Overview

This joint agreement provides a framework for joint working between the PHE London Coronavirus Response Centre (LCRC) and the public health structures in London Local Authorities (LAs) for managing COVID-19 outbreaks, complex settings and community clusters.

This agreement will be kept under monthly review initially due to the rapidly changing regional situation and guidance, and fluctuating capacity across the system. This document is therefore intended to be flexible and adaptable for local operation due to the different support and capacity arrangements available in local systems in London.

Rationale for the joint agreement

- To have a joint collaborative and co-ordinated approach to supporting London settings including care homes, extra care housing and supported housing, local hospitals, workplaces, prisons, primary care settings, schools, nurseries and homeless hostels in managing COVID-19 outbreaks, reflected in councils’ Local Outbreak Control Plans (LOCPs).

- To improve understanding and access to services, reduce transmission, protect the vulnerable and prevent increased demand on healthcare services
• To share outbreak information to facilitate appropriate measures
• To have a Single Point of Contact (SPoC) in LCRC and in each local authority to facilitate data flow, communication and follow up
• To provide consistent advice to settings and local public health teams

**Joint approach**

The overarching joint approach to managing **complex settings and outbreaks** will be as follows:

• LCRC will receive notification from Tier 2, undertake a risk assessment and give advice and provide information to the setting on management of the outbreak;
• LCRC will manage cases and contacts, and provide advice on testing and infection control;
• LCRC will convene an Incident Management Team (IMT) if required;
• LCRC will inform the relevant local authority SPoC;
• The local authority will follow-up and support the setting to continue to operate whilst managing the outbreak, including, if required, support with infection prevention and control measures and PPE access;
• The local authority will support wider aspects of the response, such as support for any vulnerable contacts who are required to self-isolate

The overarching joint approach to managing **community clusters** will be as follows:

• The local authority or LCRC will receive notification from Tier 2
• The local authority will inform the LCRC SPoC/LCRC will inform the local authority SPoC
• The local authority will convene an IMT
• The local authority will provide support to the community
• LCRC will support the local authority in their risk assessment of and response to an identified community cluster

Appendix 1 and Appendix 2 provide further information on the joint approach by setting type.
## Appendix 1 – Summarised roles by setting (LAs and LCRC)

<table>
<thead>
<tr>
<th>Setting</th>
<th>Care settings</th>
<th>School and Early Years</th>
<th>Workplace</th>
<th>Primary care</th>
<th>Prison/custodial institutions</th>
<th>Homeless and/or hostel</th>
<th>Community cluster</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>London Coronavirus Response Centre response</strong></td>
<td>- Receive notification from Tier 2&lt;br&gt;- Gather information and undertake a risk assessment with the setting&lt;br&gt;- Provide advice and manage cases and contacts, testing and infection control&lt;br&gt;- Provide information materials to the setting&lt;br&gt;- Recommend ongoing control measures&lt;br&gt;- Convene IMT if required&lt;br&gt;- Provide information to DsPH and advice/recommendations for ongoing support</td>
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<td></td>
<td>- Receive notification from Tier 2&lt;br&gt;- Support Local Authority in their risk assessment of and response to an identified community cluster</td>
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<tr>
<td><strong>Local authority response</strong></td>
<td>- Prevention work and respond to enquiries (As per Appendix 1, 2 and 4)&lt;br&gt;- Support vulnerable contacts who are required to self isolate&lt;br&gt;- Liaise with setting to provide ongoing advice and support for testing, communications, infection control and PPE&lt;br&gt;- Participate in IMT if convened by LCRC&lt;br&gt;- Local communications e.g. briefings for Cllrs, local press inquiries, comms with the public&lt;br&gt;- Liaise with CCG, GPs and other healthcare providers to provide ongoing healthcare support to setting</td>
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<td>- Receive notification from Tier 2&lt;br&gt;- Convene IMT&lt;br&gt;- Provide support to community which may include translated materials, support to self-isolate, advice and enforcement&lt;br&gt;- Liaise with the local CCG, GPs and other healthcare providers&lt;br&gt;- Local communications (e.g. Cllr briefing, local press inquiries, comms with public)</td>
</tr>
</tbody>
</table>
Appendix 2 – Brief Standard Operating Procedures/Roles and responsibilities for LAs and LCRC, by setting type (LAs and LCRC)

2a - Care Homes

Source of concern

Positive test in staff or resident
Notification from Level 2
Symptoms of Covid-19 in a staff member of resident
Household contacts of staff test positive or are asked to self-isolate and suspected COVID-19

Action

**Care home**

Follow PHE guidelines on isolating cases
Inform GP
Inform LA SPoC
Order tests for staff and residents

**LCRC**

*LCRC have Outbreak plans for care homes*

Receive notification from Tier 2
Gather information and undertake a risk assessment with the setting
Inform LA SPoC
Provide advice and manage cases and contacts, testing and infection control
Provide information materials to the setting
Recommend ongoing control measures
Convene IMT if required
Link with CCG named GP/person for the home.

**Local authority**

*Care Home Resilience and Support Plans submitted 29th May 2020*

Prevention work and respond to enquiries
Infection control follow up together with CCG named person
LA SPoC informs Adult Social care commissioners
Liaise with the local CCG/ GP and other health providers in supporting the home.
Access to PPE
Support vulnerable contacts who are required to self-isolate
Participate in IMT if convened by LCRC and provide further support to setting following IMT

**Other**

NHS – CCG named GP/person for each Care Home links to ASC Commissioners and Public Health to follow-up re infection control, PPE, ongoing control measures.

**Data and reporting**

Total number of COVID-19 situations with principal context Care Home, by Borough
Total number of deaths in patients with a Care Home address by local authority, confirmed and suspected COVID-19
Number of care home testing results reported the previous day, that will be relayed to homes that day
Graph: timeline of Covid deaths in care homes (as reported to LCRC
Graph: timeline of number of new care homes reporting suspected and confirmed Covid, by date of first contact with LCRC
Number of tested individuals matched to care homes by postcodes by PHEC

Number of tests matched to care homes by postcode by PHEC
Number of COVID-19 cases matched to care homes over time
Number of new care home postcodes with confirmed cases
Age and sex distribution of COVID-19 cases matched to care homes

Data in CTAS and HPZone

Comms
Awaiting Comms Toolkit from London Councils and GLA
This will be in key community languages and pictorial form
Key Message is “Keep London/Borough/Place/ Families etc. Safe"
2b - Schools

Source of concern
Positive test in Staff or pupil
Notification from Level 2
Symptoms of Covid-19 in a staff member of pupil
Household contacts of staff or pupils test positive or are asked to self-isolate

Action

School
Follow PHE guidelines on isolating cases, PPE and cleaning
Inform LA SPoC and Head of education/children’s services.
Inform parents with a pre-prepared letter/SMS (template provided by LCRC)

LCRC
Receive notification from Tier 2
Gather information and undertake a risk assessment with the setting
Inform LA SPoC
Provide advice and manage cases and contacts, testing and infection control
Provide information materials to the setting
Recommend ongoing control measures
Convene IMT if required or refer to local team

Local authority
Prevention work and respond to enquiries
Liaison with school governors and support with communication to parents
Support vulnerable contacts who are required to self-isolate
Liaise with the local CCG/ GP and other health providers
Infection control follow up
Convene Local IMT if required
Covid Secure risk assessments support, where relevant
Local communications e.g. briefings for Cllrs, local press

Other
STP, CCG and Hospital if symptomatic children are attending for ``
diagnosis/testing

Data and reporting
Data in CTAS and HPZone
Reported centrally and to LA

Comms
Awaiting Comms Toolkit from London Councils and GLA
This will be in key community languages and pictorial form
Key Message is “Keep London/Borough/Place/ Families etc. Safe”
2c - Workplace

Source of concern

- Positive test in Staff
- Notification from Level 2
- Symptoms of Covid-19 in a staff member
- Household contacts of staff test positive or are asked to self-isolate
- When App in use some staff members

Action

**Business**
- Follow PHE guidelines on isolating cases, PPE and cleaning
- Inform LA SPoC
- Inform staff and clients with a pre-prepared letter/SMS

**LCRC**
- Receive notification from Tier 2
- Gather information and undertake a risk assessment with the setting
- Inform LA SPoC
- Provide advice and manage cases and contacts, testing and infection control
- Provide information materials to the setting
- Recommend ongoing control measures
- Convene IMT if required or refer to local team

**Local authority**
- Prevention work and respond to enquiries
- Inspection of food premises and enforcement as necessary
- Advice and support local business affected by workforce isolation
- Communication with local community
- Liaise with the local CCG/ GP and other health providers
- Infection control follow up
- Convene Local IMT if required
- Covid Secure risk assessments support, where relevant
- Local communications e.g. briefings for Cllrs, local press

**Other**

**Data and reporting**
- Data in CTAS and HPZone
- Reported centrally and to LA

**Comms**
- Awaiting Comms Toolkit from London Councils and GLA
- This will be in key community languages and pictorial form
- Key Message is “Keep London/Borough/Place/ Families etc. Safe”
2d - Community Clusters

Source of concern
A number of positive tests in a locality or a common site or activity
Notification from Level 2
Symptoms of Covid-19/ requests for tests from a number of people tests in a locality or a common site or activity

Action
HPU/Local  Follow PHE guidelines on isolating cases, PPE and cleaning
           Inform LA SPoC

LCRC  Working on an SOP for Community Clusters
       Receive notification from Tier 2
       Gather information and undertake a risk assessment with the setting
       Inform LA SPoC
       Provide advice and manage cases and contacts, testing and infection control
       Provide information materials to the setting
       Recommend ongoing control measures
       Convene IMT if required or refer to local team

Local authority
Prevention work and respond to enquiries
Communication with local community
Determine whether a mobile or hyper-local testing unit is required
Liaise with the local CCG/ GP and other health providers
Infection control follow up
Convene Local IMT if required

Other
Data and reporting
Data in CTAS and HPZone
Reported centrally and to LA

Comms  Awaiting Comms Toolkit from London Councils and GLA
This will be in key community languages and pictorial form
Key Message is “Keep London/Borough/Place/ Families etc. Safe”
2e - Fire stations and other Home from Home environments

**Source of concern**
- Positive test in Staff in one watch
- Positive tests in more than one watch
- Notification from Level 2
- Symptoms of Covid-19 in a staff member
- Household contacts of staff test positive or are asked to self-isolate

**Action**

**Fire Service**
- Follow PHE guidelines on isolating cases, PPE and cleaning
- Inform LCRC
- Inform staff and their families with a pre-prepared letter/SMS
- Inform Gold Commander

**LCRC**
- Receive notification from Tier 2 or fire service
- Gather information and undertake a risk assessment with the setting
- Inform LA SPoC
- Provide advice and manage cases and their families as well as contacts, testing and infection control
- Provide information materials to the setting
- Recommend ongoing control measures
- Convene IMT if required or refer to local team

**Local authority**
- Prevention work and respond to enquiries
- Inspection of food preparation areas and enforcement as necessary
- Communication with local community
- Liaise with the local CCG/ GP and other health providers
- Infection control follow up
- Convene Local IMT if required

**Other**

**Data and reporting**
- Data in CTAS and HPZone
- Reported centrally and to LA

**Comms**
- Awaiting Comms Toolkit from London Councils and GLA
- This will be in key community languages and pictorial form
- Key Message is “Keep London/Borough/Place/ Families etc. Safe”
2f - Homeless/Hostels

**Source of concern**
- Positive test in Staff or residents
- Notification from Level 2
- Symptoms of Covid-19 in a staff member or resident
- Household contacts of staff test positive or are asked to self-isolate

**Action**

**Hostels**
- Follow PHE guidelines on isolating cases, PPE and cleaning
- Inform LA SPOC
- Inform staff and clients with a pre-prepared letter/SMS
- Follow locally developed SOP and risk assessment

**LCRC**
- Receive notification from Tier 2
- Gather information and undertake a risk assessment with the setting
- Inform LA SPOC
- Inform the Find and Treat service (if funding agreed)
- Provide advice and manage cases and contacts, testing and infection control
- Provide information materials to the setting
- Recommend ongoing infection control measures
- Share risk assessment and details from HPZone with LA
- Convene Incident Management Team (IMT) if required or refer to local team

**Local authority**
- Prevention work and respond to enquiries
- LA SPOC inform service commissioners
- Liaise with the local CCG/ GP and other health providers
- Liaise with GLA in their management of hotels, clarify roles to avoid duplication or gaps.
- Infection control follow up
- Provide support and ongoing management of settings
- LA to decide who may visit community venues and gather contact information and arrange testing (?EHOs)
- Convene Local IMT if required

**Other**
- Links to housing, drug and alcohol services and CCG and their commissioners
- Links to GLA
- Follow up of cases and contacts if/when they leave their current accommodation, including referring to other LAs where appropriate

**Data and reporting**
- Data in CTAS and HPZone
- Reported centrally and to LA on a ?? timescale basis

**Comms**
- Awaiting Comms Toolkit from London Councils and GLA
- This will be in key community languages and pictorial form
- Key Message is “Keep London/Borough/Place/ Families etc. Safe”
2g - Prisons/ Youth Offending/ Refugee Detention Centre

Source of concern

- Positive test in Staff or inmate
- Notification from Level 2
- Symptoms of Covid-19 in a staff member
- Household contacts of staff test positive or are asked to self-isolate

Action

**Prison**
- Follow PHE guidelines on isolating cases, PPE and cleaning
- Inform relevant central government and LCRC

**LCRC**
- Receive notification
- Gather information and undertake a risk assessment with the setting
- Provide advice and manage cases and contacts, testing and infection control
- Provide information materials to the setting
- Recommend ongoing control measures
- Convene IMT if required or refer to local team

**Local authority**
- Determine any potential need for action around detainees' families/contacts, especially if a recent visit

**Other**

**Data and reporting**

- Summary at prison and London level, including:
  - Number of new receptions per day
  - Numbers symptomatic
  - Numbers of tests carried out
  - Test results
  - Numbers in isolation
  - Staff absences

**Comms**
- Awaiting Comms Toolkit from London Councils and GLA
- This will be in key community languages and pictorial form
- Key Message is “Keep London/Borough/Place/ Families etc. Safe”
Appendix 3 – Governance and Key Guiding Principles

PHE will fulfil its statutory duty as outlined below by receiving the notification of outbreaks, undertaking the risk assessment and providing public health advice in accordance with national guidance or local SOPs.

As per this joint agreement and in line with the statutory roles outlined below, local authorities and PHE will conduct follow up of these settings and fulfil their statutory duty for safeguarding and protecting the health of their population.

- PHE has responsibility for protecting the health of the population and providing an integrated approach to protecting public health through close working with the NHS, Local Authorities, emergency services and government agencies. This includes specialist advice and support related to management of outbreaks and incidents of infectious diseases
- The health system has a shared responsibility for the management of outbreaks of COVID-19 in London
- Infection control support for each setting will be provided in line with local arrangements
- Under the Care Act 2014, Local Authorities have responsibilities to safeguard adults in their areas. These responsibilities for adult social care include the provision of support and personal care (as opposed to treatment) to meet needs arising from illness, disability or old age
- Under the Health and Social Care Act 2012, Directors of Public Health in upper tier and unitary local authorities have a duty to prepare for and lead the local authority public health response to incidents that present a threat to the public’s health
- Medical practitioners have a statutory duty to notify suspected and confirmed cases of notifiable diseases to PHE under the Health Protection (Notification) Regulations 2010 and the Health Protection (Notification) Regulations 2020