# Contents


Real World Studios COVID-19 Health & Safety Policy 3
Definitions 3
Risk Management 4
Who Should Be At Real World? 4
Protecting people who are at higher risk 5
Equality in the workplace 5
Covid-19 Testing/Health Check Policy 5
Symptom/Emergency Response Plan 6
Social Distancing at Real World 6
Travel 7
Arrival and Departure 8
Moving Around the Premises 8
Workplaces and Workstations 8
Meetings 9
Common Areas & Breaks 9
Accidents, Security and other Incidents 9
Managing customers, visitors, and contractors 9
Managing clients and musicians 9
Inbound Clients/Musicians from Outside the UK 10
Before Reopening 10
Keeping the Workplace Clean 10
Daily Cleaning 11
Studio Equipment 11
Musicians Equipment 11
Pre-Session 11
Specific Methods 12
Post-Session 12
Specific Methods 12
Hired Equipment/Instruments 12
Hygiene – hand-washing & sanitation facilities 12
Hygiene – Toilets 13
Handling goods, merchandise and other materials, and on-site vehicles 13

Personal Protective Equipment (PPE) and Face Coverings 13
Staff Protection 13
UK Government Guidance on PPE 13
Face Coverings 14
UK Government Guidance on Face Coverings 14
Workforce Management 15
Shift Patterns and Working Groups 15
Work-related Travel 15
Communications and Training 15
Training & Awareness 15
Supervision, Enforcement & Communication Policy 15
Inbound and Outbound Goods 16
Appendices 18
Appendix A: UK Government Phases 18
Appendix B: Summary table: COVID-19 vulnerable groups 19

# Real World Studios COVID-19 Health & Safety Policy

UK Government guidance mandates the follow actions to mitigate risk in the workplace, in order of priority:

- In every workplace, increasing the frequency of hand-washing and surface cleaning.
- Businesses and workplaces should make every reasonable effort to enable working from home as a first option. Where working from home is not possible, workplaces should make every reasonable effort to comply with the social distancing guidelines set out by the government (keeping people 2m apart wherever possible).
- Where the social distancing guidelines cannot be followed in full, in relation to a particular activity, businesses should consider whether that activity needs to continue for the business to operate, and if so, take all the mitigating actions possible to reduce the risk of transmission between their staff.
- Further mitigating actions include:
  - Increasing the frequency of hand washing and surface cleaning.
  - Keeping the activity time involved as short as possible.
  - Using screens or barriers to separate people from each other.
  - Using back-to-back or side-to-side working (rather than face-to-face) whenever possible.
  - Reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others).
- If people must work face-to-face for a sustained period with more than a small group of fixed partners, then you will need to assess whether the activity can safely go ahead. No one is obliged to work in an unsafe work environment.
- You should have particular regard to whether the people doing the work are especially vulnerable to COVID-19

## Definitions

Personnel – all persons present at the premises.

Staff – all employees of Real World Studios

Clients – all clients of Real World Studios and for the purpose of this document this includes the client's employees, contractors, representatives, composers, engineers, producers etc.

Musicians – all musicians whether individual, part of a band, a session, booked by a contractor or otherwise contracted by the client.

Contractors – third parties providing services to Real World Studios directly, in general facility services such as air-conditioning engineers, pest control.

## Risk Management

To reduce risk to the lowest reasonably practicable level by taking preventative measures.

Real World Studios has implemented continuous assessment of our workplace and operations considering the risks posed by COVID-19.

All projects at Real World Studios will be individually risk assessed in advance, and appropriate actions taken

The assessments have and will be prepared in consultation with all staff members and external contractors (label, producer, engineer).

Real World Studios COVID-19 Risk Assessments are published on the Real World website. Copies have been sent individually to each staff member and will be shared with clients, musicians and contractors publicly at:

http://realworldstudios.com/covid19

## Who Should Be At Real World?

Everyone should work from home unless they cannot work from home.

Staff will work from home if possible. This will be all staff other than those required to run that day's sessions plus appropriate numbers of security and support staff.

Only the minimum number of staff, clients and musicians will be allowed on site at any time that allows for functioning of that day's session.

Each studio space has been assessed as to the maximum occupancy that will be permitted at one time. See Real World Studios COVID-19 Capacity for further details.

Those working from home are regularly monitored for well-being and to help maintain a sense of connection. This is by one-to-one methods and group meetings via video conferencing.

Off-site working arrangements are assessed for the workers welfare, mental and physical health and personal security. This includes ensuring they have the correct equipment and systems. Line Managers are responsible for this in the first instance. If any employee has concerns regarding their health and safety working at home then they should raise the matter with their Line Manager promptly.

### Protecting people who are at higher risk

Clinically extremely vulnerable staff and clinically vulnerable staff who are at higher risk of severe illness (those with pre-existing conditions) are required to work from home. We will provide additional support to such staff regarding their mental health and wellbeing.

Clinically extremely vulnerable clients/musicians and clinically vulnerable clients/musicians who are at higher risk of severe illness (those with pre-existing conditions) are strongly advised not to visit the studio. Real World Studios reserve the right to refuse admission where it would be appropriate for health and safety reasons.

Any personnel that are exhibiting symptoms of COVID-19 or are self-isolating for any reason will be required to stay at home. Where possible staff will be enabled to work from home.

### Clinically Extremely Vulnerable

Clinically extremely vulnerable people will have received a letter telling them they are in this group or will have been told by their GP. Guidance on who is in this group can be found here.

### Clinically Vulnerable

Clinically vulnerable people include those aged 70 or over and those with underlying health conditions, all members of this group are listed in the 'clinically vulnerable' section here.

## Equality in the workplace

Real World Studios treats everybody in the workplace equally. We will review and continuously monitor our guidelines and their implementation to ensure that we do not discriminate, directly or indirectly, against anybody with a protected characteristic.

## Covid-19 Testing/Health Check Policy

Health monitoring, isolation and return-to-work protocols

1. There will be pre-session screening for all personnel, including anyone replacing an existing crew member during a session.
    a. All personnel will be required to complete an online declaration form 24 hours before the start of a project.
    b. Line Managers will need to ensure that staff reporting to them are compliant with the protocol.
2. A designated first-aider or trained marshal will take all personnel temperatures twice daily.
    a. Anyone with a high temperature[1] will not be allowed to work
    b. A high temperature will be treated as a possible Covid-19 symptom
    c. Temperature-taking will be by infrared thermometer or thermal imaging camera.

## Symptom/Emergency Response Plan

1. If a person shows Covid-19 symptoms:

[1] *UK Government denotes a temperature over 37.8C as risk of fever associated with Covid-19

a. If they are on-site, they will be sent home or to their accommodation by private transport and instructed to seek medical advice from the NHS and keep their supervisor updated.

b. If suitable transport is not immediately available, the lounge in the house is designated as an isolation space in which to place them (this will be deep cleaned immediately after each use)

c. If they are at home, they should seek medical advice from the NHS as appropriate and inform their supervisor, in line with the normal sickness absence reporting procedure, should they be unfit for work.

2. Personnel who have been in close contact (within 2m for more than 15 mins or having had unprotected direct contact to respiratory secretions of the ill individual e.g. cough/sneeze in face) with a suspected or known case of Covid-19 while that individual was displaying symptoms should follow UK Government guidelines and self-isolate for 14 days.

3. In certain cases, where reasonably practicable, Real World may arrange private testing for any staff member if they or members of their household show symptoms of Covid-19. This will then avoid the possibility of unnecessary self-quarantine and delays in diagnosis

## Social Distancing at Real World

Maintaining 2m physical distancing wherever possible, including while travelling to and from work and while in work.

A minimum 2m distance between personnel should be observed on-site at all times wherever possible. Where the risk assessment identifies an activity that may have greater risk then we will be increasing this distance in line with the best available advice, research and practice available.

The following are the only exceptions to the 2m rule. In each case you should minimise the time involved and take all the extra precautions set out below, wherever possible:

Where the musicians are seated such that there is a 2.5m distance between each player then to reach their seat (e.g. to go to the toilet) it may be necessary to pass other seated musicians at a distance of 1m. This will be subject to the following conditions.

a. Only one musician will be in motion at any one time

b. The shortest route will be taken to the nearest exit

c. The motion will be taken promptly

d. Seated musicians should face away from anyone passing near them.

2. When there is an equipment fault that requires rectifying for the session to continue a member of staff may need to come within 2m of a musician. This will be subject to the following conditions:
    a. Only one designated member of staff is permitted to be within 2m at a time
    b. The musicians will provide as much distance as possible without infringing other 2m distancing.
    c. The musician will face away from the staff member or face coverings may be worn.
    d. The member of staff will attempt to rectify the issue for a maximum of 5 minutes.
    e. The member of staff will be equipped with appropriate PPE.

Where 2m social distancing is not possible for a given room or area then the room will be:

1. Designated to a single user
2. Employ a "traffic light" system for access
3. Designated one-way
4. Closed with no-access.

## Travel

Public transport should be avoided wherever possible. However, you may use public transport if alternative transport is not reasonably practicable. We shall keep the situation regarding public transport under review and follow guidance issued by the government.

- Depending on our assessment of the health and safety risk we may allow only personnel that have private transport e.g. cars, walking, bicycles, to be allowed to attend Real World Studios.
- Car sharing is only acceptable when occupants already live in the same household.

## Arrival and Departure

Maintaining social distancing wherever possible, on arrival and departure and to ensure hand-washing upon arrival.

- Go to Reception on arrival and press Ring video bell
- Please use washrooms in the courtyard while you wait for attention
- Hand sanitiser will be provided at entry points
- If you haven't already done so (advisable), complete this pre-visit form

- A member of staff will appear, take your temperature and escort you to the studio.
- One-way systems, traffic light systems and restricted access are employed where necessary

## Moving Around the Premises

Maintaining social distancing wherever possible while people travel through the workplace.

- Personnel will only be permitted access to certain areas.
- Existing telecoms, 2-way radios, talkback and CCTV systems will be the first choice for communication on-site. Physical presence will be a last resort.
- One-way systems, traffic light systems and restricted access employed where necessary.

## Workplaces and Workstations

Maintaining social distancing between individuals when they are at their workstations.

- All workstations will be a minimum of 2m from each other. Rooms with multiple occupancy will be marked with tape.
- All workstations are individually assigned
- When there is a change of personnel, the workstation will be subject to a deep clean.
- Where 2m spacing is not possible then the number of personnel using that space has been reduced until a minimum 2m distancing is achieved.
- There is no hot-desking and no sharing of equipment

## Meetings

Reducing transmission due to face-to-face meetings and maintaining social distancing in meetings.

All meetings will be conducted via video conferencing.

## Common Areas & Breaks

Maintaining social distancing while using common areas.

- Breaks will be staggered and musicians will be required to take their break at their seated location when necessary
- Toilet access will be limited to one person at a time.
- All personnel are required to bring their own food for consumption at their seat or in a safe outdoor space

- All personnel are encouraged to remain on-site for the duration of their work at the studios and should bring enough food/drink to sustain them through the sessions.
- There is no access to shower facilities.

## Accidents, Security and other Incidents

Prioritising safety during incidents.

- In an emergency, for example, an accident or fire, people do not have to stay 2m apart if it would be unsafe.
- People involved in the provision of assistance to others should pay attention to sanitation measures immediately afterwards including washing hands.

## Managing customers, visitors, and contractors

Minimising the number of unnecessary visits to the premises.

- There will be no access to the studio for customers or visitors where they are not one of the designated, essential personnel for a session.
- Schedules for essential services and contractor visits are revised to reduce interaction and overlap between people. Including scheduling when no session is present – minimum occupancy.
- All policy is conveyed to the necessary parties in advance of access.

## Managing clients and musicians

- All access to the site is logged digitally or by receptionist with no physical contact.
- Our COVID-19 policy will be conveyed to the necessary parties in advance of access.
- Pre-registration health checks are a requirement of studio admission,

Real World has a set of policy documents that will be supplied to clients and musicians as appropriate including:

- Real World Studios COVID-19 Risk Assessment
- Real World Studios COVID-19 Health and Safety Policy Overview

Additionally, we will supply information tailored to given roles where appropriate on a session by session basis. We will also be working on a session by session basis to minimise the risk by organising the session numbers, times and plan in conjunction with the requirements of each project.

## Inbound Clients/Musicians from Outside the UK

We will require international clients/musicians arriving in the UK to follow the latest UK Government Guidelines before they can access the studio premises.
Cleaning the Workplace

## Before Reopening

Making sure that any site or location that has been closed or partially operated is clean and ready to restart.

- All areas cleaned by contract cleaners
- All air-conditioning systems set to maximum fresh air where available
- All extract systems checked for correct, continuous operation
- All locations will be provided with hand sanitiser

## Keeping the Workplace Clean

Working in conjunction with our cleaning contractors, we will ensure the studio and equipment is disinfected daily. For both day to day hygiene and to aid contact tracing. If we do have an instance where a positive case is present at the studio, even asymptomatically, we require the reassurance that the studio is clean the following day.

- Frequently disinfect common touch areas, such as door handles, light switches, handrails, taps & dispensers, using appropriate cleaning products and methods
- Perform deep cleaning of the studio between projects and sessions
- Particular attention paid to sanitising keyboards/mice, phones, door handles and toilets
- High-touch equipment, such as printers, will have restricted use policies.
- Specific cleaning measures will be in-place to ensure session to session disinfection of studio equipment such as: chairs, headphones and mixers, music stands etc.
- Specific cleaning protocols for personnel responsible for studio specific equipment

## Daily Cleaning

Real World Studios cleaners will be performing their usual, early morning, daily cleaning routine for the entire studio. This will involve specific additional deep cleaning measures as detailed in this policy.

## Studio Equipment

Of the equipment present in the live area (where musicians/performers are present) this has been categorised into two groups: studio equipment and musician equipment.

Only a limited number of designated staff permitted to handle studio equipment.

## Musicians Equipment

Each musician will be assigned a set of personal musician's equipment (headphones, mixer, music stand, chair) for the duration of their session at Real World. This will be not be moved or touched by any other person.

Musicians must not touch any items of studio equipment. All microphones, mic stands, cables, electronic equipment etc must not be touched. This includes plugging in their own phone chargers.

### Chair

Musicians should avoid touching their chair with their hands if possible.

### Headphones

Each seat will have a pair of disinfected headphones provided.

### Music Stand

Musicians should avoid touching the music stand if possible.

### Sheet Music

The copyists will be responsible for the distribution and collection of sheet music. This may involve the musician collecting their music from a "drop-zone". The exact process will be decided on a session by session basis to minimise the risk.

### Instrument

Musicians use their own instruments – the studio will provide instruments as a last resort. Musicians will be responsible for the cleaning of their own instruments.

## Pre-Session

The personnel performing the cleaning will wear nitrile gloves to avoid cross contamination.

## Specific Methods

Chairs – the cleaning team will be instructed to clean the metal work of each chair with disinfectant spray

Music Stands - the cleaning team will be instructed to clean the metal work of each music stand with disinfectant spray

Headphones – the studio assistant will clean the headphones each day with IPA based wipes

Piano – the pianos are to be cleaned with methylated spirits as advised by our piano technician. This will be performed by the piano tuner after piano tuning.

## Post-Session

If the session the following day requires a different setup then the studio assistant will clean the microphone bodies and other studio equipment as it is handled for the purposes of moving or exchanging. The personnel performing the cleaning will wear nitrile gloves to avoid cross contamination.

## Specific Methods

Microphones – the studio assistant will clean the microphone with IPA wipes. All microphones will be cleaned before they are put in the mic cupboard or case.

Pop shields – we will only use all metal pop shields that allow for surface cleaning they should be treated with the utmost care and cleaned thoroughly with IPA wipes.

Mic Stands and Cables – the studio assistant will clean the stand and cable with IPA wipes when adjustments to position are made.

## Hired Equipment/Instruments

We will work with our regular hire companies, primarily FX Rentals, to ensure that all cleaning guidelines and policies for any rental equipment or instruments are followed.

## Hygiene – hand-washing & sanitation facilities

- Signs and posters throughout the building to build awareness of good hand-washing technique, the need to increase hand-washing frequency, avoid touching your face and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available.
- Provide regular reminders and signage to maintain personal hygiene standards.
- Provide hand sanitiser in multiple locations in addition to toilets.
- Provide more waste facilities and more frequent rubbish collection.
- Paper towels are provided at all hand washing stations and hand dryers are turned off.

## Hygiene – Toilets

Procedure for use of toilets will be clearly signed and communicated:

- Entry: Sanitising station provided, outside WC, use before opening door.
- Hand Washing: Use soap and water provided to wash hands before and after using the facilities.
- Toilet Flushing: Flush with lid closed.
- Hand Drying: Single use paper towels provided. All air dryers turned off.
- Waste Disposal: Pedal bins provided inside and outside WC. Waste disposed frequently.

## Handling goods, merchandise and other materials, and on-site vehicles

Reducing transmission through contact with objects that come into the workplace and vehicles at the worksite

- Cleaning procedures for goods and merchandise entering the site
- Hand sanitiser is provided for reception staff to be used when handling deliveries

- Staff are not to touch client/musician vehicles in the car park.
- Staff are not allowed to have personal deliveries sent to the premises.

## Personal Protective Equipment (PPE) and Face Coverings

### Staff Protection

Disposable face masks and gloves will be available for use by staff whenever they are directed to use it or if they feel the need to.

### UK Government Guidance on PPE

PPE protects the user against health or safety risks at work. It can include items such as safety helmets, gloves, eye protection, high-visibility clothing, safety footwear and safety harnesses. It also includes respiratory protective equipment, such as face masks. We will continue to do this.

Additional PPE beyond what you usually wear is not beneficial. This is because COVID-19 is a different type of risk to the risks you normally face in a workplace, and needs to be managed through social distancing, hygiene and fixed teams or partnering, not through the use of PPE.

### Face Coverings

We will support personnel in using face coverings safely if they choose to wear one. Correct usage is as follows:

- Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it.
- When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands.
- Change your face covering if it becomes damp or if you have touched it.
- Continue to wash your hands regularly.
- Change and wash your face covering daily.
- If the material is washable, wash in line with manufacturer's instructions. If it is not washable, dispose of it carefully in your usual waste.
- Practise social distancing wherever possible.

### UK Government Guidance on Face Coverings

A face covering can be very simple and may be worn in enclosed spaces where social distancing is not possible. It just needs to cover your mouth and nose. It is not the same as a face mask, such as the surgical masks or respirators used by health and care workers. Similarly,

face coverings are not the same as the PPE used to manage risks like dust and spray in an industrial context.

Supplies of PPE, including face masks, must continue to be reserved for those who need them to protect against risks in their workplace, such as health and care workers, and those in industrial settings like those exposed to dust hazards.

It is important to know that the evidence of the benefit of using a face covering to protect others is weak and the effect is likely to be small, therefore face coverings are not a replacement for the other ways of managing risk, including minimising time spent in contact, using fixed teams and partnering for close-up work, and increasing hand and surface washing. These other measures remain the best ways of managing risk in the workplace and government would therefore not expect to see employers relying on face coverings as risk management for the purpose of their health and safety assessments.

Wearing a face covering is optional and is not required by law, including in the workplace. If you choose to wear one, it is important to use face coverings properly and wash your hands before putting them on and taking them off.

## Workforce Management

### Shift Patterns and Working Groups

To change the way work is organised to create distinct groups and reduce the number of contacts each employee has.

Clients, staff and musicians are split into teams. Social distancing will still be maintained within these groups. Each team will be isolated from the others by location. Where items need to be passed between members of the group there are designated drop-off points.

### Work-related Travel

Real World operates from a sole premises and there is no work-related travel for staff or deliveries to other sites.

### Communications and Training

Making sure all personnel understand COVID-19 related safety procedures.

### Training & Awareness

- Covid-19 Safer Working induction training must be undertaken by all staff at least 2 days prior to returning to the studio. This covers best practice in general principles, (including safe use of PPE such as masks and gloves, hand-washing, cleaning of surfaces, handling of equipment and disposal of waste) and department-specific needs (including particular instances of close-proximity working)

- Covid-19 Supervision & Enforcement (S&E) training is given to designated S&E staff. This will include guidance on:

    - Mandatory and recommended workplace requirements, including use of PPE, as set out by UK Government
    - Personnel health-checks, symptom response planning and mental health in the workplace
    - Setting supervision and enforcement processes
    - Safeguarding those defined by UK Government as most vulnerable or at risk of Covid-19

- All First Aiders will familiarise themselves with safe practice during this period of Covid-19 risk with guidance is published by St. John Ambulance, NHS and Public Health England.
- Real World S&E Officers are: Oli Jacobs, Oli Middleton, Dom Shaw, Tim Oliver, Mike Large

## Supervision, Enforcement & Communication Policy

Real World Studios will appoint Covid-19 S&E Officers to be responsible for daily operational implementation and with the authority to stop unsafe working practices

Where required Real World will hire staff, or train designated crew, to carry out Covid-19 health and symptom checking both on arrival and during the day.

Pre-registration for all personnel 24-hours before attendance at the studio will be mandatory for access to be granted.

Real World will communicate via:

- Online/email pre-session briefings for clients and musicians.
- On-site daily briefings/reminders for clients/musicians
- Site signage/posters reminding personnel of required good practice
- Supplementary briefing to communicate any change in protocols and guidance

Real World will report and keep records of (but not limited to):

- health checks
- attendance logs
- non-compliance issues
- cleaning records

Real World will conduct regular reviews of guidance and protocols, including checking:

- that protocols are being adhered to

- updates from government, local authorities and regulators (e.g. Health & Safety Executive, CV19 RIDDOR)
- whether the measures in place require alternative or additional solutions

Real World's procedure for non-compliance by non-staff personnel will be to advise and encourage adherence to the correct procedures. Real World reserves the right to remove somebody from the session/premises if this is the only way to prevent an unacceptable risk to the other persons present. Where appropriate, we will take disciplinary action in the event of breaches of this policy.

## Inbound and Outbound Goods

Maintaining social distancing and avoid surface transmission when goods enter and leave the site.

- Revising pick-up and drop-off collection points, procedures, signage and markings.
- Minimising unnecessary contact in the courtyard. For example, non-contact deliveries where the nature of the product allows for use of electronic pre- booking.
- Considering methods to reduce frequency of deliveries, for example by ordering larger quantities less often.
- Where possible and safe, having single workers load or unload vehicles.
- Where possible, using the same pairs of people for loads where more than one is needed.
- Enabling drivers to access welfare facilities when required, consistent with other guidance.
- Encouraging drivers to stay in their vehicles where this does not compromise their safety and existing safe working practice.

# Appendices

## Appendix A: UK Government Phases

**Phase two: Smarter controls**
Until the UK can reach phase three, the Government will gradually replace the existing social restrictions with smarter measures that balance its aims as effectively as possible.

The Government will enact measures that have the largest effect on controlling the epidemic but the lowest health, economic and social costs.

These will be developed and announced in periodic 'steps' over the coming weeks and months, seeking to maximise the pace at which restrictions are lifted, but with strict conditions to move from each step to the next. The Government will maintain options to react to a rise in transmissions, including by reimposing restrictions if required.

Over time, the Government will improve the effectiveness of these measures and introduce more reactive or localised measures through widespread, accurate monitoring of the disease. That will enable the lifting of more measures for more people, at a faster pace. Meanwhile, the Government will continue to increase NHS and social care capacity to ensure care for all COVID-19 patients while restoring 'normal' healthcare provision.

**Phase three: Reliable treatment**
Eradication of the virus from the UK (and globally) is very unlikely. But rolling out effective treatments and/or a vaccine will allow us to move to a phase where the effect of the virus can be reduced to manageable levels.

To bring about this phase as quickly as possible, the Government is investing in research, developing international partnerships and putting in place the infrastructure to manufacture and distribute treatments and/or a vaccine at scale.

## Appendix B: Summary table: COVID-19 vulnerable groups

| Group | Explanation | Current & Continuing Guidance | Government Support |
|---|---|---|---|
| **Clinically Extremely Vulnerable People** (All in this cohort will have received communication from the NHS) | People defined on medical grounds as clinically extremely vulnerable, meaning they are at the greatest risk of severe illness. This group includes solid organ transplant recipients; people receiving chemotherapy; renal dialysis patients; and others. | Follow shielding guidance by staying at home at all times and avoiding all non essential face-to-face contact. This guidance is in place until end June. | Support available from the National Shielding Programme, which includes food supplies (through food boxes and priority supermarket deliveries), pharmacy deliveries and care. Support is available via the NHS Volunteer Responders app. |
| **Clinically Vulnerable People** | People considered to be at higher risk of severe illness from COVID-19.<br><br>Clinically vulnerable people include the following: people aged 70 or older, people with liver disease; people with diabetes; pregnant women; and others. | Stay at home as much as possible. If you do go out, take particular care to minimise contact with others outside your household. | Range of support available while measures in place, including by local authorities and through voluntary and community groups. Support is available via the NHS Volunteer Responders app. |
| **Vulnerable People** (Non-clinical) | There are a range of people who can be classified as "vulnerable" due to non-clinical factors, such as children at risk of violence or with special educational needs; victims of domestic abuse; rough sleepers; and others. | People in this group will need to follow general guidance except where they are also clinically vulnerable or clinically extremely vulnerable where they should follow guidance as set out above. | For those who need it, a range of support and guidance across public services and the benefits system, including by central and local Government and the voluntary and community sector. |