

Reopening your business

Guidance for hairdressers and barbers



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The government has set out its COVID-19 recovery plan which aims to safeguard livelihoods, but in a way that is safe and continues to protect the NHS. Restrictions have now further eased, and this means barbers and hairdressers can reopen on 4 July 2020.

IMPORTANT - if your hairdressers or barbers has a nail or beauty bar or sunbeds, they are not allowed to reopen on 4 July. Only hairdressing services can resume.

Businesses cannot operate in the same way they did before. Every business must make sure they are COVID-19 secure and can maintain social distancing before they reopen.

Working safely

You can only reopen your business if you are following the Government's Working Safely guidelines. Please take the time to read the relevant guidance for your business.

Hairdressers and barbers

www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/close-contact-services

Risk assessments

The Government recommends that businesses and employers carry out a written risk assessment before reopening and display the 'Staying COVID-19 Secure in 2020 notice' in their premises.

Guidance can be found here: www.gov.uk/coronavirus-business-reopening

Social distancing

Coronavirus (COVID-19) spreads from person to person so reducing the ways people come in close contact with each other is essential. This is called social distancing, and it is an important and effective way to slow down the spread of this virus.

New social distancing guidelines have been introduced - a "1-metre-plus" approach. This means that members of the public can be one metre away from each other as long as other measures are put in place to limit the transmission of the virus. It is still recommended to keep a two metre distance wherever possible.

Every business has a legal duty to protect their staff, customers and others affected by their work activities from the risk of coronavirus infection. Your customers will want to feel confident that your business is COVID-19 secure and that their health and safety is of the utmost importance.

Legionella control

If the water system in your premises has been static or had very limited usage you must ensure your water is safe when your business reopens.

Guidance is available to help minimise the risk of Legionnaires' disease -

www.haringey.gov.uk/news-and-events/haringey-coronavirus-covid-19-updates/coronavirus-covid-19-business-update/licensing#legionella-control.



For customers

- 1 Use social media/website/emails and your premises window to explain your reopening plans and procedures. Let your clients know how you are addressing any health and safety concerns and update them on any changes you have made e.g. days you are open, opening hours, PPE.
- 2 COVID-19 related screening questions should be asked ahead of every appointment. These include:

- a. Have you had a recent onset of a new continuous cough?
- b. Do you have a high temperature?
- c. Have you noticed a loss of, or change in, normal sense of taste or smell?

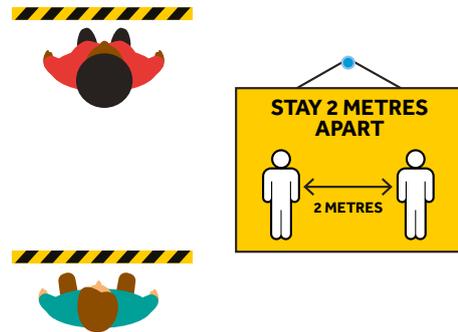
If the client has any of these symptoms, however mild, they should stay at home and reschedule their appointment.

- 3 Encourage clients to use hand sanitiser or handwashing facilities as they enter the premises.
- 4 Ask clients to arrive at the scheduled time of their appointment and only provide a waiting area if social distancing can be maintained.
- 5 Clients who are accompanied by children are responsible for supervising them at all times and need to ensure they follow social distancing guidelines.
- 6 Operate an appointment-only system.
- 7 Do not allow food or drink to be consumed in the salon by clients other than water in disposable cups or bottles.
- 8 If you normally clean your salon out of hours/ discreetly, consider being very visible with your new cleaning regime in front of your customers. This will help reassure them their health and safety is a priority and you are actively trying to manage transmission risk.
- 9 Only the client should be present in the same room for appointments in the home.

- 10 Encourage home appointment clients not to pay by cash and if possible to pay by mobile transaction/online payment.

Premises

- 1 Review layouts and processes to maintain social distancing (2m, or 1m with risk mitigation where 2m is not viable) between clients. Ensure there is sufficient space between client chairs, if not consider closing off alternate chairs.



- 2 Provide floor markings and signage to remind both workers and clients to maintain social distancing wherever possible.
- 3 Avoiding overrunning or overlapping appointments and contact clients virtually to let them know when they are ready to be seen, where possible.
- 4 Use screens to create a physical barrier between workstations, where this is practical. This will not be required between the practitioner and client when the practitioner is wearing a visor.
- 5 Provide a secure area where social distancing is maintained for a client when services or treatments require development time, for example hair colouring.



- 6 Take payment by card or contactless payment – try to avoid cash payments.

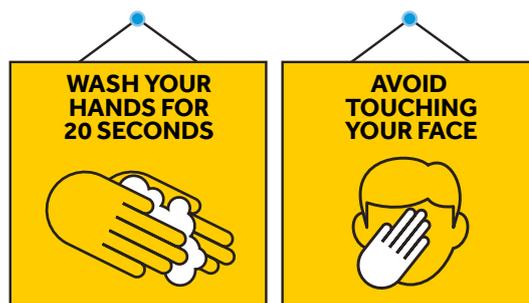
Staff

- 1 Employees who need to work in close proximity to their clients and staff should wear further protection in addition to any that they might usually wear. This should take the form of a clear visor that covers the face and provides a barrier between the wearer and the client. It should cover the forehead, extend below the chin, and wrap around the side of the face.
- 2 Carry out a risk assessment to make sure that you have effective controls in place to reduce the risk of coronavirus infection. This must cover staff, customers and others affected by your business. If you have five or more employees, you must record your risk assessment.
- 3 Reduce the number of people each person has contact with and use a consistent 'pairing' system e.g. a stylist and apprentice.
- 4 Minimise equipment sharing between workers. If equipment must be shared, frequently clean between use and assign to an individual where possible.
- 5 Use back-to-back or side-to-side working (rather than face-to-face) whenever possible.



- 6 Make sure that staff regularly wash their hands for at least 20 seconds and that you have adequate supplies of soap, hand sanitiser and paper towels for hand drying available.
- 7 Stagger arrival and departure times.
- 8 Make sure staff communal areas e.g. break areas/staff rooms are safe for social distancing. Minimise use of shared utensils.
- 9 Staff showing coronavirus symptoms must not come into work. Encourage staff to book a swab test to find out if they have the virus www.nhs.uk/conditions/coronavirus-covid-19

Customer toilets



- 1 Use signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency and to 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.
- 2 Offer hand sanitiser available on entry to toilets where safe and practical and ensure suitable handwashing facilities including running water and liquid soap and suitable options for drying (either paper towels or hand dryers) are available.



- 3 Clearly state your toilet cleaning policy and put up a visible cleaning schedule that is kept up-to-date.
- 4 Clean the toilets more frequently. Use normal cleaning products, but pay attention to frequently hand touched surfaces, and consider use of disposable cloths or paper roll to clean all hard surfaces.
- 5 Keep the facilities well ventilated.
- 6 Provide more bins and more frequent rubbish collection.