

How to safely reopen bars, pubs, restaurants and cafes



Advice on the actions you need to take to reopen safely

Please review the Government guidance

As the Government reviews the restrictions in place in response to COVID-19, bars, pubs, restaurants and cafes will be allowed to re-open with the appropriate measures in place. This re-opening date is scheduled for July 4 2020 and the up to date information on when and how this will happen can be found [here](#).

COVID-19 is a respiratory illness and can be caught by anyone.

Any member of staff who is unwell should not be at work. If they have symptoms, they should follow government advice and stay at home [here](#).

The NHS test and trace service may contact an employee and require them to self-isolate. Information on this service, how it works and what businesses need to do is [here](#).

Staff hand washing

You must make sure that you and your employees **wash their hands often with soap and water for at least 20 seconds**. This should be done as a matter of routine, before starting work, before and after breaks, after cleaning tasks and especially after being in a public place, blowing your nose, coughing, or sneezing.

You should also wash your hands when you return home and before cooking at home or eating.

Risk Assessments

Before you re-open you will be required to carry out a COVID-19 Secure Risk Assessment to assess and manage the risks of COVID-19.

You must use the government guidance to inform your decisions and control measures. If you have five or more employees then you will need to write this risk assessment down. When you carry out the risk assessment you must consult with your employees (they know what their work involves and may have ideas that help you) and inform them of the outcome.

The guidance documents are available [here](#). In some workplaces more than one guidance document may apply.

This risk assessment should have particular regard to whether the people doing the work are especially vulnerable to COVID-19. Further information on what this means is contained in the guidance.

Examples of issues to consider include:

- working out the capacity of your venue
- cleaning and hygiene procedures
- table and seating arrangements (such as back to back and side to side)
- the use of screens
- use of cutlery and condiments.

There will be additional measures contained in the guidance and in this leaflet.

Social distancing

You must maintain social distancing in the workplace as much as possible both between the staff, any customer interactions, with deliveries/collections and with contractors or other visitors.

Social distancing applies throughout the business so think about all areas in your premises such as bars, kitchens, store rooms, cellars, corridors/staircases, break rooms, changing areas, both staff and public toilets, outdoor areas, entry/exit points for employees, customers and others such as deliveries etc.

Social distancing is 2m, or 1m plus with risk mitigation where 2m is not viable.

The Working Safely During COVID-19 guidance (referenced above) contains further advice on social distancing and the mitigating measures that you must take.

Keeping customers and visitors safe

You will need to help with the NHS Test and Trace service by keeping a temporary record of your customers and visitors for 21 days, in a way that is manageable for your business. You will need to assist NHS Test and Trace with requests for that data if needed.

All indoor customers should be seated with appropriate distancing and indoor table service must be used where possible. Where bar or counter service is unavoidable, prevent customers from remaining at the bar or counter after ordering.

You need to prevent customers from congregating at points of service.

You will need to follow the Government restrictions on indoor and outdoor gatherings and make customers aware of these restrictions and encourage compliance (for example on arrival or at booking):

- Indoor gatherings should only occur in groups of up to two households (a support bubble counts as one household).
- Outdoor gatherings should only occur in groups of up to two households (a support bubble counts as one household), or a group of at most six people from any number of households.

Keep up to date with the Government restrictions on indoor and outdoor gatherings [here](#).

Remember at this time you cannot permit a live performance and indoor and soft play areas must remain closed.

Toilets

The Government's guidance states that public toilets, portable toilets and toilets inside premises should be kept open and carefully managed to reduce the risk of transmission of COVID-19, so existing toilet facilities inside licensed premises should be made available to customers as long as Covid guidance is followed.

Food Safety

The Food Standards Agency has written a re-opening checklist that businesses can use to check that they are prepared for re-opening. This is available [here](#).

These are some **examples** of items to check:

- Have you checked your site for problems with pests and taken appropriate action?
- Are all areas and is all equipment clean and in good repair?
- Are there any maintenance/service checks to be carried out?
- Are the refrigerators and freezers all working at the correct temperature?
- Check the shelf life date on food/drink and dispose of any out of date items.
- What about beer lines – have they been flushed through?
- Remove any ice from ice machines and clean the unit before use.
- Do you have a supply of suitable cleaning products, hand soap and hand drying facilities and a supply of hand sanitiser for staff and customers to use?
- Run dishwashers and glasswashers on a hot cycle before use.
- Review your cleaning procedures. You will need to ensure touch points, such as door handles, surfaces, till points, card machines, laminated menus and more are cleaned frequently throughout your operating hours. Some items will need to be cleaned after every use.
- Review your food safety documentation, such as your Safer Food Better Business pack.

- Check that your allergen information for customers is correct and updated with menu changes.
- Review any training needs for employees including on your COVID-19 measures.

Health and safety

There will also be health and safety matters to check before re-opening. Advice on health and safety is available on the Health and Safety Executive website: www.hse.gov.uk/

These are some **examples** of items to check:

- Are your health and safety documents up to date, such as risk assessments (now including COVID-19), any health and safety policies, staff training on health and safety matters?
- Are your insurance documents current?
- Are there any maintenance/service issues such as lift/dumb waiter inspections which need to be carried out?
- Have you reviewed your fire safety risk assessment? Have the emergency lighting and fire alarms been checked? Do the fire extinguishers need to be checked?
- Are there any health and safety hazards such as trailing cables, missing/broken hand rails, damaged flooring, broken seats that need to be rectified.
- Review emergency, first aid and security procedures with consideration given to COVID-19. There is further advice in the Working Safely during COVID-19 guidance.

Ventilation

Good ventilation can help reduce the risk of spread of COVID-19. You can look at improving natural and mechanical ventilation by opening windows and doors (not fire doors) and improving air circulation.

You can continue using most types of air conditioning system as normal. But, if you use a centralised ventilation system that removes and circulates air to different rooms it is recommended that you turn off recirculation and use a fresh air supply.

More advice on ventilation is [here](#).

Legionella

Legionella is a bacterium that grows in water systems. It can infect people who breathe in contaminated water droplets, resulting in a potentially fatal respiratory illness. As your business has been closed you should assess the risk of legionella within your hot and cold water systems. More information on this is [here](#).

What else?

- Make sure that any changes take into account reasonable adjustments for those who need them, including disabled customers.
- Are you using your private carpark for outdoor seating/queuing of customers? In addition to any licensing considerations, you need to ensure that this is carried out safely with separation from vehicles (or no vehicles permitted) and the consideration of nuisance to your neighbours (such as noise nuisance).
- 84% of Bristolians don't smoke. If you are setting up outdoor areas for the consumption of food and drink we recommend making them 'Non-smoking' to make them as attractive as possible to as many customers as possible.
- How will you manage queues/bookings? You will need to reduce the need for customers to queue, discourage customers from queuing indoors and use outdoor spaces for queues, manage any queues and have a queuing system, and make sure they are safe for everyone. Manage the entry of customers, the number of customers at the venue and ensure customers are provided with seating.
- You could put up signage and reminders in the premises reminding people of the measures you have put in place, about social distancing and regular hand washing. Can you inform your customers of the measure you have in place by other means for example on your website, by email or over the phone?
- You need to look at how customers will access the toilets whilst following the social distancing measures, the cleaning procedures you need to put in place and provision of hand sanitiser for customers at the toilets and at other locations.

- Remember to review pinch points or busy areas around the venue.
- Reconfiguring indoor and outdoor seating and tables to maintain social distancing for example by increasing the distance between tables.

We may visit you in the future to check that you have carried out your risk assessment, that you are following the COVID-19 guidance and that you are operating safely.

Remember to stay up to date with all information on COVID-19 and use the Government guidance available at: [gov.uk/coronavirus](https://www.gov.uk/coronavirus)

Message from the Director of Public Health

You will be aware that we move forward out of lockdown in uncertain times, with the virus still in circulation. As we move back to business, and kick start the economy, we will experience incidents and outbreaks, it is vital for us all that these are identified and contained as quickly and efficiently as possible to prevent a further lock down. Bristol has published its Local Outbreak Management Plan and I will be writing to you separately to outline your role in this and how we will need to work together. Thank you for your contribution and sacrifices so far in keeping Bristol safe.

Christina Gray, Director of Public Health, Bristol City Council.

For further information on food safety and health & safety matters please contact us at: health.safety@bristol.gov.uk

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