

# ▶▶▶ OPERATING YOUR PREMISES SAFELY

## Coronavirus (COVID-19) Business Advice

This advice is for business owners in Scarborough Borough who operate Hotels and other guest accommodation such as hostels, pubs, student accommodation, holiday parks, B & Bs, guest houses, self-catering units, caravans, chalets and campsites.

You will be thinking about how you can do this safely from 4 July 2020.

Before opening to the wider public you must consider the Government's Working Safely during COVID-19 in 'hotels and other guest accommodation guidance', further details can be found at [www.gov.uk/guidance/working-safely-during-coronavirus-covid-19](http://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19)

**email: [covid19businesssupport@scarborough.gov.uk](mailto:covid19businesssupport@scarborough.gov.uk)**

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# WHAT DOES THE LAW SAY?

**COVID 19 is a risk to health that must be managed by the employer, in order to comply with the law.**

The Health and Safety at Work etc. Act 1974 applies to all workplaces. It requires employers to take reasonable steps to ensure the health and safety of employees whilst at work and also others who may be affected by what they do, this includes members of the public and visitors.

Before reopening you should ensure the safety of your premises by:

- 1 Carrying out a COVID-19 risk assessment ([www.hse.gov.uk/simple-health-safety/risk/index.htm](http://www.hse.gov.uk/simple-health-safety/risk/index.htm))
- 2 Developing cleaning, handwashing and hygiene procedures for staff and customers
- 3 Consider which staff are essential to be on the premises and planning for the minimum number of people needed on site to operate safely and effectively. Can any of the “back of house” staff work from home?
- 4 Maintaining social distancing guidelines (2m, or 1m with risk mitigation, where 2m is not viable, is acceptable) between staff and guests. For guests this applies to those from different households or “support bubbles”
- 5 Include your staff in developing your risk assessments and implementing appropriate measures to ensure their safety and that of your guests

To assist businesses managing the risk of Covid-19 Scarborough Borough Council has produced this advice leaflet which provides some practical measures which can be implemented in your premises, the measures detailed are not exhaustive but provide a starting point for you and your business. You are also advised to refer to the relevant Government guidance for “working safely during the coronavirus”

# WHAT STEPS SHOULD I TAKE INSIDE & OUTSIDE THE BUSINESS PREMISES?

## Details of guest contacts

As the economy is being opened up following the COVID-19 outbreak, it is important to support the NHS Test and Trace programme. You should assist this programme by keeping a temporary record of contact details of ALL your guests and visitors for 21 days in case the NHS or Council make Test and Trace requests for that data if needed. Staff rotas for the last 21 days should be kept as they may also need to be contacted

✓ x  
or NA

## Signage, entrances and outdoor space

Have clear signage to explain expected guest behaviours, social distancing and hygiene measures to people as they arrive. Also include guidance on your website, on-line booking forms and email and written correspondences. If guests fail to observe safety measures you will need to consider whether to ask them to leave your establishment

Have written (in the form of posters/visual aids) and verbal communications of the latest guidelines to both workers and guests inside and outside the venue

Remind guests who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines

Have one entry and one exit point, which are separate if possible. Keep entrance and exit doors open, if possible

Avoid or reduce the need for guests to queue to either check in or check out at reception by staggering arrival and departure times

Consider managing guest entry numbers for mealtimes to bar and dining areas, to minimise queuing, by using measures such as reservation systems

Assess the size of any external areas, available to you and calculate the maximum number of guests who can be safely seated, while maintaining social distancing guidelines

Speak to neighbouring premises, to make sure that any of your proposals to accommodate guests do not adversely affect your neighbour's plans, or compromise guest safety

Make your reception area safer with increased cleaning, keeping the activity time as short as possible and considering the addition of screens between guests and staff

You may need to consider provision of barriers or rope for queue waiting areas to ensure that people stay within the defined queue area

## Hygiene and cleaning

Assess the size of the premises and its layout, so that you can calculate the maximum number of guests indoor and outdoor to follow social distancing guidelines, at one time

Provide cleaning stations at front of your premises and outside your toilets which should include hand sanitiser and disinfectant wipes

Increase the frequency of cleaning and disinfecting:

- In communal areas attention should be given to shared equipment and hand contact surfaces including work surfaces, tables, chairs, switches, door handles, lift buttons, keypads, stair hand rails, push plates on doors, toilets, hand towel dispensers, taps etc.
- Ensure housekeeping staff follow government handwashing guidelines and make a checklist of all hand contact services to be cleaned when each guest(s) vacates a room, includes tables, chairs, switches, door handles, guest keys, toilets, showers, bed, TVs, irons and ironing boards, etc

Check that you are using sanitisers that are effective against “enveloped viruses” such as Coronavirus and that staff are adhering to the correct contact time and dilution rates. Those that comply with “BSEN 14476” are considered effective and this number should be stated on the label or you should check with your cleaning product supplier For further information about cleaning and disposing of cleaning materials please see [www.gov.uk](http://www.gov.uk) Covid-19 Cleaning in non- healthcare settings

Water systems hot and cold - consideration should be given to the hazard of legionella bacteria and how to protect staff whilst flushing/purging the water systems. Further information on the control of legionella in water systems can be found here: <https://www.hse.gov.uk/legionnaires>

Increase the ventilation within the premises by opening doors and windows if possible and safe to do so. Please note fire doors should not be left open

## Other shared communal facilities

Ensure shower facilities can ONLY be shared by those in the same household or “support bubble”, OR run using a reservation and clean rota

If you have dormitory rooms these must remain closed, except where housing parties from the same household or support bubble. Also if other indoor shared facilities (e.g. guest kitchens or TV rooms) where social distancing cannot be observed must remain closed

Outdoor accommodation (i.e. campsites) will be allowed to reopen shared showering facilities, as long as they are operated as follows: assigned, where possible, to one household /support bubble group; where facilities are shared, setting clear use and cleaning guidance to ensure they are kept clean and clear of personal items and social distancing kept to; introduce enhanced cleaning of all facilities regularly during and at the end of each day

Consider limiting the number of guests in enclosed spaces such as lifts to observe social distancing guidelines

Although government guidance regularly changes, the current advice is that any indoor play areas, including soft play ones should remain closed

## Social distancing

Current social distancing guidelines state people from different households or “support bubbles” should stay 2m apart, or 1m with risk mitigation where 2 m is not viable. If only less than 2m social distancing is viable, consider the following mitigating actions: increase the frequency of hand washing and surface cleaning; keep the activity time as short as possible; use screens or barriers to separate workers from each other and workers from guests at point of service, such as reception areas ; use back-to-back or side-to side working or seating arrangements between guests from different households; reduce the number of people each person has contact with so each person works with only a few others

Use floor markings inside to facilitate compliance with the social distancing advice, particularly in the most crowded areas and place clear signage throughout the premises reminding customers of the social distancing measures and asking them to follow these rules

Review the layout of the premises to ensure walkways/corridors are as clear as possible to accommodate social distancing, including the removal of unnecessary fixtures. Create a ‘one way’ system and use signage to direct guests to move in the same continuous direction

Measures to minimise guest self-service of food, cutlery and condiments to reduce risk of transmission - e.g. customers to order meals from their tables and staff to deliver meals and drinks to guest tables. Also provide cutlery and condiments only when food is served. Consider use of disposable condiments (i.e. sachets) and menus, where possible.

If it is necessary for guests to pay at till or bar points, erect physical barriers at these locations using flexi-plastic to provide a barrier for those working on the tills/bars. Alternatively, create an exclusion zone around the till area with a guest notice ‘Please stand behind the line while being served’

Consider asking guests to order room service over the telephone. Meal and/or drinks should be left outside guests rooms on trays. Alternatively, offer a “Grab and go” food service

Consider use of staff to manage the flow of guests to till or bar points, where contactless payments at tables is not possible. Encourage cashless payments

Venues should not permit live performances, including music, drama or comedy to take place in front of a live audience to ensure safety of the public and prevent large gatherings or mass events from taking place. Avoid other close contact activities such as communal dancing. Background music should be kept to a low volume so people can talk without having to shout to each other. Avoid broadcasts

To limit congestion, consider ensuring deliveries of goods and services are arranged outside of peak guest activity. If this is unavoidable, assess how this can be done without compromising employee or guest safety, e.g. using barriers to close off relevant areas to maintain social distancing guidelines

Leave non-essential doors open to minimise the number of people who touch them. Fire doors must remain closed

Remove promotions and features where guests are likely to congregate and consider what steps will be taken by managers and staff where guests are not following social distancing measures

Consider applying for a Pavement Licence to use the highway pavement/footway for outdoor areas for service where possible. For example, increasing outdoor seating or outdoor points of service such as stalls. Please contact Scarborough Borough Council's Licensing team to find out how to obtain a Pavement Licence. Their contact details are [licensing.services@scarborough.gov.uk](mailto:licensing.services@scarborough.gov.uk) or 01723 232323

## **COVID-symptomatic guests**

Have a policy for managing COVID-symptomatic guests in order to ensure you have steps in place to prevent onward risk if infection to other guests or workers. Also consider how best to communicate your policy to guests and workers. For example, with guests this should be done during the booking or check-in process

Managing a situation with unwell guest(s) with COVID symptoms may include self-isolating that guest(s) until the earliest opportunity is available for them to leave, cleaning staff using appropriate PPE to keep safe while they conduct the necessary deep cleaning required and leaving longer periods between usage by a different guest(s)

## **Staff changing rooms, guest seating & special assistance**

Consider allowing staff to change into and out of work uniforms on your premises. If you have a staff changing room(s), please consider providing hand sanitiser at entry to and exit from such rooms. Also increase the frequency of cleaning, especially of surfaces that will be regularly touched by staff. Please ensure social distancing is maintained - e.g. stagger staff start times to manage "through put"

Consider reconfiguring guest seating so that social distancing guidelines can be maintained, e.g. increasing the distance between tables; making use of suitable outdoor areas for seating, if safe to do so

Suitably disinfect all guest seating and tables surfaces before and after each use

## **Guest and/or staff Toilets**

Toilets must be cleaned much more regularly and should include manual multi-person touch points such as door handles, flushes, toilet seats, taps etc

Baby changing facilities should be available but consider frequency of cleaning

## **Meetings, staff/rest rooms and staff canteens**

Meetings should be kept to an absolute minimum carried out in a safe manner following social distancing guidelines and desks cleaned down after the meeting

Small rooms that do not allow 2m distancing should be limited to one person, or suitable screen/barriers fitted between persons, or reconfigured to avoid face to face situations. Desks must be cleaned down after each use

Smoking areas employees must be advised to remain 2m apart with notices displayed in this area. If this is not possible, stagger “smoking breaks” to one person at a time

Staff should be reminded to wash their hands regularly using soap and water for 20 seconds before and after eating and notices promoting hand hygiene and social distancing should be placed visibly in these areas. There should be a provision of hand sanitiser at entry/exit points

Introduce a staggered or extended break rota to avoid crowding. Space out chairs and tables by marking as “do not use”. Remove sofas from break areas and frequently clean and disinfect surfaces that are touched regularly

## Delivery areas

When taking in deliveries ensure that all social distancing guidelines are followed. Markings on the floor may help staff and delivery drivers to do this

Ensure that the delivery driver has been briefed on your social distancing measures in place by a member of staff and all delivery drivers should wash their hands after entering the building

All existing health and safety procedures should remain in place and carried out at all times when unloading

Traders should arrange deliveries to their premises during times when pedestrian and customer activity is likely to be low i.e. early morning and late afternoon and adhere to any existing traffic regulations and highway/vehicle restrictions in their area

## Licensing

If you already have a licence that includes alcohol sales on-site, but wish to expand this to “off sales”, to take advantage of a relaxation of licensing laws, please contact our Licensing team on [licensing.services@scarborough.gov.uk](mailto:licensing.services@scarborough.gov.uk) or 01723 232323

**IT IS IMPORTANT THAT ANY OF THE MEASURES PUT IN PLACE ARE REGULARLY CHECKED TO ENSURE CUSTOMER AND COLLEAGUES' UNDERSTANDING AND COMPLY**



## FURTHER INFORMATION AND GUIDANCE

**For further information and guidance on how to ensure your business premises are prepared you may want to consider the following:**

[www.gov.uk/coronavirus](http://www.gov.uk/coronavirus) Guidance for employers and businesses on coronavirus (Covid -19)

**UKHospitality**

[www.ukhospitality.org.uk](http://www.ukhospitality.org.uk) Website for the UK Hospitality sectors

**Professional/trade organisations**

[www.thencc.org.uk](http://www.thencc.org.uk) National Caravan Council

[www.pascuk.co.uk](http://www.pascuk.co.uk) Professional Association of Self Caterers

[www.bandbassociation.org](http://www.bandbassociation.org) B&B Association

[www.hse.gov.uk](http://www.hse.gov.uk) Coronavirus (COVID-19): latest information and advice. Social distancing, keeping businesses open and in-work activities during the coronavirus outbreak

[www.food.gov.uk](http://www.food.gov.uk) Coronavirus advice for food businesses; advice for consumers; food safety for delivery

[www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings](http://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings) COVID-19 cleaning of non-healthcare settings

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**Posters and Social Distance Screens** You can design and print your own posters, there are many examples on the internet or they can be designed and printed at Print Plus, Scarborough tel 01723 384380. Print Plus can also provide screens which can assist in promoting social distancing measures.

