



COVID-19 Guidance Note: The NHS COVID-19 APP

This guidance note outlines National Fire Chiefs Council (NFCC) position regarding the use of the NHS COVID-19 APP.

Background

The [NHS COVID-19 app](#) was launched on the 24th September 2020 to enhance the test and trace service. The government outlined how the app is designed to make fast, accurate, digital contact tracing possible while protecting users' privacy and identity. It uses Bluetooth technology to log proximity data. All information gathered is stored only on the device.

The app provides functionality covering the following areas:

- Trace: advising if you have been near another app user who has tested positive for Covid-19 (this functionality can be switched off and on)
- Alert: advising of the level of Covid-19 in your home postcode
- Check-in: allowing the scanning to a QR code to be complete when visiting venues to support contact tracing
- Symptoms Checker: allowing using to compare symptoms and determine if they require a test
- Test: allowing users to book a test
- Isolate: providing advice regarding isolation and providing a countdown timer for when periods of isolation can end

The Government has provided detailed guidance covering privacy aspects relating to the use of the App which can be located via this [link](#).

Full details relating to the app along with relevant FAQ's for the different aspects of functionality can be accessed via <https://www.covid19.nhs.uk/what-the-app-does.html>

XXFRS supports the use of the NHS Covid-19 app as a tool to complement the NHS Test & Trace service in identifying contacts of positive Covid-19 cases as part of efforts to reduce community transmission.

Guidance for XXFRS Employees when using the app in the workplace

In line with the [published guidance](#) staff are permitted and encouraged to use the app at all times whilst in the workplace in accordance with the following guidelines:

- The Contracting tracing functionality should be paused:
 - Wearing PPE
 - Where devices have been left stored in a lockers or communal area
 - Where staff are working behind fixed screens such as in reception areas.
- The app should not be downloaded onto XXFRS provided devices due to the varied nature, type and operating systems utilised, some of which are not be compatible with the app unless they are an individual issue.

Advice to staff

You can pause contact tracing within the app by moving the contact tracing toggle on the home screen.

If you're a fire and rescue service worker practicing infection prevention and control (IPC), including wearing correct PPE, you should pause contact tracing on your app.

You should also pause the app when:

- You're working behind a fixed Perspex (or equivalent) screen and are fully protected from other people - you should be adequately protected
- You store your phone in a locker or communal area

Remember to turn contact tracing back on