

Risk assessment

Red Lion, Front Street, Ilmington

Risk assessment completed by: Dee Tustin

Date:01/07/2020

Review date: 01/08/2020

What are the hazards?	Who might be harmed and how?	Control measures to reduce the risk	How we will manage and monitor the controls	Tick and notes
<p>The spread of Covid 19 Coronavirus</p>	<p>Who - employees and managers working on the premises How – spread between staff members and between staff and customers</p>	<p>PERSONAL HYGIENE a) Staff who feel unwell must stay at home and not come into work. b) Increase frequency of handwashing – in addition to usual procedures, hands to be washed before entering work, after touching used crockery, cutlery & glassware, before touching clean crockery, cutlery & glassware, after touching surfaces, hand contact points, touching face etc. c) Coughs and sneezes – staff to use a clean tissue to catch it, bin it and wash hands. Avoid touching face at all times.</p> <p>SOCIAL DISTANCING a) Maintain 2m away from other staff and customers where possible. Where only 1m is possible, reduce contact time, wear PPE, increase ventilation and avoid face-to-face communications. b) Minimise contact between kitchen and front of house staff, reduce the need for bar staff to enter kitchen. Use a 'runner' to collect food and items from kitchen to food collection area. Limit 3 people in kitchen at any one time. c) Customers to remain seated as far as possible when ordering and paying for food and drink. d) When ordering from the bar, minimise contact, keep a safe distance from staff and avoid leaning on or touching bar. Staff to place all drinks ordered on the bar or tray ready for collection. Wash hands between customer contact and after payment. e) Payments to be contactless where possible or sanitise machine before and after use with wipes. Wash hands after handling cash.</p>	<p>a) Verbally confirm each member of staff is well before every shift. If they show signs of illness during the shift, send home and report to NHS. b) Handwashing facilities, soap, disposable towels and sanitizer provided in kitchen, bar and toilet areas. Instruct staff in good handwashing technique (20 seconds) and give regular reminders. c) Provide single use tissues and safe waste disposal. Remain vigilant and regularly remind staff.</p> <p>a) Arrange furniture, equipment and work stations to achieve safe distances between staff and customers. Ensure customers do not stand/wait or drink at the bar or congregate in walkways or doorways where staff need to pass b) Implement procedure to reduce staff trips in and out of kitchen (kitchen is very small with pinch points near entrance, into storage and wash-up areas) and ensure staff are socially distanced. Ventilate kitchen and storage areas when practicable. c) Provide laminated information for customers explaining ordering and payment procedure and need to remain seated unless visiting the toilet or collecting trays. d) Ensure customer orders are collected only when requested and customers to signal (not shout) if they need attention. e) Ensure payment machine is taken to customer to avoid queuing</p>	

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		<p>f) Food service and bar staff to wear disposable masks and/or visors where face-to-face contact of less than 2m is unavoidable e.g when taking food orders or delivering food/drink directly to tables.</p> <p>g) Staff to have fixed roles and/or tables to serve to reduce the number of contacts.</p> <p>VULNERABILITY</p> <p>a) Assess vulnerability of individual staff and implement appropriate measures to reduce risk. No sharing of pens, note pads, drinking vessels, PPE or uniforms.</p> <p>b) All staff to wash clothing and uniforms after each use and only wear clean aprons and clothing.</p> <p>CLEANING & CLEARING</p> <p>a) Clean and sanitise all hand contact and other surfaces regularly with disposable paper</p> <p>b) Clean and sanitise customer tables, chairs and other touched surfaces after use. Staff to wear disposable gloves and visors when cleaning down.</p> <p>c) Collect dirty glassware, cutlery and crockery when customers have departed by placing on trays without touching mouth contact areas such as rims. Staff to wash hands thoroughly after clearing tables.</p>	<p>f) Give instruction on how to take orders without facing directly (side-to-side) and maintaining safe social distance. Provide staff with PPE to mitigate risk. Request that customers know their order requirements to reduce time spent.</p> <p>g) Plan jobs and responsibilities and assign jobs and areas to reduce the number of different direct contacts with customers.</p> <p>a) Discuss individual vulnerability levels and take action to reduce the risk. Ensure supply of PPE and other equipment as required.</p> <p>b) Ensure face shields, when used are sanitised and stored safely after each use. Ensure all disposable PPE is disposed of and uniform laundered.</p> <p>a/b/c) Instruct staff on when & how to clear and clean safely and check correct procedure is being followed.</p> <p>b) Instruct staff on how to remove disposable gloves safely to reduce risk of infection.</p>	

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	<p>Who – customers visiting the premises</p> <p>How – spread between customers and from members of staff</p>	<p>CUSTOMER RECORDS Keep a temporary record of customer names, contact details (mobile), date and time of arrival and departure for 21 days.</p> <p>ILLNESS Take customer temperatures using hand-held device upon arrival to ensure customer are well and are not harbouring a fever or illness (38 degrees Celsius or above).</p> <p>CONTROLLING NUMBERS Observe indoor maximum capacities (excluding staff) Dining area – 16, Lounge – 10, Bar – 20. Meet & greet (M&G) person to control numbers entering indoor and outdoor areas, staggering entry to maintain social distancing and avoiding over-capacity.</p> <p>CUSTOMER ENTRY & EXIT ROUTES</p> <ul style="list-style-type: none"> a) Customers to enter via log-store for entry in and out of back garden following one-way signage (arrows) as instructed by M&G. b) Cobbled, uneven floor in log-store presents a trip/fall hazard – verbal warning, signage and warning strips on floor to be provided to reduce the risk. c) Once in garden, no moving indoors without confirmation from M&G. d) Use main door for access into and from the bar. Use right-hand door for access into and from dining and lounge areas. Provide signage and instruction from M&G. e) Remove vehicle parking from front entrance to achieve visual clarity and allow safe access and egress f) Encourage customers to use hand sanitiser provided before and after entering/exiting the premises. <p>SEATING Arrange seating and tables to achieve 2m social distance between groups. Carry out checks once customers are seated. Check customers can get in and out without compromising distancing.</p>	<p>Ensure customers understand why their details are required and how this will be kept secure and shredded. Comply with data protection legislation (government guidance required).</p> <p>Inform customers about the need to stay at home if they have a raised temperature or are feeling unwell and to call NHS if they have Covid 19 symptoms. Refuse entry to anyone with a high temperature.</p> <p>Ensure compliance with guidelines – groups of up to 2 households or support bubbles, group of 6 from any households, no more than 30. Regularly monitor pinch points (doorways and toilet corridors) and busy areas for social distancing and take action to achieve safe distances.</p> <ul style="list-style-type: none"> a)Manage entrances and exists to reduce risk of customers crossing paths and congestion. Avoid queuing indoors and ensure outdoor waiting at a safe distance b)Signage must be clearly visible and communicated to visually impaired or disabled customers. c)Ensure signage is clear and customer information clarifies safe procedures d)A one-way route for in/out would necessitate travel through compact bar and lounge areas thus increasing risk. Ensure those entering do so only when those leaving have moved away from the door. e)Create barrier to discourage parking at front of premises f) Ensure clear signage at entrances and sanitiser dispensers are regularly checked and filled <p>Regularly review the number and location of customer seating both inside and outdoors to ensure compliance. Remove seats/tables if necessary.</p>	

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		<p>CUSTOMER INFORMATION, MENUS and CONDIMENTS Customers will be made aware of and requested to read the laminated A4 information sheet provided on each table that explains the measures being taken.</p> <p>Laminated menus provided on each table will be sanitised after each use.</p> <p>Condiments (salt, pepper and vinegar) will be delivered with meals, not left on tables and will be sanitised after use. Other, single use condiments and sauces will be provided.</p> <p>CHILDREN Remind families with children of their responsibility to supervise them at all times including when using the toilets.</p> <p>TOILETS</p> <ul style="list-style-type: none"> a) Implement a one in, one out system to prevent waiting in and entry to confined toilet area and corridors. b) Establish new outdoor route into male toilets to reduce passing and queuing c) Put up sign in ladies toilets to request toilet door is left open when not in use d) Provide sanitising wipes in toilets for customers to clean hand contact points (taps, door handles and flush) before use and a bin for waste disposal. e) Keep all doors wedged open (except cubicle when in use) to avoid hand contact f) Keep toilet areas and corridors well ventilated 	<p>Customers who fail to comply with social distancing or Covid guidelines or requests will be asked to leave the premises.</p> <p>Ensure staff are following procedure by sanitising all items after customers have departed.</p> <ul style="list-style-type: none"> a) Place signage and arrows to indicate where customers can wait for toilets b) Indicate routes to and from toilets for both genders (a one-way system in and out toilets is not ideal given narrow corridors) d) Implement a check, clean, sanitise, replenish and empty regime for toilet facilities at least every hour. Make a record of this. e/f) Monitor all areas to ensure doors and windows remain open 	

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This risk assessment and proposed actions will be discussed with staff on Thursday 2 July. It is a working and evolving document that will be reviewed regularly and updated/changed as necessary particularly if additional controls are required.

Signed

Date