

Billy Hundreds fish n tapas COVID-19 risk assessment



Assessment carried out by: Poppy Strike, Jordan Monk, Claire Andrews

Assessment Date: 19/07/2020

Review dates: Weekly

Risk	Who May Be Harmed	Current Mitigating Actions	Additional Mitigating Actions
Customers waiting for toilet	Staff/Customers	N/A	Customers will be asked to sit at their table and wait for the toilet until the toilet becomes available. A cleaning schedule has been implemented for the toilet. Track & trace is in place for all customers using the toilet incl. takeaway and outside dining customers. This information will be stored for 21 days.
Customers booking tables in more than 2 households in alignment with the governments COVID19 guidance/ normal bookings	Staff/Customers	N/A	Any customers suspected of being from more than 2 households will be asked to leave. Updated ResDiary booking platform/customer confirmation email informing them of the rules and our actions taken if said rules are broken. Maximum table number for customers of the same household has been reduced from 16 to 10 covers. Track and trace details will be taken for all customers incl. walk ins. If there is a group of walk ins we will take details for the 'Team Leader'. We have limited our customers able to book in 1 half an hour slot to 3 tables as oppose to 4 as normal to reduce queues outside and too many customers entering the restaurant and one time (this may change if some booked tables are booked for outside). All tables will be called to confirm their bookings and our COVID19 regulations will be re-iterated at this point.
Customers sitting on tables in close proximity to other tables	Staff/Customers	N/A	A 1 metre distance has been adopted between all tables. We will ask customers to keep their chairs tucked into the tables to avoid customers on

			different tables being too close together. If customers bring children, these customers will be advised that their children are under their supervision but must obey the regulations.
Taking payments	Staff/Customers	N/A	Our preferred use of payment will change to card/contactless payment and we will encourage customers to use these methods where possible. The card machine will be sanitised with every use, as well as the till. Any customers dining outside who use the toilet must fill out our track and trace form beforehand. Customers will be asked to remain at their table to collect payment as opposed to coming to the bar to pay
Customers waiting for tables	Staff/Customers	N/A	Customers may first come to the bar to let us know of their booking. Customers will then be asked to wait outside until their table is ready. We will only be booking in 2 tables in 1 30 minute slot to avoid too many customers congregating outside. A sign will be placed on the door advising this
Taking orders	Staff/Customers	N/A	Customers will be encouraged to place their entire order at one time as opposed to having '+ ons' so that staff are not at the tables too much. Customers will be given laminated menus that will be wiped after each use. The number of menus given to a table will be halved. We will be practising back to back/side service where possible to avoid face to face interaction.
Staff running food & drinks to tables	Staff/Customers	N/A	Staff will be washing hands regularly (every 30 minutes) and using hand sanitiser in between. If a customer wants a drink topped up the staff member

			<p>must use a new glass. Sanitiser will be placed on every table and customers will be encouraged to wash their hands regularly. Only 1 member of staff to run a tables food to avoid grouping at the pass. We will be using single use plates and cutlery to avoid cross contamination. Takeaway/outside tables food will be served on trays to avoid us double handling their food. These trays will be sanitised after each use. We will, where possible, have designated work stations for the staff i.e. one member working outside, one member on the hatch & one member working inside.</p>
Staff taking breaks	Staff	N/A	<p>When staff are on breaks they must go outside of the restaurant away from the dining customers. They will be asked to adhere to social distancing measures whilst interacting any customers who may come to talk to them. Staff breaks will be staggered where possible.</p>
Staff interaction	Staff	N/A	<p>Kitchen access will be restricted to as few people as possible. If the front of house needs something from the kitchen the kitchen must get it for them. Interaction between front and back staff will remain minimal. Where a staff member gives another a lift home, that car will be frequently cleaned. We will minimise as much as possible the interaction between staff on handover shifts. Where possible, we will stagger the shift times so that we do not have too many staff showing up at the same time. Where possible, we aim to have fixed teams for staffs shifts. As we are a small restaurant with a small team this may not always be possible.</p>
Customers interacting with other customers	Staff/Customers	N/A	<p>Customers will be allowed to speak to other tables, but they must remain seated and will not be allowed to go up to the other tables/join them. Any</p>

			customers seen breaking this rule will be asked to leave.
Toilet cleanliness	Staff/Customers	Toilet is currently cleaned at the end of every shift and in between if necessary	Toilet to be thoroughly cleaned every hour and toilet checks to be done intermittently. A track and trace system is in place for customers using the toilet. Only seated customers are permitted to use the toilet. If they have not booked a table we will take their track and trace details. If it is a quiet day we will allow takeaway customers to use the toilet and take their details – this will be at our discretion. Track and trace details will be stored for 21 days.
Cleaning of restaurant	Staff/Customers	N/A	All door handles will be sanitised regularly. Main door will be kept open when weather permits to avoid people touching it too often. Till, card machine, laptop etc will be sanitised after each use. A COVID19 cleaning procedure will be put in place for both front and back of house.
Kitchen hygiene	Staff/Customers	Regular cleaning of kitchen surfaces incl. worktops, fridges, freezers, dishwasher area etc...	Hand washing will become more frequent and we will maintain good hygiene practices in food preparation and handling areas. Hand washing will be done routinely before and after handling food. Interaction between front and back of house staff will be minimised where possible and kitchen access to front of house staff will be minimised where possible. We will be minimising contact at 'handover points' with other staff, such as when presenting food to serving staff. We will increase the frequency of cleaning and disinfecting the kitchen, paying particular attention to shared equipment and high through-put and touch areas.
Front of house food hygiene	Staff/Customers	N/A	Refresh and replace ice bucket at the end of each day. Regularly replace/clean utensils used for olives, ice etc...
Staff uniforms/laundry	Staff/Customers	N/A	Staff encouraged to wash aprons/uniform daily. Our tea towels will be put in a laundry bin when dirty

			and removed from the restaurant to be cleaned and washed every day. When the tea towels arrive in the building they are separated into daily bags.
Cleanliness of tables & table settings	Staff/Customers	N/A	Tables to be bare when not in use. Salt, pepper, sugars etc... only to be given to a table if asked for and then sanitised after use. Cutlery pots not to be used. Cutlery given to customers once order has been placed
Sharing COVID19 Risk assessment	Staff/Customers	N/A	Risk assessment to be made available on new COVID19 page on website. Risk assessment to be sent to staff Whatsapp Group Chat. Signs will be posted both inside & outside of the restaurant with guidance
General staff welfare	Staff	Staff urged to come to management with any concerns. Accident book provided for injuries. Refusal/Incident logs available for use	Staff will be urged to come to management with any concerns relating to social distancing/COVID-19 or general support needs
Effects of regular handwashing/sanitising	Staff/Customers	N/A	Moisturiser will be available at staff stations and in toilet
High risk staff	Staff	N/A	Staff encouraged to disclose any health issues that relate to COVID19 high risk. Staff/management to discuss options
Staff displaying COVID19 symptoms	Staff/Customers	All staff currently aware of isolation guidelines and steps to be taken when symptoms are identified (whether at work or home).	Update based on current guidelines (https://www.acas.org.uk/working-safely-coronavirus/if-someone-has-coronavirus-at-work) including Test/Track/Trace process, recommunicate within COVID-19 staff handbook and posters. Follow COVID-19 return to work process. If staff member attends work or starts showing symptoms during shift - deep clean process implemented as per gvt guidance (https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings).

Colleagues who have had contact with a staff member with a suspected or confirmed case of COVID-19.	Staff/Customers	N/A	Colleagues who have come into close contact (15 or more minutes within 2 meters of distance) identified and informed (sent home if on shift, asked not to come in for their next shift otherwise). Track/trace service will then contact and advise on what further action is needed (e.g. self-isolate).
Case of COVID-19 amongst staff/customers/visitors and ability to Track & Trace those who may have been exposed (come into close contact).	Staff/Customers	N/A	We will take track and trace details for all customers, whether they are walk ins or bookings. These details will be stored for 21 days and include date, arrival time, leave time, name & number (if there is a group, we will take the group leaders details and the amount of people in the group). If their table is not booked in and we write their details on our track and trace form. If there is a known case of COVID19 in the restaurant, we will use the specific guidance from the government when cleaning after the case. If anyone develops symptoms of COVID-19 in the restaurant they will be sent home and advised to follow the stay at home guidance and seek a test for COVID-19. If a member of staff has helped someone who has developed symptoms of COVID-19 and develops symptoms will go home. Staff will wash their hands thoroughly for 20 seconds after any contact with someone who is unwell with symptoms consistent with coronavirus infection. If the person who has been sent home is subsequently confirmed as having COVID-19, they may be contacted by NHS Test and Trace and asked to self-isolate. If there is more than one case of COVID-19 associated with the restaurant, we will contact the local PHE health protection team to report the suspected outbreak.
Takeaway	Staff/Customers	N/A	Takeaway is still available and a sign has been placed at the bottom of the stairs to encourage

			customers to queue at the hatch as oppose to entering the restaurant. Once order placed, the customer is advised to sit on the beach away from the restaurant until their order number is called.
Outside tables	Staff/Customers	N/A	Outside tables will be situated at least 1 metre apart. Metal chairs will be used where possible so they can be sanitised after each table leaves. Outside tables will now be bookable on the day to avoid queues. Where there is a free table available for walk-ins.
Ventilation	Staff/Customers	N/A	When possible (depending on the weather) we will open our roof and all our sides to properly ventilate the inside of the restaurant. We will leave the door open when possible (weather dependant).
Private Hire	Staff/Customers	N/A	We will not be taking on any private functions until government restrictions are lifted.
Social distancing	Staff/Customers	N/A	We will have 1 member of staff per shift dedicated to social distancing. This person will be the person who is in charge of that shift from the Front of House team.
Face coverings	Staff/Customers	N/A	Waiting staff must wear face coverings. Customers must wear face coverings at all times except when seated at their tables.
Test and Trace	Staff/Customers	N/A	All customers must provide contact information in line with the governments Test and Trace Programme. These will be able to be given by hand on our track and trace cards, by scanning the NHS COVID19 QR code or at time of booking. Where a customer does not know their contact number we can take their email address. Details: Name, number/email address, time of arrival/leave time (where possible), date, number of people in group'. Where a customer does not leave details they we=ill be denied entry to the restaurant.