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HM Government

Newham London

Information for businesses on opening to members of the public



KEEP YOUR DISTANCE. SAVE LIVES.

**People at the Heart
of Everything We Do**

All information in this leaflet was correct at the time of publication 1 July 2020 however, you should always check government guidance available at **www.gov.uk/coronavirus/business-support** to ensure you are following the latest advice. To reopen, all premises need to be ready to keep staff and customers safe.

Can my business open to members of the public?



Businesses that are allowed to reopen from 4 July 2020 include:

- Restaurants, cafes and workplace canteens
- Pubs and bars
- Hotels, hostels, bed and breakfast accommodation, holiday apartments or homes, cottages or bungalows, campsites, caravan parks or boarding houses
- Hairdressers and barbers
- Cinemas, theatres and concert halls
- Amusement arcades and other entertainment centres
- Funfairs, theme parks, adventure parks, museums, galleries, bingo halls and social clubs.



Some businesses must remain closed until further notice. These include:

- Nightclubs
- Casinos
- Bowling alleys and indoor skating rinks
- Indoor play areas including soft-play
- Spas
- Nail bars, beauty salons and tanning salons
- Massage, tattoo and piercing parlours
- Indoor fitness and dance studios, indoor gyms and sports venues/facilities
- Swimming pools including water parks
- Exhibition or conference centres must remain closed for events such as exhibitions or conferences, other than for those who work for the business or organisation who run the venue.

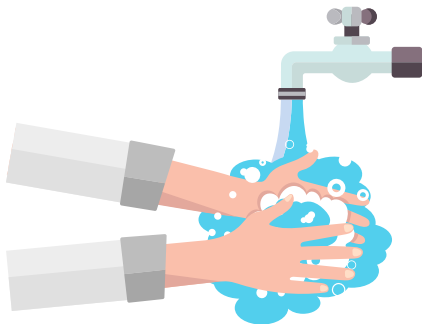
What measures should my business put in place to open?

To reopen all businesses should:

- Follow the government's five steps to working safely:

1. Carry out COVID-19 risk assessment (A poster is included with this leaflet for you to sign and display, confirming that your business has complied with the government's guidance on managing the risk of COVID-19)
2. Develop cleaning, handwashing and hygiene procedures
3. Help people to work from home
4. Maintain 2m social distancing, where possible
5. Where people cannot be 2m apart, manage transmission risk.

Read the full steps at **www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/5-steps-to-working-safely**



- Make sure staff wash their hands thoroughly after each engagement with customers, equipment, utensils, crockery etc.
- Frequently clean and disinfect objects and surfaces that are touched regularly such as door handles
- Provide hand sanitiser and/or extra handwashing facilities for staff and customers
- Control the use of toilets to limit the number of people entering at any one time
- Put in place measures to follow 1-metre-plus social distancing. See further information on page 4 of this leaflet for guidance
- Put up signs to remind workers and visitors of social distancing guidance (you can use the posters included with this leaflet)
- Use floor tape or paint to mark areas to help people keep their distance
- Encourage customers to pay by contactless card
- Limit the capacity of venues
- Support NHS Test and Trace by setting up a system to keep a temporary record of customers. See further information on page 5 of this leaflet for guidance.

1 metre plus social distancing

Customers and staff may be confused about 1-metre-plus social distancing rules. It is important that businesses play their part in ensuring everyone continues to follow social distancing regulations correctly.

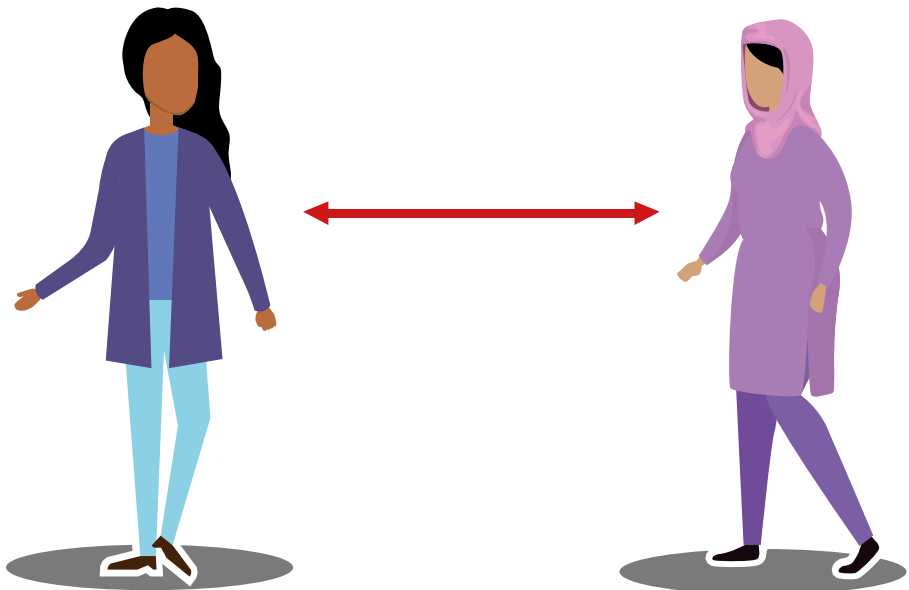
Where possible, people from different households should maintain a two-metre distance between themselves.

However, as long as other measures are put in place to limit the transmission of the virus, this distance can be reduced to one meter.

Potential measures that could be put in place to enable a reduction in the distance required between people to one metre include:

- Wearing a face covering
- Installing screens
- Making sure people face away from each other
- Providing extra handwashing facilities.

1-metre-plus



Supporting NHS Track and Trace

You should assist the NHS Track and Trace service by keeping a temporary record of your customers and visitors for 21 days, in a way that is manageable for your business.

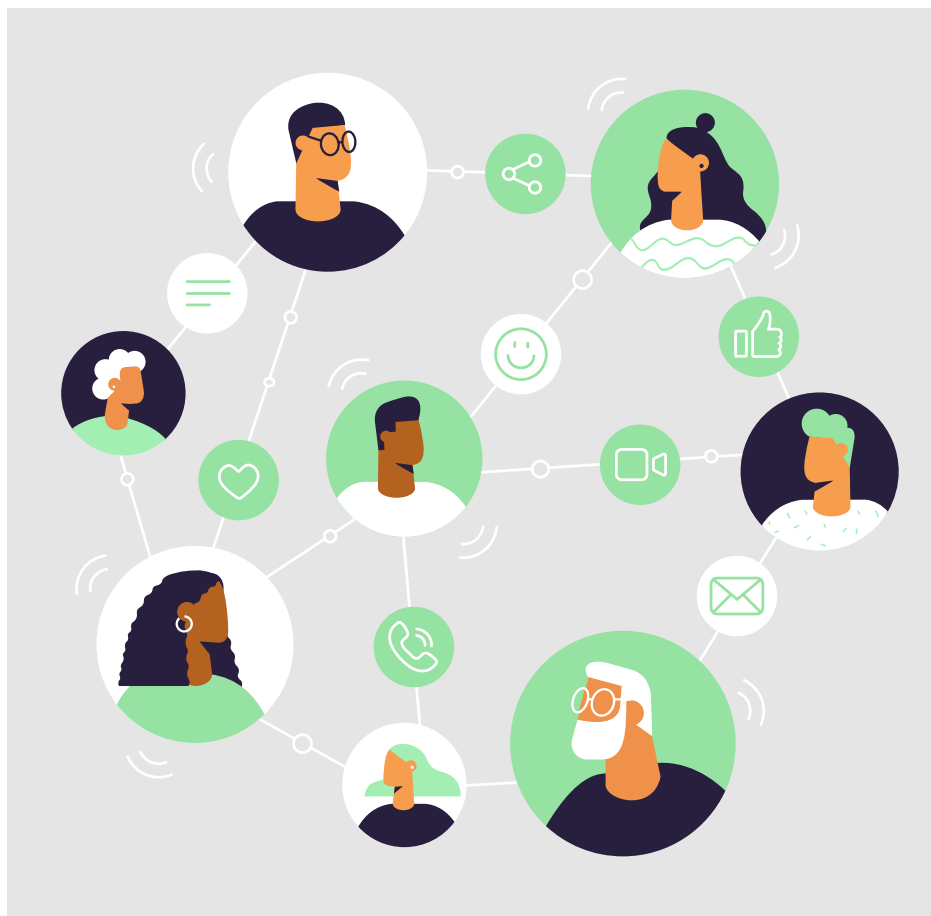
You should assist the NHS Test and Trace with requests for that data if needed.

Many businesses that take bookings

already have systems for recording their customers and visitors (including restaurants, hotels, and hair salons). If you do not already do this, you should do so to help fight the virus.

All records must be kept securely in line with data protection regulations.

This advice does not apply to retail.



Guidance for pubs, restaurants and cafes:

- All customers inside all premises should be seated. No food or drink should be consumed standing up
 - Pubs, restaurants and cafes will have to arrange tables and chairs to the required social distancing (2m, or 1m with risk mitigation where 2m is not viable, is acceptable). People should be able to move to, from or between tables without compromising that distance. If you have fixed tables this will mean closing tables or part of tables
 - Table service must be used where possible to prevent queues at bar/service area
 - People eating or drinking outside must be served outside usually by table service or a table/bar set outside the premises, to stop overcrowding inside the premises
 - If you would like to place tables and chairs on the pavement you will need to apply for a Highways Amenities License from the Council
 - For off sales or consumption of alcohol in shared public areas, you should look at the possibility of using plastic glasses and decanting bottles
 - Do not use containers of condiments/ sauces/sugar etc. Provide (disposable condiments) individual packs.
- For the full government guidance please visit **www.gov.uk/workingsafely**



Guidance for hairdressers and barbers:

- Staff should wear masks or face shields when customers are on the premises
- Equipment should be cleaned with antiseptic after each customer
- Seats should be cleaned with antiseptic or antiseptic wipes after each customer
- Gowns should not be reused, consider using disposable gowns
- Customers should be advised to use the provided antiseptic gel on entry to the premises
- Customers must be kept two metres apart or shielding must be in place between chairs
- The number of customers must be limited. Only allow customers in the premises if social distancing measures are met.



For the full government guidance please visit www.gov.uk/workingsafely



Where can I find further information?

Find detailed government guidance at **www.gov.uk/coronavirus/business-support**. This includes guidance on:

- Funding and support
- Your responsibilities as an employer
- How to run your business safely
- Businesses that should remain closed.

The government's 'COVID-19 secure' guidance ensures workplaces are as safe as possible. The guides cover a range of different types of work.

Visit **www.gov.uk/workingsafely** for specific guidance for your business. Further guidance is published as more businesses are able to reopen.

Newham Council has a dedicated section of the website with important information for businesses support at **www.newham.gov.uk/Businesssupportcovid19**

If you are still unsure about whether your business can reopen to members of the public or have any other queries, please contact **trading.standards@newham.gov.uk**

