Reopening your business

Guidance for pubs, bars and restaurants

Haringey
LONDON

OPEN

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 restaurants, pubs and bars can reopen on 4 July 2020.

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.

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

Risk assessments

The Government recommends that businesses and employers carry out a written a 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.**
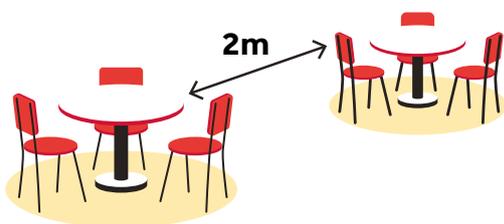
For customers

1 Use social media/website/emails and your premises window to explain your reopening plans and procedures. Let your customers 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, queuing, new ways of ordering, serving customers etc.

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 **members of any two households (or support bubbles) for indoor gatherings**, while **outdoor gatherings are limited to members of any two households (or support bubbles), or a group of at most 6 people from any number of households.** Please make sure customers are made aware of these limits.

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.

Inside and outside the venue

1 Calculate the maximum number of customers that can reasonably follow social distancing guidelines (2m, or 1m plus with risk mitigation where 2m is not viable) at the venue. You need to take into account total indoor and outdoor space, specific venue characteristics such as furniture as well as likely pinch points and busy areas.

2m

2 Reconfigure indoor and 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 queueing where available and safe.

2m **2m**
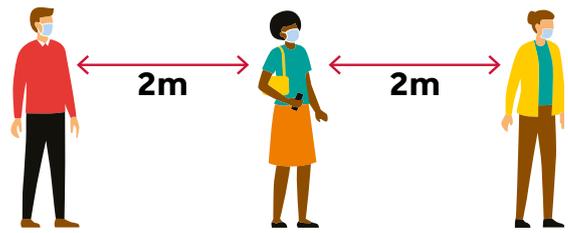
4 Maintain queue control outside of your premises so social distancing can be observed by those waiting in the queue.

5 Make sure you speak to your neighbouring businesses to manage queuing systems.

6 Manage the entry and limit the number of customers in 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 mitigate 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 Minimise customer self-service of food, cutlery and condiments to reduce risk of transmission. Try to only provide cutlery and condiments when food is served.

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 e.g. through an ordering app.

5 Encourage contactless payments where possible and adjusting location of card readers to social distancing guidelines.

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.

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8 Adjust service approach so staff contact with customers is minimised.
  a) Indoor table service must be used where possible, alongside further measures such as assigning a single staff member per table.
  b) Outdoor table service should also be encouraged, although customers are permitted to stand outside if distanced appropriately.
  c) Where bar or counter service is unavoidable, 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.

11 Encourage use of outdoor areas for service where possible e.g. increase outdoor seating or outdoor points of service.

Entertainment

1 Entertainment must be carefully managed. Venues should not permit live performances. If you plan to play music or show sports games, people should not have to raise their voices to hold a conversation.

2 Reconfigure indoor entertainment spaces to ensure customers are seated rather than standing. For example, repurposing dance floors for customer seating.

3 Encourage use of online ticketing and online or contactless payments for entertainment where possible.

4 Communicate clearly to customers the arrangements for entertainment and supervise with additional staff if appropriate.

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 1 in, 1 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.

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