

Reopening your business

Guidance for Hospitality

April 2021 update



Supported by



HM Government



European Union
European Regional
Development Fund

Guidance for Hospitality

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 four 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.

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.** Restaurants, pubs and bars can aim to reopen (external seating only) from 12 April 2021.

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

The Government has set out key messages for working safely, which include:

- Completing a COVID-19 risk assessment
- Clean more often
- Remind your visitors and staff to wear face coverings
- Make sure everyone is social distancing
- Provide adequate ventilation
- Take part in NHS Test and Trace

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches>

Three more things to be aware of if your business is a restaurant, pub, bar or takeaway:

- 1. Keep groups apart.** Space out tables, consider using barriers between groups, and manage the number of customers in the venue. This is required by law. Manage the number of customers in the venue.
- 2. Manage food and drink service safely.** Avoid situations where customers need to collect their own cutlery and condiments. Avoid contact between staff and customers.
- 3. Lower music and other background noise.** Prevent shouting, singing and dancing in the venue by making sure music and broadcasts are played at a low volume.

These are the priority actions to make your business safe during coronavirus, you should also read the full version of the guidance.

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.

Pubs, restaurants, cafes and takeaways: www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery

Hospitality venues will be able to open for outdoor service only, with no requirement for a substantial meal to be served alongside alcoholic drinks and no curfew. The requirement to order, eat and drink while seated ('table service') will remain.

It's important that you continue to put measures in place to reduce the risk of COVID-19 transmission, including maintaining social distancing, frequent cleaning, good hygiene and adequate ventilation, even if your workers have:

- received a recent negative test result
- had the vaccine (either one or two doses)

If you would like to apply for an outdoor pavement licence to increase capacity, contact licensing@haringey.gov.uk



Preparing for reopening

The roadmap provides businesses and the public with plenty of notice to prepare for the gradual removal of restrictions and we should all make best use of the notice period.

You should consider the following checks and considerations before reopening.

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 2021' notice in their premises. Guidance can be found here: www.gov.uk/coronavirus-business-reopening

Failure to carry out a suitable and sufficient risk assessment and put in place sufficient control measures to manage the risk may be considered a breach of health and safety law.

Provide refresher training for staff on the measures you have put in place, signage and queue management procedures

Every business has a legal duty to protect their staff, customers and others affected by their work activities from the risk of COVID-19 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.

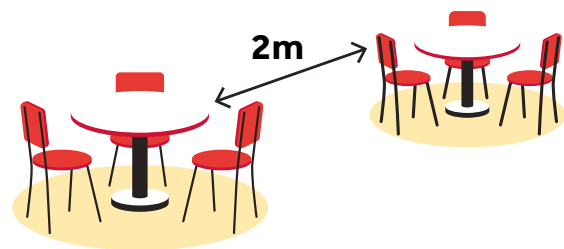
COVID-Safe Business Campaign

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), 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

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.



- Keep customers **two metres apart or one metre with risk mitigation** where two metres is not viable. Risk mitigation includes:
 - Keeping the eating time as short as possible
 - Using screens or barriers to separate people from each other
 - Using back-to-back or side-to-side seating (rather than face-to-face) whenever possible
 - Increasing the frequency of hand washing and surface cleaning
- **Face coverings must be worn** by staff and customers when passing through indoor areas (unless an exemption applies)
- Customers may use the indoor toilet facilities but **must wear a face covering when passing through permitted indoor areas.**

The Government has advised that the limits on persons meeting together outside at hospitality venues are:

- Outdoor gatherings of six people or two households

- All businesses must abide by the social distancing rules. The Government will continue to enforce restrictions and require businesses to demonstrate robust strategies for managing the risk of transmission and to ensure social distancing rules are followed. Local authorities and the police will continue to provide support and advice to newly reopened settings, enabling them to operate safely. Where businesses do not follow the rules, the appropriate enforcement action will be taken.

Supporting NHS Test and Trace



- Every member of a party who visits your premises must provide their contact details to assist NHS Test and Trace. Refuse entry to those who refuse to provide contact details.
- Have a system in place to ensure that you can collect that information from your customers and visitors. You must keep this data for 21 days and provide it to NHS Test and Trace if it is requested. Check what data you need to collect and how it should be managed.
- 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. Find out more at www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace
- The venue needs to be GDPR compliant in handling, storing and destroying data. Find out more at www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance

Workplace COVID-19 Tests

As an addition to your existing COVID-19 measures in place, you can order free rapid lateral flow tests to test your employees twice a week in the workplace or for employees to take home.

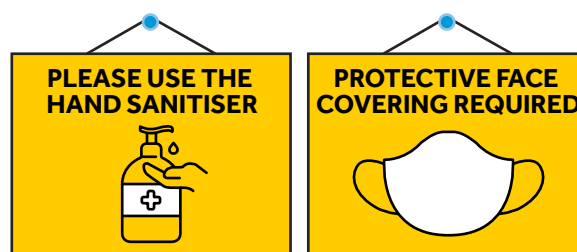
You can register to order tests if:

- Your business is registered in England
- Your employees cannot work from home

Details can be found at www.gov.uk/get-workplace-coronavirus-tests

Businesses can access rapid testing via their local authority. There is a postcode checker to see where your local test site is here: www.gov.uk/find-covid-19-lateral-flow-test-site

Face Coverings



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>

Other Measures

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

Safety Certificates

Make sure all safety certificates are valid: i.e. Gas Safety, Electrical Safety, Public Liability Insurance.

Takeaway Service

Takeaway service remains permissible from hospitality venues without the requirement to obtain a "change of use" via the planning system. The Government has extended the ability for your business to do this temporarily until March 2022.

Placement of Seating and Tables on the Highway

If you do not already have one, the placement of street furniture including tables and chairs on the pavement/public highway is likely to require a Pavement Licence or Permit from the council's Licensing Department. A fast-track process exists for these applications and details can be found at: www.haringey.gov.uk/business/council-services-business/licensing/z-licences/pavement-licence

Weddings

Wedding receptions are not permitted to take place earlier than 12 April. Weddings and civil partnership ceremonies are permitted for up to 15 people in COVID-19 Secure venues that are permitted to open or where a broader exemption applies.

Receptions can take place with up to 15 people in the form of a sit down meal and in any COVID-19 Secure outdoor venue that is permitted to open. Such receptions must not take place in people's private gardens or public outdoor spaces.

Current timelines for wedding receptions:

- Weddings (with a 'reception') for 15 from 12 April. Hospitality is all outdoors at this time. Receptions booked at hospitality venues can only take place outdoors and can only be a sit down meal
- Weddings (with a 'reception') for 30 from 17 May. Receptions inside pubs/restaurants now permitted
- Weddings without restriction from 21 June

Shisha

Shisha premises – the use of shared smoking equipment is not permitted, this includes any use of a shared pipe with disposable mouthpieces.

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/

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

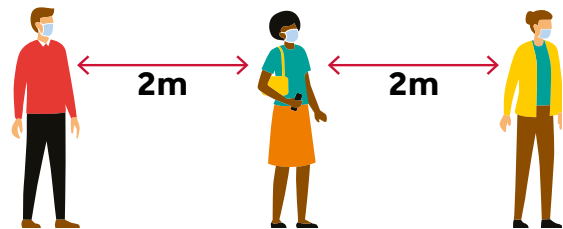
For customers

- 1 Use social media/website/emails and your premises window to explain your reopening plans and procedures. Let your customers 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, queuing, new ways of ordering, serving customers etc. Inform customers of guidance through signage or notices at the point of booking or on arrival.
- 2 To manage customer numbers, it is recommended that you ask customers to book ahead of their visit.
- 3 Numbers in any one party/bookings are currently limited to **six people or two households**. They must be seated outdoors. Please make sure customers are made aware of these limits and ask for verbal confirmation of the number of people in their party at the point of arrival.
- 4 Encourage customers to use hand sanitiser or handwashing facilities as they enter the venue.
- 5 Customers who are accompanied by children are responsible for supervising them at all times and need to ensure they follow social distancing guidelines.
- 6 Customers should be asked to leave contact details when they enter a pub or restaurant – this information must be kept for 21 days. The venue needs to be GDPR compliant in handling, storing and destroying data.

At the venue

- 1 Calculate the maximum number of customers that can reasonably follow social distancing guidelines (two metres, or one metre plus with risk mitigation where two metres is not viable) at the venue. You need to take into account total space, specific venue characteristics such as furniture as well as likely pinch points and busy areas.
- 2 Reconfigure outdoor seating and tables to maintain social distancing guidelines between customers of different households or support bubbles. For example, increasing the distance between tables.

- 3 Reduce the need for customers to queue, but where this is unavoidable, discourage customers from queuing indoors and use outside spaces for queuing where available and safe.



- 4 Maintain queue control outside of your premises so social distancing can be observed by those waiting in the queue.
- 5 Make sure you speak to your neighbouring businesses to manage queuing systems.
- 6 Manage the entry and limit the number of customers at your premises at any one time so that you can safely maintain social distancing e.g. through reservation systems, social distancing markings.
- 7 Where/if possible, introduce a one-way system around the premises to prevent social distance breaches.
- 8 Keep indoor and soft play areas closed.
- 9 Ensure all outdoor areas – if they are covered – have sufficient ventilation.

Food and drink service

- 1 At venues serving alcohol, customers are required to order, be served and eat/drink while seated (even if no alcohol is ordered). At venues that do not serve alcohol, customers are able to order and collect food and drink from a counter but must consume food and drink while seated at a table.
- 2 Consider providing only disposable condiments. Non-disposable condiment containers must be thoroughly cleaned after each use.
- 3 Reduce the number of surfaces touched by both staff and customers. For example, asking customers to remain at a table where possible, or to not lean on counters when collecting takeaways.
- 4 Encourage contactless ordering from tables where available eg through an ordering app.

- 5 Encourage contactless payments where possible and adjusting location of card readers to comply with social distancing guidelines. You should take payment at the table or at another outdoor location. Only take payment indoors as a last resort. If taking payment indoors, the customer should wear a face covering unless exempt. Only one customer should be indoors at any time for the purpose of making payment. You should operate a tab system to avoid multiple payments for each customer.
- 6 Minimise contact between front of house workers and customers at points of service where appropriate e.g. screens or tables at tills and counters to maintain social distancing guidelines.
- 7 It is recommended that hand sanitiser should be made available at every table.
- 8 Where counter operation is in service, prevent customers from remaining at the bar or counter after ordering.
- 9 Staff should collect and return empty glasses/ plates etc. to the bar.
- 10 Minimise contact between kitchen workers and front of house workers.

Entertainment

- 1 Entertainment must be carefully managed. Background music (low level) and TV screenings (e.g. sport) will be allowed outside, provided volume is kept low.

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 Consider the use of social distancing marking in areas where queues normally form, and the adoption of a limited entry approach, with one in, one out (whilst avoiding the creation of additional bottlenecks).
- 3 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.
- 4 Clearly state your toilet cleaning policy and put up a visible cleaning schedule that is kept up-to-date.

- 5 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.
- 6 Keep the facilities well ventilated.
- 7 Provide more bins and more frequent rubbish collection.

Staff

- 1 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.
- 2 Is PPE needed for staff? If yes, you must have adequate supplies readily available.
- 3 Use screens at serving areas or till points.



- 4 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.
- 5 Stagger arrival and departure times.
- 6 Reduce the number of people each person has contact with by using 'fixed teams or partnering.' Assign workers to specific areas.
- 7 Make sure staff communal areas e.g. break areas/staff rooms are safe for social distancing. Minimise use of shared utensils and equipment.
- 8 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
- 9 Request staff change into work uniforms on site using appropriate facilities/changing areas, where social distancing and hygiene guidelines can be met.