

# Reopening your business

**Guidance for Close Contact Services  
(Hairdressers, Barbers, Beauticians, etc.)**

April 2021 update



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## Guidance for Close Contact Services

The government has set out its COVID-19 Roadmap for easing of restrictions out of lockdown. The Roadmap sets out each stage of the process in steps, examining and reassessing the data and impact before progressing to the following step. Restrictions will be eased gradually towards recovery 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, salons, and close contact services can reopen on **12 April 2021**.

**IMPORTANT** – premises will be able to reopen but should only be visited alone or with household groups: non-essential

retail; personal care premises such as hairdressers, salons and other close contact services such as tattoo studios, tanning salons, holistic therapy (acupuncture, homeopathy, and reflexology), indoor leisure facilities such as gyms and spas (this does not include saunas or steam rooms, which are due to open at Step 3 – no earlier than 17 May).

**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. Download the main Reopening your Business Safely guide for full information or copies in other languages at [www.haringey.gov.uk/business](http://www.haringey.gov.uk/business).

### Step 1 →

#### March 8

- Outdoor meeting in open spaces by two households

#### March 29

- Rule of six plus outdoor sports

### Step 2 →

#### April 12

- Retail open
- Hospitality sectors open but for outdoor service only
- Rule of six applies or people from two households

### Step 3 →

#### May 17

- Indoor hospitality
- Gym classes
- Events

### Step 4 →

#### June 21

- Large outdoor events

## On 12 April, the following businesses and activities can reopen:

- All retail shops and businesses
- Personal care (close contact services such as hairdressers, tattooists, nail bars etc)
- Libraries
- Most outdoor attractions
- Indoor leisure services for individual use (eg gyms)
- Self-contained accommodation (single household use only)
- All children's activities
- Outdoor hospitality (pubs, restaurants, cafes etc – see further info below)
- Indoor parent and child groups (up to 15 parents)

We expect there will be further guidance and clarification issued over the coming weeks to help determine how the measures and controls will be applied, however it is expected that the previous interpretation and advice will still apply.

If future dates are to change, Government has committed to giving a week's notice in advance so you should keep an eye on media coverage and the [www.gov.uk/coronavirus](https://www.gov.uk/coronavirus) website

This booklet will support your business to reopen safely. There are also sector specific versions and translations available at [www.haringey.gov.uk/business](https://www.haringey.gov.uk/business)

### 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.

Close Contact Services Hairdressers and barbers: [www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/close-contact-services](https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/close-contact-services)



## Priority actions to take

### What businesses need to do to protect staff and clients



- 1 Complete a COVID-19 risk assessment** of the premises, treatment areas and ways of working. Share with all your staff and ensure they are trained and aware of the measures in place.

Key actions to take when assessing risks:

- Identify what work activity or situations might cause transmission of the virus.
- Think about who could be at risk.
- Decide how likely it is that someone could be exposed.
- Act to remove the activity or situation, or if this is not possible, control the risk.

Guidance on risk assessment:

[www.hse.gov.uk/coronavirus/working-safely/risk-assessment.htm](https://www.hse.gov.uk/coronavirus/working-safely/risk-assessment.htm)



- 2 Clean more often.** Increase how often you clean surfaces, especially those that are being touched a lot. Ask your staff and customers to use hand sanitiser and wash their hands frequently.

- 3 Remind your customers and staff to wear face coverings** in any indoor space or where required to do so by law. Provide relevant signage around the need for mask wearing/ hand sanitisers and social distancing. This is especially important where your customers are likely to be around people they do not normally meet. Some exemptions apply, check here: <https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own>

- 4 Make sure everyone is social distancing.** Make it easy for everyone to do so by putting up signs or introducing a one-way system that your customers can follow.

- 5 Consider ventilation.** Open windows/ doors, increase rate of air circulation. Read the HSE advice: [www.hse.gov.uk/coronavirus/equipment-and-machinery/air-conditioning-and-ventilation/improve-mechanical-ventilation.htm](https://www.hse.gov.uk/coronavirus/equipment-and-machinery/air-conditioning-and-ventilation/improve-mechanical-ventilation.htm)

- 6 Take part in NHS Test and Trace** by keeping a record of all your customers, visitors and staff for 21 days. This is a legal requirement. Some exemptions apply. Check [www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace](https://www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace). Display an official NHS QR code poster, so that customers and visitors can 'check-in' using this option as an alternative to providing their contact details. Official NHS QR posters can be generated online: [www.gov.uk/create-coronavirus-qr-poster](https://www.gov.uk/create-coronavirus-qr-poster)

- 7 Turn people with coronavirus symptoms away.** If a staff member (or someone in their household) or a customer has a persistent cough, a high temperature or has lost their sense of taste or smell, they should be isolating. Employers must not require someone who is being required to self-isolate to come to work. Any employer who does so is committing an offence.

- 8 Consider the mental health and wellbeing aspects of coronavirus** for yourself and others.

## Five more things to be aware of if your business provides close contact services:

- **Wear a visor and mask.** Practitioners are advised to wear both a clear visor or goggles and a Type II face mask to keep their clients safe.
- **Keep clients apart.** Consider how many people can be in the space while remaining socially distant. Rearrange waiting areas so that clients can stay apart. Use floor markings to manage queues.
- **Help your staff maintain social distancing.** Consider using barriers between workstations, introduce back-to-back or side-to-side working, and have staff work in the same team/area.
- **Communicate and train.** Make sure all staff and customers are kept up to date with how safety measures are being used and updated.
- **Keep music and other background noise to a minimum** to prevent people from speaking loudly or shouting.

## Priority actions to make your business safe during coronavirus

### Tests and vaccinations

It is important that you continue to follow the working safely measures, even if your employees have:

- received a negative test result
- had the vaccine.

**You can order a coronavirus test for your employees, visit: [www.gov.uk/get-workplace-coronavirus-tests](https://www.gov.uk/get-workplace-coronavirus-tests)**

### Preparing yourself and your premises

- Check your insurance
- Check electrical/gas certification/installations.

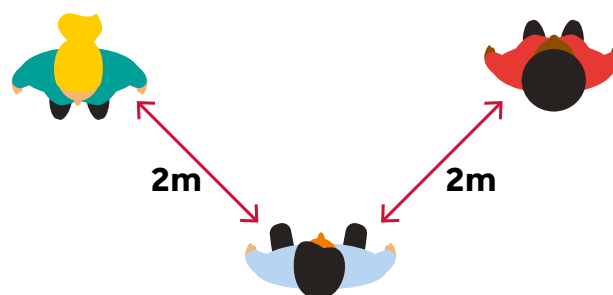
### Legionella control

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.hse.gov.uk/coronavirus/legionella-risks-during-coronavirus-outbreak.htm](https://www.hse.gov.uk/coronavirus/legionella-risks-during-coronavirus-outbreak.htm)

## Prepare for social distancing

When planning to reopen your premises, check how you can maintain the required social distancing between yourself, staff and clients.



### Physical areas to consider are:

- The entrance to your premises
- Waiting areas
- Treatment rooms
- Toilet facilities

### You should consider how to:

- Physically arrange work areas to keep people two metres apart (or where this is not possible having additional protective measures in place to manage the transmission risk).
- Mark areas using floor paint or tape to help people keep a two metre distance.
- Provide signage to remind people to keep a two metre distance.
- Use screens to introduce a physical barrier, for example at reception desks or payment areas.
- Prepare to ensure your clinic or treatment area is well ventilated – do not use air conditioning systems or convector heaters that recirculate air.

**Plan your treatment schedule to allow 30 minutes between clients, so that clients can leave without meeting other clients and to allow time for disinfecting and cleaning between sessions.**

## Treatment time

- Keep to a minimum. Appointments should not exceed an hour.
- Deep clean and prepare for ongoing deep cleaning and hygiene.

## Test and Trace



You **must** display an NHS Test and Trace QR poster for your business.

You must ensure that you:

- Print enough QR posters to cover all entrances
- In busy places, put up multiple copies to ensure that a queue does not build up
- Explain to those customers who do not use the QR Code that their details must be manually added to a contact log

If details are taken manually you must take the following details:

- The name of the customer. If more than one person, record the details of all members of the group and the number of people
- Contact phone number. If a phone number is not available, get an email address or postal address
- Date of visit
- Arrival time and, where possible, departure time (even estimated time will help)
- Records must be kept for 21 days

[www.haringey.gov.uk/reopening-your-business](http://www.haringey.gov.uk/reopening-your-business)

Please make sure you read the full government guidance available on working safely in close contact services - [www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/close-contact-services](http://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/close-contact-services)

## COVID-Safe Business Campaign

The COVID-Safe Business Campaign has been created to support businesses to operate in a COVID-safe way. By completing the COVID-Safe questionnaire ([https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/974839/staying-covid-secure-poster-ventilation.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/974839/staying-covid-secure-poster-ventilation.pdf)), you will be declaring that you are following government guidance to operate within safe parameters with regards to protecting your customers and staff.

If you meet all the criteria, you will be sent a personalised COVID-Safe Business poster, which you can display on your premises, providing extra confidence to your customers. Find out more at [www.haringey.gov.uk/covid-business-safe-campaign](http://www.haringey.gov.uk/covid-business-safe-campaign)

## Counter Terrorism Considerations

If your business is reopening, you should undertake a risk assessment to help you understand the threats your business could face and the security mitigations that may be appropriate to put in place. The risk to pedestrians from a Vehicle As a Weapon attack remains a realistic possibility during the COVID-19 pandemic. It is vital for staff to remain vigilant to potential security threats such as terrorism and other criminal activity. The Met Police have produced advice on staying safe from terrorism [www.met.police.uk/advice/advice-and-information/t/terrorism-in-the-uk/staying-safe-from-terrorism/](http://www.met.police.uk/advice/advice-and-information/t/terrorism-in-the-uk/staying-safe-from-terrorism/)

Please take the time to ensure that all of your staff are alert to suspicious behaviour and know how to respond. You can find training resources for staff about security risks to the public at ACT e-learning – [www.gov.uk/government/news/act-awareness-elearning](http://www.gov.uk/government/news/act-awareness-elearning)

## 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, eg 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?

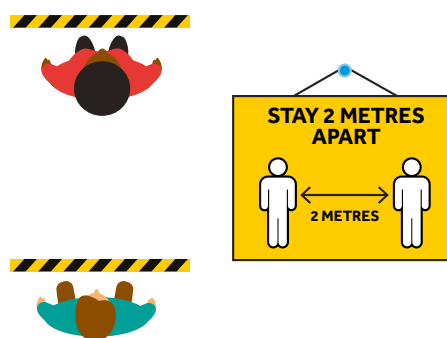
**If the client has any of these symptoms, however mild, they should stay at home and reschedule their appointment.**

- 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 (two metres, or one metre with risk mitigation where two metres 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.

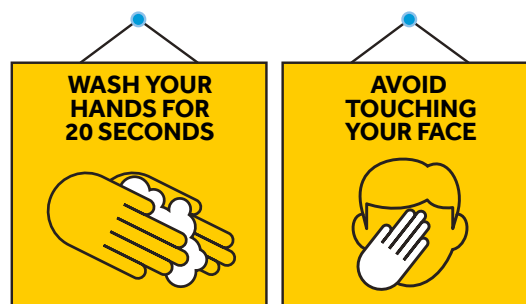
## Staff

- 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, eg 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, eg 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](https://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.