

COVID-19 SITE SPECIFIC RISK ASSESSMENT FOR LICENSED PREMISES IN ENGLAND

Risk assessment completed by:	James Wilson	Name of site:	The Ivy House Community Pub
Position in business:	General Manager	Address of site:	40 Stuart Road, SE15 3BE
Date of Assessment:	2 nd July 2020	Brief description of site:	Medium sized community pub with food
Next Review Date:	20 th July 2020	Name of local authority:	Southwark Council

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Item	Hazard	Who is at risk?	Control measures to minimise risk:	Further action required?	All controls in place?
1 Employees infected with COVID-19					
1.1	<p>Transmission of COVID-19 between employees and also between employees and customers.</p> <p>Employees may have no symptoms but be carrying the virus.</p>	Customers and employees	<ul style="list-style-type: none"> ✓ Staff members briefed on identifying the symptoms of COVID-19 and the requirement to not come into work, but immediately ring in sick if they have any of these symptoms. They should then self-isolate for at least 7 days, and for any family members living under the same roof who also work at the venue, it's 14 days. ✓ Return to work (after the lockdown) briefing for all staff members and completion of COVID-19 Controls Return to Work Questionnaire (templates readily available in the files section on The Pub Owners Network Group Facebook group). ✓ Staff members to avoid use of public transport on their way to work and where possible travel directly between home and work, avoid shops on route etc. ✓ Daily temperature checks (using non-contact thermometers) on staff members as they enter the premises. ✓ Staff members immediately sent home if they show any signs of infection. ✓ Use of hand sanitiser on entering the site and regular hand washing for minimum of twenty seconds with warm water and soap. Avoid touching face. ✓ Staff members change into work uniforms (as applicable) on site. ✓ Staff members trained on COVID-19 (for example through one of the free industry short online courses currently available). Example here. 		
2 Customers entering and leaving the site					
2.1	<p>Transmission of COVID-19 between customers and also between customers and employees.</p>	Customers and employees	<ul style="list-style-type: none"> ✓ Guidance and reassurance provided to customers before visiting the premises through website, social media and booking forms. ✓ Contact details taken for customers and stored for 21 days using online booking system, all walk-in tables to be recorded on booking system also. ✓ Welcome signage including message about not entering the premises if suffering from any symptoms of COVID-19. ✓ Hand sanitiser point prominently displayed adjacent to all entrance doors. ✓ External queuing system in place with clearly displayed signage and staff member monitoring any queuing system to ensure effective. ✓ Queuing system has social distancing markers in place and queue is kept away from traffic. ✓ One-way system in place. ✓ Customer booking system to reduce any queuing or congestion. ✓ Staff member greeting customers and monitoring customer flow in and out of premises. Customers shown to vacant (and pre-cleaned) tables. ✓ CCTV monitoring external areas and entrances/exits. ✓ Consideration given to how to segregate any takeaway customers. ✓ Doors through site to remain open where possible to minimise contact. However, do not wedge open designated fire doors. 		

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3 Internal trading areas					
3.1	Transmission of COVID-19 between customers and also between customers and employees.	Customers and employees	<ul style="list-style-type: none"> ✓ Deep clean of premises undertaken before reopening. ✓ Capacity of venue reduced to suit new layout and controls. ✓ Furniture spaced to allow a minimum of 2 metre social distancing (or 1 metre with risk mitigation). Not to be moved by customers. ✓ Mobile screens installed (for example, can be moved so situated between a larger family booking and other tables). ✓ Sufficient windows opened. ✓ Customer flows monitored so that further improvements can be made as necessary. Pinch points identified and furniture adjusted where possible. ✓ New layout designed to reduce the need to queue (table service only or one-way system through bar area including screens to protect staff members). ✓ After collecting empty glasses, staff members must wash their hands thoroughly. Tables and chairs cleaned before each use. ✓ All customers inside seated. No standing. ✓ Bar stools to be removed from in front of the servery. 		
4 Internal & External Dining/eating facilities					

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4.1	<p>Transmission of COVID-19 between customers and also between customers and employees.</p> <p>Customers touching items such as card machines that are contaminated with COVID-19</p>	Customers and employees	<ul style="list-style-type: none"> ✓ Tables, chairs etc cleaned before new customers are sat down. ✓ Internal eating areas - table service only. ✓ Use of ordering and payment app for food and drink. ✓ Tables spaced to allow a minimum of 2 metre social distancing (or 1 metre with risk mitigation) between different households at all times. ✓ Customers to be asked to move empty glasses and crockery to one end of the table for collection so that staff members can maintain social distancing. ✓ Customers encouraged to use external tables, weather permitting. ✓ Single use paper menus, though customers to order online from tables where possible. ✓ Cutlery and single use condiments brought to table by staff member. ✓ Contactless payments where possible (currently up to £45 spend). Above this amount, where PIN number is required, PDQ/ card machine needs to be cleaned with sanitiser spray after every time a PIN number needs entering by a customer. 		
5 Kitchen and Staff Areas					
5.1	Transmission of COVID-19 between staff members.	Employees	<ul style="list-style-type: none"> ✓ Additional cleaning and disinfection measures for all work surfaces and contact points such as cupboard handles and fridge/freezer door handles. ✓ Stagger start and finish times, also break times where possible to avoid any congestion around staff rooms, locker rooms etc. ✓ Kitchen staff should remain in the kitchen and other staff within their respective working areas or zones, such as behind the bar or front of house. ✓ Only one staff member in the cellar or the walk-in fridge/freezer at any one time. ✓ Regular handwashing including immediately before handling plates and cutlery. ✓ Work surfaces to be cleaned frequently. ✓ One staff member per cash register (till), coffee machine, items of kitchen equipment etc <u>or</u> cleaning of controls between uses. ✓ Use back to back or side to side working in kitchen. Face to face working to be avoided. ✓ Wash hands thoroughly before and after smoking breaks or eating or drinking. 		
6 External trading areas					

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6.1	Transmission of COVID-19 between customers and also between customers and employees.	Customers and employees	<ul style="list-style-type: none"> ✓ Outdoor furniture spaced to allow a minimum of 2 metre social distancing (or 1 metre with risk mitigation) 		
7 Toilets & Washrooms					
7.1	Transmission of COVID-19 between customers and also between customers and employees.	Customers and employees	<ul style="list-style-type: none"> ✓ Signage displayed inside and outside toilets advising customers on controls in place including instruction to wash hands thoroughly. ✓ One in, one out system and staff member controlling numbers. ✓ Hand sanitiser station positioned immediately outside toilets with instruction to use before entering the facilities (to reduce risk of cross contamination). ✓ Increased cleaning frequency and checks to ensure adequate supplies of consumables, in line with customer usage. All relevant staff members briefed on new cleaning regime and requirements. ✓ Windows to be left open at all times during trading hours. ✓ Increased emptying of paper towel bins to ensure no build-up of used towels. ✓ Monitor areas outside toilets during busy periods and place social distancing markers in preparation for any queues outside the toilets. 		
8 Emergency situations including First Aid & Fire Alarm incidents					
8.1	Transmission of COVID-19 between staff members and also between staff members and customers.	Customers and employees	<ul style="list-style-type: none"> ✓ Ensure any First Aiders are briefed on the latest guidance from St. John Ambulance on this link on providing First Aid during the pandemic. ✓ All external doors and fire exits to remain immediately available for use in case of a fire alarm or emergency evacuation (even if they are not being used due to COVID secure controls in place). ✓ Ensure designated fire doors remain closed at all times unless they have automatic door releases linked to the fire alarm system or standalone Dorguard units installed (these release the doors when they detect the sound of the fire alarm). 		
9 Food and beverage deliveries					
9.1	Transmission of COVID-19 between employees and delivery staff.	Employees and delivery staff, draymen etc.	<ul style="list-style-type: none"> ✓ Deliveries to be avoided during hours of trading. ✓ Staff members to ensure social distancing maintained with delivery staff and to wash their hands immediately after accepting and putting the delivery away. ✓ Delivery staff to wash their hands thoroughly or use hand sanitiser before entering the premises to use any toilet facilities. 		

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10 Maintenance contractors					
10.1	Transmission of COVID-19 between employees and contractors.	Employees and contractors	<ul style="list-style-type: none"> ✓ Maintenance work to be avoided during hours of trading. ✓ Maintenance contractors must wash their hands thoroughly as soon as they arrive on site. ✓ Staff members to ensure social distancing maintained with delivery staff. 		
11 Children on the premises					
11.1	Children not social distancing. Transmission of COVID-19 between customers and also between customers and employees.	Customers and employees	<ul style="list-style-type: none"> ✓ Parents and families will be asked to look after children at all times to ensure that they maintain social distancing. ✓ Children must stay sat with their families at all times. Children must be accompanied by a parent/carer when going to the toilet. 		
12 Entertainment					
12.1	Customers shouting or chanting and increased risk of aerosol transmission of the virus. Also potential for large gatherings. Transmission of COVID-19 between customers and also between customers and employees.	Customers and employees	<ul style="list-style-type: none"> ✓ To mitigate the risk of aerosol transmission, for example when entertainers are singing or shouting, no live performances or entertainment such as drama, comedy or music. ✓ No loud music played (to prevent customers having to shout to be heard), only background music. 		
13 Mental Health					
13.1	Management will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help.	Employees	<ul style="list-style-type: none"> ✓ Internal communication channels and cascading of messages through line managers will be carried out regularly to reassure and support employees in a fast-changing situation. ✓ Line managers will offer support to staff who are affected by Coronavirus or has a family member affected 		
14 Persons returning from travel in a High-Risk area					
14.1	Employees must follow Government advice if they have returned from travel to any of the "high-risk" areas (as defined by Government).	Employees	<ul style="list-style-type: none"> ✓ This advice includes the requirements for the individual to "self- quarantine" if they have returned from a high-risk area within the last 14 days, even if they do not have any of the symptoms. The individual should liaise with their GP, call the Government helpline to notify them of their travel, current status and to receive further advice. ✓ We will also advise the individual not to return to work until after the incubation period is over and any symptoms have gone. 		