

Risk Assessment - The Black Bull

Keeping customers safe

1. A temporary record for 21 days of customers phone numbers and names will be kept to support NHS Test and Trace. (Government guidance not yet published as of 02/07/2020 12:16)
2. Where possible customers will be encouraged to reserve a table so that overcrowding can be avoided.
3. Seating will be reconfigured to one metre plus rules to help with distancing, but where 2 metre distance between customers is not possible then seating times will be staggered to help with social distancing.
4. More customer seating outside will be provided outside in the pub car park, on a first come first served basis.
 - a. Customers seated outside the venue will be permitted to use the pub facilities and be required to follow the same rules as customers seated inside the venue.
 - b. Customers seated outside should be aware that in the event of bad weather, where the interior of the pub is at full capacity, entry will be prohibited in order to ensure the safety of all staff and customers.
5. To avoid any queues forming inside, one party member can inform the pub staff of their arrival and seating needs, if there is no prior reservation, and wait in their car until called in.
6. There will be a sign and hand washing station at the front door to inform about the new rules in place for customers safety.
7. Customers should be aware and will be encouraged by staff to follow the two households seating together rule.
8. Customers will be encouraged to use the hand sanitizer station on arrival.
9. Customers are reminded that children should be supervised and required to follow social distancing, hygiene and sanitization regimes at all times.

10. A one way system will operate with regards to access to the dining area and customer toilets to minimize customer contact. The bar will be reserved and blocked off to allow only drinkers. The snug will act as an overflow for the restaurant and bar during peak periods. Seating has been re-configured to reflect the one metre plus social distancing guidelines.
11. Deliveries will be carried out when closed to protect both customers and delivery drivers.
12. Customers are asked to stay at their tables and not approach the bar, service will be taken at the table.
13. All loose magazines, newspapers and business cards etc. will be removed to reduce touch points.
14. When the pubs maximum reduced capacity is reached then no further customers will be allowed inside the pub, there will be additional outside seating to help with overflows. Please see point 4 above in relation to outside seating.

Managing food and service

1. Orders will be taken at the table by staff at least one metre distant and in as little time as possible.
2. Customers will be seated by staff to help distancing between tables.
3. Customers will be reminded to stay with their party at the table unless using the facilities, there is no service at the bar or mingling with other customer tables.
4. Mainly disposable condiments will be provided but any that are not will be wiped clean after each party leaves.
5. Doors that can be propped open will be to reduce unnecessary touching.
6. Menus will be disposable and not reused.
7. Contactless payment will be encouraged.
8. Staff and customer contact will be kept to a minimum and always at least one metre plus apart.
9. Tables and chairs will be wiped clean after each party leaves.

Takeaway

1. Will be ordered by phone or online.
2. Customers will provide a pick up time and pay in advance over the telephone for their order.
3. Customers are asked to wait in their cars for deliveries, which will be bought out by a member of staff at their requested pick up time.

Service at the pub

1. Table service will be one metre plus and the duration kept as short as possible.
2. Tables will be set upon arrival to reduce any contamination risk.
3. Tables or available seating will be one metre plus apart.
4. Due to the interior architecture of the pub passageways and spaces in some areas are less than one metre. Customers and staff will check access is clear before entering these spaces. Where someone is already in this space persons should allow the space to be vacated before entering.
5. Staff will collect and return empty glasses to the bar and take food, drink and dessert orders at the table.
6. Bar staff and kitchen staff will keep contact to a minimum, food pickup will happen at opposite sides of the kitchen table to kitchen staff working.
7. Staff moving between the kitchen and any other area of the pub will be required to use the hand sanitizer station before handling customer tableware.
8. Outdoor service will be encouraged and additional socially distanced tables will be provided at the front of the pub.
9. There will be no service at the bar or customer seating around it.

Customer toilets

1. Signs in the bathroom will encourage hand washing and remind customers to avoid touching their faces.
2. Doors will be propped open where possible to avoid unnecessary contact.
3. Touch points will be cleaned with anti-bacterial spray and blue roll on an hourly basis.
4. Toilets will be cleaned before and after each time the pub opens.
5. The middle cubicle in the ladies and the middle urinal in the gents will be cordoned off to promote social distancing between customers.
6. Customers concerned about using the toilets may ask staff to check occupancy prior to using the facilities.

Providing guidance

1. Clear guidance on expected customer behavior, social distancing and hygiene will be posted at the entrance to the pub next to the hand washing station and at various high risk areas within the pub.
2. Staff will remind customers where necessary to follow social distancing.
3. Customers are reminded that at all times they are responsible for adhering to Government guidance and the behavior of any minors in their party.
4. Staff and customers will ensure that no shouting or excessive volume is used when in the venue to reduce the risk of spreading any infection.

Who should go to work

1. Staff that feel unwell with Covid 19 symptoms will be asked to self-isolate as per government guidelines.

Social distancing for workers

1. Staff will be encouraged to park behind the pub and enter through the kitchen to minimize contact with customers.
2. Hand washing on arrival will be required, followed by frequent use of the provided hand washing stations in the kitchen area and behind the bar.
3. Front of house and kitchen staff contact will be kept to a minimum, orders will be delivered and food picked up using the one metre plus rule.
4. One staff member to operate the bar at a time.
5. Where possible only two workers will be working in the kitchen at any one time. The chef at the front and one worker providing support.
6. Staff will work in teams with the same people to reduce the risk of one shift infecting another.

Entertainment

1. Music system will be played at a low volume so customers do not have to raise their voice in talking to each other.

Break times

1. Staff will be encouraged to take breaks outside and away from customers.

Accidents

1. Hand washing before and after administering first aid.
2. Contact between staff and customers to be kept to a minimum when administering first aid.

Cleaning the workplace

1. Non fire doors that can be wedged open will be to reduce touch points.
2. Frequently touched items like tills and card machines will be cleaned more frequently.
3. Tables and reusable condiments will be cleaned after each customer's visit.
4. Normal cleaning of surfaces will continue in line with health and safety guidelines.
5. Doors and windows will be opened where possible to help with ventilation.
6. Bar and kitchen staff will continue frequent hand washing throughout the shift.
7. Staff hand washing before touching plates and cutlery.
8. Hand washing after touching customer items and before starting the next task, for example when collecting plates from customers.
9. Goods being delivered will be wiped down before storage.

Personal protective Equipment

1. Staff are not required to wear face masks or gloves, however customers or staff who would like to wear them are entitled to.
2. Customers will be required to provide their own PPE where they feel it is appropriate.

Workforce management

1. Due to running one shift per day no fixed 'partnering' teams will be needed.
2. Staff work patterns will be recorded for 21 days to assist NHS Test and Trace.
3. Clear consistent communication of rules will be delivered to staff as and when they change.
4. Risk assessment will be posted where all staff can view it, and any changed guidance will be posted and brought to staffs attention.
5. Risk Assessment document will be updated with date and version when amended.

Guidance for Visitors

1. If you are feeling unwell or display Covid 19 symptoms, service will be refused and we ask you to not enter the pub.
2. Please wash your hands upon arrival to protect you and other customers.
3. We kindly ask you to let the staff seat you as we are staggering groups to help with social distancing.
4. We ask that you remain at your table unless using the bathroom for your safety and the safety of other customers and staff.
5. Customers are reminded that children are welcome but should be supervised and are required to follow social distancing when on the premises.
6. Please refrain from coming to the bar for drinks or other needs, we will come to your table when you need anything.
7. Due to social distancing we are operating at a reduced capacity and as such may refuse entry when we have reached our maximum safe capacity.
8. A telephone number and contact name will be required for one member of each party in line with government NHS Test and Trace guidelines. Detailed guidance not published before the creation of this document. (02/07/2020)
9. We are operating the bar for drinks only and the restaurant will be following a one way system for entering and exit, please follow the signs.

This guidance has been created in accordance with Government best practice and adherence is therefore required when visiting the venue. Should you have any questions please speak to a member of staff.