

Hertfordshire Development Centre

Coronavirus (Covid-19) Frequently Asked Questions (FAQ)

Updated July 2021

The aim of this document is to answer your questions surrounding the re-opening of the Hertfordshire Development Centre and some of the measures we have put in place to keep you and your delegates safe.

Is the Hertfordshire Development Centre Open for Events?

From September 2021 Hertfordshire Development Centre is fully open to all events. Limited maximum numbers for each room remain in place. HDC and Robertson House will continue to be Covid secure. Contact HDC for further guidance.

I've heard Robertson House is now a vaccine centre, how will that affect bookings?

The ground floor of the HDC has been released to the NHS to create a mass vaccination hub. HDC will continue to operate while Government restrictions allow, with first floor training rooms only.

We have created our own entrance that keeps training centre visitors separate from vaccine hub users. There are signs directing people to the new entrance. Delegates should not attempt to access via the main Robertson House double doors.

There are vaccine centre marshals across the site to assist.

Will parking still be free?

Yes. Parking for trainers and delegates will still be free of charge. Instructions and permits, including a site map, will be emailed to each booker at the time of sending booking confirmation. Bookers are expected to forward the permit on to Delegates to print and display with their vehicle.

Where can I park?

Until further notice all parking will be onsite at Robertson and Farnham House.

In a change to previous instructions, the car park entrance is now off Gunnelswood Road at the Abel Smith House entrance. A revised map has been added to the parking permit and signs are out to direct vehicles through to the Robertson House side of the site.

Delegates should use the underground staff car park.

Trainers may unload on the upper floor and move their vehicle to a designated space.

Disabled parking remains at the front of Robertson House.

Will my delegates need to wear a face covering?

Whilst wearing face coverings will no longer be mandatory from 19 July as per Government guidance, we are strongly recommending that you wear one in all of Hertfordshire County Council's buildings when moving around (e.g. in corridors), in communal areas, and working/meeting with someone in close proximity.

We also ask you to be considerate to your fellow delegates, colleagues and other members of the public at all times; be mindful of the risks of close contact and maintain respectful distancing in Robertson House.

Individual trainers and events may ask for face coverings to be worn at all times.

Will HDC collect track and trace details?

HDC will not ask for a copy of your delegate list. It is the responsibility of the event administrator or trainer to hold track and trace information on delegates.

In the event of a positive case at HDC we will notify the administrator for that news to be disseminated out to trainers and delegates. Should you be notified of a case within your event, please contact HDC at the earliest opportunity.

What additional cleaning measures are in place?

Rooms are thoroughly cleaned after each event

We have enhanced cleaning during the day, particularly to contact surfaces.

Hand sanitizers are available at all entrances and at regular points around the building.

Are desks and equipment clean?

We have setup a cleaning station in each room, with wipes, sprays and hand gel

We are limiting each room to one event per day

All equipment will be sanitized between uses.

How has reception been adapted to maintain social distancing?

Tables and chairs have been removed from breakout areas and reception

Clear screens have been erected around the front reception desk

A separate entrance to the building has been created to allow HDC trainers and delegates to access the building without mixing with Vaccination centre staff and public.

How have rooms been setup to facilitate social distancing?

Maximum capacities for all rooms have been assessed and information is displayed on all doors. Information can be found on our intranet pages or via email, on request.

We ask that trainers and delegates please do not change room layouts and instead speak to a member of HDC staff for assistance.

What happens if delegate numbers exceed the maximum capacity for the room?

In the first instance, please speak to a member of HDC staff as it may be possible to move your training to a larger room.

If not possible it will be up to the event leader/trainer to decide who to ask to leave.

Will support still be available from HDC staff on the day of my event?

Yes. HDC staff will be on hand to assist with general and technical issues throughout your event.

We encourage trainers to contact HDC reception using the telephone provided in room.

Are you still providing catering?

Tea and coffee can be booked in the usual way.

Whilst the restaurant remains closed lunches will be served in a packed lunch format. Other lunch options, some hot, can be provided. Please discuss your events requirements with HDC staff.

Deliveries will be 'low contact'. Beverages and food will be delivered and left on trollies.

A small coffee bar will be setup daily at 10.30am, near to reception.

Can I choose my own break times?

As part of the trainer sign in induction we will discuss break timings. We will stagger breaks during busy times, and request that delegates stay in their room as much as possible.

Please contact HDC in advance if you require a fixed break time. We will accommodate requests as best we can.

I can't provide catering for my event. Is there provision for delegates to purchase their own?

The restaurant and coffee bar are closed until further notice. The training centre has vending machines for hot drinks, chocolate bars and crisps, as well as drinking water dispensers. Our catering team are running a small coffee and snack bar in the lift lobby, near HDC reception. This will be set up daily between 10:30 and 11:00; other times may be available on request. Stevenage Leisure Centre amenities and the town centre are a short walk away from Robertson House, 10 to 20 minutes respectively.

What should I do if I or a person in my event is showing the symptoms of Covid-19?

Do not enter the building if:

- You have a persistent cough, fever, any other symptoms of coronavirus, or have been confirmed as having coronavirus
- You have had close contact with someone displaying the above symptoms or who has been confirmed as having coronavirus
- If you see anyone displaying the above symptoms, please contact a member of HDC staff using the in-room phone or at reception.
- Anyone exhibiting symptoms will be asked to leave the building and advised of the Covid-19 testing procedure.