

Roadmap - Q&A from Personal Care Sector, 22/02/2021

Q. It would be great just to confirm that the current gov guidance still stands (essential treatments only, that cannot be deferred).

Currently, the guidance still stands and treatments for those with essential medical health needs which cannot be deferred can continue.

Q. When the personal care sector opens, as well as massage and sports, this will cover other wellbeing/ holistic services.

We seek to reopen all personal care services in Step 2. This includes hairdressers, barbers, nail and beauty salons, spas and massage treatments, tanning salons, tattoo parlours, make-up in department stores, etc. Saunas and steam rooms will be unable to open until Step 3.

We are clarifying that this includes holistic services but assuming it does based on previous guidance.

Q. That services can be provided on a mobile basis, e.g. in the client's home, in the therapist's home, etc.

We seek to reopen hairdressers and masseuses in Step 2. They will be able to offer services in people's homes but should follow the working safely guidance published on gov.uk.

Q. Do they still need to wear visors / PPE / face coverings?

Yes. Practitioners are required by law to wear both a clear visor or goggles and a Type II face covering to keep their clients safe. Further information can be found in our guidance on working safely for close contact services.

Q. If there are likely to be any significant changes to the close contact services guidance.

We will let you know if anything is to change.

Q. Will there be any update to PPE in the guidance prior to reopening?

Same as above.

Q. I would assume once our sector reopens on the 12th April hopefully, that the Health, safety, hygiene and PPE requirements would be same as pre lockdown, can you confirm the position on this please?

Same as above.

Q. Why can't saunas and steam rooms open until Step 3? They are essential to spa income?

The virus is known to spread more easily in indoor environments where people can mix. Saunas and steam rooms will open in Step 3, in line with indoor entertainment. We understand that these restrictions have been difficult for businesses, but we have to reopen the economy in the safest way possible.

Q. What is the justification / reasoning for saunas and steam rooms to be delayed to reopen in step 3 and not reopen with the rest of personal care in step 2?

Same as above.

Q. Clarify as Step 3 within the Roadmap does not mention sauna and steam rooms reopening, but in step 2 it says they will reopen in step?

Yes, the current roadmap will have saunas and steam rooms opening in Step 3.

Q. Can we clarify that indoor leisure facilities mentioned in step 2 also means swimming pools and spa pools?

We seek to reopen indoor leisure/sports facilities for individual exercise only in Step 2. This includes gyms, swimming pools, indoor sports courts and fitness studios. Saunas, steam rooms and indoor soft play will not be able to reopen until Step 3. We seek to allow group classes in indoor pools at Step 3. Further clarity on spa pools will be confirmed.

Q. Will there be any additional financial support for the additional closure period for spas?

At next week's Budget the Chancellor will set out the next phase in the economic support package to reflect the steps set out in the Prime Minister's roadmap to easing restrictions published last month, tailoring support for individuals and businesses to reflect the changing public health restrictions.

Q. Could testing be used to access smaller high-contact venues like personal care?

There are no plans currently to make testing a requirement for these venues.

Q. In addition, I think you said that mobile/freelance hairdressers could return to work on the 12th April given that they are also part of non-essential retail/personal care? I would assume this is correct, but confirmation would be helpful.

Yes, and they are expected to follow Covid-secure guidance.

Q. When can training in personal services that include practical/ hands-on elements (training and assessment) resume. This includes clarity around education and training in a spa setting (practical on-site training)

Independent/private training providers will be able to reopen on 8 March. They should follow the guidance for FE providers which is available here: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/963584/Further_education_coronavirus__COVID-19__operational_guidance.pdf

Training can also recommence from 8 March in premises which are closed in legislation, but only if all those involved are members of staff and, while the stay-at-home message is in place (until Step 1B), if training cannot be done remotely. For example, an experienced staff member would be able to train another staff member, with a third member of staff acting as the "customer". Members of the public should not be involved in training before Step 2.

Q. Will there be an update in PPE guidance?

As set out in the roadmap, we will update our working safely guidance to provide further advice on how businesses can improve fresh air flow in indoor workplaces and how businesses can reduce risk through regular staff testing. We expect that the majority of the guidance will remain unchanged.

Q. Can we clarify that indoor leisure facilities mentioned in step 2 also means swimming pools and spa pools?

Yes, pools, jacuzzis and hot tubs can reopen in Step 2.

Q. It would be great just to confirm that the current gov guidance still stands (essential treatments only, that cannot be deferred)

The existing guidance on essential treatments (as set out in the business closure guidance which was updated yesterday and is available at: <https://www.gov.uk/government/publications/further-businesses-and-premises-to-close/closing-certain-businesses-and-venues-in-england>) will continue to apply until Step 2.