

COVID-19 Risk Assessment

Management of outside as of 17th May 2021.

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COVID-19 MAIN RISK ASSESSMENT

The following assessment looks at how we will manage the risk of COVID-19 from 17th May 2021. All government guidelines will be followed.

PEOPLE EXPOSED

Colleagues / Visitors and guests / Contractors / Members of the public

HAZARDS

Spreading COVID-19 amongst staff and to the wider public community

By having no additional controls in place then the risks of someone bringing in the disease and spreading it further is possible.

Slips, trips and falls

With more people in the garden the risk of slips, trips and falls increases

Increased violence and aggression

With more people in the garden area and being told where to sit and how to order the risk to staff of violence and aggression does increase, if no controls are in place

Dealing with adverse weather

The site needs to consider how it is going to deal with people in the garden if it suddenly starts raining

Control measures...

Maximum numbers to meet / table service

Up to 30 people can meet outside from 17th May. Groups from different households are still expected to socially distance. Table service is still a requirement and paying outside if possible. As before if technology does not allow this then a payment table should be established at the back door or one person from the group to come inside to pay

Payment methods

The guidance states that the customer must pay outside and be seated where alcohol is being served. This will always be the first choice as an option and either via the online ordering system (which allows them to pay and order from the table), contactless PDQ payment externally if Wi-Fi allows, or cash (the staff will take the money and bring back any change). Sometimes though this will not work so through a hierarchy of control the following should be followed - as a last resort payment at the bar. This will involve wearing of masks by all and only one person from the group. No alcoholic drinks will be allowed inside. With one person and everyone in a mask the risk is lowered to a reasonable level to allow this to happen, as a last resort

Test and Trace

NHS Test and Trace is still in place and it is MANDATORY and a requirement by LAW. The one significant change is that ALL customers over the age of 16 years old MUST enter their details. There are three ways to do this - NHS app - this is the easiest way and should be encouraged, and all reasonable effort must be made to ensure all customers have done this. If they do not have the NHS app paper records can be taken. We will ensure we delete all information after 21 days and keep it secure so there is no breach of data protection. We will ensure plenty of NHS posters and QR codes are displayed so there is no excuse. It is law and if someone refuses you are expected to refuse them entry. Any risk of conflict then the Police are called on 101 or 999.

Dealing with positive cases

COVID will still potentially be within the community, so we may be notified of positive cases either for staff or the members of the public. We will follow all government & local authority guidelines if we are notified of any positive cases.

Cash Handling

Although online ordering and contactless payment should be the preferred choice, there will still be some people who wish to use cash. Due to all customers having to stay seated, the customer should place the money on a plate and the server brings the change and receipt out on a plate as well. Remember to sanitise hands afterwards

Table service

COVID restrictions are very clear, all members of the public must be seated while being served and consuming the food and drink. Therefore, the public must order while seated and the food and drink brought to their table. This is done to minimise movement and potential mixing of groups.

Management of numbers

Due to the fact table service is in place our capacity will be dictated by the number of tables/ seats we have available. We will be operating a first come basis.

Face Masks & Hand sanitiser

Customers will be expected to wear face masks when entering to use the toilet facilities. There is no need for customers to wear face masks externally. All reasonable effort must be made to ensure all customers wear face masks where they are needed, by communication and posters. Staff must wear a face mask inside and to prevent the risk of spreading the virus through excessive touching and removing the mask, best practice is to wear it outside, therefore staff will always wear the mask while working and serving the public. Hand sanitiser will be available for staff and customers at the toilets and at the entrance and exit points. All reasonable efforts will be taken to ensure customers and staff keep sanitising their hands regularly.

Toilet Management

We can have the toilets open for customer use. Signs and staff monitoring will prevent more than 2 customers using the toilets at once. We will also have signs to prevent customers loitering. Where possible all toilet windows will be open to allow ventilation

Excellent Hygiene Standards

We will have a visible hygiene presence. Ensuring we clean in between every group and follow the extensive cleaning schedule as normal.

Footwear and Daily inspections

Although the external areas have always been used, staff will be outside a lot so sensible, comfy footwear that is suitable for uneven ground should be worn. We will ensure the external area is checked daily.

Ventilation

The internal areas that will be accessed by either the public or staff, will be well ventilated to help limit the spread of the virus. We will open windows in the toilet area where possible and doors where access is needed to limit touch points (excluding fire doors).

Marquees / umbrellas / coverings

To be classed as an outside area at least 50% of the area must be open. We will ensure the side and rear of the marquee is open.

Dealing with adverse weather

We will check the weather reports daily. Signs explaining that if it rains, they are not allowed to come inside or use any temporary structure such as a marquee. This needs to be explained when seating them if you are expecting rain or any type of adverse weather. A marquee or any other temporary structure must not be used for people to take cover as social distancing between groups will not be maintained.

Slips and trips

Areas externally may be used that are not normally used, so any hazards or uneven surfaces need to be highlighted to the customer. For example, when entering the Marquee there is a steel structure pole on the ground. This is easily controlled by alerting the customer as you take them to their seat and by signage to remind them

Zoning of staff/ bubbles

It is still important to socially distance between staff members and the public, but also staff members between themselves. We will utilise zoning areas and staffing bubbles to enhance social distancing in the workplace.

Background music / Television

Any music or words from speakers or Televisions must be background only and not so loud that you have to raise your voice to be heard or encourage you to dance. Any Television noise from Football games or sport in general, must not be so loud that it encourages chanting or singing, it must only be background noise. All customers watching the Televisions must always remain seated other than going to use the facilities or to leave the site. No one will be aloud to stand to watch any sport.