

LICENSEE COVID-19 RISK ASSESSMENT – The Falcon Inn

Living Document

This is a living document that will be continuously edited and updated as understanding of the virus improves, government guidance changes and members develop improved solutions

Customer Journey	Controls in my business (based on above principles and/or own enhanced measures)
Pre-booking (if feasible)	Pre booking not required.
Arrival outside venue	Signage to guide customers to a vacant table, where table service will be implemented
Queuing outside	Queuing will be formed alongside the terrace wall to allow for safe access to the venue, tables will be allocated on a first come first served basis in groups of no more than 6 ('rule of six', meaning six people from many different households can now meet up outside.)
Entering the business	This is only permitted to access the toilets / baby change facilities and or to pay. Mask or face shields must be worn at all times. Access is only granted via the terrace door for the gents and the family / garden room for the ladies. Full signage is in place to facilitate.
Collecting Customer/Visitor details (to assist NHS Test and Trace)	All staff will be wearing the NHS track and Trace QR code to assist with this and paper copies to complet will be made available to each visitor Log details <ul style="list-style-type: none"> • Name • Phone # • Time of Entry
Walking to table Either inside or outside	Customers will be advised that they must walk direct to table as instructed and are only permitted to leave when a, leaving the premises b, to access the toilets or bar to pay.
Ordering food and drinks	Full table service will be in situ, with the exception of paying for drinks or food if the internet is low on signal. Online order app is in use for customers to access full drinks and food menus.

Customer Journey	Controls in my business (based on above principles and/or own enhanced measures)
Bar Service	There is no bar service available at this time
Food and drinks service	Food and drinks ordered via staff or the app will be presented on a tray to the customers table, omitting the touching of glassware unnecessarily by staff
Clearing the customer table	Tables will be cleared by staff wearing gloves on to a tray where the items will be returned to glass wash / wash up area for full clean and sanitising. PPE will be worn by staff to omit cross contamination, tables will be sanitised between use using appropriate cleaning solutions.
Showing TV Sport (if applicable)	<p>Not currently available</p> <ul style="list-style-type: none"> • How will singing/chanting/shouting be avoided? • What measures will be taken to control customers remaining seated? • The volume of any broadcast needs to be controlled. • Staff numbers may need to be assessed to ensure measures are met. • Does the layout of the premises need attention? • How will capacity numbers be controlled? • Will guidance be given to customers on arrival? If so, how will this be controlled?
Going to the toilet	Signage will show clear instructions on how to access each of the toilets, with a maximum of two people at any time, masks/face coverings must be worn by all guests when entering the facilities.
Paying	Payment will be made via the online order app where possible, contactless card payments are also available, cash may be used but must be presented to staff on a tray where change will be returned in the same manor
Leaving the business	The Falcon In has designed and marked a clear pathway for customers to rotate around the outside dining/ drinking space in a manor that allows minimum contact with other tables. clear signage has been set up.
In-between customers	All tables and chairs will be sanitised in between each party of customers in accordance with Covid-19 regulations using appropriate PPE and materials. tables will be kept clear of any items of service such as condiments, menus to minimise contact contamination.
Continuous actions (cleaning etc.)	All staff are trained and prepared to continually clean where required minimising hand contact with all multi use touch points. Team members will be placed in workable areas to ensure guidance is available where required.

Staff Assessment

Staff Journey	Controls in my business (based on above principles and/or own enhanced measures) <input checked="" type="checkbox"/> <input type="checkbox"/> or own solution
Before returning to work	Staff are to notify in the first instance any sign or symptoms of Covid-19 within a pre set time period of two hours, those showing any signs will not be permitted to attend their shift with a negative test result or following isolation in line with government guidelines.
Pre-arrival	Staff are required to ensure that they are fit and well to attend shift,
Arrival	Staff must arrive on site wearing face mask/or appropriate face covering, wash their hands on arrival. They must before commencing any service ensure that they are wearing and have checked all PPE and reported and changed any that is defective.
Uniform change (if applicable)	Clean uniform are provided and this must be only worn on site, staff are required and have rooms to change and will be required to remove articles before leaving where they will be washed and sanitised before next use.
Kitchen Menu	Menus have been prepared and laminated for use by kitchen staff, these are wipeable in between user only one staff member per area per shift.
Kitchens Medium / large Small Food Storage Areas	<p>Kichen will have had a full deep clean in line with EHO guidelines at the end of each shift / working day and left prepared and ready for the next. Staff rotation in this area is minimised. Separate areas have been marked for use by front of house staff to avoid close contact with kitchen staff, used crockery to be placed in clearly marked sink area for cleaning by kitchen team.</p> <p>Food storage areas are only to be entered into by single kitchen staff member at any one time. Touch contact must be minimised by use of wearing PPE.</p> <p>Cellar, is only to be access by single staff member (Front of House), ensuring that appropriate PPE is worn to conduct task, and full hand washing is carried out before attempting the next.</p>

Cellar	Work benches and tables must be cleaned using appropriate PPE and cleaning materials following each use in line with EHO guidelines. These are provided on site.
Work benches and tables	All equipment will be sanitised between each use.
Equipment	Outdoor areas are to be cleaned and sanitised where appropriate at the start of each shift and continually monitored during. Any spillages or incidents must be reported to senior staff and dealt with in an appropriate manor.
Outdoor areas	
Deliveries	Deliveries have been pre arranged to arrive outside of trading times. Any unplanned deliveries will be rejected if they are not able to access the trade area without conflict of customer space.
Front of House	Front of house will be managed by senior staff, to ensure that movement around the building is minimised and contact with other staff and visitors is also kept at a minimum. Staff will not be permitted to gather in groups, only one is permitted to be in any area at a time, allowing them to carry out their duties individually.
Toilet Use	Toilets for customers have been marked with a in out system and only permitted to have two persons in at any time, staff toilets have been provided for staff in the managers flat to minimise use of guest toilets.
Interaction with customers	Interaction with customers is still encouraged however guidelines have been put in place to ensure distance, face covering and minimal contact.
Interaction with work colleagues	Interaction with work colleagues is required at times in order to allow for a smooth transition of sales. However all staff must be wearing face masks or coverings and must keep a 1 metre distance from all other staff whilst conversing.
Using the Staff office	Only the manager is permitted in the office at service times this will remained locked, any need to two members of staff to be in a close confine will be done once the venue is closed and in a larger space to afford non close contact.
Leave work	Staff must clean and wash their hands before they leave after having disposed of any PPE and or uniform to the designated areas.
Staff rest rooms	A staff rest room has been provided in the managers flat for them to use on a break or if a break is required during shift.
When staff feel unwell	Should staff become or start to feel unwell they will be advised to leave the premises at the earliest convenience , or wait in a closed area for some one from their family bubble to collect them. this must be recorded with the manager and if required logged with NHS direct.

COVID-19 RISK ASSESSMENT

Flow Diagrams

By plotting out the routes taken by staff and customers in our pub, we will have a clear idea of where the potential issues may arise, particularly in relation to social distancing.

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Customer Journey	Controls in my business (based on government issued principles, own enhanced measures and)	
Pre-booking (if feasible)	<ul style="list-style-type: none"> • Diners will be informed by a member of staff if they can be accommodated within the guidelines. 	√
Arrival outside venue	<ul style="list-style-type: none"> • walk ins will be directed to one of the points where our procedures can be viewed or a member of staff can provide one. Guideline pack will detail both Government Covid-19 guidelines, plus in house policy on capacity etc. • Signage directing to external drinking spaces will be clearly visible with addition to instructions on contactless drink ordering. 	√
Queuing outside	<ul style="list-style-type: none"> • Boards and staff to detail amount of customers at the bar, this will also be visible on a large noticeboard outside the entrances including the beer garden to the rear. • Selected tables will be removed, providing adequate room for distancing measures as well as highly visible 2m tape on the ground as a marker. 	√
Entering the premises	<ul style="list-style-type: none"> • Customers will be directed to an available table by a member of staff, advised about the amount of people allowed beside the bar and also informed of the availability our guidelines pack should they wish to view it. 	√
Collecting Customer/Visitor details (to assist NHS Test and Trace)	<ul style="list-style-type: none"> • We will collect customer and visitor ID data daily via a recorded log upon entrance. <ul style="list-style-type: none"> • Name • Phone # • Time of Entry 	

Customer Journey	Controls in my business (based on government issued principles, own enhanced measures and)	
	<ul style="list-style-type: none"> We will store this data safely and confidentially for 21 days. We will destroy all data greater than 21 days old. 	
Walking to table Either inside or outside	<ul style="list-style-type: none"> Usage of Signage and verbal cues to reinforce 2m social distancing. Staff to wear PPE. 	√
Ordering food and drinks, Bar Service and Food and drinks service	<ul style="list-style-type: none"> Table service where applicable Staff to wear PPE Limited number of people at the bar Hand hygiene gel and hand wash available to customers wherever needed. 	√
Clearing the customers table	<ul style="list-style-type: none"> Clean & sanitise table and seating once customer leaves. Ensure all cleaning products are readily available and restocked 	√
Showing TV Sport (if applicable)	<p>How will singing/chanting/shouting be avoided?</p> <ul style="list-style-type: none"> What measures will be taken to control customers remaining seated? <p>Signage and pre-game communication</p> <ul style="list-style-type: none"> The volume of any broadcast needs to be controlled. <p>Broadcast volume to be lower than pre-COVID.</p> <ul style="list-style-type: none"> Staff numbers may need to be assessed to ensure measures are met. <p>Staffing will be sufficient</p> <ul style="list-style-type: none"> Does the layout of the premises need attention? <p>Table and chairs to be ideally 2M apart; min' 1M.</p>	Not available

Customer Journey	Controls in my business (based on government issued principles, own enhanced measures and)	
	<ul style="list-style-type: none"> • How will capacity numbers be controlled? Area will be zoned and monitored and/or pre-ticketed • Will guidance be given to customers on arrival? If so, how will this be controlled? Audience to be seated. Signage / communication that shouting, chanting, hugging etc. is prohibited, and violators will be ejected 	
Going to the toilet	<ul style="list-style-type: none"> • Provide sanitiser around door handles • Block out centre urinal in gents to enforce social distancing measures 	√
Paying	<ul style="list-style-type: none"> • Cashless via telephone or contactless payments 	√
Leaving the business	<ul style="list-style-type: none"> • Provide sanitiser points at both exits 	√
In-between customers	<ul style="list-style-type: none"> • Clean & sanitise table and seating once customer leaves 	√
Continuous actions (Cleaning etc.)	<ul style="list-style-type: none"> • Documented cleaning programme with hourly sign-offs. This will include but is not limited to: Door handles (10 in total) 	√

Staff Assessment

Staff Journey	Controls in my business (based on above principles and/or own enhanced measures)	
Before returning to work	<ul style="list-style-type: none"> • Staff with any Covid-19 symptoms to call in and be informed to self-isolate for 14 days 	√

Pre-arrival	<ul style="list-style-type: none"> • Training plan on personal cleanliness and hygiene, staff to be forwarded guidelines before a preopening staff meeting. • Meeting to include procedures which staff will undertake and any revisions that they may need make (a fresh pair of eyes can help se points of issue that might've been missed). 	√
Arrival	<ul style="list-style-type: none"> • Leave coat / bag in staff area. Wash hands thoroughly as per guidelines. Provision of PPE where necessary 	√
Uniform change (if applicable)	n/a	X
	Kitchen; Controlled Measures Taken (based on government issued advice, the food standards agency and own initiative)	
Harrogate council to be notified of our intent to reopen	<ul style="list-style-type: none"> • Notify local authority of intention to restart operations. • Notify local authority of any change to the business activities registered for, including the introduction of new takeaway service. • Notify local authority that waste removal to commence prior to reopening 	√
Menu	<ul style="list-style-type: none"> • Initially members of kitchen staff will be reduced to two persons to comply with distancing criteria and to limit contact. PPE will be worn where necessary with frequent breaks from hot temperatures to ensure staff do not overheat. • Reduced menu restricting amount of critical control points, balancing the hot/cold options and delegating a member of staff specifically to this area. 	√
Kitchen Area	<ul style="list-style-type: none"> • Full site assessment, including checking cleaning stock. 	√

	<ul style="list-style-type: none"> • Re-assessment of food safety management system to evaluate risks, to be recorded in HACCAP plan. Review should consider all changes to your business's processes and services connected to coronavirus. This could include changes to production, workflow management, staffing, customer interactions and any required control measures. • Kitchen to be sanitised frequently all used surfaces including sinks and taps to be cleaned and sanitised within compliance of guidelines. 	
Food Storage Areas	<ul style="list-style-type: none"> • Closed food storage area i.e. fridges to be sanitised daily • Existing food dates to be checked • Food that arrives packaged should have any outside packaging removed and relabelled where necessary. 	√
Outdoor areas	<ul style="list-style-type: none"> • Outdoor areas should be kept free from debris and checked on the twice hourly rounds by the designated staff. 	√
Equipment	<ul style="list-style-type: none"> • Thoroughly clean equipment before restarting and restocking, after using. This should be kept up throughout operation. • Check required temperatures and any temperature control records, if kept during closure period. • Review whether equipment requires maintenance after a period of inaction. • Allow sufficient time for equipment to reach required temperature before restocking. 	√
Work benches and tables	<ul style="list-style-type: none"> • All work surfaces and tables used should be sanitised and cleaned down after each use. 	√
Cellar	<ul style="list-style-type: none"> • Cellar area to be sanitised frequently all used surfaces including sinks, taps and barrels to be cleaned and sanitised within compliance of guidelines. 	√

Deliveries	<ul style="list-style-type: none"> • Distancing rules in place. Delivery checks and signed electronically. • Wash and sanitise hands following receipt of delivery 	√
	<p align="center">Font of House: Controlled measures taken (based on government issued principles, own enhanced measures and)</p>	
Front of House	<ul style="list-style-type: none"> • Review the government advice on social distancing in the workplace, training will be given before opening on the below measures: • Provide where possible for 2 metre social distancing. • Consider steps to minimise staff-customer interactions. • Measures undertaken to be frequently updated. • Identify staff at higher risk and taking appropriate measures. • Increase ventilation. Possibility to be assessed to do this without introducing new risks or hazards to hygiene. 	√
Toilet Use	<ul style="list-style-type: none"> • Cleaning material is in place • Hygiene measures followed • Toilets checked and sanitised twice hourly 	√
Interaction with customers	<ul style="list-style-type: none"> • Observe 2m distance where practicable • Physical contact to be kept minimal • PPE to be worn 	√
Interaction with work colleagues	<ul style="list-style-type: none"> • Cohort working teams to lower staff mixing. • Identify staff at higher risk and taking appropriate measures. • Observe 2m distance where practicable 	√
Leave work	<ul style="list-style-type: none"> • Wash hands following completion of shift and collection of personal property 	√

Staff rest rooms	<ul style="list-style-type: none"> • Staff to continue to use available customer toilets with sanitising products readily available (checked twice hourly) 	√
When staff feel "unwell"	<ul style="list-style-type: none"> • Report immediately to management. • If Covid-19 symptoms, then self-isolate for 14 days and inform staff who may have come into contact with them also. 	√
Staff welfare check in	<ul style="list-style-type: none"> • Check in conversation with employees, i.e. checking in on welfare. • Following the My Contribution process, these conversations can be used to look at: • Well-being: how is the employee feeling? • Contribution: do they feel they have the right tools to deliver (tasks and actions), • Look forward: is there anything that is concerning them over the coming day(s) • Feedback: are there any further areas of support required from the line manager/company 	√

Site-specific Risk Assessment for Pubs during the Coronavirus COVID019 Pandemic. Measures for Public Areas

Pub Name	The Falcon Inn
Assessment carried out by Name and Position (Licensee, Manager, Staff)	Hayley Davies, Manager

Date assessment carried out	Friday 9 th April 2021
Next review date	9th May 2021

Hazard type	Who is at risk	New control measures	Any further action required	Date completed & notes
1. To assist 'NHS Test and Trace'	The Public at large	Log details <ul style="list-style-type: none"> Name Phone # Time of Entry 	This will be completed on a daily basis by all staff and given to manager at end of day	09.04.21
2. Transmission of the virus between customers queuing and entering/exiting the building and the garden.	Customers and employees.	Venue walk through completed by all staff accompanied at distance by manager. Opening times displayed externally. Creation of external queueing system with markers. Clear welcome messaging displayed. Hand sanitising station on entry and exit points – garden and interior. Customer Bookings and reservations taken. Senior customer priority. One-way directional flow. Signed. Customer numbers managed and observed meeting distancing guidelines.	Staff Training: New entrance / exit policy. Social distancing and customer flow around the pub. Use of sanitising stations. Signage Ordered Signage displayed Training refreshers Consider temperature checks for staff pre shift. Check Admiral Web site for guidance information and training offers. Check Admiral web site for PPE product purchases.	09.04.21 All current staff have been trained in this area and completed a full read of the covid 19 risk assessment.
Hazard type	Who is at risk	New control measures	Any further action required	Date completed & notes
3. Transition of the virus by	Customers and employees	All staff issued with PPE, signage to state the need to wear by all visitors is clear and well sited	Hand washing facilities for staff in bar service area.	09.04.2021

touching infected items (and then touching the face)		Use of contactless payment Provide sanitiser wipes for use Cleaning rota to be enhanced to 15 minutes	Purchase spray sanitiser and cleaning cloths. Sanitising points displayed. Staff training. Self-certification – fit for work	
Hazard type	Who is at risk	New control measures	Any further action required	Date completed & notes
4. Transition of the virus by touching infected items (and then touching the face)	Customers and employees	Hourly touch point cleaning, disposable menus, online ordering app in place Cleaning schedules in place on site	Day Book Completed. Daily safety checks completed. Anti-septic wipes available. Pub check list completed.	09.04.2021
Hazard type	Who is at risk	New control measures	Any further action required	Date completed & notes
5. Transition of the virus due to the lack of social distancing	Customers and employees	Clear written instruction and signage around venue	Signage to be placed so clearly visible throughout the area being assessed	09.04.2021
Hazard type	Who is at risk	New control measures	Any further action required	Date completed & notes
6. Spreading of the virus through infection	Customers and employees.	Contact number in use to provide related details. Sending staff home immediately if any sign of illness is presented.	Assess employees fit to work status daily. Inform employee to stay at home.	09.04.2021
Hazard type	Who is at risk	Current control measures	Any further action required	Date completed & notes
7. Emergency situations/ accidents	Customers, Employees, Public	Manager on site or senior staff member will lead on any eventuality. React immediately Call NHS	Immediate action. Check risk and assess.	09.04.2021
Hazard type	Who is at risk	Current control measures	Any further action required	Date completed & notes
8. <u>If Applicable</u> As a result of TV SPORTS BROADCASTING - transmission of the virus via shouting, chanting or lack of SD	Customers	How will singing/chanting/shouting be avoided? <ul style="list-style-type: none"> • What measures will be taken to control customers remaining seated? • The volume of any broadcast needs to be controlled. • Staff numbers may need to be assessed to ensure measures are met. • Does the layout of the premises need attention? • How will capacity numbers be controlled? • Will guidance be given to customers on arrival? If so, how will this be controlled? 	Not applicable at this time	09.04.2021

Hazard type	Who is at risk	Current control measures	Any further action required	Date completed & notes
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