

Reopening Hospitality

Hospitality settings for the purposes of Covid-Secure guidance include: restaurants, pubs, bars, cafes or takeaways.

What do I need to do?

The Government have released COVID-secure guidelines for specific business settings, which you need to follow to ensure your business is COVID-19 safe. As an employer you have a legal responsibility to protect your workers from risk to their health and safety.

It is important you do an up to date risk assessment for your premises against the relevant COVID-19 secure guidelines set out by the government. Ensure all customers are only seated outside with a table of up to 6 people OR 2 households (a support bubble counts as a single household). All food and drink consumed must be via table service only.

Further attention should be paid to the '8 Priority Actions' for all businesses and the '3 further actions' specific to Close Contact settings to ensure staff and visitors remain safe.

Full details can found here - <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery>

8-Priority Actions

(Use as checklist) when preparing to re-open at STEP 2:

- Complete a COVID-19 risk assessment Clean more often.
- Remind your customers and staff to wear face coverings in any indoor space or where required to do so by law.
- Make sure everyone is social distancing.
- Provide adequate ventilation.
- 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.
- Turn people with coronavirus symptoms away.
- Consider the mental health and wellbeing aspects of coronavirus

Hospitality Specific Actions

- Keep groups apart, by seating separate groups that know each other in areas with other tables or physical barriers in-between.
- Manage food and drink service safely.
- 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.

Staff returning to work

It has been recommended that businesses should carry out a return to work conversation with staff to ensure they feel safe to work.

Training where possible should be given so that all staff understand the new risks, the importance of social distancing, how to use PPE and Covid-19 protection equipment correctly and how vital hand washing and surface disinfection is.

Staff should not be coming into work if they have any of the COVID-19 symptoms or a high temperature and should stay at home for 7 days.

If you do not keep rota's or other records of staff attendance, they will need to complete and provide details as per the Track and Trace system being used for any customer/visitors. Track and Trace is not just for customers.

Staff protection

- When staff are either serving customers or taking payments they need to be maintaining social distancing. If this is not possible other measures need to be put into place.
- Cleaning and disinfection of frequently touched areas in staff areas such as tables, chairs, countertops, card machines
- Staff break rooms areas, also think about staggering breaks to reduce groups of staff taking breaks at the same time
- Ensure social distancing rules are followed even on breaks
- Avoid sharing equipment where possible e.g. phone, keyboard, pen
- When accepting deliveries maintain social distancing
- Sneeze or cough into a tissue and dispose of the tissue immediately after in the bin.

- Discourage non-essential trips by staff within the venue, such as between the kitchen and front of house
- Masks to be worn at all times

Keeping customer's safe

- Outdoor seating **only**
- Place signs around to encourage customers to social distancing
- Consider increasing security staffing to help remind customer of the importance of social distancing and to remove any customers who refuse to comply with the rules
- Try to distance tables at least 6m apart
- Post signage limiting restroom occupancy and to remind customer to wash their hands after using the restroom
- Customers should have access to paper towels, hand sanitiser and soap
- Any belongings left by customers should be placed in sealed bags and the bag isolated until the customer returns

Face coverings

Staff must wear a face mask when working and customers must wear a face mask when entering the inside of your premises e.g. when they need to use the restroom. Anyone with a medical condition is exempt.

When disposing of face masks or PPE please do not dispose of them in the recycling bin they need to be disposed of in a waste bin. As a business you need to make sure you provide extra bins for staff and customers to dispose of any face mask coverings or PPE.

NHS Track and Trace

You should be keeping a temporary record of customers for 21 days, in a way that is manageable for your business and assist the NHS Test and Trace. Many businesses who are taking bookings will have records of their customers.

Every customer or visitor ages 16 and over must check in to your venue or provide their contact details. This can no longer be done as a nominated contact covering a group, every individual must do their own. Individuals can check in quickly and easily using the NHS COVID-19 app to scan in the NHS QR code poster.

Remember that the collection and storage of these details must be within GDPR guidelines. You can find out more information on how to do this here - <https://ico.org.uk/global/data-protection-and-coronavirus-information-hub/customerlogs-protecting-customer-and-visitor-details/>

Temporary Marquees

The Council understands that due to the ongoing pandemic, changes are required for businesses in order to operate safely and sustainably, utilising outdoor space. This may include erecting temporary marquees or other shelters in order to shield customers from the weather. If you have an unauthorised marquee, the Council's planning department will not request that a planning application is submitted, providing the following conditions are met:

1. The area is operated in accordance with the terms and conditions of the current Licensing Act 2003 premises licence
2. The Council does not receive noise complaints in relation to the marquee
3. The Council does not receive any complaints that you are breaching the social distancing measures in place
4. The hours of use are in full accordance with any planning conditions in place on the premises
5. The marquee is maintained in a safe and tidy condition

If you are found to have not complied with the above conditions or government legislations changes so that a marquee is no longer required, the Council will write to you giving you **21 days'** notice to remove the marquee or the Council will take enforcement action.

As per Government guidance, to considered 'outdoors', shelters, marquees and other structures can have a roof but need to have at least 50% of the area of their walls open at all times whilst in use.