

Local contact tracing West Berkshire

Local Contact tracing COVID-19 West Berkshire FAQ's

Why are we setting up local contact tracing?

We are setting up local contact tracing for COVID-19 in order to complement the national NHS Test and Trace service.

Our local contact tracers will contact those local residents who have tested positive for COVID-19 but have not been able to be reached by the national NHS Test and Trace system. We will do this in order to confirm the need for these residents to self-isolate and request contact details of their close contacts in order that those people can be contacted and given health advice too.

[Self-isolation guidance and translations can be found here](#)

This is a Berkshire wide approach, with the Director of Public Health in Berkshire encouraging all local authorities in the area to set up their own local contact tracing systems.

For more information on local contact tracing and the partnership with the national system you can read this Public Health England blog here:
<https://publichealthmatters.blog.gov.uk/2020/10/19/how-local-tracing-partnerships-are-supporting-nhs-test-and-trace/>

Self-isolating if you have tested positive for COVID-19 or have been close contact with someone who has tested positive for COVID-19 is extremely important in order to help control and stop the spread of the virus.

Who will be contacted?

Residents that have tested positive for COVID-19 and have not been able to be reached by the national Test and Trace system.

How will people know they are being contacted by local T&T?

We will contact you from a 01635 number (01635 551111), which will be the same number used every time.

A local contact tracer will never ask for any financial information, passwords or payment.

How will the local test and trace service get my information and use data I give them? Is this against GDPR?

The local team have a data sharing agreement with the national Test and Trace service. Our specially trained data handlers will download a list from the NHS test



and trace service of local residents who have tested positive and have not yet been successfully reached.

You can read our COVID-19 Local contact tracing privacy statement on the local contact tracing webpage.

The data that you provide will be held by West Berkshire Council and Public Health England for the purposes of health protection and held in accordance with the Data Protection Act (DPA) 2018.

If you have a query or concern, you are welcome to contact our Data Protection Team online: <https://info.westberks.gov.uk/dpofficer>.

What will residents be told and advised by the local contact tracer?

Once our local contact tracers have confirmed they are speaking to the correct resident, they will first be reminded of the importance of their need to self-isolate for 10 days from the day you first had symptoms or 10 days from the test if no symptoms (asymptomatic).

The resident will be asked to inform their employer they will not go into work during these 10 days if they are unable to work from home and that their employer must not ask them to come into work during this time.

The local contact tracer will also inform the resident that any household members will also need to self-isolate for 14 days from the day of the positive case's symptoms or positive test if no symptoms (asymptomatic).

Advice will also be given around what to do if anyone in the household is clinically extremely vulnerable.

The local contact tracer will then ask about the resident's whereabouts in the days preceding their test or symptoms in order to take contact details of close contacts so that they can be traced by the NHS test and trace system.

Do I have to tell my employer?

If you test positive for COVID it is a legal requirement that you tell your employer.

It is also a legal requirement for an employer to ensure that if someone should be isolating then they should not be into the workplace until safe to do so.

For everyone's protection, we need people to comply and assist with the Test and Trace system by including workplace details. Important details are being missed off making it difficult for national and local contact tracing to help curb the rates of transmission.

The Public Protection Partnership (covering West Berkshire, Wokingham and Bracknell Forest) are able to investigate any allegation of employers not complying with this requirement and enforce the law where required.

Don't forget, support is available if you have been affected by the pandemic and have been told to self-isolate. More details on the Test and Trace support payment are available on our website: <https://info.westberks.gov.uk/coronavirus-support>.

What support can residents access if they need support to self-isolate?

Local contact tracers will also offer signposting to local services if the resident or household require support to self-isolate including signposting residents to the self-isolation support grant, and support for difficulties accessing food and medicines. This can be done by contacting the [Community Support Hub](#).

Some residents may be entitled to some financial support during the self-isolation period.

More information can be found online: <https://citizen.westberks.gov.uk/testandtracesupport>

What if I am contacted and English isn't my first language?

Local contact tracers will have access to interpretation services in order to help make sure that all local residents are able to access support and understand what they need to do.