



Reopening Hospitality in Sheffield from 4 July

A Guide for Businesses



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Introduction

Sheffield City Council is working closely with partners on the phased plan to support businesses, employees and visitors as Covid-19 lockdown restrictions are lifted further.

It is important that we all work together to create a safe and secure reopening of the hospitality sector.

The following information is aimed at supporting businesses in making the necessary preparations to bring back staff and welcome visitors.

It also includes details of national and local initiatives (led by Visit Britain and Marketing Sheffield at Sheffield City Council) to help businesses begin to stimulate demand.

Contents

<i>Government Guidance</i>	<i>Page 1</i>
<i>There are eight key areas you must address</i>	<i>Page 2</i>
<i>Public Health Messages and Social Distancing</i>	<i>Page 3</i>
<i>Be Smart Stay Apart</i>	<i>Page 5</i>
<i>Legionella</i>	<i>Page 6</i>
<i>Pavement Café Scheme</i>	<i>Page 7</i>
<i>Why Let Good Times Turn Bad</i>	<i>Page 7</i>
<i>Support for Businesses</i>	<i>Page 8</i>
<i>Redundancy Support</i>	<i>Page 8</i>
<i>Make Yourself at Home</i>	<i>Page 9</i>
<i>VisitBritain</i>	<i>Page 10</i>
<i>Other useful links and contacts</i>	<i>Page 11</i>



Government Guidance

Government has published guidance for **different industry sectors**. It is available here:

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>

Businesses must **translate** this guidance to their own specific circumstances.

For hospitality, the following sections may be useful.

- Visitor Economy (includes Hotel and Guest Accommodation, Indoor and Outdoor Attractions, Business Events and Consumer Shows).

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/the-visitor-economy>

- Keeping workers and customers safe during Covid-19 in restaurants, pubs, bars and takeaway services.

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery>

These should be read in conjunction with

- Working Safely During Coronavirus.
- Safer Travel Guidance.

Government has stipulated that only certain hospitality businesses can reopen at this time. This is likely to change in the future. Businesses types which are included in the list and allowed to reopen are shown in the Government guidance.



There are eight key areas you must address

Checklist

1. Thinking about risk.
2. Keeping your customers and visitors safe.
3. Who should go to work.
4. Social distancing for workers.
5. Cleaning the workplace.
6. PPE and face coverings.
7. Workforce management.
8. Inbound and outbound goods.



Public Health Messages and Social Distancing

Government guidance includes a comprehensive checklist of your obligations in 8 key areas. This includes assisting the NHS Test and Trace, carrying out an appropriate risk assessment, managing risk and social distancing.

Public Health Key Messages

- Maintain social distancing measures.
- Promote good hand hygiene.

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.

Further mitigating actions include:

- Further increasing the frequency of hand washing and surface cleaning.
- Keeping the activity time involved as short as possible.
- Using screens or barriers to separate workers from each other and workers from customers at points of service.
- Using back-to-back or side-to-side working (rather than face-to-face) whenever possible.
- Reducing the number of people each person has contact with by using 'fixed teams or partnering' (so each person works with only a few others).
- Finally, if people must work face-to-face for a sustained period with more than a small group of fixed partners, then you will need to assess whether the activity can safely go ahead. No one is obliged to work in an unsafe work environment.
- Providing clear guidance on social distancing and hygiene to people on arrival, for example, signage, visual aids and before arrival, such as by phone, on the website or by email.
- Encouraging customers to use hand sanitiser or handwashing facilities as they enter the venue.
- Maintaining social distancing (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) from customers when taking orders from customers.

Who can sit/dine together?

Indoors - Groups of up to 2 households may sit together indoors.

Outdoors - Groups of up to 2 households may sit together, or up to a maximum of 6 people from different households may sit together outside.

If anyone is ill then they must stay at home.

Each premises must complete a risk assessment and on completion of such can display the certificate **5 Steps To Safer Working Together** on their website or in their windows.

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 from home**
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**

Employer _____ Date _____

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

Toilets

Public toilets, portable toilets and toilets inside premises should be kept open and carefully managed to reduce the risk of transmission of COVID-19. To ensure that toilets are kept open you must ensure/promote good hygiene, social distancing and cleanliness in the toilet facilities.

Queues

Each venue needs to have an appropriate queuing system in place, ideally outdoors rather than indoors, maintaining social distancing and ensuring that the queuing systems don't cause risk to individuals, other businesses and add to additional security risks. (See page 5 - **Stay Smart Stay Apart.**)

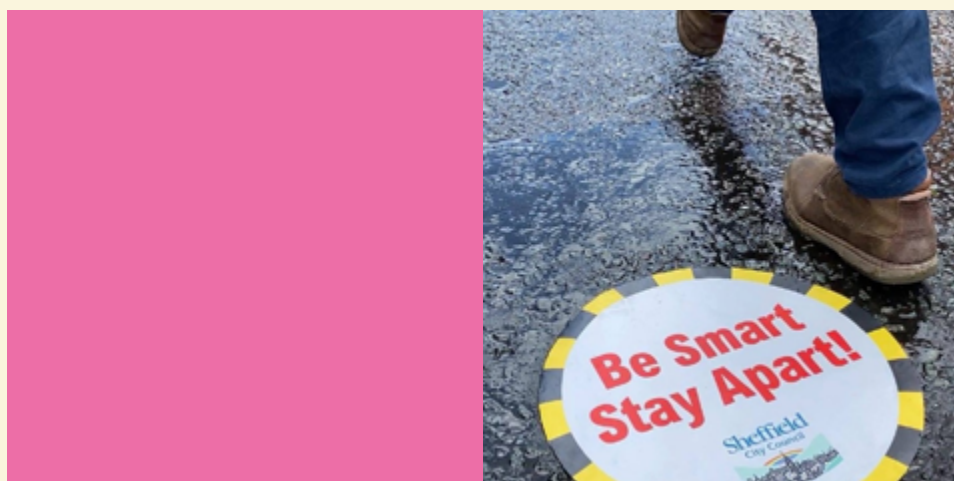
Full guidance can be downloaded here:

<https://assets.publishing.service.gov.uk/media/5eb96e8e86650c278b077616/Keeping-workers-and-customers-safe-during-covid-19-restaurants-pubs-bars-takeaways-230620.pdf>

Be Smart Stay Apart

Sheffield City Council has implemented **Be Smart Stay Apart** in the city centre and district centres. The following recommendations are made to local businesses on queuing and social distancing.

- Businesses should discuss their queuing procedures with their neighbouring businesses, in order to work together to successfully promote social distancing. It is the responsibility of individual businesses to manage the queues outside their own premises.
- Wherever possible, manage queues within your own premises and surrounding land if available. Use areas such as car parks, waiting rooms or reception areas temporarily.
- In instances where the pavement is less than 3 metres wide, please be mindful of queues forming and the impact on pedestrians having to walk around whilst adhering to social distancing rules. Avoid diverting passers-by onto nearby roads or creating obstructions for those with mobility issues. As a general rule always allow at least 2m from the queue to the edge of the pavement.
- Consider using appointment systems or staggered arrival and leaving systems for visitors to your premises to minimise the amount of people waiting outside at any one time.
- If possible limit the number of entry and exit points to your premises. Consider one way systems or having separate entrance and exit points if possible.
- Consider whether temporary barriers are needed on your premises taking into account proximity to roads and other pedestrian routes.
- Apply clear signage/ stickers explaining the social distancing measures in place that customers should follow. Do not use any permanent markings or paint.
- Consider whether your own staff can provide effective queue management or whether additional security staff are required to support your workforce.



Legionella

Public Health England identifies a potential health risk of Legionella in water systems that haven't been used during lockdown.

You can download the advice leaflet here:

https://cdn-cms.f-static.net/uploads/3259032/normal_5ed90f167c096.pdf



Public Health
England

Food, Water and
Environmental (FW&E)
Microbiology Services

Important information

For all organisations
that rely on a safe
water supply to
undertake their
business activities

What is the risk?

During the COVID-19 lockdown, many businesses have had to close to protect public health and reduce the spread of the virus. However, as businesses start to consider re-opening, as restrictions are lifted, it is important to ensure that public health continues to be protected. A potential health risk relates to Legionella in water systems that have not been used during the lock down period.

Buildings should have in place a risk assessment and a Water Safety Plan, but dormant water systems will result in bacterial growth, especially in warmer weather. Legionella, which is naturally present in water systems, causes Legionnaires' disease which is fatal in 10% of cases. This can be avoided by following appropriate advice.

Who needs to take action?

- dental practices
- hair dressers
- hotels
- gyms
- sports clubs
- office buildings (especially those with shower facilities)
- any organisation that has a water supply and is currently shut down

What action will reduce the risk?

Regular flushing of the premises water system throughout the shut down period is required. However, all aspects of the water management system need to be reviewed before re-opening the business, and necessary action will be dependent on the complexities of the system. This may be done by a combination of workers employed by the organisation if they have the necessary skills and knowledge. However, if a water system requires disinfection then a water consultant will be needed.





Pavement Café Scheme

Sheffield City Council's Pavement Café Scheme allows businesses to quickly apply for seating and tables outside their premises to expand their service area.

It is a temporary scheme until the end of the year and is at no cost to the businesses. The application form is available [here](https://www.sheffield.gov.uk/pavementcafes).

<https://www.sheffield.gov.uk/pavementcafes>

Why Let Good Times Turn Bad

It is the duty of everyone to promote responsible drinking. For help with problem drinking and to access support contact:

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

Sheffield Treatment And Recovery Team

<https://www.shsc.nhs.uk/services/alcohol-service-sheffield-treatment-and-recovery-team>

Or phone **START** on **0114 305 0500** or by email at sct-ctr.fitzwilliamcentrereferrals@nhs.net

Support for Businesses

Sheffield City Council's team of advisors at **Business Sheffield** are available to help businesses navigate their way through all available support.

Telephone: **0114 224 5000**

Email: **businesssheffield@sheffield.gov.uk**

Business Sheffield also hosts a series of free online workshops, webinars and virtual one-to-one sessions to help keep supporting the development of Sheffield businesses.

<http://www.welcometosheffield.co.uk/business/events>

**Business
Sheffield**

Redundancy Support

Sheffield City Council and other key partners offer a tailored redundancy support package for the staff of any company facing this unfortunate situation. This support is free of charge.

Find out more here:

<http://www.welcometosheffield.co.uk/invest/redundancy-support>

Or email **Anne.Brennan@sheffield.gov.uk**

**Invest
Sheffield**



make
yourself
at home

Sheffield

Make Yourself at Home

Sheffield's 'Make Yourself at Home' initiative has been created for all businesses and communities in Sheffield. It is designed to be easy to adopt by all to help get our city moving again and stimulate demand, as we move into the next phase of lockdown restrictions being lifted.

There is a toolkit available for all businesses to download which includes a guide of ideas of how to integrate 'Make Yourself at Home' into our communications and marketing activity. There is a badge to use on your website, on social media and on online and printed materials.

Find out more here:

<http://www.welcometosheffield.co.uk/makeyourselfathome>



VisitBritain

As the national Tourism agency VisitBritain/VisitEngland plays a unique role in building England's tourism product and raising Britain's profile worldwide. Marketing Sheffield works closely with them to position Sheffield and promote the visitor experience.

The organisation has launched a new industry standard and supporting consumer mark for tourism to provide a 'ring of confidence' for businesses, attractions and accommodation as well as provide reassurance to local residents and visitors that clear processes are in place and that as an industry we're good to go. The industry standard is the result of collaboration between 44 membership bodies and 79 other key bodies from the National Trust to Merlin. To obtain the mark, businesses must complete an online self-assessment before receiving certification and the '**We're Good to Go**' mark for display in their premises and online. The self-assessment process and further details are available at:

<https://goodtogo.visitbritain.com/>

In addition to the industry standard, VisitBritain will be supporting destinations with its **Know Before You Go** consumer campaign encouraging visitors to check all the latest guidance before making travel plans. You'll find more details at:

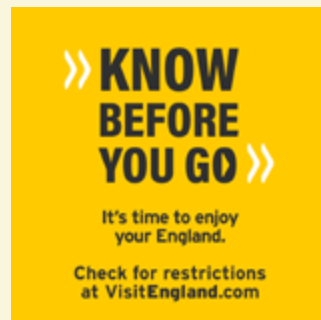
<https://www.visitbritain.com/gb/en/know-before-you-go>

VisitBritain is also conducting a weekly **Consumer Sentiment** tracker.

<https://www.visitbritain.org/covid-19-consumer-sentiment-tracker>

VisitBritain has commissioned the weekly tracking survey to understand domestic intent to take short breaks and holidays both within the UK and abroad, with particular focus around the current barriers and concerns around travel and how these will evolve over time.

Updated weekly, you'll find out the likelihood of UK residents to travel; when and where they plan to go and the types of accommodation they might choose. The sentiment tracker also gives an indication of the type of reassurances they're seeking from the sector.



Other useful links and contacts

The current most comprehensive advice and guidance from Sheffield City Council for Sheffield businesses is available here:

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

To find out more about Marketing Sheffield support for the city's visitor economy contact the team at:

visitor@sheffield.gov.uk

