

Summary of Guidance on COVID-19 Control Measures for Pubs, Clubs, Cafes and Restaurants

Risk Assessment

A **Risk Assessment** must have been carried out to assess the risk of COVID-19 spreading in the workplace and to identify the measures that must be in place to **prevent the spread**. The Risk Assessment process should involve **consultation with employees**, taking account of any **'underlying health conditions'** your employees may have. The result of the risk assessment should be **communicated** to all employees.

Tools to assist with this process can be found [here](#). If you have **5 or more** employees, then your Risk Assessment **must** be documented.

The two main routes of transmission of COVID-19 are:

- **Direct person to person** transmission through droplets or aerosols produced when coughing, sneezing, shouting, smoking or even just talking or breathing, particularly where people are under 2m from each other.
- **Indirect** contamination through **contaminated surfaces**, particularly **hand contact surfaces**, then the virus entering the body when the contaminated hand touches the face, eyes or mouth.

Your risk assessment should clearly identify the work activities where transmission could occur and detail the control measures in place to control the risks from these hazards.

Measures businesses MUST have in place to stop the spread of COVID-19

These measures are **required** in all hospitality premises.

Physical Distancing

You must decide whether your premises will operate at **2m** physical distancing or **1m** physical distancing and have **clear signage** at the entrance and throughout the premises advising customers, particularly if they are entering a **1m physical distancing premises**.

The number of customers allowed into any premises must be **limited** to allow physical distancing. Systems must be in place to **limit access** and to **avoid crowding**, e.g. pre-booking, door stewards, etc.

Customers must not **stand at the bar** or **around televisions**. All customers must be **seated** and should be encouraged to remain seated as much as possible. Any occurrences of **crowding** within the premises must be **challenged** and customers reminded of the need for physical distancing.

Tables and chairs must be **spaced out sufficiently** to allow **physical distancing** between seated customers. Seating at the bar is **not advised** unless **physical barriers** are in place to protect bar staff.

Tables and chairs must be arranged so customers seated **under 2m** are either **back to back** or **side to side**. Suitable protective screens are required between any seating where customers from different households are seated **under 1m** from each other.

Tables and chairs should also be arranged so that physical distancing can be exercised between **customers moving around** the premises and **seated customers**, e.g. customers travelling to and from their seats when entering, exiting and going to the toilets. Therefore, seating must not extend into walkways. **Avoid** locating seating areas beside entrances, exits and along the main thoroughfares, unless physical distancing is possible.

Where possible, use **floor markings** to control the flow of customers in/out and around the premises and to aid physical distancing. If two doors are available, consider whether a **one-way system** can be put in place to prevent congestion at shared entrances/exits.

Make use of **outdoor spaces**, such as a beer garden, but ensure your current operating plan allows alcohol to be consumed in any outside areas. Contact Licensing on 01294 324305 if you have any queries.

Physical distancing is easier to manage if customers are directed to a pre-booked seating area.

Physical Distancing in Staff Areas

Physical distancing must also be achieved **as much as possible** by staff working on the premises. This includes staff working together in small areas, such as behind bars and in kitchens.

The number of staff working in small areas should be **minimised** to enable physical distancing. If possible, **revise layouts** in kitchens to achieve 2m physical distancing between staff. Provide **markings** on the floor to help staff stay 2m apart (or 1m with a face covering).

Any interaction under 2m should be **kept to a minimum** and should be **back to back** or **side to side**.

If it is not possible to maintain 2m as much as possible when working in small areas, then **face coverings*** or **protective screens** must be in place. *Wearing a face covering must not affect the hygiene controls that should already be in place to ensure food is protected from other bacteria and viruses that can cause food poisoning. If there is any concern that wearing a face covering could present a risk to the food, a food handler would not be required to wear one.

If necessary, **stagger shift times** to prevent congestion on arrival and departure from the premises. Consider setting up consistent **pairing** or **grouping** of staff on-shift to **minimise contact*** between different staff members.

*This could be particularly important in the case of a member of staff testing positive for COVID-19 as it could limit the number of staff members who may have to self-isolate for 14 days.

Also, you can **stagger breaks** to prevent congestion in smoking areas or staff rooms.

Physical Distancing in Common Areas

You must limit the number of people allowed into common areas to allow physical distancing. Areas such as:

Toilets, Staff Rooms, Smoking Shelters, Waiting Areas, Reception Areas, Lifts, etc.

You should **measure the area** and establish how many people can reasonably enter the area and maintain physical distancing. **Floor markings** and **clear signage** can be used to inform customers and staff about the limits and restrictions in place in each area.

In toilets with multiple cubicles, urinals, wash hand basins and/or dryers, you need to assess how many people can reasonably enter the room and use the facilities whilst following your physical distancing requirements. Consider using tape or alternative means to take basins or urinals out of use to ensure physical distancing.

Queue Management - Indoors

There should be **no queueing*** inside premises, such as at bars/service counters, and systems should be in place to ensure this does not happen. i.e. if queues are likely, then **table service** must be put in place. *Exceptions would include small businesses such as cafes providing takeaway services, i.e. food to be consumed off the premises. In these situations, queues must be managed to ensure physical distancing.

At quiet times, if customers are allowed to come to the bar/service counter to order, then measures must be in place to avoid queues and protect staff, such as:

- Setting up **ordering and collection points** to prevent queues forming
- **Floor markings** showing customers where to stand to adhere to physical distancing.
- **Physical barriers**, such as tables, in front of the bar/service counter to prevent customers coming too close, or;
- **Protective screens** between customers and staff.

Outdoor Queues

If necessary, measures **must** be in place to avoid queues outside the premises as much as possible, such as **pre-booking of tables** and **staggered arrival times**.

Queues may occur when groups of customers unexpectedly turn up at the same time and need to be held in line for a short period of time until they can be safely checked in. If this is likely, measures must be in place to ensure physical distancing, such as **signage** and **markings on the ground**. If outdoor queues do form, you have a **legal obligation** to ensure **2m** physical distancing is maintained, so it is in your own interest to have systems in place to **prevent queues**, rather than putting measures in place to **monitor** and **manage** them.

Holding people in line to wait for others to leave and make space is not a valid reason for a queue. If this is likely, tables must be pre-booked.

Limits to households mixing indoors and outdoors

The limits on households mixing **indoors** and **outdoors** also apply to hospitality. These are currently:

Indoors – Up to **8 people** from up to **3 different households**

Outdoors – Up to **15 people** from up to **5 different households**

These limits are **critically important** and **physical distancing** must be in place between members of different households. i.e. **2m if seated face to face** or **1m if seated back to back or side to side**.

These limits apply to all '**gatherings** and **occasions**' including weddings, parties and gatherings after funerals.

Staff taking bookings must be aware of the limits and must **challenge** any attempt to make bookings for numbers that exceed the limits. Staff should ask whether limits on mixing of households are being observed when taking bookings and either reject a booking request which would exceed the limits or offer an alternative for a booking within the limits.

Where it is obvious groups of walk-in customers are starting to congregate (in either indoor or outdoor service spaces) and or when physical distancing is not being observed by people from different households, customers should be **challenged** and **reminded** of the limits and the requirements for physical distancing.

Allowing larger gatherings to take place by splitting the party down into multiple, smaller tables, thus circumventing the limits, is not acceptable

Mandatory collection of customer/visitor contact details

The following information must be collected and retained for **21 days** for customers/guests/visitors to the premises, including delivery personnel and contractors:

- the **name** of each customer/visitor/contractor, or when customers are attending as a small household group, the contact details for one member of that group – a 'lead member'
- a **contact phone number** for each customer, or for the 'lead member' of a small household group
- **date of visit** and **time of arrival** and, where possible, **departure time**.
- If a customer does not have a telephone number, then an **address** or **email address** would do.

For larger establishments, and where possible, it is also very helpful to record **table numbers** or sections where customers were seated. This could limit the number of staff/customers who would have to self-isolate in the event of an incident.

For staff, the following information must be collected and retained for **21 days**:

- the **names** of staff who work at the premises
- a **contact phone number** for each member of staff/contractor
- the **dates** and **times** that staff were at work

For larger establishments, and where possible, it is also helpful to keep a record of the **areas** staff work in, e.g. **what tables/sections** they serve.

Information should be recorded **digitally** if possible, but a paper record is acceptable too. Writing contact details in a book or register and destroying these safely when the **21 day** retention period is over is acceptable so long as the register is **kept out of public sight** and **stored securely**.

Similarly, digital records must be securely **deleted** at the end of the **21 day** retention period. Staff need to be identified and appropriately trained for this. To minimise the risk of virus transmission during this process, any written information should be noted by **a designated member of staff** and **not** by each individual visitor/customer or group. Pens must not become a route of transmission and should not be handled by multiple members of staff.

If an individual, or group, refuses to allow their details to be collected, you should refuse to offer the service they have requested.

Noise control

There must be **no background music**, jukeboxes or live music. TV's etc must be **muted**. This includes when showing **football** and other sports. Subtitles can be used for commentary.

Loud behaviour, such as shouting or singing, should be challenged. **Clear signage** can help with messaging to inform customers of expected standards of behaviour.

Face coverings for staff

Face coverings must be worn by staff in customer areas and in all areas where they are less than 2m from others. Service staff are likely to have multiple incidents of '**close contact**' (under 1m) with customers when serving and clearing tables, so a face covering is required to provide a **barrier** against aerosol/droplet transmission of the virus. Current guidance suggests that face shields/visors are not effective barriers; therefore, they should be only be worn in conjunction with a suitable face covering. **Face masks** are advised.

Improved Ventilation

Ventilation must be **improved** e.g. by opening doors, opening windows, providing fans to improve air flow. Consider how you will achieve this when the outside temperature falls.

Informing and Training Staff

You must ensure staff are **fully trained** in all of the above requirements. This includes the mandatory requirement to take contact details, reminding customers to observe physical distancing, advising customers on any new procedures, such as pre-booking or table service and reminding customers about the limits on gatherings.

Staff must be trained and retrained in all of the new COVID-19 restrictions and requirements until they have a **good understanding** of the new way of working and compliance with all of the control measures becomes second nature.

Breaches of the new requirements by staff and by customers should not be ignored as this will lead to a culture of accepting a relaxed attitude towards these important new measures.

Employers must ensure staff and customers are **encouraged** to follow **all of the requirements** as much as possible, particularly the use of hand sanitiser and following physical distancing rules at all times.

Supervision of staff and customers and reminding them of the rules will play an important part in changing attitudes and ensuring the transmission of COVID-19 within your premises is prevented.

Hygiene

Enhanced hygiene measures are necessary to reduce the risk of indirect transmission of COVID19 through contaminated **hands** or **surfaces**.

You must provide **hand sanitisers** at entrances and exits to the premises (and on exit from areas such as toilets if the door has to be pushed open to exit) and **strongly encourage** their use through clear signage and supervision. They are for the protection of your staff and customers and their use should be encouraged **as much as possible**.

Ensure staff **wash their hands** thoroughly before starting work and after touching any items that may have been handled by other members of staff or customers, such as money, trays, pens, phones, card readers, cash registers, keyboards or any other shared equipment.

Provide **hand sanitiser** for staff to use in areas where hand washing is not available.

Encourage **contactless** or **cashless** card payments as much as possible to reduce the amount of money handled and handwashing/sanitising required.

Reduce the number of surfaces multiple customers can touch by:

- **Wedging doors open** where it is safe to do so (NB. not fire doors).
- **Removing items from tables**, such as, condiments, seasonings, menus, cutlery, napkins etc so these are not touched by multiple customers.
- Provide **single use** condiments, seasonings and menus, **or** ensure these surfaces are cleaned and disinfected between customers.
- Don't allow '**self-service**' of food, drinks, cutlery, condiments etc. e.g. buffets.
- Identify frequent **hand contact surfaces** around the premises and establish procedures for the **enhanced cleaning** of these. E.g. phones, card readers, door handles, push plates, handrails, etc
- If trays are used to serve customers, and left on the table, **disinfect** them before the next use.

Staff must **wash** or **sanitise** hands after contact with items customers have touched.

Enhanced cleaning and disinfection of work rooms, staff rooms, toilets, bars, tables/chairs, etc. **must** be in place. This means cleaning must take place **more frequently** and **more thoroughly** to minimise the risk of transmission through contact with surfaces. Cleaning products must be effective against **bacteria** and **viruses**.

e.g. Chlorine based products or chemicals that have been tested against British Standard BS EN 14476

Clear **guidelines** and **schedules** for the cleaning and disinfection of areas and equipment must be established. **Cleaning schedules** should be produced, and cleaning tasks **recorded**.

Signage

Clear signage must be present at entry and throughout the premises to inform, remind and encourage customers and staff to follow all restrictions and limits in place. Examples of signage you should have include:

- **Symptoms of COVID-19** and instructions not to enter with symptoms
- **Physical distancing** requirements, (required at 1m physical distancing)
- Signs encouraging the use of **hand sanitiser** on entry and on leaving the premises.
- Signs encouraging **contactless/cashless payment**
- Signs advising on the **limits on the number of people** in common areas.
- Signs encouraging good **handwashing** after using the toilet facilities.
- Information about **Test and Protect**
- Signs in areas where **queues** may form unexpectedly advising **physical distancing** requirements.

A selection of signs/posters can be downloaded from [here](#), or you can contact Environmental Health if you require any particular signage and we will try and assist.

Indoor Sport / Leisure / Entertainment.

Pool Tables, Dart Boards and Games/fruit machines can be used again but must be subject to **risk assessment** and **robust cleaning** and **disinfection**. There must be no sharing of darts, no crowding and no loud behaviour. Procedures must be in place for the cleaning and disinfection of equipment between players. Customers using pool tables should be encouraged to wear a **face covering**. Fruit machines, darts and pool tables must be positioned so that physical distancing can be observed, i.e. cannot be positioned in thoroughfares or close to seated customers. Where this is not possible, these activities should **remain out of use**.

Activities such as **dominoes** or **card games** are not possible currently due to the proximity of players and the sharing of cards, pieces, etc.

Karaoke and **live music** are still allowed, in line with the restrictions on background music.

Events like **bingo** or **quiz nights**, can also be re-introduced, but these events involve amplified sound, encourage loud behaviour and encourage customers from different households to gather in groups/teams and share pens.

NOTE: The above activities and events give rise to an **increased risk of COVID-19 transmission** and could be **difficult** to re-introduce in hospitality settings, without breaching the Statutory Guidance. If you plan on re-introducing any of these activities, a **Risk Assessment** must be carried out and measures must be identified and put in place to remove or reduce the risk of transmission of COVID-19.

IMPORTANT NOTE

If you need further advice on any of the measure described in this document, please don't hesitate to contact Environmental Health at environmentalhealth@north-ayrshire.gov.uk

The COVID-19 requirements and guidance discussed above is based on current Scottish Government Guidance as of **Monday 24th August 2020**. This guidance is subject to rapid change. You are advised to keep up to date with relevant [sectoral guidance](#) on the Scottish Government website.