COVID-19 Checklist for pubs, cafes, restaurants and licensed premises

Action to take	Links to guidance and further information	Tick
1. Risk assessment/staff training Employers have a legal responsibility to protect people from harm. This includes protecting your workers and customers from the coronavirus.	This information will help you to think about all the areas that you need to work on to be COVID-secure for everyone whilst running your business. Here is a checklist on what you need to do to carry out a **risk assessment**: • identify what activity or situation might cause the spread of the virus • think about who could be at risk • decide how likely it is that someone could be exposed • remove the activity or situation, or if this isn't possible, control/reduce the risk • Contact your insurance company. (Some are requiring businesses to have their risk assessment written down as part of their cover) If you have less than five employees, you do not have to write anything down, but it might help if you do. This link provides a basic risk assessment template to use: https://www.hse.gov.uk/simple-health-safety/risk/risk-assessment-template-and-examples.htm There is also an example Covid risk assessment for you to look at and guidance here: https://www.hse.gov.uk/coronavirus/assets/docs/risk-assessment.pdf https://www.hse.gov.uk/coronavirus/working-safely/risk-assessment.htm **Training** Staff <u>must be well trained</u> on the plans you have in place and be regularly reminded and supervised. Posters may also be helpful. Please see the guides on our website: https://new.brighton-hove.gov.uk/coronavirus-retail-and-public-information-posters https://new.brighton-hove.gov.uk/restaurants-covid-safe-layout-customer-seating-visual-guides https://new.brighton-hove.gov.uk/business-and-trade/food-safety/covid-19-safety-measures-visual-guides	
2. Who should go to work	You should plan for the minimum number of people needed at your premises for it to work safely and effectively. Any staff that are 'extremely vulnerable' or 'vulnerable' must be individually risk assessed.	

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	You are required by law to report if a member of staff tests positive for COVID-19. You can report if a member of staff has tested positive for COVID-19 on the Health and Safety Executive's website: https://notifications.hse.gov.uk/riddorforms/DangerousOccurrence	
3. Personal Protective Equipment (PPE) and face coverings Workplaces should not encourage the use of extra PPE as it is not considered to be very useful in preventing the spread of Covid-19. However, there is growing evidence that wearing a face covering in an enclosed space helps protect individuals and those around them from COVID-19	**PPE** When managing the risk of COVID-19, 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** There is growing evidence that wearing a face covering in an enclosed space helps protect individuals and those around them from COVID-19. A face covering can be very simple and may be worn in enclosed spaces where social distancing isn't possible. It is not the same as a face mask, such as the surgical masks or respirators used by health and care workers. Any staff wearing face coverings should also be given guidance on how to do so safely. **Customers** It is mandatory for customers to wear face coverings in certain settings including indoor premises where food has been purchased at a restaurant without table service or at a take-away outlet. If a shop or a café has a designated seating area for customers to eat and drink, face coverings can be removed in this area only. You could use the following poster to encourage customers use of face coverings where appropriate: https://www.acs.org.uk/sites/default/files/acs_facemask_poster_blue.pdf The wearing of face coverings will not be required in restaurants with table service, bars or pubs. For more information on when and where to wear a face covering see https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own If you do include the use of face coverings in your risk assessment, where the risk of spread is high, your risk assessment must acknowledge that the protection provided by it is extremely limited. Continue with any PPE you would use under normal circumstances.	

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| 4. Physical distancing rules apply to staff __AND__ customers

You must maintain physical distancing wherever possible throughout the premises. This includes:
• customer areas
• front of house
• back of house
• staff areas

2m is the goal
If this is not achievable, 1m plus is acceptable as long as you have extra controls to prevent the spread of Covid-19. | Please consider the following to maintain physical distancing:

Work out what is a safe number of people in your premises to allow physical distancing throughout.

You should not allow people to:
• Gather indoors in groups of more than two households (a support bubble counts as one household)
• Gather outdoors in a group of more than six people from different households; gatherings larger than six should only take place if everyone is from just two households
• Interact socially with anyone outside the group they are attending a place with, even if they see other people they know

Staff could be asked to arrive and leave at different times, especially if they need to get changed.

Think about leaving enough time between bookings for customers to come and go without meeting each other. Phone and online bookings are recommended.

Arrange for goods to be delivered at different times and when you are closed to customers
Queuing should be avoided as much as possible. If it cannot be avoided, then it must be managed to allow social distancing.

Walk routes around the business, paying attention to narrow and busy areas

Customer seating (inside and outside) must be physically distanced, measure the distance from customer to customer as seated, and not from table to table. See visual guide: https://new.brighton-hove.gov.uk/restaurants-covid-safe-layout-customer-seating-visual-guides

Customers should be seated and encouraged to stay seated as much as possible. You should not allow eating and drinking standing up.

If counters are used, ensure the distance between the server and customer is in line with social distance guidance.

Taking orders can be done in a number of ways, having an App could be one option. | |

	When you are serving customers and clearing away you could think about placing a tray on the table for the customers place their used crockery etc on, or place a trolley or foldaway table at the end of the table. Tables should not be pre laid with cutlery, glasses or condiments. Limit the number of staff working in the kitchen/servery/bar and limit staff movement by giving them permanent areas to work in. Think about back to back or side to side working and communication when staff need to move around. Put up signs for customers and staff as a reminder about physical distancing. If you use staff to manage queues or entry points, please ensure they do not block or partially block these areas so that customers can pass by using physical distancing.	

5. Ventilation
 	
Good ventilation can help reduce the risk of coronavirus spreading.
 	
Look to improve ventilation throughout the whole premises:
• Back of house (including stock rooms etc.)
• Front of house (including W.C's, corridors etc.)
• Staff areas
	• **Natural ventilation**
	  Where possible, think about ways to increase the supply of fresh air by opening windows and doors. (Think about fixing fly screens where they may pose a risk to food/food surfaces or equipment).
	• **Mechanical ventilation**
	  You can use most types of air conditioning as normal. But, if you use a ventilation system that circulates air to different rooms you should consider turning off recirculation and use a fresh air inlet supply.
	• Try and improve the circulation of outside air in occupied spaces by using ceiling fans, desk fans or opening windows, for example.
	• You do not need to adjust air conditioning systems that mix some of the extracted air with fresh air and return it to the room, as this increases the fresh air ventilation rate.
	• You do not need to adjust systems in individual rooms or portable units as these operate on 100% recirculation.
	• With mechanical ventilation, take care you do not direct air flow at other seated customers to reduce the risk of them breathing in droplets excreted by infected people.
	  If you're unsure, ask the advice of your heating ventilation and air conditioning (HVAC) engineer or adviser.
	For further guidance see: https://www.hse.gov.uk/coronavirus/equipment-and-machinery/air-conditioning-and-ventilation.htm	

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| 6. Cleaning/disinfection

You must keep your venue clean to prevent the spread of coronavirus through touching contaminated surfaces. | **a. Surfaces that touch food (food contact surfaces)**
Carry out two-stage cleaning on all food contact surfaces, as is usual good hygiene practice. This means cleaning first and then disinfecting/sanitising afterwards (leaving the chemical on the surface for the time recommended by the manufacturer (this may be on the back of the bottle).

The chemical disinfectant you use must meet British Standards: EN 1276 or 13697. A list of those known to comply are listed here: http://www.disinfectant-info.co.uk/ A quick acting disinfectant/sanitiser (e.g. 30 seconds) is best.

Plates, Cups and Cutlery
Please remember to disinfect/sanitise plates, cups and cutlery to prevent the spread of COVID-19. This can be done with the use of an effective dishwasher, a chemical disinfectant/sanitiser (as above) or, hot water **not lower than** $60^{o}C$ (note this temperature will not kill bacteria only viruses).

If you are using condiments in bottles, these must also be adequately cleaned between customers.

You should also remove all table cloths and thoroughly clean and disinfect the table between customers. | |
| | **b. Surfaces frequently touched by hands (hand contact surfaces)**
All hand contact surfaces in the business (customer and staff areas) must be adequately cleaned and disinfected/sanitised. Think about high traffic areas and items that are being handled such as laminated menus, light switches, handles, tills, pens, beer pull handles.

If your menus cannot be cleaned then opt for disposable ones or hands-free menus such as chalk boards.

All customers should be encouraged to pay with a card or via an App. However, where this is not possible staff should follow this guidance:
(a) The till operator should wear a glove to take money (assume the money is contaminated)
(b) Put the money into a quarantine box and leave it there untouched for 3 days (the virus can survive for 3 days on money), or disinfect the money
(c) Remove the glove and give change from the till using your hand
(d) Place the money in a dish and push it towards the customer. Disinfect the dish at the beginning and end of each day
(e) Remove the glove when not at the till ("easy glove" is good for this https://www.easyglove.co.uk/ | |

	Use the same disinfectant/sanitiser chemical as used on the food contact surfaces in the kitchen or you can use a diluted bleach spray: https://new.brighton-hove.gov.uk/cleaning-and-disinfection-advice	
7. Toilets Public toilets should be kept open to promote good hygiene but kept clean and allow physical distancing.	Suggestions include, but are not limited to: • Encourage physical distancing – limit the number of customers allowed into the toilet at one time e.g. one in one out, and use floor markers to show where customers may queue • Make hand sanitiser pumps available at entry/exit points to the toilet • Ensure hot water, liquid soap and hygienic hand drying facilities are available e.g. paper towels. Avoid the use of fabric reusable towels • Keep the toilet well ventilated by fixing windows open and, where privacy is not affected, doors too • Clean the areas more regularly. Set clear guidance for staff. Have a cleaning schedule on display • Empty bins more often/provide more waste bins • Use signs/poster to show good handwashing technique	
8. Collecting customer information/data gathering As of 18 September, it is mandatory for hospitality businesses to help the NHS 'Test and Trace' service by keeping a temporary record of your customers and visitors for 21 days.	Many businesses that take bookings already have systems for recording their customers and visitors. If you do not already do this, you need to implement an easy system of collating customer name, date and contact details e.g. telephone number/email. You may decide to use a digital scan service app or a paper method to record details. However, whatever method is chosen must ensure customers' contact details are secure and not shared with other people. **An example of an easy, safe paper system:** On entry to your business, a member of staff writes down the customers' contact details and who their server will be (if relevant) and puts them into a dated envelope and then seals it. The seal could be signed and the envelope stored in a locked drawer for 21 days. After 21 days it can be destroyed. The government is working with industry and relevant bodies to design a system in line with data protection legislation: https://www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace Helpful poster - https://new.brighton-hove.gov.uk/collecting-customer-information	

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9. Bad weather plans Have a plan in place for when the weather turns bad. Customers seated outside may try to move inside when there is no room to do so safely.	You could: • Advise customers on arrival, that if the weather turns bad, they will not be able to move from their outside seating to other areas of the premises without first checking with a member of staff. The member of staff will assess if there is room to safely move.	
10. Entertainment Maintain physical distancing when providing entertainment and discourage raised voices, shouting, singing, dancing or chanting.	Consider things like: • Not playing loud music or broadcasts that encourage raised voices shouting, singing, dancing or chanting • Encouraging online or phone booking and tickets • Communicating the arrangements for and limits on entertainment to customers in advance or with posters • Have staff supervising customers As of 15 August socially distanced indoor and outdoor performances can take place in line with this guidance, though we encourage organisations to continue to work outdoors wherever possible. https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/performing-arts For further advice on this please contact the Licensing Team at: ehl.safety@brighton-hove.gov.uk	
11. Off sales A new law is due to come into force at the end of July, which will allow any premises with an 'on sales' only licence to add 'off sales' to their licence for a temporary period, until September 2021.	If you already have on and off sales on your licence, you may need to check your conditions to ensure that you don't have restrictions which make it difficult to work to your new model of operation. Contact the Licensing Team for advice on variations at: ehl.safety@brighton-hove.gov.uk Alongside the new law there will be a streamlined process for placing table and chairs on the pavement outside your premises (pavement licence). Further information relating to pavement licences can be found at: https://www.brighton-hove.gov.uk/content/parking-and-travel/roads-and-highways/highway-licensing-shop-displays-tables-and-chairs-and	

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12. Government guidance and other useful links:	**Guidance for restaurants, pubs, bars and takeaway services:** https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery	
	Reopening your business and how to keep workers and customers safe on the government's website at: https://www.gov.uk/guidance/opening-certain-businesses-and-venues-in-england-from-4-july-2020	
	Reopening and adapting your food business: https://www.food.gov.uk/ https://www.food.gov.uk/business-guidance/reopening-and-adapting-your-food-business-during-covid-19	
	Five steps to working safely: https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/5-steps-to-working-safely	
	Guidance for hotels and other guest accommodation: https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/hotels-and-other-guest-accommodation	
	Visual seating and Covid safety measure guides: https://new.brighton-hove.gov.uk/restaurants-covid-safe-layout-customer-seating-visual-guides https://new.brighton-hove.gov.uk/business-and-trade/food-safety/covid-19-safety-measures-visual-guides	
	Handwashing Technique: https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/	
13. Contact information: **Food and Health & Safety Team** Thank you for acting responsibly and enabling the city to reopen safely	Email: ehl.food@brighton-hove.gov.uk Phone: 01273 294416/4491	