CORNWALL COUNCIL
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Bounce back to business

Helping you re-open to the new normal
All you need to know

Date 21st September 2020

N&PP CF&S V9

www.cornwall.gov.uk

Updates

This is a constantly evolving document any updates or revisions will be listed here to enable users to keep up to date.

Date	Page(s)	Details of change / addition
29 May 2020	52	Information re lifeguards during COVID-19
29 May 2020	46	Information for those undertaking first aid.
29 May 2020	2	Updates moved to front of document
06 June 2020	15	Link added to PPE section with video demonstrating how to use PPE effectively
11 June 2020	16	Information for Town Centre Businesses added
17 June 2020	19	Updated cleaning section
17 June 2020	22 and 26	Fogging replaced with other disinfection regimes
17 June 2020	18	South West Water reopening guide for food service establishments
25 June 2020	Various pages 17	References to social distancing. Pubs and restaurants.
02 July 2020	17	Amendment to gatherings outside.
02 July 2020	15	Amendment to PPE
05 Aug 2020	9	Template risk assessment link for self-caterers
05 Aug 2020	10	Updated info 'Who should go to Work'
05 Aug 2020	16	Face coverings
05 Aug 2020	18	Restaurant and Pub customers
05 Aug 2020	20	Test and Trace added
05 Aug 2020	23	Further guidance – links updated
06 Aug 2020	18	Customers requiring face coverings
21 Sept 2020	Various pages	Review of document and update for new legislation around 'Rule of 6' and Test & Trace

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Introduction

This guide is designed to help businesses continue to trade safely under the continually changing landscape and making sure you are ensuring the safety of your staff, customers and visitors.

For information regarding current business closures refer to the Government guidance explaining what businesses are able to open.

This guide is relevant to all businesses although not all parts of the guide may be applicable to everyone. It is impossible to cover every scenario and all businesses are individual, if you have any specific questions please do get in touch via businessadvice@cornwall.gov.uk or leave a message on 0300 1234 212 (option 4) and we will get back to you.

You can't just open – Plan-do-check-open

Once the Government give the green light to open, stop, think, plan, do check and then when you have everything in place open with confidence and pride.

Stage one GET READY

Stage two OPEN

Working Safely - COVID-19

During the COVID-19 outbreak, it is important for businesses to operate where it is safe to do so. This guidance is designed to help you work safely and control the risks associated with running your business at this time.

It runs through a basic overview of precautions that may be needed but also links you to relevant guidance and specific industry guidance. No two businesses are the same, so it is important you consider your working practices and building layout in assessing how you control the risks.

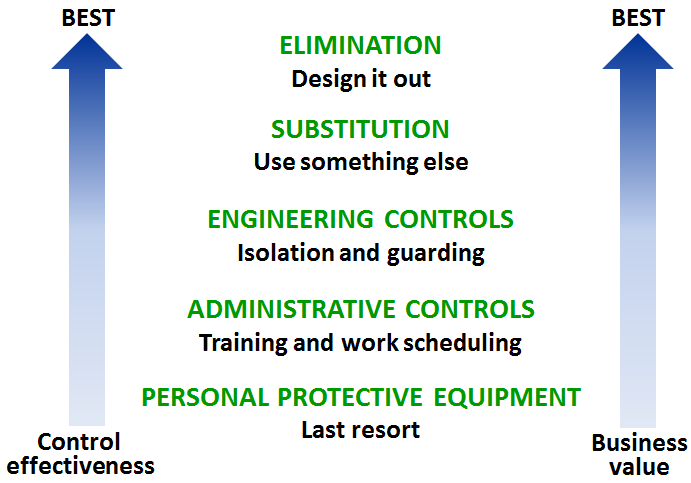
Risk assessment

Everyone needs to assess and manage the risks of COVID-19. As an employer, you also have a legal responsibility to protect workers and others from risks 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.

The virus can spread directly from person to person through coughs and sneezes and the droplets reaching the nose, mouth or nose of another person. Also, through touching a contaminated surface and then touching the face – nose, mouth or eyes. This could happen for instance, when touching door knobs, work surfaces and then touching the face.

You must make sure that the risk assessment for your business addresses the risks of COVID-19. A risk assessment is not about creating huge amounts of paperwork, but rather about identifying sensible measures to control the risks in your workplace.

You must: identify what work activity or situations might cause transmission of the virus; think about who could be at risk; decide how likely it is that someone could be exposed; act to remove the activity or situation, or if this isn't possible, control the risk (based on the hierarchy of controls). PPE should be the final result



If you have fewer than 5 workers, or are self-employed, 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.

You should share the risk assessment with your employees and if you employ more than 50 staff the Government is requiring you to do this.

Risk Assessment Guidance

- HSE guidance on risk assessments
- The Institute of Occupations Safety and Health (IOSH) have published a guide - COVID19 Risk Assessment Guidance
- An example risk assessment has been produced by NIHSE (this must not be copied but will give an idea of the process and structure you may wish to follow) - Template
- For self catering businesses the Professional Association of Self Caterers has produced some template risk assessments

Consultation

Employers also 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. You must consult with the health and safety representative selected by a recognised trade union or, if there isn't one, a representative chosen by workers. As an employer, you cannot decide who the representative will be.

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.

Who should go to work?

In order to keep the virus under control, it is important that people work safely. Working from home remains one way to do this. However, the risk of transmission can be substantially reduced if COVID-19 secure guidelines are followed closely. Employers should consult with their employees to determine who, from the 1 August 2020, can come into the workplace safely taking account of a person's journey, caring responsibilities, protected characteristics, and other individual circumstances. Extra consideration should be given to those people at higher risk.

Businesses should consider the impact of workplaces reopening on local transport and take appropriate mitigating actions (eg staggered start and finish times for staff).

When employers consider that workers should come into their place of work, then this will need to be reflected in the COVID-19 risk assessment and actions taken to manage the risks of transmission in line with this guidance. It is vital employers engage with workers to ensure they feel safe returning to work, and they should not force anyone into an unsafe workplace.

Working safely during the COVID-19 outbreak

You should think about how you can organise your work area so that you can keep people 2m apart or 1m apart with risk mitigation where 2 m is not viable:

- physically arrange work areas to keep people 2 m apart or 1m apart with mitigation;
- mark areas using floor paint or tape to help people keep a 2m apart or 1m with risk mitigation;
- provide signage to remind people to keep a 2m apart or 1m with risk mitigation;
- Check if customers might cross a route to the kitchen or counter, will this hinder staff, you will have to work round it or close a facility where there is cross over.

Effective Risk Mitigations Actions Include

- Further increasing the frequency of hand washing and surface cleaning.
- avoid people working face-to-face, for example working side-by-side or back to back;
- 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;
- 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);
- assigning and keeping people to shift teams (sometimes known as a cohort), that is people on the same shift working in the same teams, to limit social interaction;
- assigning one person per work area;
- keeping the number of people working less than 2m apart to a minimum;

- 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;
- In your assessment you should have particular regard to whether the people doing the work are especially vulnerable to COVID-19.

You need to think about how to keep the work area clean and prevent transmission by touching contaminated surfaces. You should consider the following:

- decide on how frequently you need to clean the work area, equipment and vehicles, for example cleaning at the end of each use if equipment is shared between people or between shift changeovers;

- identify objects and surfaces that are touched regularly and decide how frequently you clean them;

- provide hand sanitiser for people getting in and out of vehicles or handling deliveries, if they are unable to wash their hands

Getting into and leaving work

You should think about:

- identifying where people can travel alone in their own transport (or walk, or cycle if it is safe to do so) when getting to and from work to maintain social distancing;

- staggering arrival and departure times so people can keep to the social distancing rules by not using entry/exit points at the same time;

- providing handwashing facilities (running water, soap and paper towels) at entry/exit points. People should be able to wash their hands when they get to work and leave. If this is not possible, provide hand sanitiser.

Moving around

You need to think about how people travel through work environments.

- Permit only essential trips within buildings, sites and properties, to maintain social distancing as much as possible.
- Restrict the amount that people rotate between jobs and equipment.
- Limit the number of people who use lifts and work vehicles.
- Reduce the number of people in high traffic areas including lifts, corridors, turnstiles and walkways.
- Mark areas using floor paint or tape to help people keep a 2m apart or 1m with risk mitigation.
- Consider introducing temporary pedestrian walkways to allow people to maintain social distancing when moving around.

Common areas

You should review the common areas used in your business including canteens, toilets, showers, and changing facilities. You need to think about:

- physically moving tables/chairs so they are 2m apart or 1m with risk mitigation;
- staggering breaktimes so that people are not using break rooms, canteens, rest areas or changing facilities at the same time to maintain social distancing;
- where this is not possible, creating additional space for people to take their breaks in;
- marking areas using floor paint or tape to help people keep a 2m apart or 1m with risk mitigation;
- using outside areas for breaks if the locations are suitable and it is safe to do so;
- encouraging workers to stay on-site during working hours.

Where you cannot keep a 2 m physical distance, you need to think about how to keep common areas clean and prevent transmission by touching contaminated surfaces. You should think about:

- how frequently you need to clean the common areas of your business;
- identifying objects and surfaces that are touched regularly and decide how frequently you clean them;
- setting clear guidance for the use of rest areas, toilets, showers, and changing facilities to make sure they are kept clean.

Good hygiene

You need to think about:

- ensuring that you have handwashing facilities that provide running hot and cold water, soap and paper towels;
- providing hand sanitiser in addition to washing facilities;
- using signs and posters to increase awareness of good handwashing technique;
- providing regular reminders on avoiding touching your face and to cough/sneeze into your arm;
- providing hand sanitiser in multiple locations in addition to washrooms;
- setting clear guidance for the cleaning of toilets, showers and changing facilities to make sure they are kept clean;
- setting clear guidance on how to handle goods, merchandise and materials and when cleaning procedures need to be followed.

Hand Washing

All employees must wash their hands and maintain good hygiene practices throughout the day.

Employees should wash their hands for 20 seconds, on arrival and leaving the site, and regularly throughout the day especially after blowing the nose, coughing or sneezing, after using toilet facilities and at breaks.

Where PPE gloves are used, dispose of immediately after use and wash hands on removal of gloves. Remember: Use of gloves is not a substitute for good hand hygiene practices.

Information and Guidance

You need to think about:

- providing people (including workers and others) with information on procedures, guidance or ways of working that have been introduced;
- sharing this information with them before they start work; sharing this information with others who are not your workers (for example visitors, customers or contractors), where required. This could include signs or notices;
- how you will pass information and guidance to people who don't have English as their first language and others who may struggle with written and verbal communication;
- holding conversations with your workers, listening to and acting on their concerns.

PPE (Personal Protective Equipment)

Where you are already using PPE in your work activity to protect against non-COVID-19 risks, you should continue to do so.

At the start of this document we described the steps you need to take to manage COVID-19 risk in the workplace. This includes working from home and maintaining social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable). When managing the risk of COVID-19, additional PPE beyond what you usually wear is not beneficial. This is because COVID-19 is a different type of risk to the risks you normally face in a workplace, and needs to be managed through social distancing, hygiene and fixed teams or partnering, not through the use of PPE.

The exception is clinical settings, like a hospital, or a small handful of other roles for which Public Health England advises use of PPE. For example, first responders and immigration enforcement officers.

Workplaces should not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical settings or when responding to a suspected or confirmed case of COVID-19.

Unless you are in a situation where the risk of COVID-19 transmission is very high, your risk assessment should reflect the fact that the role of PPE in providing additional protection is extremely limited. However, if your risk assessment does show that PPE is required, then you must provide this PPE free of charge to workers who need it. Any PPE provided must fit properly.

Face coverings

In the context of the COVID-19 outbreak, a face covering is something which safely covers the nose and mouth. You can buy reusable or single-use face coverings. You may also use a scarf, bandana, religious garment or hand-made cloth covering but these must securely fit round the side of the face. Current rules require the public to wear face coverings in retail and other enclosed public spaces.

Face coverings are not classified as PPE (personal protective equipment) which is used in a limited number of settings to protect wearers against hazards and risks, such as surgical masks or respirators used in medical and industrial settings. Whether staff are required to wear face coverings should be determined by your risk assessment taking into account existing mitigating factors. Any face coverings should be changed regularly and staff should clearly understand how to use them safely.

Face coverings are instead largely intended to protect others, not the wearer, against the spread of infection because they cover the nose and mouth, which

are the main confirmed sources of transmission of virus that causes COVID-19 infection.

Any PPE (face coverings, masks, gloves, aprons etc) deemed necessary to use as a result of your COVID-19 risk assessment must be used correctly and staff must be aware how to put on and take off correctly. A video on the Business Regulatory Support page demonstrates how to do this correctly and may be a good resource for staff

Rule of 6

New legal requirements came in on 14th September 2020 around the 'Rule of 6'.

The Rule of 6 requires that no person may participate in a gathering which consists of more than six people unless:

a) all the people in the gathering are from the same household, **or**

b) are members of two households which are linked households in relation to each other.

"Linked household" is defined as one household comprising **one** adult (with or without children) linked with another household (numbers of adults and children unlimited). These two households have to be exclusively linked to each other – so there is no mix and matching with other households. This applies even if the two households stop being linked with each other – they still can't link with other households.

Exceptions to the 'Rule of 6'

There are a number of activities and occupations that are exempt from the rule of 6, if the gathering is reasonably necessary, as follows:

- For work purposes
- For the provision of voluntary or charitable services
- For education, training, registered childcare or supervised activities provided for children (including wraparound care, youth groups and activities and children's playgroups)

- To provide emergency assistance, or to enable someone to avoid injury or illness or to escape a risk of harm
- To provide care or assistance to a vulnerable person
- To enable child contact arrangements where the parents live apart
- To fulfil a legal obligation (e.g. to attend court or jury service)
- For elite sports purposes
- To enable formally organised "support groups" to meet (e.g. for victims of crime, addicts, new parents, people with long-term illnesses, and gender or bereavement issues)

Weddings, births, protests etc

Exceptions to the rule of 6 also exist to permit attendance at certain life-cycle ceremonies and other significant events. In some cases, the gathering organiser must carry out a formal risk assessment and take all reasonable measures to limit the risk of transmission of the COVID-19 (including taking into account relevant Government guidance).

These events include:

- Wedding or civil partnership *ceremonies*, with a maximum of 30 people, in a religious premises or premises approved for marriages etc.
- Wedding or civil partnership *receptions,* with a maximum of 30 people, other than in a private dwelling.
- Where the person is attending a birth at the expectant mother's request.
- Protests organised by a business, a charitable, benevolent or philanthropic institution a public body, or a political body.
- In criminal justice accommodation – e.g. prisons, bail hostels etc.

Significant Event Gatherings: Ceremonies, Rites or Rituals

Gatherings of up to 30 persons are permitted for certain "significant events". Significant events are defined as a "ceremony, rite or ritual":

- To mark or celebrate a significant milestone is a person's life, according to their religion or belief, such as events to celebrate a

rite of passage or entry into a particular faith (other than a birthday) or coming of age; or

- To mark a person's death or celebrate their life following their death, such as a funeral, according to the deceased person's religion or belief.

This exception would cover christenings, bar mitzvahs, and funerals among other events. However these significant events do not include wakes, other than for religious, ceremonial purposes.

To fall within the permitted exception the gathering must also:

- take place at premises (other than a private dwelling) which are operated by a business, a charitable, benevolent or philanthropic institution or a public body (or part of such premises); or
- In a public outdoor place (other than above)

Rule of 6 in premises operated by a business, charity public body etc or gatherings in public outdoor spaces

Where the gathering takes place on a premises owned by a business, charitable, benevolent or philanthropic institution or public body, groups of 6 are permitted to join larger gatherings so long as they do not 'mingle' with other groups.

Where the gathering takes place in a public outdoor space and the gathering has been organised by a business, a charitable, benevolent or philanthropic institution or public body or a political body, groups of 6 are permitted to join larger gatherings so long as they do not 'mingle' with other groups.

Retail Customers

You need to minimise opportunities for the virus to spread by maintaining a distance of 2 metres between individuals. This advice applies to both inside the business and in the external public areas where customers may wait or queue. The practical implementation of this advice will depend on the local circumstances. This may be best evaluated by the manager; however, a few general indicators may be relevant to the majority of premises:

- use additional signage to ask customers not to enter the premises if they have symptoms
- Signage to remind customers to wear masks unless exempt
- regulate entry so that the premises do not become overcrowded, set limits on numbers and enforce as required
- use floor markings inside the commercial spaces to facilitate compliance with the social distancing advice of 2 metres, particularly in the most crowded areas, such as serving counters and tills
- where possible introduce a one way system for aisles
- use vertical signage to direct customers into lanes if feasible to facilitate movement within the premises while maintaining 2 metre distance
- make regular announcements to remind customers to follow social distancing advice and clean their hands regularly
- place plexiglass barriers at tills, counters and reception areas if feasible, as an additional element of protection for workers and customers
- encourage the use of contactless payments where possible, without disadvantaging older or vulnerable customers
- provide additional pop-up handwashing stations or facilities if possible, providing soap, water and hand sanitisers

Guidance for people who work in or run shops, branches, stores or similar environments.

Restaurant and Pub Customers

From 18th September there are new legal requirements for hospitality businesses i.e. public house, café, restaurant or any business which provides food or drink for consumption on the premises, which you will need to comply with. These are as follows:

1. Ensure that no bookings are accepted for a group of more than six people unless an exemption applies (see below)
2. No groups of more than 6 are admitted into the premises, unless an exemption applies (see below)
3. No person in a group mingles with any person in another group

4. A distance of at least 2 metres or at least 1 metre with mitigation between tables occupied by different groups. Mitigation measures include: barriers or screens between tables; the tables are arranged with back to back seating, or arranged so that persons sitting at one tables do not face any person sitting at another tables at a distance of less than 2 metres; or other suitable measures to limit the risk of transmission or COVID-19 between different tables.

The following exemptions apply to groups of 6:

- the group consists of more than 6 people who are part of the same household
- the group consists of more than 6 people who are part of 2 linked households (previously called support bubbles)
- Wedding or civil partnership receptions are allowed up to a maximum of 30 people, however social distancing between family groups still applies.
- Significant or ceremonial life events, further guidance can be found under point 2.12 here: www.gov.uk/government/publications/coronavirus-outbreak-faqs-what-you-can-and-cant-do/coronavirus-outbreak-faqs-what-you-can-and-cant-do

Other factors to consider

You need to consider the following when operating to ensure the safety of customers and staff.

1. Calculating the maximum number of customers that can reasonably follow social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable) at the venue. Taking into account total indoor and outdoor space, specific venue characteristics such as furniture as well as likely pinch points and busy areas.
2. Reconfiguring indoor and outdoor seating and tables to maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable) between customers of different households or support bubbles. For example, increasing the distance between tables.
3. Reducing the need for customers to queue, but where this is unavoidable, discouraging customers from queuing indoors and using outside spaces for queueing where available and safe. For example, using some car parks and existing outdoor services areas, excluding disabled car parking bays.

4. 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.
5. Managing the entry of customers, and the number of customers at a venue, so that all indoor customers are seated with appropriate distancing, and those outdoors have appropriately spaced seating or standing room. This is to ensure that the venue, including areas of congestion does not become overcrowded. Managing entry numbers can be done, for example, through reservation systems, social distancing markings, having customers queue at a safe distance for toilets or bringing payment machines to customers, where possible.
6. Making customers aware of, and encouraging compliance with, limits on gatherings. For example, on arrival or at booking. Indoor and outdoor gatherings are limited to members of one household or 2 linked households (previously support bubbles) or a group of at most 6 people from any number of households.
7. Encouraging customers to use hand sanitiser or handwashing facilities as they enter the venue.
8. Ensuring any changes to entrances, exits and queue management take into account reasonable adjustments for those who need them, including disabled customers. For example, maintaining pedestrian and parking access for disabled customers.
9. Reminding customers who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines.
10. If you have a playground or similar as part of your outdoor space, there is guidance on operating outdoor playgrounds safely, see guidance for managing playgrounds.
11. Looking at how people move through the venue and how you could adjust this to reduce congestion and contact between customers, for example, queue management or one-way flow, where possible.
12. Planning for maintaining social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable) in the event of adverse weather conditions, being clear that customers cannot seek shelter indoors unless social distancing can be maintained.
13. Determining if schedules for essential services and contractor visits can be revised to reduce interaction and overlap between people, for example, carrying out services at night.
14. Face coverings are not required if customers are eating or drinking in, but if they are collecting or ordering takeaway, then face coverings should be worn unless the customer is exempt.

The Government have produced further guidance on working safely for this sector, this can be viewed here: www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery

Town Centre Businesses

The operation of your business particularly if customers are queuing in the street may impact on other businesses. If you have concerns it may be worth contacting your town centre manager, BID (Business Improvement District) or Town Council as many of the larger towns are putting plans in place to help address issues.

The Government have issued guidance for urban centres here

Deliveries

Plan in order to maintain social distancing. If large deliveries come through public areas it may be necessary to conduct outside opening hours or temporarily close the premises. All areas or touch points that drivers have contacted with their hands must be sanitised e.g. door handles, freezer handles. Unless the driver has their own hand washing facility they must wash their hands as soon as they enter the premises. They must have access to washing and welfare facilities

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Test and trace

From 18th September the Government announced that certain businesses and community venues will be legally required to collect contact details from customers and retain them for a period of 21 days. Customers who refuse to provide or give false details can be refused entry. Businesses will also be required to display QR codes for the new NHS Covid-19 app at their premises from 24th September.

NHS Test and Trace is a key part of the country's ongoing COVID-19 response. It can rapidly identifies people who have recently come into close contact with a new COVID-19 case, and therefore 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. Further information on the NHS Test and Trace system can be found here: www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace

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.

The purpose of maintaining records

By maintaining records of staff, customers and visitors, and sharing these with NHS Test and Trace where requested, you can help 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 advising them why they need 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.

Sectors that this guidance applies to

There is a higher risk of transmitting COVID-19 in premises where customers and visitors spend a longer time in one place and potentially come into close contact with other people outside of their household. To manage this risk, establishments in the following sectors, whether indoor or outdoor venues or mobile settings, should collect details and maintain records of staff, customers and visitors:

- hospitality, including pubs, bars, restaurants and cafés
- tourism and leisure, including hotels, museums, cinemas, zoos and theme parks
- close contact services, including hairdressers, barbershops and tailors
- facilities provided by local authorities, including town halls and civic centres for events, community centres, libraries and children's centres
- places of worship, including use for events and other community activities

This guidance applies to any establishment that provides an on-site service and to any events that take place on its premises. It does not apply where services are taken off site immediately, for example, a food or drink outlet which only provides takeaways. If a business offers a mixture of a sit-in and takeaway service, contact information only needs to be collected for customers who are dining in.

This guidance does not apply to drop-off deliveries made by suppliers or contractors.

QR Codes

From 24th September all relevant businesses and organisations must display an individual QR codes for each of their business premises to display as a poster at the entrance.

You can create a unique QR code for your premises and create a poster here: www.gov.uk/create-coronavirus-qr-poster. More tips on creating and displaying the poster are here: www.covid19.nhs.uk/information-and-resources.html

Displaying the QR codes means it is easier for customers and visitors to check-in safely and securely on entry to your premises with their smart phones by scanning the code.

Alternative arrangements if your customers do not have a smart phone

If your customers do not have a smart phone and are therefore unable to scan the QR code, you will need to make sure you have other arrangements in place to record their details. For example, this may include collecting details in writing using a form which can then be placed into a secure box. Using a book to record details should be discouraged as this could lead to a breach of data protection rules.

Customer Information to collect

The following information must be collected by the venue:

- the name of the individual
- a telephone number on which the individual may be contacted or
    - If they are unable to provide a telephone number, then an e-mail address, or
        - If they are unable to provide an email address then a postal address
- the date and time that the individual entered the relevant premises
- where there is a group, the number of people in that group
- If there is a group of people, they can either provide the details for each individual in the group or one person can provide their details for that group, up to a maximum of 6.
- Where there are more than 6 people in the group, there must be contact details for each sub group of 6.

As a business you should also have the details of your employees or volunteers for that day.

If a customer will interact with only one member of staff (e.g. a hairdresser), the name of the assigned staff member should be recorded alongside the name of the customer

No additional data should be collected for this purpose.

If your business provides food and drink for consumption on the premises, or adjacent to the premises, you must take all reasonable steps to refuse entry to anyone who has not provided their contact details or has provided incomplete or inaccurate details.

GDPR requirements

You must securely retain any details provided to you for 21 days beginning on the day the details are provided. After the 21 days you must destroy those details, unless you receive a request from a relevant body to disclose those details.

The data you are being asked to collate is personal data and must be handled accordingly in line with GDPR requirements. The Information Commissioners Office has produced guidance on this: https://ico.org.uk/for-organisations/

Further guidance COVID-19

General Government guidance

- Working Safely During Coronavirus COVID19

Health and Safety Executive

- Social distancing, keeping businesses open and in-work activities during the coronavirus outbreak
- Regulating occupational health and safety during the coronavirus outbreak
- www.hse.gov.uk/coronavirus/equipment-and-machinery/air-conditioning-and-ventilation.htm

Public Health England

Resources – downloadable posters

Food Standard Agency

www.food.gov.uk/business-guidance/adapting-restaurants-and-food-businesses-for-takeaway-and-food-delivery-during-covid-19

www.food.gov.uk/business-guidance/food-safety-for-food-delivery

Sector Specific

Working Safely Guides from the UK Government

- Close Contact Services
- Construction and other outside work
- Factories, plants and warehouses
- Heritage Locations
- Hotels and other guest accommodation
- Lab and research facilities
- Offices and Contact Centres

- Other people's homes
- Performing Arts
- Providers of grassroots sport and gym / leisure facilities
- Restaurants, pubs, bars and takeaway services
- Shops and branches
- Vehicles (Working in or from vehicles)
- The visitor economy

British Retail Consortium Guidance

- Social Distancing in Retail stores and warehouses

Horticultural Trades Association

- Safe Trading Guidance – Garden Centres

National Market Traders Federation

- A practical guide for markets and street traders

South West Water

- Coronavirus -Our advice for food services establishments reopening

UK Hospitality

- Covid19 Advice for the hospitality industry

Cleaning and disinfection

Cleaning is incredibly important in the fight against Covid-19. The type of cleaning undertaken and the type of chemicals undertaken will vary depending upon the type of premises and whether it is a health care environment or not. The following sections are broken down between general premise cleaning and cleaning in health care settings.

Cleaning and disinfection in general settings (i.e. non health care settings)

Symptomatic carriers will pass through public areas, such as dining rooms, reception, toilet blocks shower rooms etc. They may only have spent minimal time in any area, if not visibly contaminated with bodily fluids they can be cleaned thoroughly as usual. When reviewing cleaning, you may decide to assume all areas have come into contact with COVID-19 and extra vigilance when cleaning will be necessary.

You will have your own premises specific cleaning schedule, but do you need to consider something different to remove COVID-19 from surfaces. It's a good practice to review your cleaning schedule to ensure you are regularly clean and disinfect all contact points throughout your premises, as well as your normal thorough clean. When undertaking cleaning if you find surfaces contaminated with bodily fluids, they should be thoroughly cleaned and disinfected as well. Remember, that you should check your COSHH assessment to see if specific PPE is required for the products you are using.

Examples of high-contact surfaces are; bathrooms, door handles, telephones, grab-rails in corridors and stairwells, floors, chairs, tables, sinks, taps, touch screens, as well as the usual ones. Personal items are also worth a clean, mobile phones, car keys etc.

When cleaning at this time it is good practice to use disposable single use cleaning implements such as disposable mop heads, cloths, or paper roll.

Use a two-stage clean, warm soapy water to remove soiling and contamination, dry or allow to dry and then use disinfectant. You can use a combined detergent and disinfectant, these are called sanitizers and should be used twice, once to remove the soiling and contamination and then again to disinfect.

Whether you use a sanitizer or disinfectant, ensure it contains disinfectant solution at a dilution of 1,000 parts per million available chlorine, always follow the manufacturer's instructions and never mix chemicals as this can be harmful.

If you need to dilute the chemical, follow the manufacturer's instructions. Disinfectants as well as sanitizers also state a contact time, you must rigorously follow this, or disinfection will not take place.

Your current cleaning chemicals may already meet this requirement, just check that they are effective against enveloped viruses. Cleaning products used in food business should conform to BS:EN 1276, do not get confused, these are effective against viable living bacteria. COVID-19 is an enveloped virus which is not living. As such the disinfectant element cannot get into the cell (pathogenic bacteria) and kill it. Viricidal disinfectants need to conform to BS:EN 14476. Sodium Hypochlorite, (Bleach) diluted to 1000 parts per million will achieve this. Remember to undertake a COSHH risk assessment and hold all relevant data sheets for any products used. To avoid taint you may want to rinse off the bleach after the required contact time, use clean water for this.

Avoid creating splashes and spray when cleaning.

Some items cannot be cleaned using detergents, or laundered and you should consider steam cleaning instead, examples are upholstered furniture and mattresses.

If you find items heavily contaminated with body fluids that cannot be cleaned by washing, they should be disposed of.

Good practice would dictate you assume COVID-19 is present, but don't worry it can be cleaned away, just be diligent and don't forget regular 20 second thorough hand washing.

You have been in lockdown for a long time now and will need to train your staff in all new cleaning measures as well as reminding them of your everyday regime. Record all training given on colleagues training records, and don't forget to check their knowledge and retrain if required.

PPE – Cleaning staff should be used to wearing PPE, they may now need masks and or visors, See the guidance, and train staff in the correct use of PPE.

www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control/covid-19-personal-protective-equipment-ppe

Further Information

- Guidance to Cleaning & Disinfection Regime with respect to Coronavirus

  www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings

	General cleaning	Viricidal Disinfection
Surfaces	Neutral detergent	Neutral detergent and Viricidal disinfectant or 0.05% Sodium Hypochlorite or70% ethanol
Toilets	Suitable bathroom cleaner effective against lime scale. Thoroughly rinse surfaces before disinfection. Do not mix chemicals	Viricidal disinfectant or 0.1% Sodium Hypochlorite
Textiles	n/a	Hot-water cycle (90°C) and regular laundry detergent (alternative: lower temperature cycle + bleach or other laundry products)
Cleaning equipment	Single use disposable cleaning equipment disposed of by double bagging and quarantined before being placed in general waste, or non-disposable cleaning equipment, washed in a hot wash at least 90^{O}C at the end of the cleaning session	Cleaning equipment as for general cleaning, with the addition of a viricidal disinfectant. If using proprietary wipes, ensure the surface being disinfected is thoroughly wetted by th cloth.

PPE for cleaning staff	Apron Gloves	Surgical mask Uniform and plastic apron Gloves
Waste management	General waste In a separate bag in the general waste. (These should be double-bagged, then stored securely for 72 hours then thrown away in the regular rubbish after cleaning is finished)	
Notes	In the event a suspected or confirmed case of COVID-19 has been in a specific location (e.g. public waiting area, office space, hotel room, as well as a regular houseroom for self-isolation), this should be first well ventilated with fresh air for a minimum of 1 hour, and then carefully cleaned with a neutral detergent, followed by disinfection of surfaces using a disinfectant effective against viruses. 0.1% sodium hypochlorite, or other licensed viricidal products following the manufacturer's instructions. Alternatively, 0.05% sodium hypochlorite (dilution 1:100, if household bleach is used, which is usually at an initial concentration of 5%). For surfaces that can be damaged by sodium hypochlorite, products based on ethanol (at least 70%) can be used for decontamination after cleaning with a neutral detergent. Textiles can be washed using a hot wash(90^{o}C) In general, alcohol-based disinfectants (ethanol, propan-2-ol, propan1-ol) have been shown to significantly reduce infectivity of enveloped viruses like SARS-CoV-2, in concentrations of 70-80% with one-minute contact time	
Warning	Always complete a COSHH risk assessments and ensure you have the cleaning products Hazard Data Sheet	

Extra considerations when cleaning in health care settings

- Healthcare setting areas (patient rooms, waiting areas, procedure rooms, resuscitation rooms) where a suspected or confirmed case of COVID-19 has been assessed or hospitalised should be first ventilated well.
    - Rooms where aerosol generating procedures (AGP) have been performed (bag-valve ventilation, intubation, administration of nebulised medicines, bronchoscopy, etc.) need to be ventilated

with fresh air for 1–3 hours, if they are not functioning under negative pressure, before cleaning and admitting new patient(s).

- In buildings where windows do not open and the ventilation system functions in a closed circuit, High-efficiency particulate air (HEPA) filtration should be used for the recycled air. Other options may include, after expert engineering advice: placing temporary HEPA filters over the vents and exhausts in the rooms housing COVID-19 patients or using a portable HEPA air filtration system placed in close proximity to where the patient was located.

- After ventilation, the above mentioned areas should be carefully cleaned with a neutral detergent, followed by decontamination of surfaces using a disinfectant effective against viruses. Several products with virucidal activity are licensed in the national markets and can be used following the manufacturer's instructions. Alternatively, 0.05% sodium hypochlorite (NaClO)1 (dilution 1:100, if household bleach is used, which is usually at an initial concentration of 5%) is suggested. For surfaces that can be damaged by sodium hypochlorite, products based on ethanol (at least 70%) can be used for decontamination after cleaning with a neutral detergent.

- Cleaning of toilets, bathroom sinks and sanitary facilities need to be carefully performed, avoiding splashes. Disinfection should follow normal cleaning using a disinfectant effective against viruses, or 0.1% sodium hypochlorite.

- All textiles (e.g. towels, bed linens, curtains, etc.) should be washed using a hot-water cycle (90°C) with regular laundry detergent. If a hot-water cycle cannot be used due to the characteristics of the material, bleach or other laundry products for decontamination of textiles need to be added to the wash cycle.

- The use of single-use disposable cleaning equipment (e.g. disposable towels) is recommended. If disposable cleaning equipment is not available, the cleaning material (cloth, sponge etc.) should be placed in a disinfectant solution effective against viruses, or 0.1% sodium hypochlorite. If neither solution is available, the material should be discarded and not reused.

- The use of different equipment for cleaning the different areas of healthcare settings is recommended.

- In the event of shortage of cleaning equipment, the cleaning process should start from the cleanest areas moving to the dirtiest areas (e.g. an area where AGP have been performed).

- Staff engaged in environmental cleaning in healthcare settings should wear PPE. Due to the current shortage of PPE, the following minimal PPE set is suggested for use when cleaning healthcare facilities likely to be contaminated by SARS-CoV-2:
    - surgical mask
    - disposable long-sleeved water-resistant gown
    - gloves.

- The use of a filtering facial piece (FFP) class 2 or 3 should be considered when cleaning facilities where AGP have been performed. The use of heavy-duty gloves should be also considered.

- Hand hygiene should be performed every time PPE, such as gloves, are removed

- Staff engaged in waste management should wear PPE. Waste should be treated as infectious clinical waste category B (UN3291) [10] and handled in accordance with healthcare facility policies and local regulations.

	Healthcare settings
Surfaces	Neutral detergent and Viricidal disinfectant or 0.05% Sodium Hypochlorite or70% ethanol
Toilets	Viricidal disinfectant or 0.1% Sodium Hypochlorite
Textiles	Hot-water cycle (90°C) and regular laundry detergent (alternative: lower temperature cycle + bleach or other laundry products)
Cleaning equipment	Single-use disposable or Non-disposable disinfected with: Viricidal disinfectant or 0.1% sodium hypochlorite
PPE for cleaning staff	Surgical mask Disposable long-sleeved water-resistant gown, Gloves (FFP2 or 3 respirators, (valved or non-valved), when cleaning facilities where aerosol-generating procedures have been performed
Waste management	Clinical waste
Notes	In the event a suspected or confirmed case of COVID-19 has been in a specific location (e.g. public waiting area, office space, hotel room, as well as a regular houseroom for self-isolation), this should be first well ventilated with fresh air for a minimum of 1 hour, and then carefully cleaned with a

	neutral detergent, followed by disinfection of surfaces using a disinfectant effective against viruses. 0.1% sodium hypochlorite, or other licensed viricidal products following the manufacturer's instructions. Alternatively, 0.05% sodium hypochlorite (dilution 1:100, if household bleach is used, which is usually at an initial concentration of 5%). For surfaces that can be damaged by sodium hypochlorite, products based on ethanol (at least 70%) can be used for decontamination after cleaning with a neutral detergent. Textiles can be washed using a hot wash(90°C) In general, alcohol-based disinfectants (ethanol, propan-2-ol, propan1-ol) have been shown to significantly reduce infectivity of enveloped viruses like SARS-CoV-2, in concentrations of 70-80% with one-minute contact time
Warning	Always complete a COSHH risk assessments and ensure you have the cleaning products Hazard Data Sheet

Other disinfection regimes

Steam cleaning

Steam cleaning offers heat disinfection of previously cleaned surfaces and does not use chemicals, which can be harmful to some textiles and surfaces. It can be used in situ for mattresses, carpets, curtains and soft furnishings.

Steam cleaning is also a less invasive way of removing stubborn grease from kitchens.

Fogging /Ozone / UV

Unfortunately, there is no scientific evidence to show they are effective against COVID-19. Manufacturers will probably state they were effective against SARS, and MAY work against COVID-19. They may prove to be of benefit as an additional control measure following through cleaning and disinfection of hard surfaces before use.

Fogging/ozone/UV should never be seen as a replacement for traditional cleaning and disinfection, but as an additional control if required. Like bleach, it will only disinfect the surfaces it lands on it will not remove contamination. It will reduce airborne and surface viral and bacterial loads. When considering fogging ensure you use a suitable disinfectant conforming to BS:EN 14476.

They will also disinfect but not clean difficult to get to areas and high surfaces. The overall impact on vertical surfaces is also reduced due to droplet run off.

Closed draws, cupboards, wardrobes will not be affected by any of the above methods if you do use them, open wardrobes, draws, en-suites before use and follow the manufacturers instruction. Their use can be harmful so a suitable and sufficient COSHH risk assessment must be carried out before use. Training will have to be given before use.

Food Safety –

Whilst it is very unlikely that COVID-19 is transmitted through food or food packaging, you should ensure that you review your food hygiene practices that you have in place to ensure that good handwashing and cleaning in place.

The sections below give you guidance on different elements that you should consider.

Chilled and frozen storage

Refrigerators and cold rooms

When you first walk into your kitchen, factory production areas, if you smell something strange it could be a couple of things, one rotting food, two see pest control.

When you went into lock down you should have emptied refrigerators, cleaned them and left them open. If they still had food in them this may be the cause of the smell. Empty all your fridges and turn them off.

Any food left in the fridges or cold rooms should be disposed of and not used.

Thoroughly clean and disinfect all your fridges and cold rooms, inside and out, don't forget the door seals. Dry the inside of the fridge or cold room.

Note any damage to shelving and seals and replace them if required. Damaged shelves can be re powder coated. Turn back on and leave for 24 hours to ensure the unit is working properly and able to keep high risk foods at or below 8^0C. If not call your fridge engineer and do not use the fridge/cold room until it is repaired and working properly.

Motor compressors get dirty and should be lightly cleaned with a clean brush or hoover, but careful you don't want to damage it.

Freezers

Check your freezers, if they are badly iced up, it probably means the door or lid was not properly closed.

If there appears to be ice crystals this also suggests the freezer has lost power at some point during the lockdown.

You won't know when this happened and must consider disposing of the food in the freezer. If you use the food and someone becomes ill, you will be responsible.

Check the door does it close properly, if not call your refrigeration engineer and have the door repaired or replaced. If the door seal is damaged replace it.

Any freezers left empty should be defrosted, thoroughly cleaned and disinfect, dry and turned on for 24 hours before being restocked.

If freezers are iced up they should be emptied. Place the food in another working freezer, ensuring separation of raw and ready to eat foods. Once defrosted, thoroughly cleaned and disinfect, dry and turn on for 24 hours before being restocked.

Do I need to change my refrigeration and freezer procedures because of COVID-19?

No, there are no requirement to change the temperature of your fridges and freezer, freezers should run at -18^{0}C. Fridges and cold rooms should be able to keep foods at or below 8^{0}C

Remember

Check your HACCP or Food Safety Management System (for example Safer Food Better Business (SFBB) to ensure you are aware of your procedures to keep food safely refrigerated or frozen

Ice machines

Before you use your ice machine ensure it is turned off and empty. Following the manufacturer's instructions ensure it is thoroughly cleaned and disinfected before next used. You may wish to use the services of a professional ice machine cleaning service.

Thoroughly clean and disinfect any ice buckets and scoops. Scoops should not be stored in the ice cavity. Store them so they will be maintained in a clean condition away from contamination, at the end of the shift ensure the scoops are cleaned and disinfected preferably through the glass machine. They should be cleaned frequently throughout the shift.

Ambient/dry store

Check all ambient packaged foods for damage from pests e.g. rats, mice, cockroaches etc. Dispose of any damaged foods and thoroughly clean the dry store. If there is evidence of any pests, call your pest control contractor immediately and arrange a visit. Do not open the premises whilst there is pest activity on the premises

- Check all ambient stored food stuffs and dispose of anything without a label
- Check all food to check it is in date.
- Thoroughly clean the dry store, allow to dry and return food tidily, stored off the floor.
- Thoroughly clean and disinfect any containers used to store open packs of food. Ensure allergen control is strictly maintained. Do not cause cross-contamination from allergenic products.
- Repair any structural damage, replace damaged shelving.

Check the entire building, all store rooms, cellars, cupboards, fridges, freezers, bar fridges etc. for any out of date foods, foods left in dispensers, open condiment jars, waste oil drums. Empty dispensers and thoroughly clean and disinfect, if you are unable to clean them replace them. Dispose of any waste oil using your waste oil contractor. Waste oil will attract pests to your premises.

Further guidance

www.food.gov.uk/business-guidance/cleaning-effectively-in-your-business

Stock Control

When checking your stock, dispose of any food beyond its "Use by" date. It is good practice to dispose of food (or donate food of suitable quality), beyond its "Best before" date. Food past its best before date is a quality issue, the manufacturer is saying it might not be at its best after this date.

Ensure all your food is stored in date order so that the oldest, and in date, food is used first.

While you are checking food stock levels draw up your shopping list, remember you might not need to replace everything if you are running a condensed menu. Don't over stock

.

Cleaning and disinfection

Dishwasher and glasswashers

Run your dishwasher/s and glass washer/s empty through a hot wash cycle. Ensure the nozzles are free from blockage or scale. Ensure the drain is free running, unblock if required.

Make sure you have adequate supplies of detergent and rinse aid. Ensure any dosage system is working correctly. Is the wash and rinse cycle running at the correct temperature? This can vary depending on the make, but the rinse should be at least 80^0C for at least 6 seconds. Call an engineer if required to repair or service any faulty appliance.

Hand wash or dish wash areas

Deep clean your dish wash and hand wash areas including pipework.

Utensils and equipment

If equipment or utensils were left uncovered, they must be thoroughly cleaned and disinfected before they are used.

Cling film, foil, disposable takeaway containers

Clean and disinfect any clingfilm or foil dispensers. Pull out sufficient foil and cling film to remove the outer surface left after lockdown.

Dispose of any uncovered takeaway disposable boxes as they may have been contaminated from pests (including flies) during the lockdown. Check packaging of disposables and discard any disposables or packaging contaminated by pests or dirty.

Hot boxes and bags

Thoroughly clean and disinfect any delivery bags or boxes. Ensure you have sufficient supplies of ice packs.

Laundry (non-health care)

Wash items in accordance with the manufacturer's instructions. Use the warmest water setting and dry items completely. Dirty laundry that has been in contact with an unwell person can be washed with other people's items.

Do not shake dirty laundry, this minimises the possibility of dispersing virus through the air.

Clean and disinfect anything used for transporting laundry with your usual products, in line with the cleaning guidance above.

Don't forget to wash tea towels Chefs white/aprons etc on a hot wash (90^0C). If you can't wash on a hot wash always dry in a tumble dryer.

Waste (non-health care)

Waste from possible cases and cleaning of areas where possible cases have been (including disposable cloths and tissues):

1. Should be put in a plastic rubbish bag and tied when full.

2. The plastic bag should then be placed in a second bin bag and tied.

3. It should be put in a suitable and secure place and marked for storage until the individual's test results are known.

Waste should be stored safely and kept away from children. You should not put your waste in communal waste areas until negative test results are known or the waste has been stored for at least 72 hours.

- if the individual tests negative, this can be put in with the normal waste

- if the individual tests positive, then store it for at least 72 hours and put in with the normal waste

If storage for at least 72 hours is not appropriate, arrange for collection as a Category B infectious waste either by your local waste collection authority if they currently collect your waste or otherwise by a specialist clinical waste contractor. They will supply you with orange clinical waste bags for you to place your bags into, so the waste can be sent for appropriate treatment.

Food Safety Management (FSM)

Hazard Analysis Critical Control Points (HACCP)

Safer Food Better Business (SFBB)

You may have introduced new ways of selling to enable you to provide services to your valued and new customers, this may be a delivery service, take away, phone or click and collect. You must ensure your FSM system covers the new operations, if not, review and introduce new safe procedures.

Have you changed the way you work, e.g. introduced staggered shift patterns, different cooking times or introduced batch cooking and cooling? Can you cool food quickly e.g. using a blast chiller, or an ice bath. Do you have space to cool in ice baths? Do you have adequate equipment with the capacity to reheat foods quickly and safely?

You may have to provide, (buy or hire) a blast chiller, extra oven space, commercial microwaves? Do you have space for this new equipment without hindering your staff's need to social distance?

Be careful, sometime brilliant ideas to support and allow the business to reopen could introduce food safety hazards or harm your staff. Don't lose sight of keeping safe and well. If you are not sure, ask your local Food Safety team at your Council.

Have you made changes to equipment or fittings to workspaces? You may have added guards or Perspex screens, which may add a food safety risk. Consider

the risk from chipped Perspex, add regular checks for damage to your procedures and train staff to be vigilant.

You will need to include these extra items on your cleaning schedule and in your glass and brittle plastic registers and on checklists.

When things go wrong it is always good practice to determine why something happened, so you can stop it happening again. A useful tool is Root Cause analysis; https://rcatraining.food.gov.uk/#module-menu-fbo

Some useful information:

www.gov.uk/government/publications/covid-19-guidance-for-food-businesses/guidance-for-food-businesses-on-coronavirus-covid-19

www.food.gov.uk/business-guidance/hazard-analysis-and-critical-control-point-haccp

www.food.gov.uk/business-guidance/safer-food-better-business#information-packs

www.food.gov.uk/safety-hygiene/chilling

www.food.gov.uk/business-guidance/bulk-freezing-of-ambient-and-chilled-foods

https://traceabilitytraining.food.gov.uk/

https://labellingtraining.food.gov.uk/

Allergens

Check with your suppliers to confirm that their recipe or ingredients haven't changed, if they have is your allergen information up to date and staff aware of any changes.

Check ingredient labels to check you are aware of all the allergens in products. If they have changed is your allergen information up to date and staff aware of any changes.

If you have changed suppliers or ingredients have you checked the ingredients labels to check for allergens and are staff aware of these new products and allergens.

If you have made changes to allergen information ensure you train your staff but all documents are updates as well as shelf edge cards, notices, menus etc.

Further information and training:

www.food.gov.uk/business-guidance/allergen-guidance-for-food-businesses

https://allergytraining.food.gov.uk/english/

Documentation

Review your documents you use to prove you are following your food safety management system and proving you are doing what you say you are doing.

Are your checklists up to date, have you included all new procedures, have you printed them and in place.

If you use Safer Food Better Business, is there a more up to date version you should download/purchase, complete, implement and train your staff. Do your opening and closing checks reflect any new processes you have introduced, are you using the new extended opening and closing checks.

www.food.gov.uk/sites/default/files/media/document/sfbb-management-01-opening-closing-checks.pdf

Ensure your checklist reflect any new practice and checks that need to be made.

Training

If you will be asking colleagues to undertake unfamiliar jobs, enhance cleaning, lone working, wearing strange PPE, make sure they are correctly trained and record the training on their training records.

It's always good practice to undertake refresher training with your teams after a prolonged period of lockdown, it will ensure they have the skills to work safely and keep safe and well.

Useful training video from the Food Standards Agency, managing food safely; https://www.youtube.com/watch?v=2l1BwnwDESc&list=PLJIsbfqoQ8K7C94W-qUCWyDC2YFjxbvy1

Food safety – Approved premises specific

Listeria and my business

Listeria monocytogenes (listeria) is a pathogen that causes an illness called listeriosis. Cases of foodborne illness from listeria are rare but can involve serious symptoms and even death in vulnerable people.

These include:

- people susceptible to COVID-19
- pregnant women and their unborn babies
- newborn babies
- elderly people
- people with weakened immune systems

The types of food listeria can be found in

Listeria is widespread in the environment and can contaminate a wide range of foods. It is of most concern in chilled ready-to-eat foods that do not require further cooking or reheating, examples being sliced cooked meats, cured meats, soft cheeses and pates. Other foods can carry the pathogen, and cause harm when eaten or when cause cross-contamination occurs.

If you would like more information about Listeriosis go to;

https://www.food.gov.uk/safety-hygiene/listeria

https://www.nhs.uk/conditions/listeriosis/

Frequently asked questions

- **Does Listeria come from the drains?** **No**, it's there because you put it there. Raw meat and raw food residues, environmental contamination is washed into drains and Listeria survives in cracks and moist areas.

- **I jet wash/pressure hose the production area, will this get rid of it?** **No**, it may do but the aerosol effect and splash will transfer Listeria from floors onto production lines, benches, equipment and utensils and will contaminate ready to eat area or unprotected foods.

- **Do you need to alternate between acid and alkaline cleaning chemicals to stop Listeria?** **No**, you only need to change your disinfectants/cleaning regime if your strain of Listeria is not controlled by your current disinfectant. Talk to your chemical supplier.

- **Can you eradicate listeria from the premises?** **No**, you will need to control it and ensure it does not contaminate ready to eat foods. You will hear me saying "*Listeria's not just for Christmas it's for life, control it*"

- **Can my cleaning team use the same equipment throughout the business?** **No**, use separate cleaning equipment in different segregated areas, drains and WC, s. Don't forget to sanitise cleaning equipment before use, (every time). You can't clean with dirty equipment.

- **Will freezing kills bacteria? No** freezing stops bacteria growing, it's the pause button.

- **Does cooking kill Listeria bacteria? Yes**, thorough cooking and pasteurisation will kill Listeria, but can be reintroduced by uncontrolled cross-contamination risks.

Where can clusters of Listeria survive?

Listeria may be found in the food manufacturers and commercial kitchens.

We have seen that it will survive most environments and can be difficult to find and eradicate in processing environments as it forms conditions that are difficult to eradicate with standard chemicals.

It will survive and multiply in chilled environments, it is content in food factory environments in drains and free-standing water.

Damaged structure, wall floor junctions, damaged flooring around drains, faulty wall panels, difficult to get to areas of food processing equipment, bench and trolley castors and, dirty cleaning equipment.

How did it get there?

Listeria is a common bacterium found widely in the environment. It will be found on raw foods. You may bring it into your business every day. Deliveries of raw meat and vegetables, leaves and debris blown in from an open door. On shoes of visitors, staff, contractors, cleaning and maintenance teams.

Staff in food manufacturing change into work shoes in the changing rooms and will wear different shoes in high and low care areas. Cleaning and maintenance staff will change uniforms and shoes as they move between area unless there are dedicated teams.

Regularly check for structural defects, not just to control pests but eradicate areas for listeria to harbour. Change cleaning procedures away from high pressure hoses and jet washing.

What to do after lockdown

So being closed during lockdown will allow clusters of Listeria present in the fabrication of the premises or harbouring in clusters on equipment, benches difficult to clean areas, utensils or equipment may to potentially have multiplied sufficiently to be transferred during your post opening through clean down. Structural repairs and thorough cleaning before commencing production is paramount.

You may wish to do some environmental swabbing but remember Listeria can be difficult to find so ask your laboratory to look for indicator organisms such as Enterobacteriaceae – enteros- (these will be indicative of poor hygiene, not Listeria, but failure will highlight areas where conditions may be favourable for Listeria to colonise).

If you are concerned about *Listeria monocytogenes*, environmental design and maintenance, or hygiene of your food business please contact Cornwall Council Commercial Food and Safety Team businessadvice@cornwall.gov.uk / 0300 1234 212 (option 4)

Food safety – Approved premises specific

Useful links;

www.food.gov.uk/business-guidance/adapting-food-manufacturing-operations-during-covid-19

www.food.gov.uk/business-guidance/bulk-freezing-of-ambient-and-chilled-foods

www.gov.uk/government/publications/covid-19-guidance-for-food-businesses/guidance-for-food-businesses-on-coronavirus-covid-19

Structure and Maintenance

Sinks and wash hand basins

You will have already read about the risks from stagnant water and legionella. There is also a risk from brown coloured water left in mains pipes after emergency water repairs you may not be aware of. Run hot and cold taps, both back and front of house, to ensure the water is running clear. This is also a good opportunity to ensure plugholes and drains are running freely and not blocked.

Cold water tanks.

When you run the taps ensure they run long enough to drain the stagnant water from the cold-water tanks and hot water immersion tanks.

Water leaks

Turn on the water supply and check the entire building for water leaks and burst pipes. Call your plumber if you find anything but remember to isolate the leak first. Also check for rain water and carry out any repairs necessary.

Electrical

After a prolonged shutdown, ensure vents and motor covers on equipment are clean and clear of obstruction. If you are not happy to clean these or are concerned about equipment left for a long time, contact your equipment maintenance company or a competent electrician.

Gas - mains

Switch on the mains gas supply. If you smell gas outside call the Gas Emergency service number 0800 111 999

If you smell gas inside your premises, turn the gas off, open the windows and leave the building. Call your Gas Safe commercially registered mains gas engineer.

Check your carbon monoxide alarms. Test, and replace batteries if required.

Gas – LPG

Turn on any gas cylinders, check for leaks, order more gas if required. If you smell gas around the cylinders or suspect a leak, turn the cylinders off again and call your supplier number. It will be on the tank/s

If you smell gas inside your premises, turn the gas off, open the windows and leave the premises. Call your Gas Safe commercially registered LPG gas engineer.

Check your carbon monoxide alarms. Test, and replace batteries if required.

Windows

Check for broken windows. These could allow pest access and if in the kitchen cause a contamination risk in food. Carefully remove and safely dispose of any broken glass, call a glazier to board up and or replace the window.

Hard plastic

Check for broken brittle plastic. If in the kitchen it could cause a contamination risk in food. Replace any broken hard plastic dispensers, e.g.a paper towel dispenser.

Fire Hazards

As part of your checks now that you have returned and are planning and preparing your business to reopen, look for fire hazards inside and out.

- Check your smoke alarms, replace batteries if required.
- Check emergency lighting.
- Test the fire alarm system.
- If there is a problem, have the system checked by your alarm company.
- Ensure all fire exits are free from obstructions inside and out.
- Retrain your staff on your fire safety procedures.

Pest control

The only thing to benefit from the COVID-19 pandemic will be pests. They have gone undisturbed for up to 12 weeks. Increased waste and fly tipping will encourage pests. A pregnant mouse left alone for 12 weeks could result in 65 mice by the time you reopen.

When you first walk into your kitchen, factory production areas, if you smell something strange it could be a couple of things, e.g. decaying pests or pest urine.

Look for evidence of pests, check existing traps (wear gloves and wash your hands after handling traps and dead pests). If there is evidence of any pests, call your pest control contractor immediately and arrange a visit. Do not open the premises whilst there is pest activity on the premises.

If you haven't been able to regularly check on the business premises, pests may have found a new home. Check inside as well as outside. Don't forget adjacent premises, pests could be coming in from them.

Before you check ensure you and your staff know what to look for?

What to look for;

- Pest entry points
- Damaged pest proofing
- Bodies
- Droppings
- Smears
- Footprints/tail marks
- Runs
- Holes
- Gnawing damage
- Chewed packaging
- Chewed food/paper
- Nests
- Bait takes
- Noise
- Hair/fur
- Nymphs
- Larvae/pupae
- Eggs
- Egg cases
- Smell
- Frass (dust piles)
- Webbing
- Holes in food e.g. biscuits

Check outside, cut down excess vegetation as this is ideal harbourage for pests. Look for activity.

If you find any of these call your pest control company and ask for a visit. If you are not responsible for the outside immediately inform your landlord or management company.

Empty and turn on electric fly killers. Ensure they are not positioned where any spillage cold contaminate food or food contact surfaces.

Carry out thorough cleaning and disinfection if pests are found, you will be doing this anyway, but ensure all signs of pests are cleaned away and repair any damage before you reopen.

Health and Safety

General

Your business should have a health and safety systems in place commensurate to the size and nature of your operations. If you employ 5 or more people you should have a documented health and safety policy and your risk assessments must be recorded.

A basic guide to what you should have in place can be found on the HSE website

Prior to reopening after a break, you should review your health and safety systems and update it to reflect any changes in working practices or staffing levels. This guide is just looking at the elements of your health and safety that may be affected by a closure or the COVID-19 pandemic.

Statutory Inspections / Documents

Before resuming work, you must ensure that you have reviewed all your statutory inspections obligations and that the workplace and equipment is safe for use. The legislation has not changed, the requirements remain the same. Please consider the following areas and review that you are meeting the legal requirements.

- Gas
- Pressure Vessels
- Lifting equipment
- Electrical Installation
- Company vehicles
- Insurance

HSE have given this guidance with regards to Pressure Vessels and Lifting Equipment

Maintaining your thorough examination and testing scheme

- ensure social distancing measures in the workplace aren't perceived to be a barrier to carrying out TE&T – businesses and inspection bodies should cooperate to ensure access to plant and equipment for TE&T continues to schedule

- for businesses that are currently closed, ie they have either elected or been required to do so to meet COVID-19 related government advice or restrictions, you can still give access to visiting inspectors to undertake thorough examinations

- there may be occasions where inspectors are not available to meet the demands of industry and this may lead to difficulties for some businesses fulfilling their obligations for TE&T. Inspectors are supporting GB industry to maintain operations and viability and may have to prioritise critical industries and the protection of equipment aiding vulnerable persons

- if you experience problems in undertaking scheduled thorough examinations as you can't access inspection services, you should adopt a risk based process to determine the whether there are steps you can to take to safely continue to use equipment (that has not had its scheduled TE&T) or decide to stop using the equipment

- the overarching legal obligation remains, i.e. ensure that equipment is safe to use

More information can be found here

Legionella

THIS IS POTENTIALLY A HIGH-RISK AREA AND SHOULD BE PRIORITISED

Legionnaires' disease is a potentially fatal form of pneumonia and everyone is susceptible to infection. When buildings reopen after lockdown, it is essential

that water systems are not put back into use without considering the risks of Legionnaires' disease. There is an increased risk of waterborne pathogens such as Legionella bacteria being present as a consequence of the conditions that lockdown may have created.

As a result of the pandemic, there is the potential for an increased number of people to be susceptible to Legionnaires' disease due to a compromised respiratory system during or after infection with COVID-19.

A good overview has been produced by the Chartered Institute of Environmental Health (CIEH) and is available here

Legionella support services

Prior to opening again, guidance suggests sampling for Legionella at sentinel outlets 48 hours after disinfection of your system. As part of our regulatory support service we can offer:

a. Legionella/ bacteriological sampling

b. Legionella risk assessments

c. Legionella Awareness Training

d. Monthly temperature monitoring

If you would like more information on any of our legionella compliance services, then contact us via businessadvice@cornwall.gov.uk

Other Legionella Guidance

ESGLI Guidance for managing Legionella in building water systems during the COVID-19 pandemic

Legionnaires' disease. The control of legionella bacteria in water systems (Approved Code of Practice and guidance)

LCA - Safe Management of Water Systems in Buildings During the COVID-19 Outbreak

PHE - COVID-19 and Food Water and Environmental Microbiology Services

PWTAG Guidance on Temporary Pool Closures

ESGLI Guidance for managing Legionella in nursing and care homes during the COVID-19 pandemic

ESGLI Guidance for managing Legionella in hospital water systems during the COVID-19 pandemic

ESGLI Guidance for managing Legionella in dental practices during the COVID-19 pandemic

The Lancet - Mitigating transmission via wastewater plumbing systems

Swim England to develop detailed guidance for pools reopening after lockdown

COSHH (Control of Substances Hazardous to Health)

You should have a COSHH assessment in place for your business. With an increased cleaning and disinfection regime you need to ensure you have adequately assessed any chemicals that you are using now that you may have not have used before.

You should ensure you are using in them in line with manufactures instructions and that the purpose for which they are being used is suitable in an appropriate environment.

More guidance here

Work Equipment

Ensure all work equipment is checked before use. If there are emergency stops or guards in place they must be checked to ensure they are operating correctly. Even simple work equipment such as tools and ladders should have basic per use checks.

More information on Work Equipment safety via the HSE is here

First Aid

If first aid cover for your business is reduced because of COVID-19 or you can't get the first aid training you need, there are some things you can do so that you still comply with the law.

You should review your first aid needs assessment and decide if you can still provide the cover needed for the workers that are present and the activities that they are doing. For low risk environments appointing an additional appointed person may be sufficient as the minimum requirement is to appoint a person to take charge of first-aid arrangements. The roles of this appointed person include looking after the first-aid equipment and facilities and calling the emergency services when required. They can also provide emergency cover, within their role and competence, where a first-aider is absent due to unforeseen circumstances

HSE offers more advice here

You also need to consider the safety of your employees that may need to carry out first aid. You will need to have appropriate PPE such as masks, visors and clinical gloves. The following information will help:-

Advice for first aiders (St Johns Ambulance)

Resuscitation Council info on giving CPR during COVID19

Accident Reporting and RIDDOR

You should record accident and near misses as per your usual procedures. The HSE has brought in guidance in relation to the requirement to report work related COVID-19.

With regard to COVID-19 you must only make a report under RIDDOR (The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013) when:

- an unintended incident at work has led to someone's possible or actual exposure to COVID-19. This must be reported as a dangerous occurrence.
- a worker has been diagnosed as having COVID-19 and there is reasonable evidence that it was caused by exposure at work. This must be reported as a case of disease.
- a worker dies as a result of occupational exposure to COVID-19.

HSE offers more guidance here

Home working

As an employer, you have the same health and safety responsibilities for home workers as for any other workers. It may still be appropriate or sensible for some workers to be at home.

When someone is working from home, permanently or temporarily, as an employer you should consider;

- How will you keep in touch with them?
- What work activity will they be doing (and for how long)?
- Can it be done safely?
- Do you need to put control measures in place to protect them?

More guidance is available including advice on use of Display Screen Equipment here

Spa Pool & Hot Tub Recommissioning

If your Spa Pool or Hot Tub has been left untreated and unused it is very important to ensure a full re-commissioning process is carried out immediately before making it ready to use again. This is an essential step to ensure they operate correctly and safely from the outset in accordance with the design

parameters. It is essential that the recommissioning process is carried out by competent people in a logical and defined manner and in full compliance with the instructions from the supplier or manufacturer.

The responsibilities of staff carrying out the commissioning process should be clearly defined, with adequate time and resources allocated to allow the integrated parts of the installation to be commissioned correctly. The precautions taken to prevent or control the risk of exposure to Legionella and other infectious agents during normal operation also apply to the commissioning process.

It is important to note that a hot tub system may harbour residual water and microbial contamination; this risk must be assessed, and all components cleaned and disinfected as part of the recommissioning process.

The spa/hot tub should be fully tested to confirm its functional safety and fitness for its intended purpose before being brought back into use, the procedures and results should be fully documented.

Recommissioning should include*:*

- Water disinfection to reduce microbial growth, typically with 50mg/l chlorine for at least one hour, with the PH kept as near to 7.0 as possible during this period.

- Check that appropriate regulatory and safety standards have been met e.g. electrical wiring is in good condition etc.

- A comprehensive functional test to ensure the hot tub system operates correctly.

- Chemical and bacteriological analysis of the water to ensure operating parameters are achievable and being maintained.
    - A microbiological test needs to be undertaken after recommissioning for ACC, coliforms, *E coli* and *P aeruginosa* and for legionella, these results need to meet industry standards before the spa/hot tubs are reopened for use. The laboratory performing the tests should be accredited by the United Kingdom Accreditation Service (UKAS) to EN ISO 17025 *General*

requirements for the competence of testing and calibration laboratories. Further microbiological testing will need to be undertaken as per your risk assessment this must be at monthly intervals and quarterly for Legionella.

- Further identification of changes in the water chemistry such as pH, disinfectant concentrations and water balance should allow for necessary corrective actions to be taken to the treatment programme or system operating conditions as per your normal operating procedures.

- Once recommissioned, Spa's and Hot tubs should be treated continuously, as if in normal use

In addition to the above;

Commercial Spa Pools

These should be designed for regular emptying. Raise the free chlorine to 5mg/l prior to emptying the pool shell, balance tank and all associated pipework.

Super chlorinate and clean the spa before emptying and upon refilling to recommence operation using 50mg/l chlorine for at least one hour with the pH kept to 7.0. On recommencing operation follow the recommissioning procedures as listed above.

Swimming Pools

The following guidance by the Pool Water Treatment Advisory Group (PWTAG) explains the best ways to temporarily operate shut down your pools. The pool operator must ensure that persons operating pool water treatment and plant equipment are competent to do so, by providing suitable information, instruction and training for employees.

Operating at Reduced Circulation

- Turn off pool water heating. Where heat exchanger booster pumps are in place, switch off and bypass the heating loop. Allow the pool water to cool naturally to ambient temperature. Prior to reopening the facility, the pool should be reheated in a controlled manner

raising the water temperature by no more than 1 degree centigrade every 4 hours.

- Keep auto controller operating; raise free chlorine to the top of the recommended range; minimum 1.0mg/l and pH at 7.2 to 7.4. Check chemical concentrations and pH daily and adjust if necessary.

- Turn UV or ozone off.

- Turn flocculants off.

Circulation of the pool should continue: the movement of water in the pool tank is necessary to prevent stagnation. Due to the absence of bather pollution, circulating pumps can be run at lower speed settings; no less than 50% of the design flow rate is advised. The balance between the flow from the pool bottom and the surface draw off will need to be adjusted to ensure movement throughout the depth of water.

- Continue to dose the pool water as normal using chemical controller. With no bathers in the pool the required disinfection will reduce considerably. Chemicals will be used at a much reduced rate, so dosing tank levels should be monitored.

- The pool hall air temperature can be reduced in line with the water temperature, but it is important that this is kept at or above pool water temperature, and that the relative humidity is controlled to a maximum of 60% to prevent condensation.

Daily Actions undertaken should include

- Monitor and test the pool water to confirm the presence of adequate free chlorine and pH values.

- Check chemical controller, dosing pump operations, and dosing tank levels and adjust if necessary.

- Check the operation of the filters and vent air as necessary, circulation pumps, and air bleeds.

- Visually check the pool – particularly for algae in dead spots and corners. Continue with pool bottom cleaning on a weekly basis as the closure may extend into summer and algae present a seasonal threat.

- If algae is present, consider super chlorinating.

Monthly Actions should include

- Backwash media bed filters.

- Normal routine maintenance.

PWTAG also advise that pool closure is a good opportunity for planned maintenance works and cleaning activities, such as balance tank cleaning, transfer channel super chlorination, pool filter inspections and cleaning under moveable floors.

Stopping circulation

This option is favourable if energy consumption or resource is a major concern during the pool closure period.

- Super chlorinate to 20mg/l at pH 7.2-7.4

- Turn off automatic chemical dosing, and pool circulation

- Reduce water and air temperatures etc as in 1 above

- Check chemical readings and pH weekly.

- To reduce stagnation/dead areas, circulation pumps and filters could be operated once a week for one turnover period.

- Consider use of (low energy) sump pumps in the pool tank to provide a degree of water movement.

Emptying the pool

We advise against emptying the pool to preserve its structural integrity, unless it is designed to be emptied on a regular basis and there are established procedures in place to achieve this safely.

Water distribution systems

When pools are closed managers / owners should not forget the need to manage the risks from Legionella growth within water distribution systems feeding showers, changing rooms, kitchens and spas etc.

The HSE ACOP L8 (paragraph 32) requires "that risk assessments are reviewed if there is reason to suspect the assessment is no longer valid" this would include when there is reduced usage resulting in low flow / water stagnation as a result of full or partial closure etc.

Reviewing the Risk Assessment and the Scheme of Control is particularly important when systems are re-commissioned after a shut down. Seek advice from competent persons such as your Water Safety Group / Responsible Person or Water Treatment Advisors.

Re-commissioning Swimming Pools

A risk assessment should review the potential for microbial growth during the shutdown period and the measures that need to be taken to minimize the risk of infections as a result of biofilm formation within the pool, system pipework and components.

- A microbiological test needs to be undertaken after recommissioning for ACC, coliforms, *E. coli* and *P. aeruginosa* and for legionella; these results need to meet industry standards before the swimming pool(s) are reopened for use. The laboratory performing the tests should be accredited by the United Kingdom Accreditation Service (UKAS) to EN ISO 17025 General requirements for the competence of testing and calibration laboratories.

An earlier guidance note states, that swimming pools themselves should be safe against microbiological hazards as long as they are chlorinated properly and operated according to PWTAG standards.

When it is safe for pool buildings to re-open, they should follow the government advice on social distancing – both in the pool and in the changing rooms etc, where initially enhanced disinfection procedures may be necessary. Disinfection should be with 1,000mg/l chlorine strength (or equivalent) paying particular attention to things like door handles and surfaces.

Lifeguards

Your lifeguard provision should be assessed as per your normal procedures. However you do need to consider the safety of Lifeguards in the current COVID-19 climate.

The Royal Lifesaving Society UK has issued some excellent guideline for pool lifeguards during COVID-19 see www.rlss.org.uk/guidance-for-swimming-pool-operators-managing-lifeguards-during-covid-19

Further guidance on pool operating procedures and water standards

Pool Water Treatment Advisory Group (PWTAG) Code of practice - www.pwtag.org/code-of-practice/

Health & Safety Executive – Health and Safety in Swimming Pools HSG179 - www.hse.gov.uk/pubns/books/hsg179.htm

Health & Safety Executive Control of legionella and other infectious agents in spa-pool systems HSG282 - www.hse.gov.uk/pubns/books/hsg282.htm

Fire

Fire Risk Assessments

On your return to work it may be necessary to review your Fire Risk Assessment to ensure that it is current and reflects the way your business now operates. Consider changes such as working practices, stock levels, alterations made to the premises and staff numbers. It is essential that assessments are undertaken and reviewed where there are significant changes in ways of working, processes or building layout. This may include the holding open of fire doors with unsuitable devices, this is not permitted.

Link – Completing a fire risk assessment (Cornwall Council)

Link – Fire Safety in the workplace (Gov.uk)

Means of Escape

Ensure that your escape routes remain available and open correctly - remember, they may have seized up whilst not in use. If you share an escape route remember that those other businesses may not be open. This should be supported with adequate escape signage and lighting to identify the escape routes to be used in event of fire.

Arson

Due to the potential increased stock and the period of closure, the amount of rubbish you generate may increase. Care should be taken when dealing with this rubbish as accumulated rubbish outside of the building provides a potential target for arson which could damage your business.

Training

Where staff numbers have changed, businesses must ensure that they continue to provide appropriate staff training. If you haven't undertaken staff training for some time, on your return ensure that all staff know what to do in a fire situation. If those people with specific tasks have not returned to work, ensure that other suitably trained staff are available. You must consider the needs of lone workers and their fire safety.

Maintaining Fire Safety Measures

Whilst you have been closed have you maintained your premises fire safety features, i.e. fire alarm, fire extinguisher and emergency lighting? Timely maintenance is vital for the safety of your business and those that use the premises.

Further sources of help & information

Cornwall Council's established Business Regulatory Support (BRS) team are here to help you and your business understand areas of regulation you may need to consider when starting or running your business including:-

- Food safety
- Health and safety
- COVID-19
- Trading Standards (including t&c's and contracts)
- Licensing; It is important check that you have the correct licences in place in order to operate legally. If you have any licence(s) then you will need to check that you can comply with any of the restrictions or conditions imposed on them. In some cases, it is permissible to apply to vary a licence and / or conditions to suit your ongoing business needs. For example: - if you have a licence issued under the Licensing Act 2003 (alcohol, entertainment or late-night refreshment) you may want to consider varying it to extend the area of the licence to cover an outside area, or perhaps add activities or alter the timings that certain activities may be provided. Please also check whether you need to vary the licence to change the Designated Premises Supervisor named it. You can contact our licensing team at licensing@cornwall.gov.uk for further help and assistance. You can also access licensing information on Cornwall Council's licensing webpages
- Planning and Building Control

We offer free support and advice to help cut red tape and get things right first time. We are highly knowledgeable on all regulatory matters including the latest COVID-19 information.

We can also pinpoint you to Council services that may benefit your business

During the COVID-19 outbreak we are best contacted via businessadvice@cornwall.gov.uk but will also pick messages up via 0300 1234 212 (option 4)

We offer the following commercial services on a cost recovery basis

- Legionella risk assessments and water sampling
- Pest Control Services
- Training including food, safety and bespoke packages
- Tailored business services for food, safety, fire, licensing and trading standards

Check out our website for more information
https://www.businessregulatorysupport.co.uk/

Cornwall Council has information dedicated to business and the COVID-19 outbreak including how to apply for grants

https://www.cornwall.gov.uk/health-and-social-care/public-health-cornwall/information-about-coronavirus-covid-19/support-for-businesses/

Online information sources

The Gov.uk website has all the latest information relating to COVID-19. This includes details of testing, financial information including grants, health and wellbeing, schools information and housing and accommodation.

https://www.gov.uk/coronavirus

Specific information regarding business closures

https://www.gov.uk/government/publications/further-businesses-and-premises-to-close/further-businesses-and-premises-to-close-guidance

This guide has been produced by Cornwall Council in good faith to assist businesses and to promote good practice. This Guide has been produced as guidance only which is only deemed to be correct at the time of writing. Cornwall Council accepts no liability for losses or damage incurred as a result of any reliance placed on the information included in this Guide. Please therefore ensure you take your own professional advice as to the legal requirements that apply to your specific business, which includes advice relating to health and safety (including food safety) standard

Prepared by:

Commercial Food and Safety
Neighbourhoods and Public Protection
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Last revised 21 September 2020

Further Support

Cornwall Chamber of Commerce
Chamber Offices, Cardrew Way, Cardrew Industrial Estate, Cardrew Way, Redruth, TR15 1SP, 01209 216006, hello@cornwallchamber.co.uk

Cornwall and Isles of Scilly Growth Hub
01209 708 660 www.ciosgrowthhub.com hello@ciosgrowthhub.com

Federation of Small Businesses
0808 20 20 888 customerservices@fsb.org.uk

Better Business for All
Better Business for All (BBfA) brings together businesses and regulators in local partnerships to identify the issues facing local businesses and provide support to them. Most local authorities are involved with the programme, preparing and implementing action plans and sharing good practice.
https://www.gov.uk/guidance/better-business-for-all

Council of the Isles of Scilly, Town Hall, St. Marys, Isles of Scilly, TR21 0LW

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