

**Risk Assessment Name:** Café Takeaway Offer During Covid-19 Pandemic – Etherow, The Boathouse, Vernon & The Kitchen

**People involved in completing RA:** Peter Locke, (Pure Support Manager), Kath Brooks, (Pure Support Manager), Rob Baker (Café Supervisor), Fiona Harradine, (Health & Safety Manager) Dave Ferrier (Director of Operations)

**Original date of completion:** 11/05/20, (cafés due to open for takeaway offer on Wednesday 13/05/20)

What are the hazards?	Who might be harmed and how?	What are you already doing? (Control measures already in place)	Risk level (LxS = R after control measures in place)	Do you need to do anything else to control/reduce this risk?	Action by who?	Action by when?	Done
Food/drink takeaway service during the Covid 19 pandemic	Employees and members of the public Risk of illness due to Covid-19 transmission and spread Risk of enforcement action due to not adhering to Government guidance	<ul style="list-style-type: none"> <li>Following advice provided from Gov UK re: Guidance for Food Business <a href="https://www.gov.uk/government/publications/covid-19-guidance-for-food-businesses/guidance-for-food-businesses-on-coronavirus-covid-19">https://www.gov.uk/government/publications/covid-19-guidance-for-food-businesses/guidance-for-food-businesses-on-coronavirus-covid-19</a></li> <li>Any food handler who is presenting with symptoms, (or if any members of their household have symptoms), will not be in work and will follow the latest advice from Government and NHS 111</li> <li>Café Supervisors are aware of and follow The Food Standards Agency's fitness for work guidance for staff who handle food products which provides advice on managing sickness in a food business as understanding this guidance and applying it on both a personal and business level can help to prevent the transmission of coronavirus (COVID 19), (see link to document at end of this RA)</li> <li>Employees are aware of the importance of more frequent handwashing and maintaining good hygiene practices in food preparation and handling areas. Employees should wash their hands for 20 seconds, especially after being in a public place, blowing their nose, coughing or sneezing</li> <li>Frequently clean and disinfect objects and surfaces</li> </ul>	Med 4	<p>Consider placing plexiglass barriers at tills and counters, if feasible, as an additional element of protection for employees and customers</p> <p>Decision not to install, as appropriate social distancing can take place between staff and customers at counters</p>	Dave F	18/05/2020	

		<p>that are touched regularly, using standard cleaning products</p> <ul style="list-style-type: none"> <li>• Helping to reduce the spread of coronavirus by reminding everyone of the government's public health advice, by displaying up to date posters</li> <li>• Use of additional signage to ask customers not to enter the café if they have symptoms</li> <li>• Customers waiting to order or collect will wait in a marked designated area where a 2-metre distance from other people can be maintained</li> <li>• Staff will ask members of the public to adhere to social distancing when queuing, following one-way systems and to wear a face mask whilst inside the café. However, they are not to put themselves at risk if a situation escalates and should remove themselves or offer a solution to diffuse the situation, where appropriate</li> <li>• Should a situation become unmanageable they should contact the duty manager for advice</li> <li>• Use of a queue management system to maintain a 2-metre distance between people</li> <li>• Cafes to deliver a reduced menu option for take away offer</li> <li>• Only disposable containers/cutlery to be used for takeaway</li> <li>• If members of the public bring own refillable containers these are not to be used</li> <li>• Signage displayed stating no entry unless wearing a face covering, (as per Government guidance of 24/07/20)</li> </ul>					
Guidance specific to <b>Etherow Cafe</b>	As Above	<p>The following safe working practice for <b>Etherow Café</b> has been issued to employees and will be adhered to: -</p> <ul style="list-style-type: none"> <li>• Etherow will operate a takeaway service only</li> <li>• Etherow Visitors Centre will be closed to the public and popular shop items moved in to the café</li> <li>• All internal tables and chairs within the café will be</li> </ul>	Med 4	On warm weather days' additional staff to be rota'd on to assist in managing socially distanced queues	On-going	On-going	On-going

		<p>stored safely to one side</p> <ul style="list-style-type: none"> <li>• All external café chairs will be stored within the visitor’s centre</li> <li>• All customers will be asked not to sit on the fixed benches outside</li> <li>• Card or contactless payments only</li> <li>• Tape will be used to mark out the safe 2m distance both inside and outside the cafe</li> <li>• No more than 3 customers will be allowed within the café at any one time</li> <li>• The external SMBC public toilets are currently closed to members of the public</li> <li>• Pure staff can use the toilets and are responsible for cleaning them</li> <li>• A toilet may be opened for a member of the public at the discretion of Pure staff where is it deemed to be an essential/urgent/medical need. They will be cleaned after use</li> <li>• There will be two café staff in work Wed-Sun</li> <li>• Hour of operation are 10am-4pm</li> <li>• One member of staff will remain in the kitchen doing food prep for the duration of the day whilst the other will handle front of house duties</li> <li>• Mask are to be used by the person operating the front of house and good hand hygiene is to be maintained throughout the day</li> <li>• Mask is to be worn by staff member within the kitchen and good hand hygiene is to be maintained throughout the day</li> <li>• The wooden benches will be flipped over to completely discourage anyone sitting down</li> <li>• Signage displayed at the entrances, (stairs and ramp), making it clear that only card will be taken so that people aren’t coming into the cafe unnecessarily</li> <li>• Arrows will be used marking out a flow of which way customers should enter and leave adhering to 2m markings</li> </ul>		<p>Barriers to be purchased to assist with one way system</p>	<p>Pete L</p>	<p>12/08/20</p>	
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		<ul style="list-style-type: none"> <li>The tables will be used to create a 2m barrier between staff and the customers at both the till and food collection point</li> <li>There will be hand sanitiser at the door for people to use on entry</li> </ul> <p><b>ICE CREAM STALL</b></p> <ul style="list-style-type: none"> <li>A stall may be set up in good weather and will be staffed by a third member of staff</li> <li>The stall will be set up outside to reduce any queues into the cafe</li> <li>There are markers on the floor outside showing the direction of flow both going into the cafe and down to the ice cream kiosk as well as 2 metre markers showing where people should stand</li> <li>A one-way system introduced with additional signage displayed</li> <li>Staff working on the ice cream stall will wear gloves due to touching of ice cream cones</li> </ul>					
Guidance specific to <b>The Boathouse Cafe</b>	As above	<p>The following safe working practice for <b>Boathouse Café</b> has been issued to employees and will be adhered to: -</p> <ul style="list-style-type: none"> <li>All internal tables and chairs within the café will be stored safely to one side</li> <li>All external café chairs will be stored out of use</li> <li>Card or contactless payments only</li> <li>Tape will be used to mark out the safe 2m distance both inside the cafe</li> <li>No more than 3 customers will be allowed within the café at any one time</li> <li>Toilets will not be in use for customers</li> <li>There will be two café staff in work Wed-Sun</li> <li>Hour of operation are 10am-4pm</li> <li>One member of staff will remain in the kitchen doing food prep for the duration of the day whilst the other will handle front of house duties</li> <li>Mask are to be used by the person operating the front of house and good hand hygiene is to be</li> </ul>	Med 4	No further action identified at this time, continue with existing control measures	N/A	N/A	N/A

		<p>maintained throughout the day</p> <ul style="list-style-type: none"> <li>• Mask is to be worn by staff member within the kitchen and good hand hygiene is to be maintained throughout the day</li> <li>• Signs in place to inform customers of the need to pay by card/contactless</li> <li>• Arrows will be used marking out a flow of which way customers should enter and leave adhering to 2m markings</li> <li>• The tables will be used to create a 2m barrier between staff and the customers at both the till and food collection point</li> <li>• There will be hand sanitiser at the door for people to use on entry</li> </ul>					
Guidance specific to <b>Vernon Café</b>	As Above	<p>The following safe working practice for <b>Vernon café</b> has been issued to employees and will be adhered to: -</p> <ul style="list-style-type: none"> <li>• All internal tables and chairs within the café will be stored safely to one side</li> <li>• All external café chairs will be stored out of use</li> <li>• Card or contactless payments only</li> <li>• Tape will be used to mark out the safe 2m distance both inside the cafe</li> <li>• No more than 2 customers will be allowed within the café at any one time</li> <li>• Toilets will not be in use for customers</li> <li>• There will be two café staff in work Wed-Sun</li> <li>• Hour of operation are 10am-4pm</li> <li>• One member of staff will remain in the kitchen doing food prep for the duration of the day whilst the other will handle front of house duties</li> <li>• Mask are to be used by the person operating the front of house and good hand hygiene is to be maintained throughout the day</li> </ul>	Med 4	No further action identified at this time, continue with existing control measures	N/A	N/A	N/A

		<ul style="list-style-type: none"> <li>• Mask is to be worn by staff member within the kitchen and good hand hygiene is to be maintained throughout the day</li> <li>• Signs in place to inform customers of the need to pay by card/contactless</li> <li>• Arrows will be used marking out a flow of which way customers should enter and leave adhering to 2m markings</li> <li>• The tables will be used to create a 2m barrier between staff and the customers at both the till and food collection point</li> <li>• There will be hand sanitiser at the door for people to use on entry</li> </ul>					
Guidance specific to <b>The Kitchen</b>	As above	<p>The following safe working practice for <b>The Kitchen</b> has been issued to employees and will be adhered to: -</p> <ul style="list-style-type: none"> <li>• No customers are being allowed in to The Kitchen. It is a client only project until further notice</li> <li>• Signs will be placed on the windows and the community have been notified by Pure's website and social media re the closure</li> <li>• There will be no distribution of bread and cake internally throughout Pure's cafes until further notice. A small bread offer will be completed by Jamie for supply to Food Banks</li> <li>• Toilets are for staff and client use only</li> <li>• All staff and clients will wear face masks and plastic disposable aprons</li> <li>• Hand sanitiser is situated throughout and handwash sinks are available</li> <li>• Work stations have been created to set a 2m distance</li> <li>• Building guidelines are in place for The Kitchen</li> </ul>	Med 4	No further action identified at this time, continue with existing control measures	N/A	N/A	N/A
Guidance specific to	As above	The following safe working practice for <b>Dunwood Café</b> has	Med 4	No further action identified at this time,	N/A	N/A	N/A

<b>Dunwood Cafe</b>		<p>been issued to employees and will be adhered to: -</p> <ul style="list-style-type: none"> <li>• All internal tables and chairs within the café will be stored safely to one side</li> <li>• All external café chairs will be stored out of use</li> <li>• Card or contactless payments only</li> <li>• Tape will be used to mark out the safe 2m distance both inside the cafe</li> <li>• No more than 2 customers will be allowed within the café at any one time</li> <li>• Toilets will not be in use for customers</li> <li>• There will be two café staff in work Wed-Sun</li> <li>• Hour of operation are 10am-4pm</li> <li>• One member of staff will remain in the kitchen doing food prep for the duration of the day whilst the other will handle front of house duties</li> <li>• Mask and gloves are to be used by the person operating the front of house</li> <li>• Mask is to be worn by staff member within the kitchen and good hand hygiene is to be maintained throughout the day</li> <li>• Signs in place to inform customers of the need to pay by card/contactless</li> <li>• Arrows will be used marking out a flow of which way customers should enter and leave adhering to 2m markings</li> <li>• There will be hand sanitiser at the door for people to use on entry</li> </ul>		continue with existing control measures			
Food Deliveries	As above	<ul style="list-style-type: none"> <li>• Smaller delivery than usual due to offering a reduced menu</li> <li>• Staff to follow the guidance provided by the food company delivery, (if it is safe and adheres to social distancing and other relevant Government guidance)</li> <li>• If not, staff to request that any delivery is left outside the café and staff to bring stock inside once</li> </ul>	Low 2	No further action identified at this time, continue with existing control measures	N/A	N/A	N/A

		driver has left				
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<https://www.food.gov.uk/sites/default/files/media/document/fitnesstoworkguide.pdf>

Likelihood	Severity		
	Low 1 (Other injuries or illnesses)	Medium 2 (7-day injury or illness defined by RIDDOR)	High 3 (Death or major injury , as defined by RIDDOR)
Low 1 (harm will seldom occur)	Low 1	Low 2	Medium 3
Medium 2 (harm will often occur)	Low 2	Medium 4	High 6
High 3 (harm is near certain)	Medium 3	High 6	High 9

1-2 Low Risk

3-4 Medium Risk – can any further action be taken to minimise risk

6-9 High Risk – take action immediately

#### RISK ASSESSMENT REVIEWED/UPDATED

Date	Print Name & Sign	Comments
19 <sup>th</sup> May 2020	Dave Ferrier	Vernon Guidelines added, café open's Wednesday 20 <sup>th</sup>
9 <sup>th</sup> June 2020	Lynn Abdullah	Dunwood guidelines added
3 <sup>rd</sup> July 2020	Pete Locke	Removed collection offer from Etherow. Gloves worn by staff on front of house removed from Etherow, Boathouse and Vernon Added to Etherow re stall
20 <sup>th</sup> July 2020	Fiona Harradine	Added that customers should now wear face coverings in take away settings
5 <sup>th</sup> Aug 2020	Fiona Harradine, Rob Baker & Peter Locke	Clarification and review re: use of toilet and ice cream stall at Etherow

**I confirm I have read and understood this risk assessment for:** Café Takeaway Offer During Covid-19 Pandemic – Etherow, The Boathouse, Vernon, The Kitchen & Dunwood

Name	Role	Signature	Date
SIGNATURES CAPTURED ON MY LEARNING CLOUD			



Version: 0:6



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