

Welcome!

6 May 2021

Today's Public Health team are:

Sarah Aston

Eileen Wicks

Julia Chisnell

Kirsty Smith

Helen Perkins

Guest speakers:

Jason Garside, Managing Director & CEO,
TLH Leisure Resort, Torquay



Outline of the session

- Welcome and introduction
- Update on Covid-19 in Torbay
- Safely opening Torbay for all
- Your questions
- Quiz
- Champion tasks and volunteering opportunity

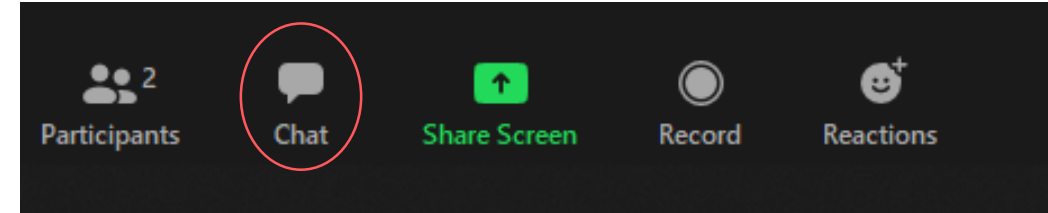


Webinar Etiquette

- Please stay on mute unless speaking
- If you want to speak please raise your hand (further slide gives instructions)
- If your signal is poor, the host may disable your video (if on) as this helps with band width
- Please post questions in the chat
- Open forum, please be friendly and kind
- We cannot answer any personal or political questions
- If not relevant to others, please email Champions@torbay.gov.uk

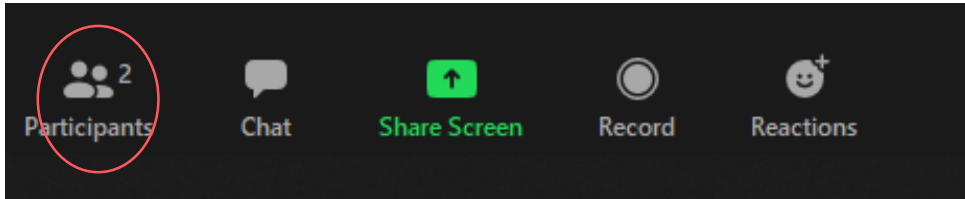
If you have a question...

If you have a question please write it in the chat:

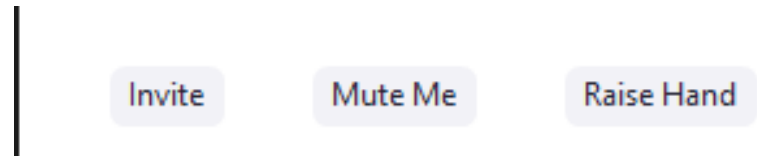


If you want to speak, please raise your hand by:

1) Click on participants at the bottom of your screen



2) Your participant screen will pop up with the option to 'raise hand'



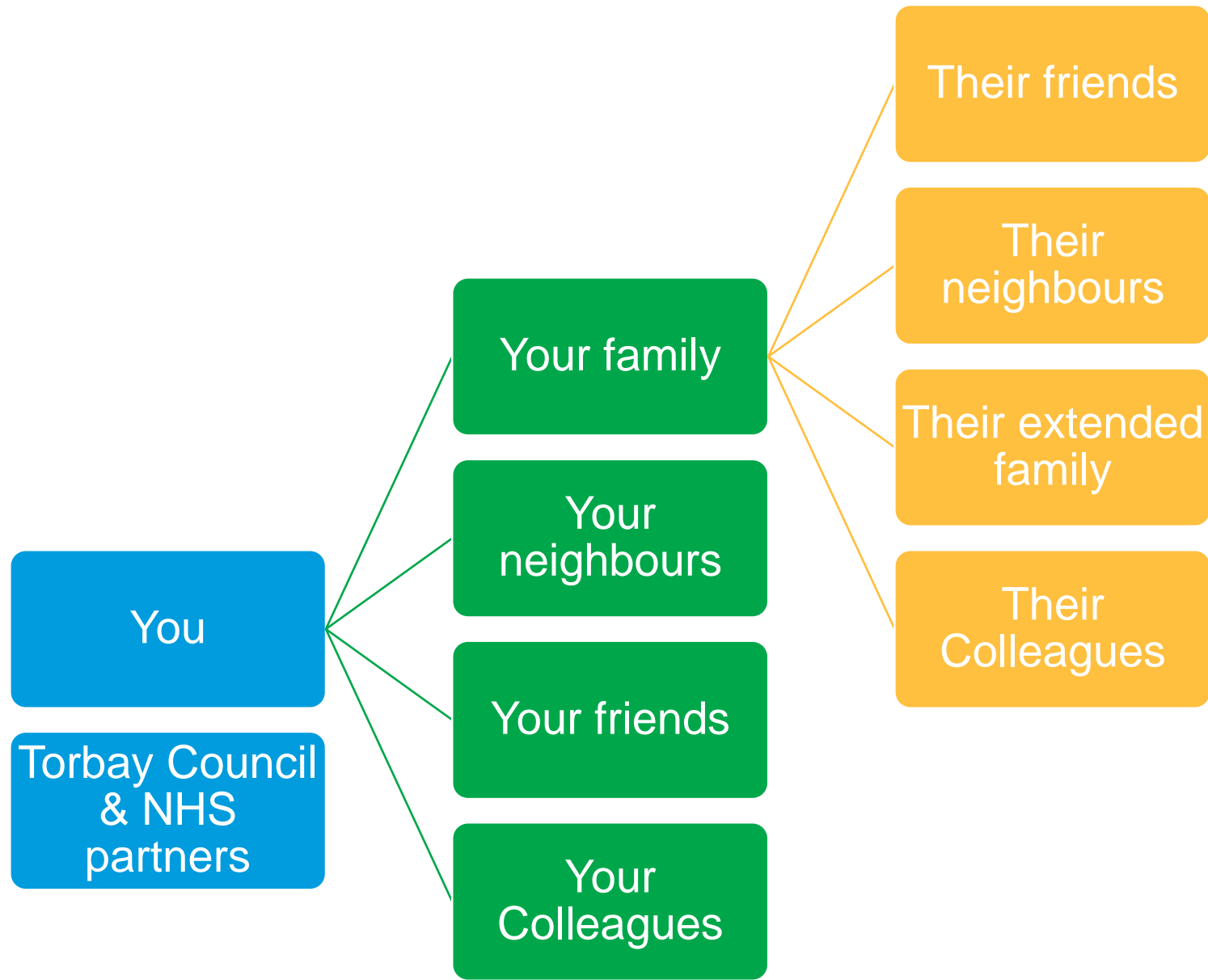
3) Click on 'Raise Hand' to enable the host to see you; a blue hand will then appear



4) The host will unmute you after inviting you to speak

**What are we
asking you to do?**





Share credible COVID-19 information, however you want!



- Learn about COVID-19 and how to stop the spread
- Share credible information with others
- Support others to access credible information, advice and support.

ON ORDER NEXT WEEK!!!

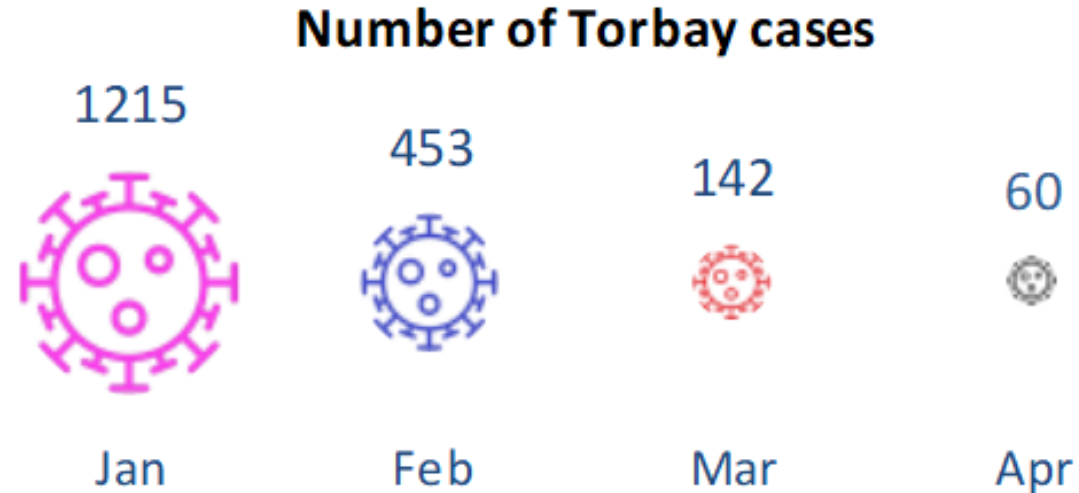
- Window stickers for settings (*your business, school or early years site etc*)
- Certificates of thanks for volunteers
- Something else currently **TOP SECRET!** (but here's another clue...)
'Baden-Powell's movement for girls...'



Torbay and COVID-19: Latest data



COVID Cases – Local



- Cases for April were at 5% of the case level for January.
- There were average of 2 cases per day during April for Torbay residents.
- Current rates within Torbay are the lowest since early September.
- With the lockdown starting to ease, it is unlikely that rates will get much lower.

Source: <https://coronavirus.data.gov.uk/>

COVID Cases – Local

Number of Torbay cases in those aged 60 and over

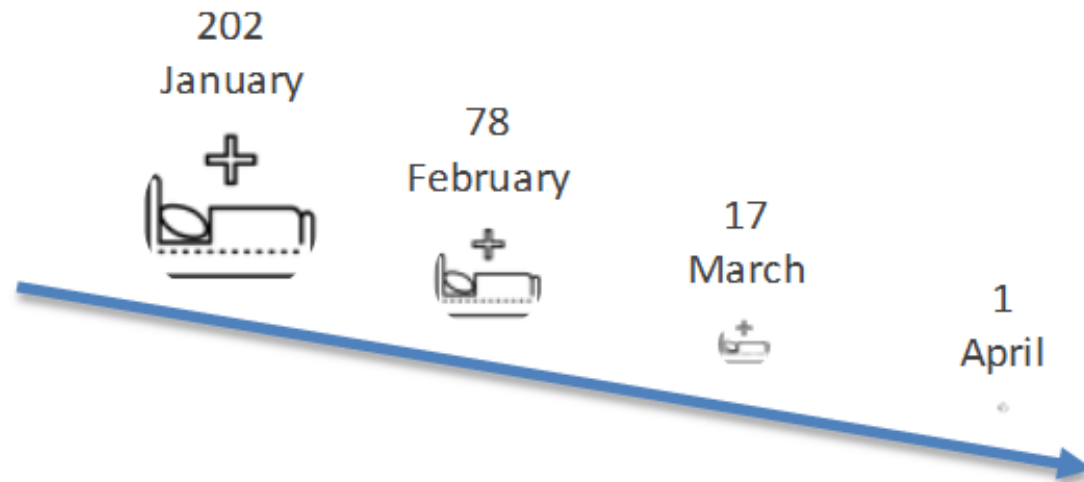


- Cases for April were at 3% of the case level for January.
- Current rates for Torbay residents aged 60 and over are the lowest since early September.

Source: <https://coronavirus.data.gov.uk/>

COVID Hospitalisations – Torbay

New admissions to Torbay & South Devon NHS Trust

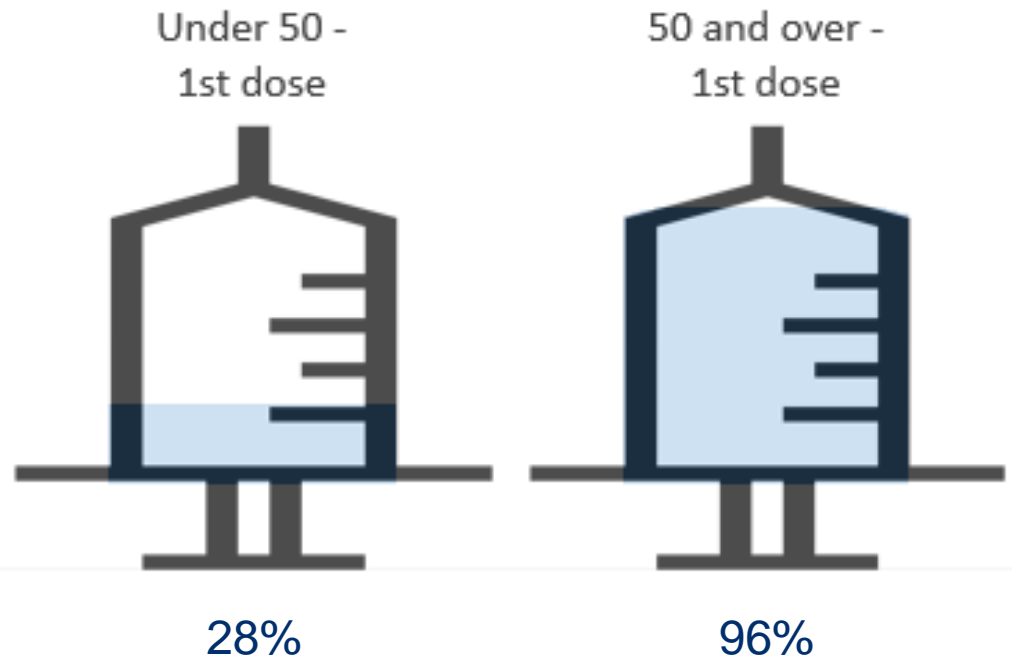


Source: <https://coronavirus.data.gov.uk/>

- Numbers at Torbay & South Devon Trust are at their lowest levels since September.
- This is the latest publically held data available.

COVID Vaccinations

Vaccine update within Torbay as of 25th April



- This is the latest publically available data, the number of Torbay residents vaccinated with at least 1 dose is 96% or more for those aged 50 and over.
- 37% of Torbay residents aged 50 and over have received both doses.
- 28% of Torbay residents under 50 have received their first dose, this equates to 44% of the 18 to 49 year old population.

Source: <https://coronavirus.data.gov.uk/>

COVID Deaths

This data relates to those who have COVID-19 on their death certificate by the date registered. The figures are from the Office for National Statistics.

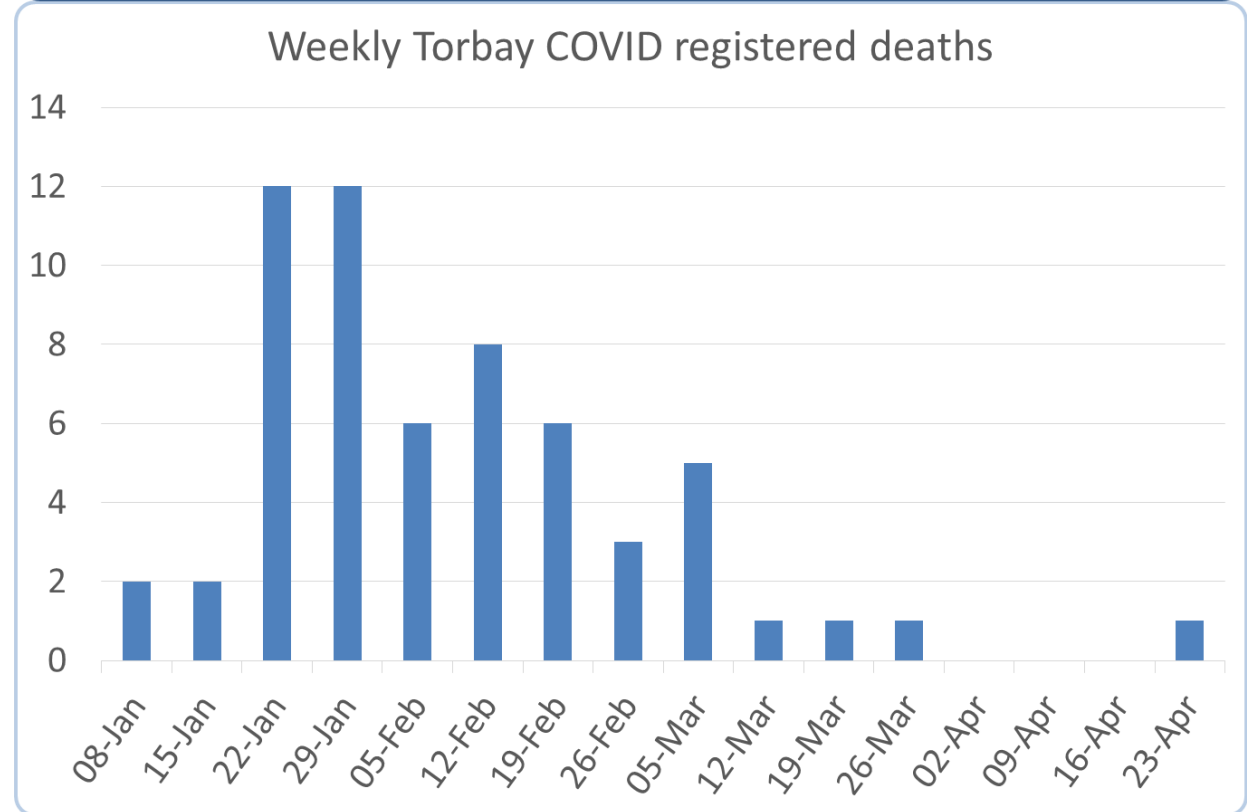
There have been 4 COVID related deaths registered for Torbay residents in the last 7 weeks. The majority of these deaths relate to Care Home residents.

Rises in deaths lag significantly behind rises in cases.

Source: [Office for National Statistics](#)

1

Torbay Covid deaths in the last week (17th to 23rd Apr)



Covid Champion Presentation

Present By Jason Garside
CEO Managing Director
TLH Leisure Resort



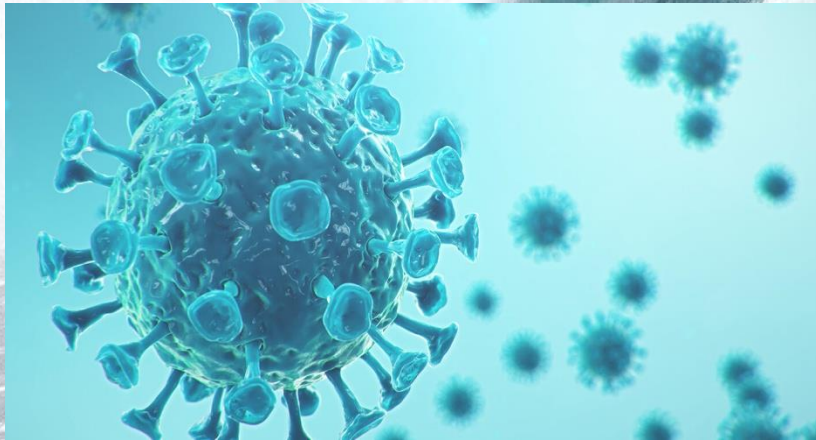
THE COVID TSUNAMI

The big Covid wave
arrived!



THE CHALLENGE

- Unprecedented 'external event' with little/no scope for local control
- Constantly changing guidance
- No prior equivalent business continuity



HOW DID WE RESPOND?

GOVERNANCE

- Senior Management Taskforce
- Risk Assessments
- Business Recovery planning
- Financial stress testing and modelling
- Expansion of networking

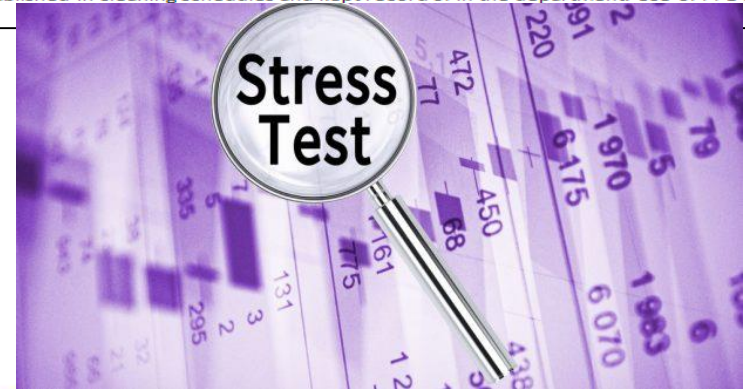


COVID SECURE Risk Assessment – TLH Leisure Resort – Housekeeping

Organisation name: TLH Leisure Resort – COVID Secure Risk Assessment for Housekeeping

All the risks have been assessed in line with the Government guidelines and will be mapped out in training prior to social distancing measures.

Where PPE is mentioned this reflects the fact that additional protection may be required for cleaning/serving or pre-cleaning must be established in cleaning schedules and kept record of in the department. Use of PPE will also be co



HOW DID WE RESPOND?

COLLEAGUES

- Day 1 critical - engaging with colleagues
- Gauged colleague flexibility levels (ahead of furlough scheme)
- Rolling colleague communication plan
- Formation of Colleague Representative Forum
- Established a clear 'voice of the colleague' channel



Introduced 'One Team/One TLH' approach

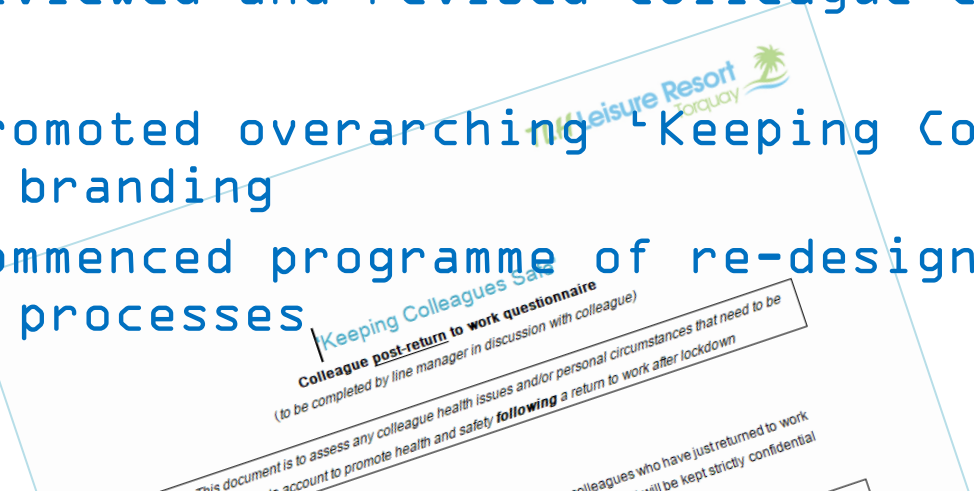
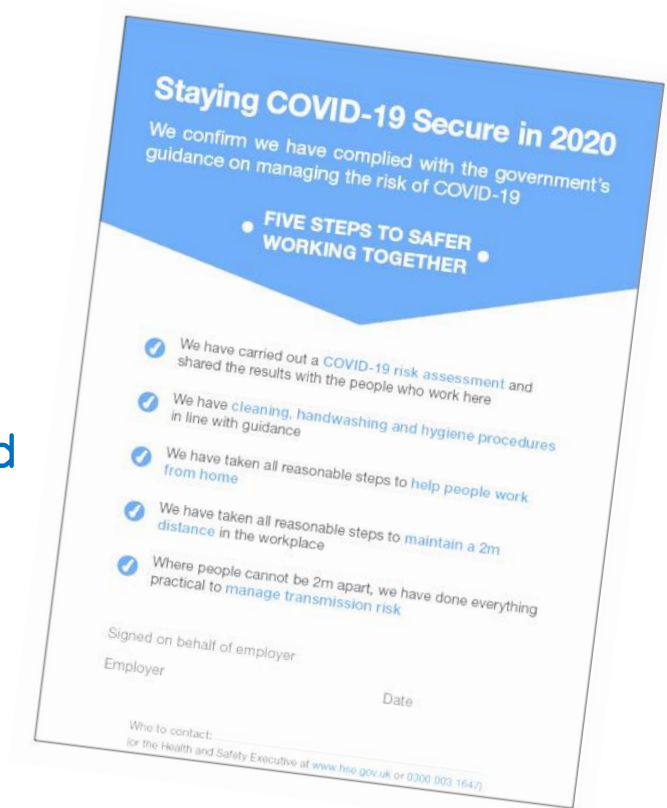


Developed Covid enabling policies to promote transparency and accessibility of guidance and corporate viewpoint

Reviewed and revised colleague contracts

Promoted overarching 'Keeping Colleagues Safe' branding

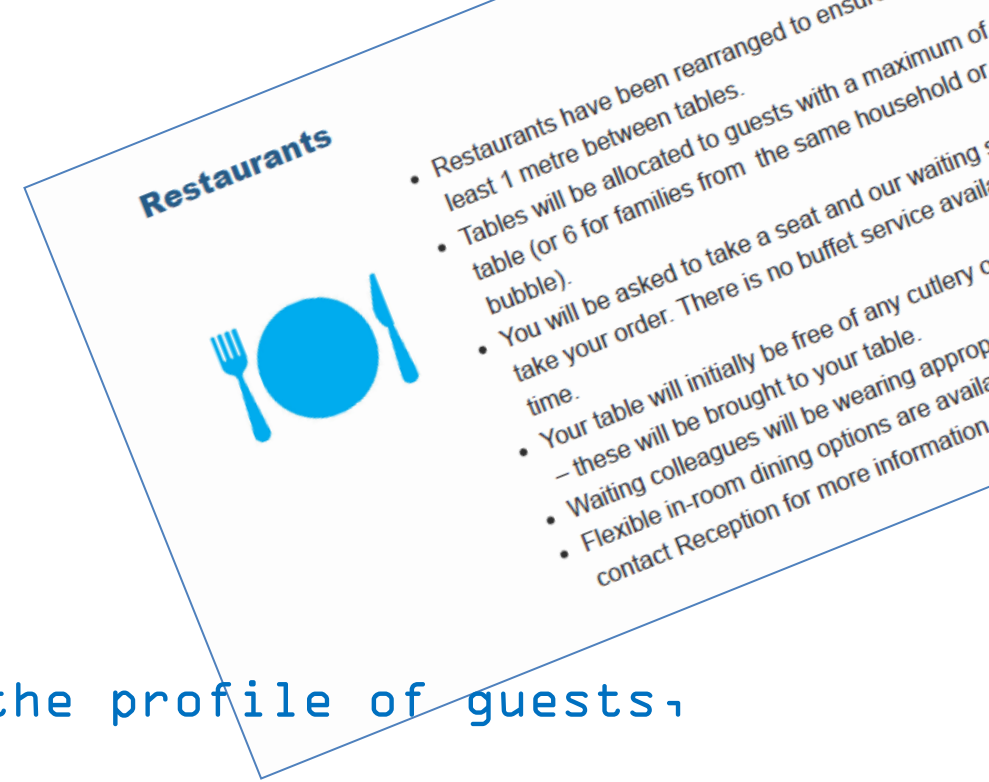
Commenced programme of re-design of all colleague processes



HOW DID WE RESPOND?

GUESTS

- Adaptation of marketing approach
- How we responded to Covid driven changes in the profile of guests, and also in guest booking behaviours
- Opportunities secured to enhance guest experience through selective buildings maintenance programme
- How we managed guest expectation of the revised hospitality offering and reduced services
- How we sought guest feedback on our Covid- Secure compliance and performance and pre-arrival communications



WHAT DID WE LEARN

- Power of regular, planful, and integrated colleague communications
- 'Teams not silos'
- Keep testing the status quo
- Integrate risk analysis and business continuity to core planning cycle
- Nurture guest and colleague perspectives through regular empirical data, not just hearsay
- Requirement for strong leadership capability across all management layers -
- Knowledge sharing and networking
- Agility, flexibility, adaptability and innovation

The Official English Riviera Website is sharing essential reopening information for Visitors

The screenshot shows a web browser window displaying the English Riviera website. The browser's address bar shows the URL: <https://www.englishriviera.co.uk/tourist-info-and-maps/english-riviera-visitor-information-centre/coronavirus>. The website header includes the English Riviera logo with the tagline "Naturally Inspiring" and a navigation menu with items: Submit Event, Contact, Guide, Newsletter, My Planner, and Language. A search bar is located in the top right.

The main navigation bar is highlighted, with "Tourist Info & Maps" and "COVID-19" selected. The "COVID-19" section is expanded, showing a sidebar with "2021 Reopening" and "Virtual Activity Hub" options. The main content area is titled "2021 Reopening" and features a grid of links and images:

- 2021 Reopening**: Good To Go (with a dropdown arrow), Good To Go Accommodation, Good To Go Attractions, Good To Go Food & Drink.
- Virtual Activity Hub** (with a dropdown arrow): Torquay Harbour Webcam, Virtual Reality Channel.
- Latest Travel Information**: 2021 Events.
- What's New In 2021** (with a dropdown arrow): New Food & Drink, New Places To Stay, New Things To Do.
- Don't Miss**: A grid of four items:
 - 2021 Reopening**: An aerial view of a coastline with the text "ESCAPE THE EVERYDAY".
 - Latest Travel Information**: Two red and white striped deck chairs on a beach.
 - 2021 Events**: A portrait of an elderly man wearing a cap.
 - We're Good To Go**: The "We're Good To Go" logo, which is a green checkmark inside a circular frame with the text "WE'RE GOOD TO GO" and "VISIT ENGLAND".

At the bottom of the page, a breadcrumb trail reads: "You are here: [Home](#) > [Tourist Info & Maps](#) > [English Riviera Visitor Information Centre](#) > [Coronavirus Information](#)". Below this is a section titled "Latest Travel Information".

Over 350 local Tourism Businesses have signed up to this National Scheme introduced by VisitEngland. This logo gives customers confidence that a business has adopted the necessary COVID Guidelines. Guidance is reviewed after each Lockdown and any changes communicated regularly to Businesses.



17th May next major step in Governments Roadmap, **all accommodation to OPEN.**

ERBID Company has meeting with DCMS the Govt Dept responsible for managing the Guidelines once every two weeks and regular calls to our MP.

We lobby for changes the industry would like to see including requests for the 2 metre social distancing rule to be reduced as this seriously restricts capacity.

We continue to work closely with the Public Health and Licensing Departments across Torbay Council.

Questions from the Champions

As one of the largest leisure resorts in the area have you managed to keep all your staff?

Currently we employ around 350 staff members and throughout the COVID-19 pandemic we have lost less than 10% of our workforce across the board, everybody else we have retained. When the news broke on the Monday about the first lockdown that it was likely we would be closing our doors on the Friday, and at that point right up until the Thursday they hadn't made any announcements about furlough, we took a decision as a business to put everybody on holiday for the week afterwards to allow us a moment of reflection and to see how we might survive and retain as many staff as possible. So when Boris announced the news about furlough we were genuinely relieved because at that point we knew we weren't going to have to lay off hundreds of our staff. Without furlough the industry could have collapsed so for many of us it has been a lifeline.

Questions from the Champions

What COVID champions have you come across over the last year?

Over the last year we have worked in partnership with the NHS by taking recovering COVID patients at one of our hotels. We have seen many exceptional things done by our workforce, whether that's volunteering for the NHS, delivering prescriptions, helping at vaccine centres, to name a few. It is testament to the good nature of people, it's quite humbling to see people doing it not for financial gain but for wanting to help support and give back to the community.

Questions from the Champions

How are you finding it getting the staff to come back, are there any issues with staff obviously having found jobs elsewhere?

As a business we definitely foresaw this issue, maybe not during the first and second lockdowns but certainly by the third lockdown. I think it is human nature when you have moments of opportunity for reflection, whether that is being at home, being around your children, it gives you an opportunity to reassess your life and some people moved out of the industry and into things that they thought was maybe less susceptible to things like COVID. However we are lucky enough as a business to have a stable core management team but we have had to recruit some frontline staff i.e. waiters, housekeepers etc. but this is going well and we have had some fantastic candidates come forward but until we actually fully reopen after the 17th May we will not fully know how many have actually moved on into other industries. The pleasing news for us though is that when we opened our doors to our gymnasium, swimming pool and outside dining areas earlier in the month we got quite a few employees back on board so I don't currently have any concerns per se, but we do have an expectation that we are going to have to fill some roles.

Questions from the Champions

Do you intend to use vaccine passports and will you be making use of the available testing kits?

Currently there is no clear guidance on how the vaccine passport scheme would work within the UK and I would need further clarification on this before proceeding. With regards the testing within our leisure resorts we will be looking at it with the wellbeing pilot that we are hoping to engage with. Currently we are in discussions with local bodies and it would certainly be a route we as a business would be happy to undertake. We have also created clear guidance in respect of what we do with any staff members with symptoms, we wanted to reassure them to make sure that they felt able to not come into work and retain full pay, it's all about the wellbeing of our staff.

QUIZ!

An illustration featuring the word 'COVID' in large white letters on a dark blue background. A woman in a pink vest and mask walks a dog, a man in a green shirt and mask carries a shopping bag, a child in a red dress holds the man's hand, and a woman in a yellow shirt and mask holds a blue speech bubble with a virus icon. A red location pin is above the first 'O'. Below the illustration is a blue rounded rectangle containing the word 'Champions' in white.

COVID
Champions

Question 1

We can eat-out indoors this weekend

Answer: False

Poll Results: 100% False

[COVID-19 Response - Spring 2021 - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

Question 2

Gatherings of over 30 people are
allowed from 17th May

Answer: False

Poll Results 25% True 75% False

Question 3

We will all be able to enjoy cinemas and
Children's indoor play areas from 17th
May

Answer: True

Poll Results 50% True 50% False

Question 4

Social Distancing (*remaining 2 metres apart*) is still required of everyone in the UK after 17th May

Answer: True

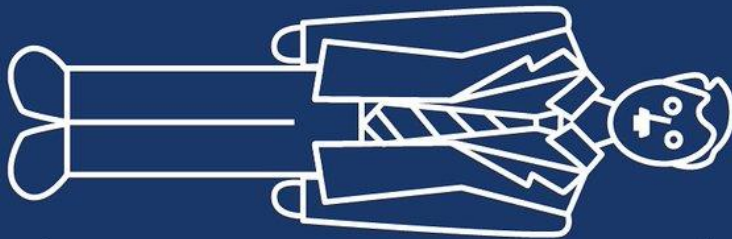
Poll Results 100% True

Social distancing - the **Torbay** way!



Social distancing the **Torbay** way!

2 metres = 1 Basil Fawlty



TORBAY.GOV.UK

Key messages

1. Businesses in Torbay are working extremely hard to overcome and adapt to COVID-19 and the challenges it has presented.
2. Businesses as well as communities and councils rely on excellent data, not hearsay. Spread facts, not fiction.
3. Please be extra kind, patient and respectful, no one has had it easy in the last year and it is more important than ever that we remain together as the whole Torbay community.

#ResponsibleRiviera **and** **#RespectProtectEnjoy**

What do Champions DO?



COVID
Champions

We need your help with four things please

1. Share a fact with a friend
2. Share a post with your people (if you're on any social media)
3. Get your champions badges or certificates
4. We are looking for volunteers to help promote community testing in Torbay: **At our mobiles sites – explain why regular testing is important along with hands/face/space/fresh air and vaccination, & hand out testing kits for people to use at home... champions@torbay.gov.uk**

#COVIDCHAMPIONS

#TORBAY

Thank you, you Champion!



COVID Community Champions

TORBAY COUNCIL

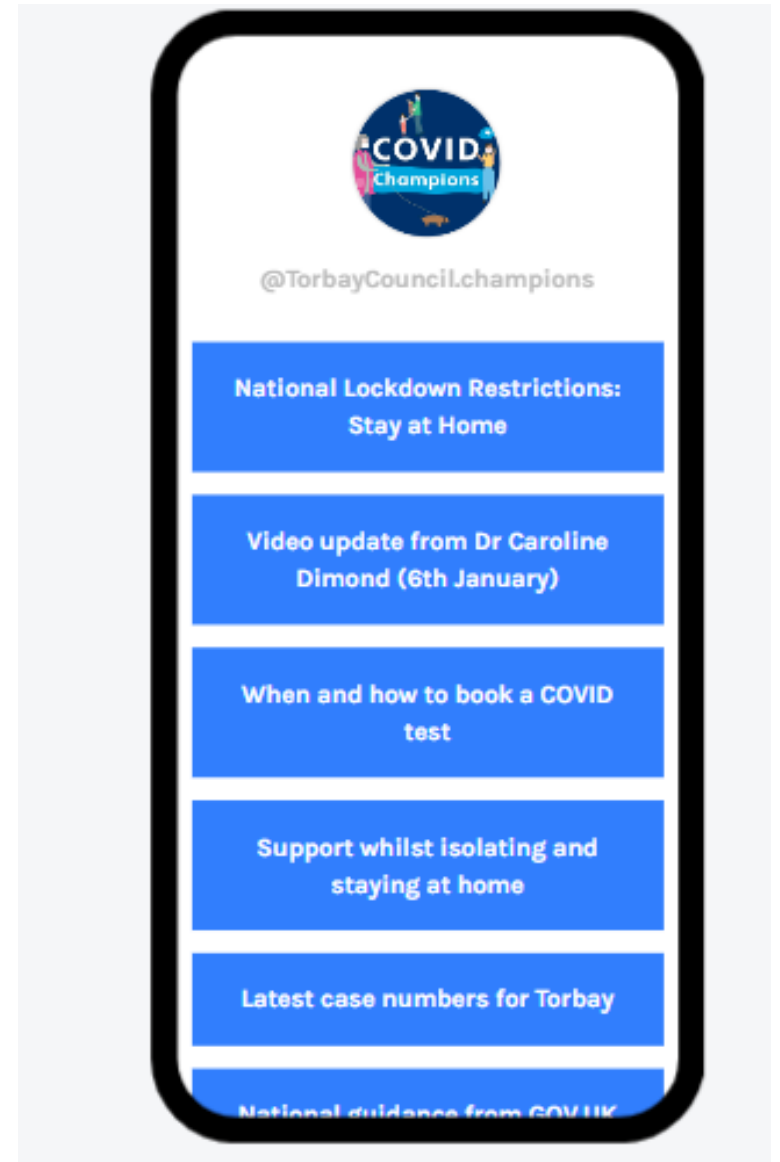
Resources and next steps



COVID Champions Linktree



Visit and/or share the link - <https://linktr.ee/TorbayCouncil.champions>



Credible sources of information to visit and share

- www.torbay.gov.uk/coronavirus
- www.gov.uk/coronavirus
- www.nhs.uk/coronavirus
- www.who.int/coronavirus

- Like our Facebook page: www.facebook.com/torbaycouncil
- Follow us on twitter: @Torbay_Council
- Email us Champions@torbay.gov.uk

What do you get as a Champion?

- A fortnightly bulletin, which will update you with the latest developments and guidance
- A fortnightly online forum meet-up, to enable you to participate in discussions, share ideas and have opportunity to feedback what you have found to work or not work so well
- Access to resources
- Support from us via Champions@torbay.gov.uk

