policy.

- Britannia Student Services Covid Secure Policy – Covid Secure Workplace 2020
- Britannia Student Services Staff Handbook
- Britannia Student Services Covid-19 Risk Assessments
- Britannia Student Services Safeguarding and Child Protection Policy 2019
- Britannia Student Services Prevent UK Policy
- Britannia Student Services Guidelines for Homestays
- Britannia Student Services Whistleblowing
- Britannia Student Services Student Guidelines
- Britannia Student Services Weekly U18s report
- NSPCC whistleblowing helpline: 0800 028 0285 Email:
- Safeguarding Children Boards Links: <http://www.safecic.co.uk/your-scb-acpc/55-free-downloadsand-safeguarding-links/61-safeguarding-children-board-links>
- [Public Health Team Locator](#)
- [UK Government Coronavirus \(COVID-19\) advice: what you need to do](#)