

# Quick guide to Covid-19 Infection Control in Takeaway Premises (19<sup>th</sup> July 2021)



## Introduction

From Step 4, specific Coronavirus restrictions have been lifted, all businesses can open and the government is no longer instructing people to work from home. You should check the Council website regularly for changes in the requirements on businesses; [www.preston.gov.uk/coronavirus](http://www.preston.gov.uk/coronavirus)

It is important to remember the pandemic is not over. Cases are currently rising, as are hospitalisations. Cases, hospitalisations and, sadly, deaths, will rise further as society and the economy reopen. Lifting Coronavirus restrictions does not mean that the risks from COVID-19 have disappeared. Vigilance must be maintained and people will be asked to make informed decisions and act carefully and proportionately, to manage the risks to themselves and others.

Businesses still have a legal duty to manage risks to those affected by their business. The way to do this is to carry out a health and safety risk assessment, including the risk of COVID-19, and to take reasonable steps to mitigate the risks you identify. Many control measures that have been in place previously were there due to health and safety legislation rather than the specific coronavirus legislation. It remains very important to implement suitable control measures to prevent the spread of COVID-19 between employees and members of the public.

When undertaking your risk assessment you must have regard to the available guidance. Following the guidance is not compulsory, unless specifically stated, and you are free to take other action, so long as the same level of protection is achieved. But if you do follow the guidance you will normally be doing enough to comply with the law. Health and safety inspectors seek to secure compliance with the law and may refer to guidance. Failure to implement suitable control measures may lead to formal action being taken against the duty holder(s). See [www.hse.gov.uk/coronavirus](http://www.hse.gov.uk/coronavirus) for more information on COVID-19 risk assessments.

It is also important to remember that your risk assessment and subsequent controls will be influenced by the prevalence of COVID-19 in the general population of Preston, the numbers of people in Preston who have received their vaccine and the demographics of your customers (Age, general health etc). When the prevalence of COVID-19 in the general population is considered high then businesses will be expected to implement stricter control measures. When the prevalence of COVID-19 is lower in the general population then fewer or less strict control measures maybe acceptable. Currently the prevalence of COVID-19 in population of Preston and Lancashire is very high and businesses will be expected to have more and stricter control measures.

The guidance leaflet should be read alongside and supplements, the government Guidance for **Restaurants, pubs, bars, nightclubs and takeaway services**: <https://www.gov.uk/guidance/working-safely-during-covid-19/restaurants-pubs-bars-nightclubs-and-takeaway-services>

Other Guidance can be found on our website: [www.preston.gov.uk/cv19workplaces](http://www.preston.gov.uk/cv19workplaces) and [www.preston.gov.uk/cv19takeaway](http://www.preston.gov.uk/cv19takeaway)

## At the Entrance

**Queue Control.** Whilst the spread of COVID-19 is greatly reduced when outside we would urge you to ensure that large queues remain adequately distanced and kept in an orderly manner. Use floor stickers or floor paint if necessary.

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### HANDS

Please sanitise your hands on entry

**Provide hand sanitizer** for customers to use

Encourage customers to use hand sanitizer when entering your premises

**Display information posters to keep customers and employees safe**

Ask anyone with symptoms not to enter your premises.

### COVID SECURE PREMISES



### Maximum of

4

**customers in at  
one time**



**Limit the number of customers in your takeaway at any one.**

Customers will often enter to order and then wait outside until called.

Try to offer pre-ordering by phone or website for 'click and collect' to limit the time people need to wait around your premises.



**Collect Customer details, for those that sit-in.** Hospitality venues are encouraged to display an official NHS QR code poster. Although you are no longer legally required to do so, this will support NHS Test and Trace to contact those who may have been exposed to COVID-19 so that they can book a test. (No-one is asked to isolate because they have checked into a venue). You can generate an NHS QR code poster online, to enable individuals to check in using the NHS COVID-19 app. You should also have a system in place to record contact details for those who do not have the app (Template register sheets can be downloaded from our website [www.preston.gov.uk/cv19takeaway](http://www.preston.gov.uk/cv19takeaway)).

### At the Counter



OR



- You need to protect your employees from Covid droplets emitted by people when they are talking, sneezing or coughing etc.
- You must either install Screens on the counter by the till or provide employees with face visors. This is essential if you are not asking customers to wear face coverings.

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### PREVENT THE SPREAD OF COVID 19

Use card or contactless  
payments



Cash only when necessary

Limit the handling of cash as it can transfer the virus. Staff handling cash should wash or sanitise their hands regularly and before touching any food.

There are many affordable card payment systems on the market such as iZettle, SumUp and Square Reader.



### Face Coverings

A face covering is something which safely covers your mouth and nose. Face coverings are no longer required by law. However, the government expects and recommends that people continue to wear face coverings in crowded, enclosed spaces.

When worn correctly, this may reduce the risk of transmission to themselves and others. Be aware that workers may choose to wear a face covering in the workplace.

Consider encouraging, for example through signage, the use of face coverings by customers and workers, particularly in indoor areas where they may come into contact with people they do not normally meet. This is especially important in enclosed and crowded spaces.

When deciding whether you will ask workers or customers to wear a face covering, you would need to consider the reasonable adjustments needed for staff and clients with disabilities. You would also need to consider carefully how this fits with other obligations to workers and customers arising from the law on employment rights, health and safety and equality legislation.

Some people are not able to wear face coverings, and the reasons for this may not be visible to others. Please be mindful and respectful of such circumstances. Be aware that face coverings may make it harder to communicate with people who rely on lip reading, facial expressions and clear sound.

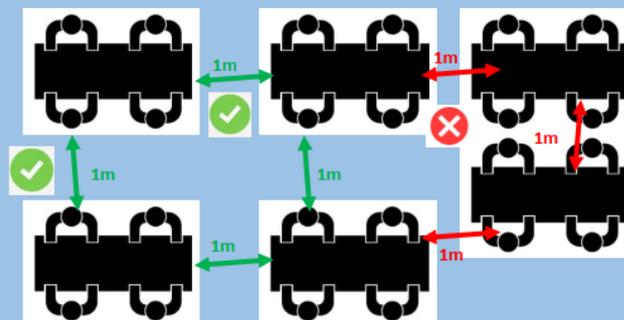
Please wear a face covering  
in these premises



NO FACE COVERING, NO ENTRY

### Seating ( for those places that have the 'sit in option').

You are no longer legally required to ensure that all tables are kept one meter apart, however you must try to prevent the spread of COVID-19 between your customers. Therefore keeping an adequate space between tables is strongly advised. You can still use screens and other barriers.



### Ventilation

Good ventilation brings fresh or cleaned air into indoor spaces. The more fresh air that is brought inside, the more diluted any airborne virus will become. In poorly ventilated spaces, residual virus can remain in the air after an infected person has left and increase the risk of COVID-19 spreading.

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You should maximise the supply of fresh air in your premises. You can do this through:

- fully or partially opening windows, air vents and doors to improve natural ventilation
- if you use mechanical ventilation, ensuring that your systems are set to maximise fresh air and minimise air recirculation. Maximising the amount of fresh air your system draws in or ensuring additional fresh air will help avoid COVID-19 spreading
- You can also encourage the use of outside space where practical, in particular for higher risk activity such as exercise or when people are singing or raising their voices.



For further information on ventilation can be found on the HSE website:

[www.hse.gov.uk/coronavirus](http://www.hse.gov.uk/coronavirus)

### Enhanced Cleaning

- Frequently cleaning objects and surfaces that people touch regularly. This includes counters and tills.
- Cleaning surfaces and objects between each customer use. For example, clean tables, card machines, chairs, trays and laminated menus in view of customers before customer use.
- Prop open doors so they don't need to be touched (unless they are Fire Doors).
- Ensure that you are cleaning your surfaces correctly between customers. It has come to our attention that some businesses have been using a sanitiser that needs to be used in conjunction with detergent as part of a two stage clean, or are simply not using the sanitizer correctly, for example not leaving it for the required time! Check the instructions for your sanitisers. You should consider using a detergent/sanitiser spray, which are readily available on-line and in shops.

### Training

All staff must be trained in the new procedures. It is a good idea to show the written risk assessment for your premises and talk through the risks and control measures.

Free CoVid Awareness Training is offered by CPD  
On-line College:

<https://cpdonline.co.uk/course/covid-19-awareness/>



Free CoVid Training is also offered by CPL  
Learning on planning delivery & takeaway

<https://www.cpllearning.com/online-courses/planning-delivery-takeaway/>



### Curfew

There are no curfews. Your opening hours will be governed by your premises licence or planning conditions (as before Covid).



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### Community Testing



**HELP PROTECT THIS BUSINESS, GET TESTED REGULARLY.**

Please collect your free lateral flow self-test kit from your local pharmacy\*.

Pharmacies which stock test kits include:

- Sharnford Health Care, 40-42 Lancaster Road
- Superdrug, 1 George's Shopping Centre
- Boots, 140-142 Blackpool Road & Deepdale Retail Park
- Kaldi Pharmacy, 1305-1307a Market Street
- CS Pharmacy, 17 George Road
- Lloyd's Pharmacy, 10 Deepdale Road
- Central Pharmacy, 21-23 George's Shopping Centre
- Asda Pharmacy, 27-29 Market Lane
- Maritime Pharmacy, 100-102 Market Lane
- ASDA, 100-102 Market Lane

Or visit <https://maps.test-and-trace.nhs.uk/> to find a pharmacy near you!

\*Some pharmacies may have to be contacted by phone or other means.  
If you are feeling unwell (high temperature, a new continuous cough) or loss of smell or taste or if you are worried about your health, please contact your GP or NHS 111 for advice. Do not get tested (or treated) by using NHS 111 or booking via the government website [www.gov.uk/get-coronavirus-test](https://www.gov.uk/get-coronavirus-test) unless the advice has been based on your GP's test.

According to Government as many as 1 in 3 individuals with coronavirus may not display any symptoms. With many businesses now open this can create workplace outbreaks and put people at risk. Identifying persons who are positive for Covid 19 protects communities and businesses from further restrictions.

Home test kits can be ordered on-line [www.gov.uk/order-coronavirus-rapid-lateral-flow-tests](https://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests)

Or free test kits can be collected from most pharmacies.

Please display our posters in your premises to encourage members of the public to get tested too!

### Vaccination



**Every Covid 19 vaccine helps protect you and your family**

You're much less likely to develop severe symptoms or be hospitalised with Covid 19 if you've had both doses of the vaccine.

All adults in England are now eligible for their Covid-19 vaccination – and it is easier than ever to either book an appointment, go online, call 111 or drop-in to the daily walk-in vaccination clinic (no appointment needed) at St. John's shopping centre (Bam-Bam). For more information go to [www.preston.gov.uk/getyourjab](https://www.preston.gov.uk/getyourjab)

Both vaccinations are essential for maximum protection, so what are you waiting for?

Book your appointment today.



Encourage all staff to take up the offer of a vaccine when they are contacted, or ask them to visit the web link to book on-line. By having the vaccine staff are protecting themselves, their work colleagues, their jobs, their community and their loved ones.

[www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/](https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/)

Anyone over 18 can now get the vaccination. A walk-in centre is now available in the St Johns Shopping Centre open 8am-8pm Monday to Sunday.

Please display our vaccination poster to encourage staff and customers to take up the offer of a vaccine.

### Communication

Ensure that your customers know and understand the rules and procedures for attending your Takeaway;

- Update your on-line profile; company website/facebook/Instagram pages etc.
- If they make an on-line order send them a copy of your expectations via e-mail.
- Ensure you speak to customers as they enter and let them know your expectations, point out the key notices and marking for them to follow.
- Use posters, notices and tape etc to inform and guide customers;

Example posters can be downloaded and used free of charge from our website:

[www.preston.gov.uk/cv19takeaway](https://www.preston.gov.uk/cv19takeaway)