

BARS, PUBS AND RESTAURANTS



**IT'S UP
TO YOU.
PLAY YOUR
PART.**



Wash hands



Cover face



Make space

 **North
Somerset**
COUNCIL



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Introduction

This revised guidance applies to COVID Secure premises under the COVID Regulations, but under the current Tier Two – High Risk requirements, many premises either cannot meet the requirements of ‘a table meal’ so cannot open or choose to not open.

The purpose of this help-sheet is to outline the current measures that are in place to help you maintain your business whilst protecting both your customers and employees.

You will already be aware of the requirement for a risk assessment for lifting heavy items, fire safety and handling chemicals in the workplace. Covid is no different and making sure that everybody is as safe as possible requires a risk assessment. A template to help with completing a Covid Risk Assessment is available at <https://www.hse.gov.uk/coronavirus/working-safely/risk-assessment.htm>

The points highlighted below are the most frequently asked questions but you should read the full guidance document, found at – <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery>

This guidance explains the restrictions within the regulations, and you should only deviate from the guidance if your procedures achieve an equal or higher standard of safety.



At the entrance

The queue outside your premises should be 'socially distanced' or any other control measures you have in place will have little effect in preventing 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 marking to help keep **groups separate**. Clearly mark 'standing' and 'no standing zones'. Groups should be two metres apart using tape or stickers.



- Taking bookings or being "Bookings Only" 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
- Provide hand sanitiser and encourage customers to use it before they enter your premises.



Test and Trace

- It is easy to get a QR code for your business.
- Go to <https://www.gov.uk/create-coronavirus-qr-poster> Register the business, print the picture and the customer does the rest.
- **YOU MUST, by law**, display an NHS QR code at the entrance and encourage customers to use it.
- If customers are not able to use this, you must record their name, telephone number, the DATE, arrival time and if possible the time they left the premises. A diary can be used for this purpose.
- The records can be kept securely in paper or electronic format and must be retained for twenty one days after which they should be destroyed.
- Do not leave test and trace details in a location where they can be viewed by other customers or stolen

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 any system of air movement that draws in fresh air where possible. Make sure there is adequate air flow through the premises by keeping some windows or doors open.





Face Masks

- Unless exempt, customers must **ALWAYS** wear face coverings when entering or **moving around** your premises, even when going to the toilets.
- Face coverings can be removed when seated to eat or drink.
- Staff must also wear face coverings when in the public areas.
- Staff who are exempt should not be working in close proximity to the public or other employees.
- Government guidance requires face coverings to **fit securely around the side of the face**, clear face shields/guards are NOT acceptable as a 'face covering' for staff or customers.



Legal requirements on service of food and drink

Reducing the spread of infection relies upon restricting social gathering, for example drinking alcohol. Pubs can open but must operate like a restaurant and provide a **table meal**, eaten from a plate and, which the legislation says,

'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'.

Each customer must order and consume a meal or be requested to leave. Alcohol can **only** be ordered at the same time as the meal and must be served at the table.

Alcohol should not be supplied once the meal has been consumed.

Premises that do NOT sell alcohol: Customers can queue to purchase food and drink until 10pm. After 10pm food and drink must be pre-ordered via phone/email/website and either collected or delivered.



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Ordering and payments

- Encourage customers to order online or by phone
- Limit the handling of cash as this can transmit the virus very easily.
- There are many affordable card payment systems on the market.
- Providing delivery service or click and collect service will also reduce transmission of the virus.

Seating

The “Rule of 6”

OUTDOORS: Groups of no more than six customers can attend **outside areas** of your premises. Groups of more than six should not be permitted, **unless you are satisfied or they can provide proof that the group is within a shared bubble.**

INDOORS: one household and support bubbles (a single adult person, including those with children under 18) can join one other household.

You should try to ascertain whether customers all live in the same house. For those who appear under twenty five, a request to see ID to satisfy your “Challenge 25” policy. Driving licences contain a home address and if you suspect that groups of individuals do not form ONE household, you should refuse entry.

Once you have measured out the seating arrangements you should not permit customers move tables so they can sit closer to friends.

Customers **must** be kept two metres apart but may come as close as one metre if sat back to back or separated by a barrier. 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 following diagram, green arrows represent the correct way to measure between customers, with red arrows showing incorrect method.

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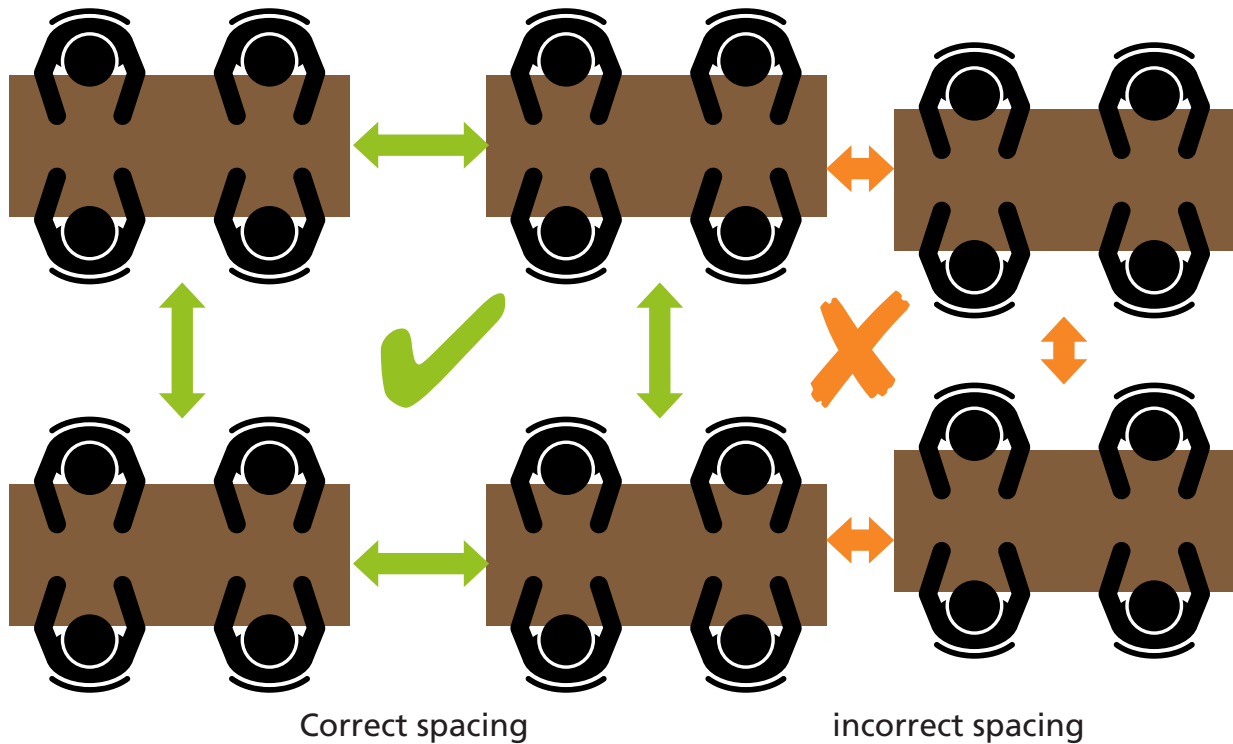


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Examples of Physical Barriers



Screens between tables



Fixed seating or booths separated by suitable screens

If you have fixed seating that is too close together, it is acceptable to take tables out of use by putting a suitable sign on it or providing a physical barrier.

- You must clean and disinfect your tables and seating between each customer.

- Use soap and hot water and a suitable sanitiser applied for the contact time state in the instructions. Choose a Fast Acting product to make the process more effective.

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Table Service

- Waiting staff should keep two meters distance from customers
- Drinking glasses should be carried by the bottom without touching the rim.
- Trays can be placed on tables and customers requested to remove their own drinks.
- Condiments should be provided in single use sachets.
- Condiment containers such as salt, vinegar & ketchup must be disinfected between customers
- Tables and chairs must be disinfected between customers' use.
- 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 maybe 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.
- Disinfect door handles, cubicle locks, toilets flushes, taps & toilets seats etc. every 30 minutes or more at busy times.
- 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!

Use the Public Health England poster at the end as a template. Washing hands for 20 seconds is so important in controlling contamination by hand contact.

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Gaming machines and pool tables in pubs

The playing of Pool and Gaming Machines in premises that are open for table meals, must integrate with the Covid-management procedures of the business.

- People using the equipment 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 must not be shared and must be returned when the game is over.
- Pool equipment must be disinfected between games/players from different households.
- Players must wear face coverings and sit down between shots.
- Gaming machines need to be cleaned and disinfected 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 but 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.
- You must control any such activity and require persistent offenders to leave and/or the sports should be switched off.
- Failure to manage customers could result in a review and loss of Premises Licence.
- Suitable signage must be displayed.

But remember – any viewing needs to be associated with a substantial meal

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Dancing

- Under no circumstances can you allow any dancing to occur in your premises
- Areas such as dancefloors should be closed with access prevented or used for tables and chairs



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Communication

There is no point in reading all the guidance, getting all the answers and think that all the control measures are in place and keeping your customers safe if YOU are the ONLY person that knows about it.

Employees

- All staff must be trained in the new procedures.
- It is a good idea to show your written Covid risk assessment to your staff and talk through the risks and control measures with them. Each member of staff should sign off that they have understood the procedures.

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 and takeaway

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



Customers

It is important that your customers are made aware of YOUR procedures and expectations for keeping themselves and your staff safe and making their visit to your premises as safe as possible for everybody.

- Update your company website/ social media – Facebook/Instagram/ twitter pages etc.
- If customers book online, send them a copy of your expectations via e-mail.
- Make sure the customers are given all the relevant information when 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 on how to move around your premises.

Should you require any further advice or assistance please contact

North Somerset Council on
food.safety@n-somerset.gov.uk
01934 888 888

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Coronavirus

Wash your hands with soap and water more often for 20 seconds



Palm to palm



The backs of hands



In between the fingers



The back of the fingers



The thumbs



The tips of the fingers

Use a tissue to turn off the tap.
Dry hands thoroughly.

CORONAVIRUS

**PROTECT
YOURSELF
& OTHERS**

During your visit

Listen to staff advice

Thank you for playing your part

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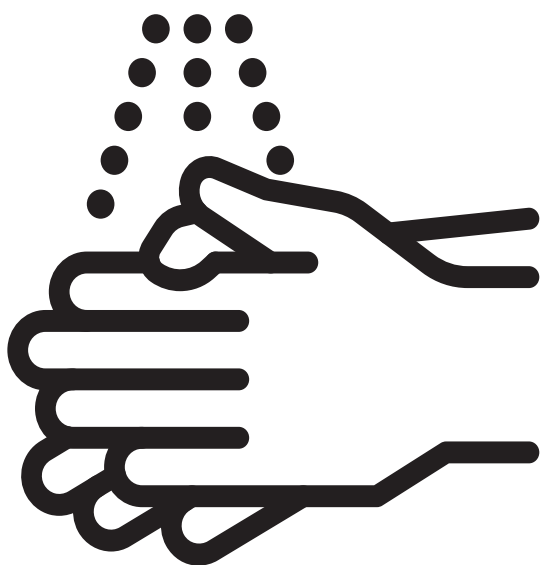


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During your visit

Remember to wash your hands for 20 seconds



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During your visit

Please

STAY



2m

APART

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During your visit

Please

QUEUE RESPONSIBLY



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During your visit



Contactless payments only

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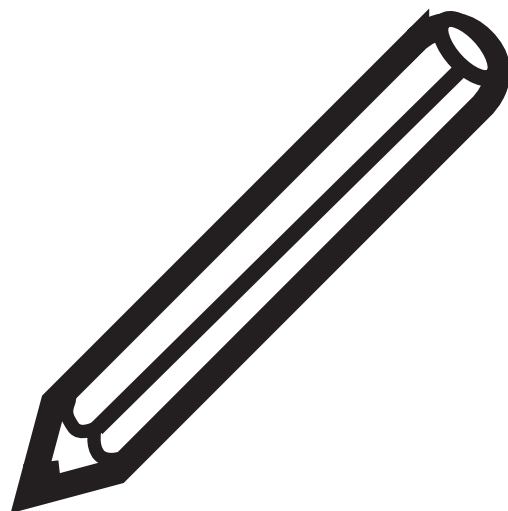
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During your visit



**Supply your name and
those of any in your
group when asked**

(in case track and trace
issues arise)

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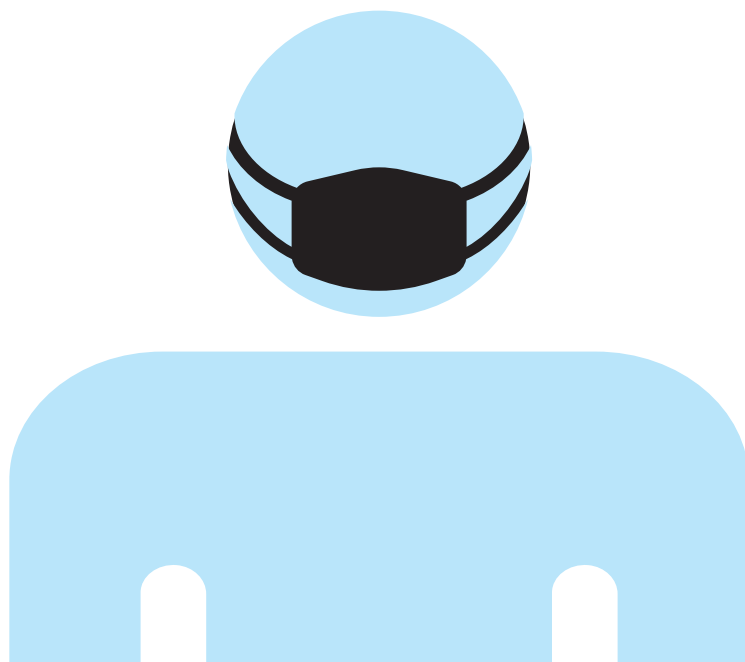
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During your visit



Always wear a mask when not at your table

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During your visit



Please scan in on arrival

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