



Quick guide to Covid-19 Infection Control for Pubs, Restaurants, Cafes etc. Tier Two - High Risk

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Introduction

This revised guidance covers many issues that are applicable for a COVID Secure premises under any of the COVID Regulations, but it should be noted that under the current Tier Two (High Risk) requirements, many premises either cannot meet the tougher requirements of 'a table meal' so cannot open, see below, or may decide not to open anyway.

Every workplace has a legal duty to undertake a Health and Safety Risk Assessment and implement suitable control measures to prevent the spread of Covid-19 between employees and members of the public. When undertaking your risk assessment you must have regard to the available guidance. Following the guidance is not compulsory, unless specifically stated, and you are free to take other action, so long as the same level of protection is achieved. But if you do follow the guidance you will normally be doing enough to comply with the law. Health and Safety inspectors seek to secure compliance with the law and may refer to guidance. Failure to implement suitable control measures may lead to formal action being taken against the duty holder(s).

This guidance leaflet should be read alongside and supplements, the government Guidance Keeping workers and customers safe during COVID-19 in restaurants, pubs, bars and takeaway services. The current version (26/11/20) can be found at - <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery>.

At the entrance

If the queue outside of your premises is not controlled, then it defeats the object of having other control measures in your premises, as the close proximity will allow the spread of the virus.



Encourage social distancing outside your premises with floor markings and arrows.



For busy premises, or on busy nights e.g. Friday or Saturday evenings, use barriers to help contain the queue and floor markings to help keep **groups separate**. Clearly mark 'standing' and 'no standing zones'. Groups should be 2 metres apart. You may use masonry or spray paint to neatly mark the pavement (ensure you use a template!).



- Better still, make your premises bookings only. This will help you control the numbers of customers at any one time
- Stagger bookings approximately 2 hrs apart to allow customers to eat and for tables and chairs to be cleaned in between the arrival of new customers
- Encourage customers to use hand sanitiser before they enter your premises

Test and Trace

- You must display an NHS QR code and encourage its use. If customers cannot use this, you must record their details - include name, telephone number, arrival time and if possible the time they left the premises
- The records can be kept securely in paper or electronic format and must be retained for 21 days after which they should be destroyed.

- Do not leave track and trace details in a location where they can be viewed by other customers or stolen



Test and Trace



Within the premises

Signage

- Display a poster to encourage customers to use hand sanitiser when entering
- Provide hand sanitiser for customers to use
- Display posters to keep customers and employees safe, e.g. 2m rule
- You **must** display an NHS QR code
- You **must** display a sign requiring customers to wear face coverings (unless exempt)



Ventilation

The public health advice is to keep your premises well ventilated, using extraction systems that draw in fresh air where possible. If not ensure there is adequate air flow through the premises by keeping some windows or doors open.

Face Masks

In all premises, customers must wear face coverings (unless they are exempt) when entering or moving around your premises, e.g. to the toilets, but they can be removed when seated to eat or drink. Staff must also wear face coverings when in the public areas of the premises (unless they are exempt)

Government guidance indicates that face coverings must fit securely around the side of the face. Therefore shields are NOT acceptable unless an individual is exempt.

Legal requirements on service of food and drink

Pubs can only open and sell alcohol if they operate like a restaurant and provide a **table meal**, which should be eaten from a plate, at a table, and be the equivalent size of a lunch or dinner main meal. The legislation says that a table meal, *'is such as might be expected to be served as breakfast, the main midday or main evening meal, or as a main course at such a meal'*.

No sharing of pizzas or platters is allowed, **unless it is designed for two or more people**. Every customer must eat a meal. If a customer orders a meal but does not consume it, the customers should be requested to leave. Alcohol can only be purchased with a meal, and the first drink must be ordered at the same time as the meal. Once the customer has finished eating, no further alcohol can be supplied.

In premises selling alcohol, all food and drink must be ordered by customers who are seated at a table within the premises, and the food or drink must be served to them at the table.

In premises NOT selling alcohol, customers can enter and queue to purchase food and drink until 10 pm, but after 10 pm food and drink must be pre-ordered via phone/email/website and collected or delivered.



Ordering and Payments

- Encourage customers to order online or by phone
- Encourage customers to use a delivery service or click and collect
- Limit the handling of cash as this can transfer the virus
- There are many affordable card payment systems on the market such as IZettle, Sum Up and Square Reader



Seating

The "Rule of 6" (groups of no more than 6 customers) can only attend **in outside areas** at your premises. It is recommended that groups of more than 6 are refused entry to ensure compliance, **unless you are satisfied that the group is within a shared bubble.**

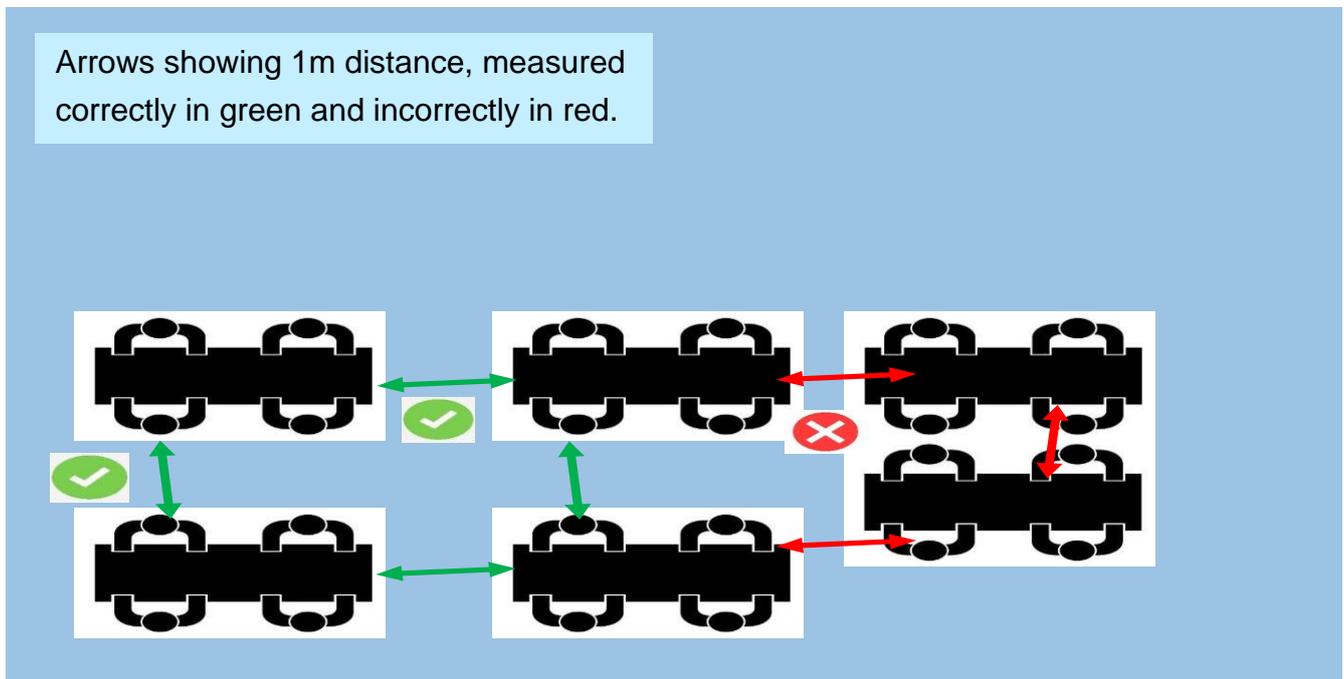
Indoors, the rule is one household and support bubbles (a single adult person, including those with children under 18, can join another household). You should try to ascertain whether customers all live in the same house, e.g. a group of 6 males all around 23 are unlikely to live together. For those who appear under the age of 25 you could request to see ID to satisfy your Challenge 25 Policy - driving licences contain a home address. If you suspect that groups of individuals do not live together you should refuse entry.

Do not allow customers to move seating to let them to sit closer to friends.

Customers must be kept 2 metres apart. Customers may come as close as 1 metre with mitigation. Mitigation is sitting side by side or back to back. Customers sitting closer than 1 metre

need separating by physical barriers. Measure the distance between the back of the chairs once someone is seated to ensure they are correctly spaced.

In the diagram below, green arrows represent the correct way to measure between customers, with red arrows showing incorrect method.



Examples of Physical Barriers

Screens between tables



Long benches separated by suitable screens



Fixed seating or booths separated by suitable screens



If you have fixed seating that is too close together, and you cannot remove the seating, it is acceptable to take tables out of use. Ensure you put a suitable sign on the table.



- You must clean your tables and seating between each customer.
- Use soap & water and a suitable sanitiser.



Table Service

- Waiting staff should keep their distance from customers
- Advise staff to hold glasses by the bottom so that they do not touch the rim area
- Recommend the use of trays, which can be placed on tables, and request customers to remove their drinks
- Condiments should be provided in single use sachets.
- Condiment containers such as salt, vinegar & ketchup must be cleaned and sanitised between customers along with the chairs.
- Do not set or lay the table prior to guests arriving. Otherwise glasses, cutlery and napkins may be contaminated with the Covid Virus.



- Lay the table immediately before your guests sit down, or
- Bring cutlery or condiments with the meal



Toilets

- You must ensure that toilets are managed properly.
- Consider limiting the number of people in the toilets at any one time.
- Smaller venues may be able to allow one person to enter at a time.
- Larger venues could ask customers to limit to 2 or 3 customers and/or place staff on the toilets to control access at busy times.
- Display handwashing notices.
- Ensure they are cleaned regularly, every 30 minutes or more at busy times. Concentrate on door handles, cubicle locks, toilets flushes, taps & toilets seats etc.



TOILET ENGAGED
PLEASE SOCIAL DISTANCE IN
THE QUEUE

| <u>WASHING HANDS EFFECTIVELY</u> | |
|--|---|
|  | Rub hands together under warm running water and squirt soap onto hands |
| Rub: <ul style="list-style-type: none">• Your Palms• The back of your hands• Between fingers & thumbs• Your wrists Do this for 20 seconds |  |
|  | Leave the tap running whilst you dry your hands with a paper towel |
| Turn off the tap using the paper towel |  |
|  | Place the paper towel in the bin provided |

- Ensure social distancing in the toilets
- Close urinals that are too close together, remember at least 1 metre apart!



- Close wash hand basins that are too close together, remember at least 1 metre apart!



Gaming Machines and Pool Tables in Pubs

- There is a lack of clarity around the playing of Pool and Gaming Machines in premises that are open for Table Meals, and although there is nothing prohibiting it the playing of pool in particular does not sit easily with the rules around such premises. However the following rules need to be adhered to:
- Those playing pool must be from the same household/bubble and be at the premises having a table meal.
- Only those playing pool can be in and around the table.
- Cues must be collected from the bar and must be returned when the game is over.
- Pool equipment must be cleaned between games/players from different households.
- Players must sit down between shots.



- Gaming machines need to be cleaned regularly.
- The premises should provide hand sanitiser near to any gaming machines.
- Customers must wear face masks
- Social distancing must be maintained at machines, and you may need to provide screens if two are side by side or move a machine. (You must still follow the Code of Practice for Gaming Machines)



Live Sports



- Sports, such as football, can be screened, however all customers must be seated as a single household/bubble and be present for a Table Meal
- The sound should be kept low
- Customers cannot stand, shout, cheer, or sing
- If customers are standing, shouting, cheering singing etc. then you must intervene. Should you have persistent problems customers should be asked to leave and or the sports should be switched off. Failure to manage customers could result in a loss of Premises Licence.
- Suitable signage must be displayed.
- The showing of these broadcasts should be individually risk assessed and this should be written down and recorded in advance to show the due diligence of the venue in case of any issues arising. Things to consider include:
 - The type of sporting event
 - The teams involved
 - Whether commentary should be on or off
 - The volume of the broadcast should not be of a magnitude that causes customers to have to raise their voices, increasing the possibility of aerial transfer through shouting.

Will someone be able to stay to watch a whole football/rugby match if they order a meal?

Yes. As long as the substantial meal is served within a reasonable time after ordering and coincides with the length of the match, then this would be deemed to be acceptable. However, you must ensure that the amount of alcohol being consumed and the length of time taken to consume the food is proportionate to the food served. Many restaurants are now offering a two hour turnaround time on tables for lunch or evening meals and this would appear to be a good amount of time for a meal of multiple courses (although a shorter amount of time could be allowed for meals of one course).

Dancing



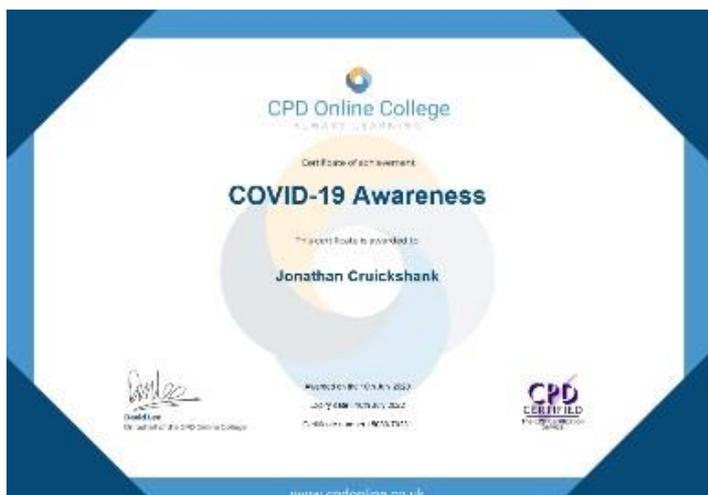
- Under no circumstances can you allow any dancing to occur in your premises
- Areas such as dancefloors that are usually used for dancing should be 'closed'. You should prevent access to these areas or repurpose with tables and chairs

Training

- All staff must be trained in the new procedures.
- It is a good idea to show the written risk assessment for your premises to your staff and talk through the risks and control measures.

Free Covid Awareness Training is offered by CPD On-line College:

<https://cpdonline.co.uk/course/covid-19-awareness/>



Free Covid Training is also offered by CPL Learning on planning delivery & takeaway

<https://www.cpllearning.com/online-courses/planning-delivery-takeaway/>



Communication

Ensure that your customers know and understand the rules and procedures for attending your premises;

- Update your online profile; company website/Facebook/Instagram pages etc.
- If they make an online booking send them a copy of your expectations via e-mail.
- Ensure you speak to customers as they enter and let them know your expectations, point out the key notices and markings for them to follow.
- Use posters, notices and tape etc. to inform and guide customers

Should you require any further advice or assistance please contact Mid Devon District Council at licensing@middevon.gov.uk / health@middevon.gov.uk.