

Covid-19 Risk assessment

Flow diagram for one-way system attached

Living document

This is a living document that will be continuously reviewed and updated according to government guidelines and the current situation

	Controls at The Barley Mow (government issued guidelines and own enhanced measures)	Completed	Reviewed (dates)
Customer Journey			
Pre-booking (Advised via website and social media)	<ul style="list-style-type: none"> • Customers wishing to dine will be encouraged to book in advance via website and social media • Diners who haven't booked will be informed on arrival if they can be accommodated within the guidelines 		
Arrival to the pub	<ul style="list-style-type: none"> • Bookings via email will be sent a copy of our new guidelines, bookings via telephone or walk ins will be directed to one of the points where procedures can be viewed or will be shared verbally by staff. This will include capacity, tracing details and how they will be stored. • Signage and arrows will be clearly visible on the floor and doors • Details of contactless ordering and payment will be shared either verbally or via information sheet with menu. 		
Queuing outside	<ul style="list-style-type: none"> • Boards and staff to share if spaces available both inside and outside. • Selected tables will be out of use and clearly marked. Highly visible markers will show 2m or 1m+ social distancing 		
Entering the pub	<ul style="list-style-type: none"> • Customers asked to sanitise/wash their hands on arrival • Customers will be met and directed to an available table by a member of staff and advised that tables shouldn't be moved and that waiting or drinking at the bar is not permitted. 		
Walking to the table (inside or outside)	<ul style="list-style-type: none"> • Re-iteration of 1m+ and 2 metre social distancing rules through signage and verbal cues. • Customer will be offered the opportunity to have their table re-cleaned in front of them. 		

	<ul style="list-style-type: none"> • Front of house (in front of the bar) staff to wear appropriate PPE. 		
Ordering food and drink	<ul style="list-style-type: none"> • Encourage use of app as preferred method • Table service where applicable. • If ordering at the bar – payment to be taken contactless where possible. • Hand sanitiser available at entrances, exits and at various points around the pub. 		
Serving food and drinks	<ul style="list-style-type: none"> • There will be minimal contact with customers, when interacting verbally, will be done at a distance of 2 metres where possible. • Food and drink will be placed down without speaking. 		
Clearing tables	<ul style="list-style-type: none"> • There will be minimal contact with customers, when interacting verbally, will be done at a distance of 2 metres where possible. • Plates and glasses will be cleared without speaking. • Tables will be cleared and sanitised after customer leaves • Table will not be used immediately afterwards, using a rotation system where possible • Cleaning products and cloths will be readily available and well-stocked 		
Using the toilet	<ul style="list-style-type: none"> • Toilets will be a one in, one out system • Barrel locks will on outside doors • Customers will be encouraged not to cross in the corridor with other customers. 		
Paying	<ul style="list-style-type: none"> • Cashless payments are preferred, via app or contactless payment. 		
Leaving the pub	<ul style="list-style-type: none"> • Sanitiser will be available at the one way exit door. 		
Continuous cleaning	<ul style="list-style-type: none"> • Documented cleaning programme with hourly sign offs. This will include but is not limited to, all door handles, toilets, bar area and chair backs. 		
Staff Journey			
Before re-opening of business	<ul style="list-style-type: none"> • Staff to attend staff meeting where initial risk assessment will be shared • All staff will complete online training module of infection control including Covid-19 		

Before returning to work	<ul style="list-style-type: none"> • Staff will complete self assessment on current health of themselves and those in their household. Anyone who is required to self isolate will be required to do so. 		
Arrival	<ul style="list-style-type: none"> • Staff will have their temperature taken and recorded and will sign self declaration of fitness to work. • Coats and bags to be stored in designated staff areas • Hands to be washed thoroughly for a minimum of 20 seconds • Staff working front of house (in front of the bar) will be required to wear a fresh mask • Staff will be reminded to wash their hands regularly, between service of each customer, wearing gloves as appropriate. 		
Kitchen re-opening	<ul style="list-style-type: none"> • A full deep clean to take place before re-opening • A full stocktake to take place before re-opening • Notification to HDC of intention to re-start operations • Notify Biffa that waste collections should commence. 		
Menu	<ul style="list-style-type: none"> • Initially members of kitchen staff will be reduced to two people to allow full social distancing and to limit contact. PPE will be available for the occasional times social distancing is not possible. • Reduction in choice of menu with re-designated areas for preparation to ensure whole dishes can be prepared and served by one person. 		
Kitchen area	<ul style="list-style-type: none"> • A full deep clean to take place before re-opening • Full assessment of stock required, including cleaning stock. • Re-assessment of Safer food, better business • Completion of EHO re-opening checklist • Kitchen to be sanitised regularly on all used surfaces including Door push and pull handles, sinks and taps. 		

Food storage areas	<ul style="list-style-type: none"> • Closed food storage areas to be sanitised daily • Existing food dates re-checked • Food that arrives in packaging, should be unpacked outside whilst wearing gloves and then fresh gloves used to put away, re-labelling as necessary. 		
Outdoor areas	<ul style="list-style-type: none"> • Outdoor areas should be kept clear of debris and checked on twice hourly by shift supervisor. 		
Equipment	<ul style="list-style-type: none"> • Thoroughly clean all equipment before re-opening, and regularly throughout the shift. • Check temperatures of all fridges and freezers including those not in use during closure. • Review all equipment is in full working order or raise a request for maintenance to appropriate person • Allow all fridges to reach required temperature before re-stocking. 		
Work benches and counter tops	<ul style="list-style-type: none"> • All work surfaces should be sanitised after each use 		
Cellar	<ul style="list-style-type: none"> • Cellar to be sanitised frequently all used surfaces including sinks, taps equipment and barrels 		
Deliveries	<ul style="list-style-type: none"> • Social distancing in place • Deliveries checked and signed for either electronically or using own pen • Hands washed thoroughly following receipt of delivery 		
Front of house			
	<ul style="list-style-type: none"> • Following government guidelines ensure all staff are aware of the following through training and obtain signed completion. • Social distancing and the difference between 2m and 1m+ measures • One-way system • Minimising interactions with staff and customers • The ban on the use of mobile phones • All measures will be frequently reviewed and updated 		

	<ul style="list-style-type: none"> • Identify higher risk staff and take appropriate measures • Staff responsibilities to inform of any sickness • Continue where possible increased ventilation • Any additional and new procedures. 		
Toilet use	<ul style="list-style-type: none"> • Staff can continue to use customer toilets, but following the same guidelines as customers 		
Interaction with customers	<ul style="list-style-type: none"> • Maintain 2m distance where at all possible. • Where this is not possible, distance can be reduced to 1m with the additional measures of PPE or screens. • All physical contact to be avoided, unless PPE is in use. 		
Interaction with colleagues	<ul style="list-style-type: none"> • Reduced staff on shift, • Maintain 2m distance where at all possible. • Where this is not possible, distance can be reduced to 1m with the additional measures of PPE, screens, back to back or side by side working.. • All physical contact to be avoided, unless PPE is in use. 		
Leaving work	<ul style="list-style-type: none"> • Wash hands for at least 20 seconds at the end of your shift and after collecting personal property 		
If a staff member feels unwell	<ul style="list-style-type: none"> • Report immediately to Management. • If they have any of the identified Covid-19 symptoms, book a test and then inform them and their family to self-isolate for 14 days if positive • If instructed via the government track and trace system, report immediately to management and then self isolate for 14 days if test proves to be positive 		
Staff welfare check-in	<ul style="list-style-type: none"> • Check-in conversations daily 		