

SAFER WORKPLACES SECTORAL GUIDANCE:

**CLD (Community Learning and
Development) -**

**Youth Work, Adult Learning, ESOL and
Community Based Learning.**



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CLD Sector Guidance Overview

The Coronavirus (COVID 19): Framework for Decision making: [Scotland's route map though and out of the crisis](#) was published on the 21st May and provides an indication of the order in which the Scottish Government will carefully and gradually seek to lift restrictions. Phases are based on meeting particular criteria including those set by WHO (World Health Organisation). Phase 1 of easing the restriction measures in Scotland commenced on 21 May 2020; Phase 2 subsequently commenced on 19th June 2020. On 24 June 2020 the Scottish Government released an updated timeline for easing the restriction measures providing some indicative dates. It should be acknowledged that the Scottish Government will review and report on safely transitioning from one phase to another.

This guidance is for the CLD (Community Learning and Development) sector in Scotland which includes youth work and adult learning. It comes into effect on the first day of Phase 3 of the Scottish Government's route map to recovery (9 July 2020) and extends until further notice. It will be reviewed regularly as required whilst easing out of lockdown. At a minimum the guidance will be reviewed in line with the three weekly review of lockdown requirements.

The Scottish Government policy context for the provision of CLD is outlined in the Strategic guidance for community planning partnerships: community learning and development (2012) and the Requirements for Community Learning and Development (Scotland) Regulations 2013 ("the CLD Regulations").

The CLD Regulations are subordinate legislation made under section 2 of the Education (Scotland) Act 1980 ("the 1980 Act"). Section 1 of the 1980 Act requires each local authority to secure adequate and efficient provision in their area of both school education and further education, which in this context includes CLD and is not age limited. Section 2 of the 1980 Act allows the Scottish Ministers to prescribe requirements to which every local authority must conform when discharging its obligations under the 1980 Act.

This guidance does not amount to legal advice. CLD providers, staff, and volunteers may wish to seek their own advice to ensure compliance with all legal requirements.

The Scottish Government has a long-established commitment to fair work, which was set in the context of the current crisis in a [joint statement with the STUC](#). This has been taken into account in developing this guidance for CLD staff and volunteers. The joint statement was developed by the Scottish Government, Police Scotland, Health and Safety Executive and local authorities on safe workplaces. The full statement can be read at <https://www.gov.scot/publications/coronavirus-COVID-19-safer-work-places-statement/>

This is one of a set of Scottish Government sectoral guidance on Safer Workplaces applicable as we progress out of lockdown. A full list of publications from the Scottish Government in relation to COVID-19 can be found on the Scottish Government website at <https://www.gov.scot/collections/coronavirus-COVID-19-guidance/>

The Scottish Government has worked with stakeholders across the CLD sector including youth work, adult learning, community based college provision, CLD Managers Scotland, Education Scotland and the CLD Standards Council for Scotland alongside trade unions and COSLA to ensure that this guidance offers clear expectations and practical approaches to a safe, phased full reopening of CLD services.

Scope of CLD

This guidance is designed to help employees and employers from local authorities, third sector organisations and partners working in Scotland's schools, colleges and communities to provide CLD services safely in accordance with public health advice.

Please consult your own organisation, national body or local authority for more details on specific local guidelines and practices. The CLD workforce is made up of staff and volunteers operating in a range of contexts in local authorities, third and voluntary sector organisations, colleges and schools.

National strategies supported by the Scottish Government in relation to CLD policy include: the National Youth Work Strategy; ESOL Strategy; Adult Literacies in Scotland and the developing Adult Learning Strategy. CLD policy is also key to the Community Empowerment (Scotland) Act 2015.

Using this Guidance

This guidance should be used in conjunction with other relevant guidance and advice. Links to further guidance and advice can be found towards the end of this guidance and are useful in helping to inform safe working practice for the CLD sector. In recognising the diversity of CLD practice taking place in a variety of environments, this guidance should be used as a platform for each employer or organisation to meet the needs of staff or volunteers.

It should be applied at a local level. Each service provider will need to translate this into the specific actions it needs to take (i.e. the size and type of service/sector, how it is organised, operated and managed), using this document as a guide. It has been designed to be applied to cover the spectrum of different CLD provision across Scotland from small generic delivery to large themed services as well as voluntary sector services and projects.

In ensuring the safety of the CLD sector, it is expected that this guidance will be applied to complement the legal duties in the Health Protection (Coronavirus) (Restrictions) (Scotland) Regulations 2020 and the Health and Safety at Work etc. Act 1974. This includes but is not limited to the provisions of suitable control measures, adequate risk assessments and the appropriate information, instruction, training and supervision.

This guidance directs to the suite of publications offering advice and guidance available on the Scottish Government website to help organisations to meet the needs of CLD staff, volunteers and learners. Links to relevant guidance can be found in the relevant guidance section of this guidance.

Guidance for the CLD sector, the working environment and considerations for restarting face to face services during Phase 3 will require local collaboration between organisations, employers, trade unions and CLD staff and volunteers.

Key Principles

In applying Scottish Government direction on when restrictions can be changed, CLD providers will consider a range of evidence on the progress of the pandemic in Scotland using the principles set out in [Coronavirus \(COVID-19\): framework for decision making](#) and the Scottish Government's commitment to fair work, which was set in the context of the current crisis in a joint [statement with the STUC](#).

In implementing this guidance, CLD providers should consider the following:

- The health, safety and wellbeing of learners, staff, volunteers, and the wider community will be the priority in decisions relating to the easing of COVID-19 restrictions across the CLD sector.
- CLD providers will review their practice to ensure that there is the required flexibility in place to deliver a high quality learning experiences which allows learning activities to take place safely.
- CLD service providers will make appropriate changes to building layout and infrastructure in accordance – at minimum – with public health advice, including guidelines on physical distancing.
- New arrangements put in place for CLD staff and volunteers should be tested and modified in agreement between employers, trade unions and employees
- CLD service providers will regularly review the welfare and mental health needs of CLD staff, volunteers and learners and take steps to ensure preventative measures are implemented, appropriate support is in place and all information is communicated as restrictions are eased.
- CLD service providers will regularly review their hygiene and cleaning protocols in all spaces, and adapt them in response to changing public health advice and risk levels, to ensure the safety of CLD staff, volunteers and learners.
- Following a suitable and sufficient risk assessment, local authorities, third sector organisations, voluntary sector organisations and colleges will introduce measures to enable CLD service delivery to be carried out in a safe manner. Risk assessments are also required to consider the individual needs of CLD staff, volunteers and learners.
- CLD providers will engage with staff, volunteers, learners and trade unions to ensure a safe resumption of CLD services.
- An implementation timetable should be developed with trade unions covering planning, preparation and pilots taking into account the challenges of maintaining physical distancing, and enabling hand washing, fair work principles and enabling a restart that allows service delivery while protecting health and well-being.
- CLD providers will take a rights based approach as well as a risk based approach to protect health and safety of CLD staff, volunteers and learners. Trade unions, staff and volunteers will be fully engaged in this process.

Additionally, in planning for the use of facilities, CLD providers will consider and plan around the following considerations:

- The availability of CLD staff, volunteers and learners' may be affected by public transport availability and restrictions.
- Availability of PPE, other equipment and/or face coverings appropriate to the activity or location.
- The organisation of staggered breaks and other flexible working patterns to support physical distancing in accordance with government guidelines

- Protocols to minimise the use of shared equipment, hot desks and other facilities to ensure safe usage.
- Supporting services required in increasing the number of individuals on-site and how they can be provided as safely as possible.
- What measures, in addition to those that were in place during the lockdown phase and earlier phases will need to be in place to accommodate additional numbers (including additional cleaning measures and queue management systems where appropriate).

In aligning with these principles, this guidance does not supersede existing health and safety legislation and employers and service providers will continue to abide by these obligations, including the legal duty on employers to conduct risk assessments and engage with health and safety committees. Through all phases of emerging from lockdown, CLD services should have regard to general health and safety guidance and to the requirements for reporting cases.

Existing requirements under the Equality Act 2010 continue to apply and services must ensure that CLD staff, volunteers and service users with protected characteristics are treated fairly and not further disadvantaged as a result of COVID-19. The duty to make reasonable adjustments for disabled workers will continue to apply; CLD employers and service providers should consider whether any additional reasonable adjustments may be needed in the current circumstances.

In developing local protection measures, where guidance is provided by different agencies or policy interests overlap, employers and service providers should follow guidance that has been produced which offers the highest level of protection for employees and service users.

CLD Response During COVID-19

In setting out this guidance the Scottish Government recognises the unique skillset of CLD, which has proved invaluable in providing Scotland's communities with much needed support during the COVID-19 pandemic. Throughout the pandemic, the CLD sector adapted their services to provide essential lifelines and support through face to face interaction, digital engagement or through telephone contact to young people, adults, families and communities.

Surveys carried out by the CLD sector throughout the crisis informs us that the CLD sector have demonstrated they are well positioned to identify, engage and support, learners and communities most in need. In responding to the pandemic, this data tells us that CLD practitioners have applied their knowledge, skills and experience across all aspects of community engagement and learning.

There has been a blended approach to service delivery with a mixture of online / digital programmes and physical responses to community needs. It is recognised that many CLD services have changed working practices to deliver services to learners and communities 7 days per week including evenings.

CLD staff and volunteers have been resilient, agile and quick to respond to young people, learners and community. During the COVID-19 pandemic CLD staff moved to delivering services to allow people to stay safe at home where possible.

CLD practitioners have also adapted the CLD offer to include:

- contribution in responding to food emergency work, medicine delivery
- developing community hubs and first point of contact for vulnerable communities
- Developing and supporting networks of volunteers
- moving services on line and addressing emerging issues around mental health and wellbeing
- Providing front line support for vulnerable children and children of key workers
- Supporting communities develop local responses to the crisis, providing information and advice networks
- Continuing to be a front line presence in the most deprived communities when many services had to withdraw.
- Youth work in schools to offer a blended learning model providing young people more opportunities for learning.

Key to this role has been CLD practitioners' access and knowledge of local community networks and the ability to form trusted relationships with those who are vulnerable.

In planning for a full return to active civil society and drawing from the Scottish Government Coronavirus (COVID-19): framework for decision making – [Scotland's route map](#) through and out of the crisis" (Scottish Government 21st May 2020), service providers from the CLD sector across public and third sectors are developing new and flexible ways to deliver services with, by and for vulnerable and marginalised learners and communities in changeable circumstances.

Easing out of lockdown

As the CLD sector shapes services by, with and for learners and communities, decision making should be guided by the CLD Code of Ethics and should take account of the principles, as identified in “Coronavirus (COVID-19): framework for decision making – Scotland’s [route map](#) through and out of the crisis (Scottish Government 21st May 2020).

Underpinning assumptions towards CLD practice and service re-design in the context of the Coronavirus pandemic, reflecting the approaches set out by the Scottish Government, with a particular emphasis on:

- Recovery - to a new normal; and
- Renewal - building a fairer and more sustainable economy and society.

In particular, we identify the following key aspects of social and economic development, in each of which CLD has an essential part to play:

- Protecting and improving health.
- Learning, well-being and creating local wealth
- Building citizenship, solidarity, community voice and “future-focus”

As CLD practice plays an increasingly important role and it is essential to ensure the quality of CLD practice and the needs of staff and service users are taken into account during the development of guidance at a local level.

Many CLD practitioners have a work base that is not where much of their face to face engagement with learners or daily interactions with other people takes place.

The role of a CLD practitioner often requires practice in multiple locations and settings such as schools, community hubs, outdoor settings, homes and libraries throughout the working day. The peripatetic nature of CLD could create an additional risk of transmission within the community. This risk should be factored into the planning process and reflected in risk assessments when scheduling work activities and peripatetic working environments for staff throughout the easing of restriction measures.

Under the Scottish Government’s [route map](#) through and out of the coronavirus crisis, phase 3 would see CLD practice return to providing some learning in schools, colleges and communities. In some cases this will result in services being provided on a face to face basis, whilst other CLD services will begin a blended learning model by combining some face to face interaction with online or outdoor activity. In some cases CLD services may remain online in order to protect vulnerable service users, CLD staff and volunteers.

Health and Safety

This document should be used as a guide to inform local decision making. Professional and risk-informed judgements must be used to design your local COVID-19 action plans. Employers, managers, staff and volunteers must be satisfied that it is safe to resume service provision for everyone involved. Continued service delivery should be informed by regular review as behaviour, needs or national guidance from Public Health Scotland changes.

'Under the Health and Safety at Work etc. Act 1974, employers have a general duty to ensure, so far as is reasonably practicable, the health and safety of their employees and others. During the COVID-19 outbreak, duty holders continue to have obligations to comply with health and safety at work legislation and requirements to manage and control workplace risks, including protecting workers and others from the risk of COVID-19 infection in the workplace. Where HSE identifies that appropriate measures are not taken they will consider a range of actions to improve control of workplace risks including the provision of specific advice to employers through to issuing enforcement notices. These actions will be taken under existing Health and Safety law.

Under RIDDOR - Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013, there is a duty on employers to report some circumstances of COVID-19 to the Health and Safety Executive. The HSE website outlines the circumstances of when the HSE should be informed and provides specific guidance on what constitutes a diagnosis and making a judgement on reasonable evidence of occupational exposure.

Risk Assessments

The Management of Health and Safety at Work Regulations 1999 requires employers to carry out a suitable and sufficient risk assessment for employees and others who may be affected by their work activities. Where this involves more than 5 employees a written record of the risk assessment must be kept and reviewed regularly as circumstances change. Organisations with less than 5 employees should ensure that CLD staff and volunteers have access to risk assessments for the premises where learning or activity is taking place.

As COVID-19 is a new hazard to the workforce, employers must ensure the risks associated with the workplace must be communicated to everyone involved in CLD activity. Current advice from Public Health Scotland and the Health and Safety Executive should be used in developing a COVID-19 risk assessment. The risk assessment is an evolving document which will require regular review and dynamic assessment of all situations involving CLD staff, volunteers and learners.

Risk assessments will underpin general protocols describing how people can access and use their working environment. These will address questions regarding safely entering the building, moving around within it and using facilities such as offices, networked printers, canteens, toilets and other spaces. Risk assessments will apply to everyone on the site and should be developed by employers in consultation with relevant trade unions, staff and other interested parties.

Easing out of lockdown will require many considerations for CLD staff, volunteers and learners in relation to following public health guidance. These can be categorised into:

- Distance
- Hygiene
- Health of staff and service users
- Home Working

Providers of CLD services are required to carry out a suitable and sufficient COVID-19 risk assessment in order to identify additional hazards as a result of the pandemic. Outcomes should help staff with planning and monitoring to ensure controls remain effective and are updated in light of emerging evidence or changes in public health advice.

Where activity is being resumed, the risks to everyone involved must be controlled so far as is reasonably practicable. This is a risk-led approach to identify and implement sensible measures to control the risks. The assessment should consider what measures need to be implemented to protect the health, safety and welfare of all CLD staff, volunteers and learners. These will be influenced by site specific factors which includes the planning of all face to face activity. This should include considerations of whether instances of people being in close proximity to one another can be minimised or eliminated and what actions are required to ensure close proximity is reduced as far as is reasonably practicable. The current recommendation is for people to avoid close proximity for more than 15 minutes.

Controls should be considered following the hierarchy of control approach. This means prioritising the most effective and reliable preventive measures. Outcomes should explain to others what they are required to do and help staff with planning and monitoring to ensure the controls are implemented and remain effective and are updated in the light of emerging evidence, changes in public health advice or if through monitoring, it is found that control measures require to be altered.

[The Health and Safety Executive's short guide](#) can help to support employers with what they need to do to comply with the law.

CLD Working Environment

The peripatetic nature of CLD practice brings unique considerations for staff and volunteers working across the CLD sector. It is therefore important to comprehend the role of CLD and the working environments where CLD practice takes place. It is equally important to recognise that advice related to protecting staff, volunteers and learners across the CLD sector should be interpreted from multiple guidance documents. A list of CLD working environments can be found in the CLD workforce section towards the end of this guidance, however, it should be noted that this list is not exhaustive.

Where a workspace is shared with other organisations or rented from a landlord, individual organisations maintain responsibility for developing a risk assessments for staff and volunteers whilst carrying out their duties.

In addition to this, organisations should discuss their individual needs and requirements with landlords or contractors responsible for developing the risk assessments to ensure individual and collective requirements with regard to the health and safety of staff, volunteers and learners are reflected in risk assessments for shared premises. This

includes but is not limited to cleaning regimes, hygiene, physical distancing, use of face coverings and health considerations of staff, volunteers and service users.

Physical Distancing

Physical distancing duties are set out in regulation 4(1) of the Health Protection (Coronavirus) (Restrictions) (Scotland) Regulations 2020.

Providers of CLD services, CLD staff and volunteers must take all reasonable measures:

- to ensure that a distance of two metres is maintained between any persons on the premises (except between members of the same household or a carer and the person assisted by the carer),
- to ensure that they only admit people to its premises in sufficiently small numbers to make it possible to maintain that distance,
- to ensure that a distance of two metres is maintained between any person waiting to enter the premises (except between members of the same household or a carer and the person assisted by the carer).

CLD providers must take a responsible attitude to these vital health protection rules and should look critically at their operations to ensure they take all reasonable measures so that workers and anyone else on the premises maintain a 2m distance from each other.

As well as Coronavirus Legislation, business operators have further legal obligations to protect their staff under health and safety legislation, which must also be complied with.

Physical distancing should be considered in all relevant areas of CLD practice. In planning for physical distancing, Service providers should adopt the default physical distancing protocols as described in the guidance provided by Public Health Scotland which reflects precautionary judgements.

Use of floor markings and signage can help to remind people to maintain the protocols put in place. In circumstances where physical distancing cannot be maintained, action should be taken to consider further control measures including suspending activity if it is not an essential part of service delivery. The Scottish Government [business and physical distancing](#) guidance and Health Protection Scotland [COVID-19 information and guidance for general \(non-healthcare\) settings](#) will provide further information on how to follow physical distancing in the workplace.

CLD service providers should also consider the following in relation to physical distancing:

- The use of space by staff and service users to ensure adherence to physical distancing guidance, in line with guidance provided by Public Health Scotland. This will be determined by a variety of factors including the dimensions and layout of buildings and the requirements of different disciplines.
- The use of clear, appropriate signage across areas where face to face activity is taking place reminding people to maintain the required distance.
- Physical adjustments such as the use of perspex shields at reception or registration points.
- One-way systems and special controls on access and egress to constrained spaces such as facilities, including toilets and changing rooms, while adhering to physical distancing guidance measures.

- Staggered start times, shifts and part-time working and home working should also be considered to minimise the numbers of staff in specific buildings and/or spaces at any one time.
- The availability of staff, including caring responsibilities and contingency plans where individuals are shielding or self-isolating.
- Supporting services required in increasing the number of individuals on-site and how they can be provided as safely as possible.
- Consideration should also be given to the timescales for reviewing the effectiveness of physical distancing measures and additional hygiene protocols, particularly in circumstances where CLD staff, volunteers and learners could come into close proximity of one another. Existing legislation and supporting guidance for CLD services is being reviewed every 3 weeks.
- This would be a good starting point for organisations implementing review timescales, however, this may need to be reviewed more regularly following local arrangements.
- Further consideration should be given to any additional requirements for staff and volunteers working with learners who require additional support. For example; tutors working within the ESOL community and those with sensory difficulties may require to factor the importance of facial expression in communicating with learners which could be impacted by the use of face coverings.

Information and decisions on the above measures should be made in collaboration with CLD staff, volunteers and trade unions and information on how to keep safe should be readily available to CLD staff and volunteers at all times. A full list of working environments for CLD staff and volunteers can be found in the CLD workforce section at the end of this guidance.

Hygiene

CLD staff, volunteers and service users should be made aware of appropriate etiquette in line with public health advice whilst taking part in face to face activity.

Advice from [public health Scotland](#) (p.14) should be followed at all times. This includes but is not limited to personal hygiene such as hand washing, respiratory hygiene and general etiquette as well as cleaning and decontamination. Hygiene protocols put in place should be reflected in the control measures of the COVID-19 risk assessment.

Hand hygiene

Good hand hygiene is essential in preventing the transmission of COVID-19.

CLD staff, volunteers and learners should receive adequate information on the importance of regular hand washing before, during and after learning activities as appropriate. In particular, it is helpful to encourage good practice whilst remembering:

- COVID-19 is spread when respiratory secretions from an infected person enters the mouth, nose or eyes of another. One way in which this can happen is by touching your eyes, nose or mouth with contaminated hands. It is therefore important to avoid touching the face with unwashed hands.
- Perform hand hygiene regularly and especially before and after eating
- Promote good hand hygiene for all staff/visitors/service users
- Where possible soap and water should be used for cleaning hands.
- Ensure there are sufficient hand washing facilities and provision of alcohol based hand rub (ABHR) at key areas such as entry and exit points

Coughs and sneezes

- Catch coughs and sneezes in a tissue and dispose of any tissues into a bin and wash hands immediately
- If an individual does not have tissues to hand, they should catch coughs and sneezes in the crook of their elbow.

Cleaning

- Ensure regular detergent cleaning schedules and procedures are in place using a product which is active against bacteria and viruses
- Ensure regular (at least twice daily) cleaning of commonly touched objects and surfaces (telephones, keyboards, door handles, desks, counter tops etc).
- Where equipment, resources and the working environment is shared by multiple users, additional cleaning measures should be put in place to ensure items are cleaned following use (e.g. hot desks and equipment accessed by the public such as I.T equipment.)

This will require ensuring hygiene products are made available to CLD staff, volunteers and service users and are located at accessible points throughout the premises.

Health of staff and service users

COVID-19 symptoms, test and protect.

The virus is expected to remain in the population for some time even after lockdown restrictions have been eased. As part of risk assessments employers should explore how to respond should anyone develop symptoms while at work, including whether it is possible to identify parts of the site the individual may have accessed or equipment used while symptomatic.

CLD providers, staff, volunteers and learners have a responsibility to ensure they adhere to the Scottish Government Test and Protect COVID-19 guidance which says people with symptoms should stay at home and self-isolate.

Shielding and clinically vulnerable

Appropriate public health advice in supporting staff and volunteers who are shielding and clinically vulnerable should be followed at all times. Guidance on this can be found on the Scottish Government publications page or at <https://www.gov.scot/publications/covid-shielding/> This advice will adjust accordingly if new public health advice emerges.

Test, Trace, Isolate and Support

As the Test, Trace, Isolate, Support approach rolls out, all workers should continue to follow health protection advice to isolate either themselves. If someone develops the symptoms of COVID-19, such as a high temperature, a new, continuous cough or a loss/change to your sense of taste or smell, everyone within the household should self-isolate and not attend their place of work. Individual health factors should be taken into consideration when CLD staff and volunteers return to face to face engagement in Phase 3 and beyond.

Guidance for employers can be found on the Scottish Government website at <https://www.gov.scot/publications/coronavirus-covid-19-test-and-protect/pages/advice->

[for-employers/](#). Employers are asked to support CLD staff in ensuring the spread of the virus is contained by supporting employees to stay at home where required. Staff should not be asked to return to work under any circumstances before the end of the isolation period. A useful infographic produced by COSLA, can be found in [ANNEX C](#).

People who have tested positive for the virus will need to self-isolate for a minimum of 7 days. NHS contact tracers will interview them and get in touch with people they have been in close contact with, and tell those in close contact, they must self-isolate for 14 days. If CLD staff, volunteers or learners are informed by a contact tracer that they should isolate, they should be supported to do this straight away.

A close contact is defined as:

- Those that are living in the same household as a case.
- Face to face contact with a case for any length of time within 1 metre of a case.
- Extended close contact within 2 metres for more than 15 minutes with a case.

Where Infection Prevention Control measures have been utilised such as protective screen or use of PPE the contact tracer will conduct a risk assessment to identify contacts at risk. The priority is to public health in order to break the chain of transmission of COVID-19.

Advice for employers on helping staff who need to self-isolate is also available on the Scottish Government website at <https://www.gov.scot/publications/coronavirus-covid-19-test-and-protect-advice-for-employers/>

Planning should recognise that ongoing physical distancing measures required to reduce the spread of the virus may mean that the number of employees able to be accommodated safely in the workplace is limited. The workforce may have questions or concerns about returning to work. Companies are encouraged to work with trade union or workforce representatives to enable individuals to work from home while self-isolating, if appropriate. If able to work from home, employees should continue to do so after a period of self-isolation has ended.

Pay for CLD staff who are sheltering, self-isolating, sick or balancing care responsibilities is likely to be a source of concern for employees. CLD providers should work with trade unions or workforce representatives to provide early guidance to workforces on processes and support for individuals affected by these issues. Again opportunities to facilitate home working where feasible should be actively pursued and maintained.

Workers who are shielding or who live with someone who is shielding, should not be compelled to attend work and CLD providers should make arrangements to ensure those staff are not disadvantaged due to obeying medical advice. CLD providers should explore measures such as suspending the normal application of sickness or disciplinary procedures related to attendance in these cases.

Organisations providing CLD services should also acknowledge the range of factors likely to cause stress or anxiety amongst employees, ranging from living with lockdown arrangements to concerns about travel, schools, caring responsibilities and relatives impacted by the virus, amongst others. This may have implications for mental health with managers encouraged to be conscious of how these factors may impact on the well-being of individual staff members. Companies and trade union or workforce

representatives should be alert to this and direct anyone experiencing mental health issues towards available support.

Illness at work

The onset of COVID-19 within the workplace brings with it new considerations of what to do when someone falls ill in the workplace.

A comprehensive guide developed by Public Health Scotland must be used as the minimum standard when someone becomes symptomatic in the workplace. Further advice and the actions which should be followed can be found on pages 13 and 14 in the [Core COVID-19 Information and Guidance for General \(Non-Healthcare\) Settings \(Version 4.4\)](#)

Communication is key when dealing with symptoms of COVID-19 in the workplace. CLD staff, volunteers and learners should receive clear instructions on the actions to take when someone becomes symptomatic. This will include suitable reporting mechanisms, who to contact as well as taking practical measures to ensure the disease is not spread. The list below is not exhaustive and Health Protection Scotland advice should be followed in all cases of illness related to COVID-19.

A comprehensive guide developed by Public Health Scotland must be used as the minimum standard when someone becomes symptomatic in the workplace. Further advice and the actions which should be followed can be found on pages 13 and 14 in the [Core COVID-19 Information and Guidance for General \(Non-Healthcare\) Settings](#).

Communication is key when dealing with symptoms of COVID-19 in the workplace. CLD staff, volunteers and learners should receive clear instructions on the actions to take when someone becomes symptomatic. The following should be taken into account for CLD staff, volunteers and learners in relation to COVID-19:

- All CLD staff, volunteers and learners must be made aware of who to contact if someone feels unwell.
- Identify a responsible adult who can support CLD staff, volunteers or learners where required.
- If the affected person has mild symptoms they should go home as soon as they notice symptoms and self-isolate. Where possible they should minimise contact with others, e.g. use a private vehicle to go home.
- If it is not possible to use private transport, then they should be advised to return home quickly and directly. If using public transport, they should use a face covering, try to keep away from other people and catch coughs and sneezes in a tissue. If they don't have any tissues available, they should cough and sneeze into the crook of the elbow.
- If the person is so unwell that they require an ambulance, phone 999 and let the call handler know there is a concern about COVID-19. Whilst waiting for advice or an ambulance to arrive, try to find somewhere safe for the unwell person to sit which is at least 2 metres away from other people and where possible in another room with the door closed and a window opened for ventilation.
- The individual should avoid touching people, surfaces and objects and be advised to cover their mouth and nose with a disposable tissue when they cough or sneeze, and then put the tissue in the bin. If no bin is available, put the tissue in a

bag or pocket for disposing in a bin later. If you don't have any tissues available, they should cough and sneeze into the crook of their elbow.

- Where possible, a separate bathroom should be designated for the individual to use.

If there has been a suspected case of COVID-19 it is important to reduce transmission of the disease by decontaminating the learning environment. Once the affected person has left the premises:

- The immediate area occupied by the individual, e.g. desk space, should be cleaned with detergent to remove organic matter such as dust or body fluids then a disinfectant to kill pathogens. This should include any potentially contaminated high contact areas such as door handles, telephones and grab-rails. Once this process has been completed, the area can be put back into use.
- Any public areas where a symptomatic individual has only passed through (spent minimal time in), e.g. corridors, and which are not visibly contaminated with any body fluids, do not need to be further decontaminated beyond routine cleaning processes.
- Environmental cleaning and disinfection should be undertaken using disposable cloths and mop heads, using standard household detergent and disinfectant that are active against viruses and bacteria. Follow manufacturer's instructions for dilution, application and contact times for all detergents and disinfectants.
- All cloths and mop heads used must be disposed. The person responsible for undertaking the cleaning with detergent and disinfectant should be familiar with these processes and procedures.
- In the event of a blood and body fluid spillage, keep people away from the area. Use a spillkit if available, using the personal protective equipment (PPE) within the kit or PPE provided by the employer/organisation, and follow the instructions provided with the spill-kit. If no spillkit is available, place paper towels over the spill, and seek further advice from the local Health Protection Team.

Use of Personal Protective Equipment

Health Protection Scotland guidance offers advice on use of PPE, confirming workplaces should use PPE consistent with local policies and in line with measures justified by a risk assessment.

Where PPE is already in use in undertaking CLD activity in respect of conventional (non-COVID-19) risks you should continue to do so. Additional PPE is not normally required outside of healthcare settings when managing the risk of COVID-19. Control measures being developed for a COVID-19 risk assessment should focus on hygiene and physical distancing. The exception to this is health care provision or a small number of other roles for which public health advice is to use PPE as a COVID control (for example, for first responders).

'The Scottish Government and Health and Safety Executive recommend a risk based approach focussed on a hierarchy of control which seeks to eliminate risks, combat risks at source, adapt workplaces to individual needs, and ensure adequate training for staff, volunteers and learners. Using any form of PPE is a last resort after you have assessed the risks. Where PPE is required, users must be provided with adequate information, instruction, training and supervision to ensure it is used and disposed of correctly.' PPE should be made available as identified in the risk assessment provided to CLD staff, volunteers and learners as appropriate.

COVID-19 guidance for non-healthcare settings sets out guidance on use of PPE. This advice confirms that workplaces should use PPE consistent with local policies and in line with measures justified by risk assessment. It should be reflected in the risk assessment where additional PPE is required to control risks associated with COVID-19.

Face Coverings

The Scottish Government announced Phase 2 of easing restrictions on 19 June 2020. During this announcement it was highlighted that face coverings were mandatory when travelling on public transport and were advised in situations where maintaining the set physical distance from other people could present challenges.

On 02 July 2020, the Scottish Government announced that face coverings would also become mandatory in shops from 10 July 2020.

The Scottish Government is continuing to review advice on the use of face coverings and this information should be included as part of the risk assessment process in considering the return of CLD services.

It is important to note the difference between face masks and face coverings. Face coverings are not intended to help the wearer, but to protect against inadvertent transmission of the disease to others if you have it asymptotically. Face coverings are not classed as PPE.

Face masks are surgical or medical grade masks that are used in health and social care settings. Face coverings are made from cloth or other textiles that cover the mouth and nose and through which you can breathe. Scottish Government guidance on the use of face coverings should be followed where required and the effective use of face coverings communicated to staff, volunteers and learners.

Home Working

The Scottish Government [route map](#) out of lockdown highlights that working from home should be the default position where possible during phase 3 of the recovery process and is the preferred option during phase 4 of the [route map](#).

It is recognised that this is unlikely for CLD staff, however, where this is possible or required for shielding purposes, working from home should remain. Advice for people who are shielding or experiencing symptoms of coronavirus are considered in the Health of staff and service users section of this guidance.

Advice on working from home during the COVID-19 outbreak can be found on the HSE website at <https://www.hse.gov.uk/toolbox/workers/home.htm>

The following guides from the Health and Safety Executive also provide useful sources of information:

- [Working safely during the coronavirus outbreak - a short guide](#)
- [Talking with your workers about working safely during the coronavirus outbreak](#)

Travel

International arrivals and requirement to self-isolate

All face to face engagement between CLD staff, volunteers and learners which requires international travel must plan for compliance with border control guidance for residents or visitors travelling to the UK, who will be required to self-isolate for 14 days and complete a contact detail declaration. CLD providers should advise anyone travelling that they will be required to isolate at the point of arrival in the UK and onward travel to the final destination should be delayed for 14 days as appropriate.

Transport

Engagement in face to face activity will require many CLD staff, volunteers and learners to travel on public transport. In planning for CLD staff, volunteers and service users to travel to and from CLD activity, employers and service providers should communicate information from the transport transition plan on how to stay safe whilst using public transport.

Further Support and Advice

Publication from the Scottish Government on how to return to work safely can be found at <https://www.gov.scot/publications/coronavirus-COVID-19-returning-to-work/>. The guidance on returning to work safely outlines a variety of support and information available to employers and employees in relation to working practices. The information below outlines examples of support available from the guidance mentioned.

If workers think their working conditions are unsafe, they have rights under employment legislation. Further guidance can be found at [ACAS](#). For workers who are members of trade unions, you may wish to also speak to your relevant trade union representative. Further details on [trade union activity](#).

Employment rights are a reserved matter. Further information can be found on the UK Government website at <https://www.gov.uk/browse/working>

Workers can also raise enquiries about working safely with the [Health and Safety Executive](#) and with [Local Authority Environmental Health](#) Officers.

Scottish Hazards provide a free and confidential service for workers seeking workplace health and safety advice and support. This phone line is open Monday to Friday: call 0800 005 022 for support, or go to <https://www.scottishhazards.org.uk/> for other ways to get in touch.

Healthy Working Lives (part of Public Health Scotland) offer support to both employers and employees returning to work. This includes a mentoring service to enable businesses to get peer support from those familiar with requirements and best practice, for tasks such as completing risk assessments. Further support for you or your organisation around concerns or advice relating to Coronavirus when returning to work can be found on the Healthy Working Lives website at <https://covid19.healthyworkinglives.scot/>

For trade union health and safety representatives contact details, who are available to support the development of workplace risk assessments for non-unionised workplaces, contact: safety@stuc.org.uk

Next Steps

This guidance extends until further notice. It sets out both our current advice and guidance for CLD staff, volunteers carrying out CLD duties and learners engaging with CLD activity in helping to minimise the risk of transmission of COVID-19. It will be updated and renewed as circumstances evolve by working with CLD stakeholders representing adult learning and youth work organisations, local authorities, third and voluntary sector organisations, CLD staff in colleges, trade unions, Education Scotland and the CLD Standards Council for Scotland.

ANNEX A – Related Guidance for CLD

TITLE OF GUIDANCE	LINK TO GUIDANCE	SUMMARY OVERVIEW
Coronavirus (COVID-19) support for continuity of learning	https://www.gov.scot/publications/coronavirus-COVID-19-support-for-continuity-in-learning/	Guidance for all learning environments to continue to support young people's learning during the coronavirus outbreak.
Coronavirus (COVID-19) Curriculum for Excellence in the recovery phase	https://www.gov.scot/publications/coronavirus-COVID-19-curriculum-for-excellence-in-the-recovery-phase/	Guidance to support teachers and other professional practitioners in preparing the curriculum offer as restrictions are eased.
Coronavirus (COVID-19): re-opening schools guide	https://www.gov.scot/publications/coronavirus-COVID-19-re-opening-schools-guide/	Guidance for education authorities and learning settings to support a safe, phased re-opening in line with the Strategic Framework for Reopening Schools and ELC.
Scientific advice behind reopening schools and ELC	https://www.gov.scot/publications/coronavirus-COVID-19-schools-early-learning-and-childcare-settings---scientific-evidence/	Summary of scientific evidence on coronavirus relating to the re-opening of learning settings.
Coronavirus Act 2020: educational continuity direction	https://www.gov.scot/publications/coronavirus-act-2020-educational-continuity-direction/	This Direction provides a legal basis for key aspects of the Strategic Framework published by the COVID-19 Education Recovery Group on the 21 May 2020.
Coronavirus (COVID-19): strategic framework for reopening schools, early learning and childcare provision	https://www.gov.scot/publications/excellent-equity-during-COVID-19-pandemic-strategic-framework-reopening-schools-early-learning-childcare-provision-scotland/	Guidance on the agreed strategic framework to be used at local level alongside Local Phasing Delivery Plans for the reopening of learning settings for young people.
Coronavirus (COVID-19): framework for decision making - Scotland's route map through and out of the crisis	https://www.gov.scot/publications/coronavirus-COVID-19-framework-decision-making-scotlands-route-map-through-out-crisis/	The route map outlines the order in which the Scottish Government will carefully change current restrictions with detail on what we might expect to see in each phase.
Guidance for central and local government and public bodies in Scotland on key measures contained within the Coronavirus (Scotland) Act 2020	https://www.gov.scot/publications/coronavirus-COVID-19-guidance-for-stakeholders-on-the-coronavirus-scotland-act-2020/	Short guidance note for central and local government and public bodies of key measures contained within the Coronavirus (Scotland) Act (No.1/2) 2020
Food Fund Guidance	https://www.gov.scot/publications/coronavirus-COVID-19-food-fund-guidance-to-local-authorities/	Food fund guidance for local authorities supporting eligible children for free school meals, older people, those with long-term health conditions and pregnant women.

TITLE OF GUIDANCE	LINK TO GUIDANCE	SUMMARY OVERVIEW
Core COVID-19 Information and Guidance for General (Non-Healthcare) Settings Version 4.4	https://hpspubsrepo.blob.core.windows.net/hps-website/nss/2973/documents/1_covid-19-guidance-for-non-healthcare-settings.pdf	Core COVID-19 Information and Guidance for General (Non-Healthcare) Settings
List of suite of guidance available from the Scottish Government	https://www.gov.scot/collections/coronavirus-covid-19-guidance/	Guidance about coronavirus (COVID-19), including business, health, education and housing
List of advice and guidance from the Scottish Government	https://www.gov.scot/publications/?cat=filter&publicationTypes=advice-and-guidance&page=1	This link will take you to a filtered list of useful guidance written for each sector.
Route map for moving out of lockdown	https://www.gov.scot/news/route-map-for-moving-out-of-lockdown/	Publication of key phases of changing restrictions
Working safely during the coronavirus (COVID-19) outbreak	https://www.hse.gov.uk/coronavirus/working-safely/risk-assessment.htm	General guidance on carrying out risk assessments during COVID-19
HSE – Protect Home Workers	https://www.hse.gov.uk/toolbox/workers/home.htm	Guidance on how to support home working
Scottish Government – Returning to work safely	https://www.gov.scot/publications/coronavirus-covid-19-returning-to-work/	Guidance for workers and employers on returning to work safely
Transport Scotland -Transport Transition Plan	https://www.transport.gov.scot/coronavirus-covid-19/transport-transition-plan/	Guidance on how to stay safe when using public transport
Coronavirus (COVID-19) and entering or returning to the UK	https://www.gov.uk/uk-border-control	Advice on what to do when entering the UK from another country including self-isolating.
Coronavirus (COVID-19) Phase 2: staying safe and protecting others	https://www.gov.scot/publications/coronavirus-covid-19-phase-2-staying-safe-and-protecting-others/pages/face-coverings/	Guidance on how to protect others through physical distancing
HSE – Talking with workers about COVID-19	https://www.hse.gov.uk/news/assets/docs/talking-with-your-workers.pdf	Guidance on how to communicate key messages and advice to your workers to prevent the spread of COVID-19
Health and Safety Advice	http://www.scottishhazards.org.uk/	Support for employers and employees on how to prevent work related illness
Healthy Working Lives	https://covid19.healthyworkinglives.scot/	Support and Advice for completing risk assessment and workplace health and safety
Health and Safety Executive - RIDDOR	https://www.hse.gov.uk/coronavirus/riddor/index.htm	This guidance is for the person reporting COVID-19 to the HSE, usually the employer (known as the 'responsible person')
CLD Standards Council - Guidance for CLD students	http://cldstandardscouncil.org.uk/updated-guidance/	This guidance is for college or university students on carrying out a work based placement.
The Scottish Community Development Centre (SCDC)	https://www.scdc.org.uk/coronavirus	Support for community organisations during the COVID-19 crisis
The Scottish Council for Voluntary Organisations (SCVO)	https://scvo.org.uk/support/coronavirus	A range of information on COVID-19 for third sector organisations
Youth Scotland – Post Lockdown Readiness Guide	https://youthscotland.org.uk/media/1878/youth-scotland-phase-2-post-lockdown-readiness-guide-23-6-20.pdf	A useful guide in resuming community based youth work services

<p>YouthLink Scotland – COVID-19 Guidance</p>	<p>https://www.youthlinkscotland.org/covid-19-guidance/</p>	<p>A useful guide to moving youth work online and signposting information to help youth work providers navigate through COVID-19</p>
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ANNEX B - CLD Workforce

CLD Practice

CLD is a field of professional practice that enables and empowers people to identify their own individual and collective goals, in a range of formal and informal learning environments using professional methods of education, learning and social development with individuals and groups in their communities.

CLD focuses on the provision of youth work, the delivery of adult education – including help for those for whom English is not a first language – and on support for communities to improve the equality of opportunity. This targeted approach applies whether CLD is engaged with young people, adults or communities.

Face to Face Working environments for CLD practitioners include:

- Group learning delivery within a room in an office environment
- One to one delivery within a room in an office environment
- One to one delivery within a café (indoors and outdoors environment)
- Peripatetic delivery within numerous community centres or equivalent
- One to one delivery within a learner's own home
- Detached learning or street work
- Outdoor learning

CLD Practitioners provide services in:

- Local Authorities
- Health boards
- Social Work Services
- Community Services
- Guidance and Support
- Education - schools, colleges and universities
- Third sector and voluntary organisations
- Community organisations
- Fire and rescue services
- Community Policing
- Community planning
- Housing
- Information and advice
- Arts agencies
- Prisons

CLD practitioners have a distinctive set of professional competences which are effective when working in partnership with communities. This helps to close the “attainment gap” through more inclusive education and strengthen the capacity of people and communities to help them to shape their own futures.

ANNEX C – Test and Protect

What is Test and Protect?

Test and Protect is Scotland's public health approach to prevent the spread of COVID-19 in the community.

Those who have been in close contact with someone who has been confirmed by testing to have the virus will be contacted and told to self-isolate for 14 days, so that if they have the disease they are less likely to transmit it to others.

Unfortunately, there have been reports from around the world of contact tracing scams.

The more you know about the Test and Protect scheme, the better equipped you will be to recognise scam calls and texts.



What Will Happen if I'm Contacted by a Contact Tracer?

Genuine contact tracers will text or call people who have tested positive with the virus and those who they have been in close contact with.

They will:

Introduce themselves and state the reason for their call

Address you by your name

Ask you for details of your movements and who you have come into contact with



What Will a Genuine Contact Tracer NOT Do?

Genuine contact tracers will NOT:

Ask you for any personal information, including bank details or medical records. If a caller does not know your name, they are not a genuine contact tracer

Try to sell you anything

They MAY tell you the identity of the infected person, but only if the individual has agreed to have their details disclosed



Where Can I Find Trusted Information?

NHS Scotland:

www.nhsinform.scot/campaigns/test-and-protect
NHS Inform Helpline: 0800 22 44 88

Scottish Government:

www.gov.scot/coronavirus

Public Health Scotland:

www.publichealthscotland.scot

If you have been the victim of fraud, report it to Police Scotland on 101



Trading Standards Scotland