

HOSPITALITY EDITION | UPDATED: SEPTEMBER 2020

SAFER SPACES

TIPS AND ADVICE FOR REOPENING
THE BUSINESS DISTRICT AFTER LOCKDOWN



KEY POINTS

- From Sept 14, customers can only visit in groups of up to six
- From Sept 18, you must keep a record of all customers for 21 days
- Carry out a Risk Assessment for your staff and customers

■ Colmore BID are working with Yoello to bring you mobile ordering and payments. We are funding your set up and the first three months of Yoello. This service allows customers to access your venue for eat-in, takeaway, collection and delivery by placing orders over their phone. There are no contracts for the service so you can cancel after your free period if it isn't for you.

Yoello provide you with QR codes that you can place in your venue that customers can scan and access your menu online. Customers will be able to select the items they want and pay for it using a web app. The app will have a Colmore BID community option where users will be able to see what food options are available near their location.

This is available to all venues in the Colmore Business District.

Let us know if you would be interested in this system by contacting Katy.paddock@colmorebid.co.uk.



THINKING ABOUT RISK

ALL EMPLOYERS SHOULD CARRY OUT A COVID-19 RISK ASSESSMENT

COVID-19 is a public health emergency. Everyone needs to assess and manage the risks of COVID-19, and in particular businesses should consider the risks to their workers and customers.

As an employer, you also have a legal responsibility to protect workers and others from risk to their health and safety. This means you need to think about the risks they face and do everything reasonably practicable to minimise them, recognising you cannot completely eliminate the risk of COVID-19.

You must make sure that the risk assessment for your business addresses the risks of COVID-19, using this guidance to inform your decisions and control measures. You should also consider the security implications of any decisions and control measures you intend to put in place, as any revisions could present

new or altered security risks that may require mitigation.

A risk assessment is not about creating huge amounts of paperwork, but rather about identifying sensible measures to control the risks in your workplace. If you have fewer than five workers, you don't have to write anything down as part of your risk assessment. Your risk assessment will help you decide whether you have done everything you need to.

Employers have a duty to consult their people on health and safety. You can do this by listening and talking to them about the work and how you will manage risks from COVID-19. The people who do the work are often the best people to understand the risks in the workplace and will have a view on how to work safely. Involving them in making decisions shows

that you take their health and safety seriously. At its most effective, full involvement of your workers creates a culture where relationships between employers and workers are based on collaboration, trust and joint problem solving. As is normal practice, workers should be involved in assessing workplace risks and the development and review of workplace health and safety policies in partnership with the employer.

Employers and workers should always come together to resolve issues. If concerns still cannot be resolved, see below for further steps you can take.

Failure to complete a risk assessment which takes account of COVID-19, or completing a risk assessment but failing to put in place sufficient measures to manage the risk of COVID-19, could constitute a breach of health and safety law.

CUT OUT & DISPLAY YOUR RISK ASSESSMENT POSTER: **BACK PAGE**

YOUR 7 PRIORITY ACTION POINTS

WHAT YOUR BUSINESS NEEDS TO DO TO PROTECT STAFF AND CUSTOMERS

1 Complete a COVID-19 risk assessment. Share it with all your staff. **Find out how to do a risk assessment.**

2 Clean more often. Increase how often you clean surfaces, especially those that are being touched a lot. Ask your staff and your customers to use hand sanitiser and wash their hands frequently.

3 Ask your customers to wear face coverings where required to do so by law. That is especially important if your customers are likely to be around people they do not normally meet. **Some exemptions apply. Check when to wear one, exemptions, and how to make your own.**

4 Make sure everyone is social distancing. Make it easy for everyone to do so by putting up

signs or introducing a one way system that your customers can follow. Enable people in the same party who do not live together to remain a safe distance apart.

5 Increase ventilation by keeping doors and windows open where possible and running ventilation systems at all times.

6 Take part in NHS Test and Trace by keeping a record of all your customers for 21 days. **From September 18th, this will be enforced in law. Some exemptions apply. Find out more here.**

7 Turn people with coronavirus symptoms away. If a staff member (or someone in their household) or a customer has a persistent cough, a high temperature or has lost their sense of taste or smell, they should be isolating.

HSE COVID-19 ENQUIRIES:

Telephone: 0300 790 6787 (Monday to Friday, 8:30am to 5pm)

Online: [working safely enquiry form](#)



SERVING CUSTOMERS AND TAKING ORDERS

■ Maintaining social distancing (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) from customers when taking orders from customers.

■ Using social distance markings to remind customers to maintain social distancing (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) between customers of different households or support bubbles.

■ Minimising customer self service of food, cutlery and condiments to reduce risk of transmission. For example, providing cutlery and condiments only when food is served.

■ Reducing the number of surfaces touched by both staff and customers. For example, asking customers to remain at a table where possible, or to not lean on counters when collecting takeaways.

■ Encouraging contactless payments where possible and adjusting location of card readers to social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable).

■ Minimising contact between front of house workers and customers at points of service where appropriate. For example, using screens or tables at tills and counters to maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable).

■ Ensuring all outdoor areas, with particular regard to covered areas, have sufficient ventilation. For example, increasing the open sides of a covered area.



COMING TO AND LEAVING WORK

- Staggering arrival and departure times at work to reduce crowding into and out of the venue, taking account of the impact on those with protected characteristics.
- Providing additional parking or facilities such as bikeracks to help people walk, run, or cycle to work where possible.
- Reducing congestion, for example, by having more entry points to the venue. If you have more than one door, consider having one for entering the building and one for exiting.
- Providing handwashing facilities, or hand sanitiser where not possible, at entry and exit points.
- Using markings to guide staff coming into or leaving the building.
- Providing storage for staff clothes and bags.
- Requesting staff change into work uniforms on site using appropriate facilities/changing areas, where social distancing and hygiene guidelines can be met.
- Washing uniforms on site, where appropriate, or requesting workers to regularly wash uniforms at home.

CUSTOMER TOILETS

- Using signs and posters to build awareness of good handwashing technique.
- Consider the use of social distancing marking in areas where queues normally form, and the adoption of a limited entry approach (while avoiding the creation of additional bottlenecks).
- To enable good hand hygiene consider making hand sanitiser available on entry to toilets where safe and practical.
- Setting clear use and cleaning guidance for toilets, with increased frequency of cleaning in line with usage. Use normal cleaning products, paying attention to frequently hand touched surfaces.
- Keep the facilities well ventilated, for example by fixing doors open where appropriate.

FOOD PACKAGING

The World Health Organisation (WHO) advises that the likelihood of an infected person contaminating commercial goods is low. The risk of catching the virus that causes COVID-19 from a package that has been moved, travelled, and exposed to different conditions and temperature is also very low.

While food packaging is not known to present a specific risk, efforts should be made to ensure it is cleaned and handled in line with usual food safety practices.

NEW GUIDELINES FROM SEPT 14

MAXIMUM OF 6 PER GROUP



1 From September 14, let customers know that by law they can only visit in groups of up to 6 people (unless they are visiting as a household or support bubble which is larger than 6).

2 Check with customers on arrival who they are with and how many people will be attending. Put up signs to remind customers to only interact with their group.

3 Ask customers indoors to remain seated. Provide table service where possible, and discourage customers from standing at the bar.

4 Keep groups apart. Space out tables, consider using barriers between groups, and manage the number of customers in the venue.

5 Manage food and drink service safely. Avoid situations where customers need to collect their own food, cutlery and condiments. Avoid contact between staff and guests.

6 Lower music and other background noise. Prevent shouting, singing and dancing in the venue by making sure music and broadcasts are played at a low volume.

KEEPING THE VENUE CLEAN

- Following government guidance on cleaning food preparation and food service areas.
- Wedging doors open, where appropriate, to reduce touchpoints. This does not apply to fire doors.
- If you are cleaning after a known or suspected case of COVID-19 then you should refer to the specific guidance.
- Frequent cleaning of work areas and equipment between uses, using your usual cleaning products.
- Frequent cleaning of objects and surfaces touched regularly including counters, tills, and making sure there are adequate disposal arrangements for cleaning products. Maintaining good ventilation in the work environment. For example, opening windows and doors frequently, where possible.

KEEPING THE KITCHEN CLEAN

Steps that will usually be needed:

- Cleaning surfaces and objects between each customer use. For example, cleaning tables, card machines, chairs, trays and laminated menus in view of customers before customer use.
- Recognising that cleaning measures are already stringent in kitchen areas, consider the need for additional cleaning and disinfection measures.
- Having bins for collection of used towels and staff overalls. Washing hands before handling plates and cutlery.
- Continuing high frequency of hand washing throughout the day.

SUPPORT THE NHS TEST AND TRACE

NHS Test and Trace is a key part of the country's ongoing COVID-19 response. If we can rapidly detect people who have recently come into close contact with a new COVID-19 case, we can take swift action to minimise transmission of the virus. This is important as lockdown measures are eased and will help us return to a more normal way of life and reduce the risk of needing local lockdowns in the future.

NHS Test and Trace includes dedicated contact tracing staff working at national level under the supervision of Public Health England (PHE) and local public health experts who manage more complex cases. Local public health experts include both PHE health protection teams and local authority public health staff.

By maintaining records of staff, customers and visitors, and sharing these with NHS Test and Trace where requested, you can help us to identify people who may have been exposed to the virus. Containing outbreaks early is crucial to reduce the spread of COVID-19, protect the NHS and social care sector, and save lives. This will help to avoid the reintroduction of lockdown measures and support the country to return to, and maintain, a more normal way of life.

You can play a significant role in helping your staff, customers and visitors understand the importance of NHS Test and Trace and play their part in stopping the spread of COVID-19. Please do this by explaining why you are asking for contact information and encouraging them to provide it.

In addition to maintaining and sharing records where requested, you must also continue to follow other government guidance to minimise the transmission of COVID-19. This includes



maintaining a safe working environment and following social distancing guidelines.

If you receive a request for information from NHS Test and Trace this does not mean that you must close your establishment. NHS Test and Trace will, if necessary, undertake an assessment and work with you to understand what actions need to be taken.

Depending on the circumstances and the length of time that has elapsed, this could include arranging for people to be tested, asking them to take extra care with social distancing and/or – in some circumstances – asking them to self-isolate. NHS Test and Trace will give you the necessary public health support and guidance.

Your staff will be included in any risk assessment and NHS Test and Trace will advise them what they should do.

If there is more than one case of COVID-19 on your premises, you should contact your local health protection team to report the suspected outbreak.

KEEP A RECORD OF ALL YOUR CUSTOMERS FOR 21 DAYS. FROM 18 SEPTEMBER, THIS WILL BE ENFORCED IN LAW. (SOME EXEMPTIONS APPLY).

CREATE A CORONAVIRUS NHS QR CODE

Create a QR code for display in your venue. Get visitors to scan the QR code when they arrive, using the NHS COVID-19 app. This is to help trace and stop the spread of coronavirus.

You'll receive your QR code poster by email soon after you have submitted your information.

[CLICK HERE TO GENERATE YOUR CODE](#)

HOW RECORDS SHOULD BE MAINTAINED

To support NHS Test and Trace, you should hold records for 21 days. This reflects the incubation period for COVID-19 (which can be up to 14 days) and an additional 7 days to allow time for testing and tracing. After 21 days, this information should be securely disposed of or deleted.

When deleting or disposing of data, you must do so in a way that does not risk unintended access (e.g. shredding paper documents and ensuring permanent deletion of electronic files).

Records which are made and kept for other business purposes do not need to be disposed of after 21 days. The requirement to dispose of the data relates to a record that is created solely for the purpose of NHS Test and Trace. All collected data, however, must comply with the General Data Protection Regulation and should not be kept for longer than is necessary.

INBOUND AND OUTBOUND GOODS AND DELIVERIES

To maintain social distancing and avoid surface transmission when goods enter and leave the site, especially in high volume situations, for example, distribution centres, despatch areas.

- Revising pick-up and drop-off collection points, procedures, signage and markings.
- Minimising unnecessary contact at gatehouse security, yard and warehouse. For example, non-contact deliveries where the nature of the product allows for use of electronic pre-booking.
- Considering methods to reduce frequency of deliveries, for example by ordering larger quantities less often.
- Where possible and safe, having single workers load or unload vehicles.
- Where possible, using the same pairs of people for loads where more than one is needed.
- Enabling drivers to access welfare facilities when required, consistent with other guidance.
- Encouraging drivers to stay in their vehicles where this does not compromise their safety and existing safe working practice, such as preventing drive-aways.
- Creating one-way flow of traffic in stockrooms.
- Adjusting put-away and replenishment rules to create space for social distancing. Where social distancing cannot be maintained due to venue design, sufficient mitigation strategies should be designed and implemented.

HANDLING GOODS AND OTHER MERCHANDISE

- Cleaning procedures for goods and merchandise entering the site.
- Cleaning procedures for the parts of shared equipment you touch before each use.
- Encouraging increased handwashing and introducing more handwashing facilities for workers handling goods and merchandise or providing hand sanitiser where this is not practical.
- Regular cleaning of the inside of shared vehicles that workers may take home.
- Enhanced handling procedures of laundry to prevent potential contamination of surrounding surfaces, to prevent raising dust or dispersing the virus.

RESTRICTIONS

- Only pavements wider than 3.2m will be able to accommodate queues.
- On busy pavements with significant 2-way pedestrian flow, more than 5.5 metres will be needed to allow a single line of queuing.
- Only the pavement space in line with each store's frontage should be used.
- In larger pedestrian precincts there may be markings indicating available queuing space, queues must not spread beyond these markings.
- Queues must be well managed. Businesses must calculate how many people can queue safely in the space available and manage this effectively – **'DO NOT JOIN QUEUE'** signage and/or staff actively managing queues will be needed in most cases.
- Emergency access and egress routes, and normally permitted vehicle access must be maintained.
- Goods, A-boards, flags, menu boards and similar items are not permitted on the Highway and must be removed. Essential notices for crowd management and public safety may be permitted on a case by case basis.
- Queuing infrastructure such as crowd control barriers and tensa barriers should be avoided.
- Be mindful of potential 'vehicle as a weapon' attack routes, use less vulnerable spaces as a preference, and brief staff to be vigilant (see below). You should also take the opportunity to review your evacuation and counter terrorism emergency plans in light of your updated operating arrangements.



Be mindful of customer safety when members of the public are standing on the Public Highway near tramways or tram stop platforms.



USING PAVEMENT SPACE

FOR CUSTOMER QUEUES

Available pavement space will need to be used efficiently to ensure that everyone is able to get around safely whilst allowing businesses to queue customers where there is no practical alternative.

To assist businesses, Birmingham City Council has produced the following guidance:

ALTERNATIVES TO QUEUEING OUTSIDE

Whilst it has become common practice for supermarkets and similar, to queue customers in their car parks, there is not enough pavement space for every business to do this.

- Alternatives to queuing such as delivery/collection services, virtual queues, and appointments should be considered and used wherever possible.
- Where reasonably practicable, internal space (and any outside space the business may own) should be used to accommodate any required queuing.

MARKING OF THE HIGHWAY

- Whilst normally prohibited, marking the pavement for the purposes of assisting with socially distanced queuing will be permitted. In many cases, a small simple disk (or similar) showing where each person should wait, should be enough.

- Use of tape and vinyl will be allowed, but this must be suitably certified anti-slip material designed for the purpose.
- Temporary spray paint / chalk marking / stencilling will be a suitable alternative, however, businesses will need to be mindful that regular re-marking may be required.
- Permanent markings, such as thermoplastic road paint will require formal approval by the City Council.

FAST-TRACK LICENCES FOR PAVEMENT SPACES

Hospitality businesses who would like to utilise public space outside their venues need to apply for a Temporary Pavement Licence through the fast-track application system.

The licences, which can be granted for up to 12 months until September 2021, are now determined within 14 days, rather than being subject to the previous 28-day consultation period.

The cost is also capped at £100 for all table numbers whereas previously Birmingham City Council charged £856 for up to five tables or £1,255 for five tables or more.

Visit the City Council website [here](#) to find out more.

All information courtesy [Birmingham City Council](#)

PEDESTRIAN SAFETY AND VEHICLE ATTACK THREAT MITIGATION

In order to minimise the risk to queues of people, organisations can take practical and achievable measures to either deter or disrupt a vehicle attack.

- In producing online and local messaging, including signage, be mindful of how detailed information can be useful to those with hostile intent – queue locations, times and number of people or even security arrangements.
- Vigilant security and alert employees are likely to spot suspicious activity and report it.

■ Raise awareness of the full range of security risks to the public through staff briefings (which could include the ACT e-learning package. <https://ct.highfieldlearning.com/>)

- Where possible queues should be positioned behind existing security barriers or infrastructure. Positioning queues near or in between street furniture can provide some protection.
- Work with neighbouring premises to develop a plan for queues.
- If queues are near roads, position away from

the kerb edge – if possible at right angles to traffic and avoid long queues. If possible move queues to areas where vehicles don't normally access.

- Consider a marshalling area. Marshalling can help with queue structure, length, social distancing and provide additional vigilance.
- Where possible, orientate the queues so people can see hazards or dangers approaching.
- Dispersal/escape routes for pedestrians should be considered when setting out your queue.

Courtesy [West Midlands Police](#)

CARRYING OUT A RISK ASSESSMENT

Employers have a duty to reduce workplace risk to the lowest reasonably practicable level by taking preventative measures.

Employers must work with any other employers or contractors sharing the workplace so that everybody's health and safety is protected.

In the context of COVID-19 this means working through these steps in order:

In every workplace, increasing the frequency of handwashing and surface cleaning.

Businesses and workplaces should make every reasonable effort to enable working from home as a first option.

Where working from home is not possible, workplaces should make every reasonable effort to comply with the social distancing guidelines set out by the government (keeping people 2m apart wherever possible).

Where the social distancing guidelines cannot be followed in full, in relation to a particular activity, businesses should consider whether that activity needs to continue for the business to operate, and, if so, take all the mitigating actions possible to reduce the risk of transmission between their staff.

In your assessment you should have particular regard to whether the people doing the work are especially vulnerable to COVID-19. You could also consider any advice that has been produced specifically for your sector, for example by trade associations or trades unions.

If you have not already done so, you should carry out an assessment of the risks posed by COVID-19 in your workplace as soon as possible. If you are currently operating, you are likely to have gone through a lot of this thinking already.

SHARING YOUR RISK ASSESSMENT

You should share the results of your risk assessment with your workforce. If possible, you should consider publishing it on your website (it is expected all businesses with over 50 employees do so).

You can cut out the back page of this guide to display in your workplace to show you have followed the government's guidance.

<https://assets.publishing.service.gov.uk/media/5eb97d30d3bf7f5d364bfb66/staying-covid-19-secure.pdf>

THINKING OF YOUR COLLEAGUES

The NHS and Public Health England have launched a variety of downloadable resources and webinars to encourage adults to take steps to look after their mental health during this difficult time.

The PHE Every Mind Matters platform has been updated to incorporate the new COVID-19 mental health guidance and provide content to help people look after their mental and physical health.

The campaign is targeted at all adults, weighted towards those most at risk of mental health problems and more vulnerable groups (such as BAME groups and those aged 70+).

The NHS 'Looking Out For Each Other' materials communicate how to inform those who are well and not at risk, of the things that they can do to help support their friends and neighbours who need to stay at home during the 'Alert' phase of the COVID-19 campaign.

To download resources or find out more, visit:

<https://coronavirusresources.phe.gov.uk/Looking-Out-For-Each-Other/overview/>

<https://coronavirusresources.phe.gov.uk/now-more-than-ever-every-mind-matters/overview/>



FURTHER GUIDANCE

COVID-19: WHAT YOU NEED TO DO

<https://www.gov.uk/coronavirus>

SUPPORT FOR BUSINESSES AND EMPLOYERS DURING CORONAVIRUS

<https://www.gov.uk/coronavirus/business-support>

GENERAL GUIDANCE FOR EMPLOYEES DURING CORONAVIRUS

<https://www.gov.uk/guidance/guidance-and-support-for-employees-during-coronavirus-covid-19>

BIRMINGHAM CITY COUNCIL

https://www.birmingham.gov.uk/coronavirus_advice

NHS

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

WEST MIDLANDS POLICE

<https://west-midlands.police.uk/coronavirus>

PUBLIC TRANSPORT

West Midlands Railway:

<https://www.westmidlandsrailway.co.uk/>

West Midlands Metro:

<https://westmidlandsmetro.com/>

National Express West Midlands:

<https://nxbus.co.uk/>

■ The 'Safer Spaces' guide featuring advice and tips for businesses emerging from the coronavirus lockdown has been produced by Colmore BID. Information has been sourced from government platforms under Open Government Licence.

Cover image courtesy Purecraft Bar & Kitchen. Produced for Colmore BID by Edwin Ellis Creative Media.



2nd Floor, 37a Waterloo Street, Birmingham B2 5TJ

Email: info@colmorebid.co.uk

Tel: 0121 212 1410



Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

● FIVE STEPS TO SAFER WORKING TOGETHER ●

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance
- ✓ We have taken all reasonable steps to help people work safely from a **COVID-19 Secure workplace** or work from home
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓ Where people cannot keep 2m apart we have ensured at least a 1m distance and taken all the mitigating actions possible to **manage transmission risk**

Signed on behalf of employer _____ Employer representative signature

Employer _____ Employer name _____ Date _____

Who to contact: _____ Your Health and Safety Representative
(or the Health and Safety Executive at www.hse.gov.uk or 0300 003 1647)