Medway Guidance Pack
Advice for the hospitality industry to re-open safely

#MedwayTogether
Timetable for easing lockdown

FROM SATURDAY, 4 JULY

Food and drink businesses can reopen.

All businesses must complete a risk assessment to identify measures needed to control the risks of COVID-19 in their workplace to ensure their venue is safe for customers and staff.

No business in Medway will be able to use public land, such as pavements, to put tables and chairs outside for customers to eat and drink. This is for the safety of customers, staff and pedestrians whilst businesses and customers adjust to the new social distancing measures.

Other resources

Before opening, you must carry out a risk assessment to identify the safest measures you need to put in place to protect your staff and customers.

For the latest advice:

Medway Council’s Food and Safety Team can be contacted on:
foodandsafety@medway.gov.uk
01634 333333

Licensing queries in Medway can be sent to: licensing@gravesham.gov.uk
Recommended measures

• Frequent cleaning of surfaces and pay points
• Increased deep cleaning
• Regular hand washing
• Encouraging contactless payments
• Limiting number of customers
• Maintaining good ventilation
• Changing the way staff work to reduce their contact time with customers and each other
• Social distancing floor markers
• Implementing ‘one way’ walking systems
• Having hygiene stations for customers
• Offering table service
• Providing cutlery and condiments only when food is served.
• Using single serve sachets of condiments
• Offering socially distanced takeaway, collection or delivery options
• Advise customers of their responsibility to social distance and be mindful of neighbouring businesses and residents

Managing queues

Due to social distancing guidelines, customers may have to wait to enter or be served.

Monitoring and managing queues is the responsibility of the business. You will need to assign staff to manage your queues and limit the amount of people who are waiting. We recommend that, where possible, queues run flush with the front of your premises and are limited to your shop front to prevent merging.
Your responsibilities

Noise
Operators of premises need to be mindful that they may have residents living near to them who could be affected by noise from your premises. This is particularly important in the use of outside areas, and where doors and windows are being left open to help ventilation.

You should be looking at the supervision and management of customers in both outside and inside areas to prevent excessive noise. If music, including a jukebox, is being used please consider the effect on your neighbours.

Lighting
Lighting may also cause a problem to residents with excessive illumination or glare, and should be mains operated as generators could cause noise issues.

Please be aware that if you are affecting your neighbours unreasonably then enforcement action for noise and light pollution may be considered.
Top tips

• Speak with neighbouring businesses to check their plans.
• Stagger entry times with other venues to help avoid queues building up in surrounding areas.
• Check their queue management plans to avoid causing a risk to customers.
• Consider introducing a booking system to help limit customers.
• Don’t forget to keep a temporary record of your customers and visitors for 21 days to assist NHS Test and Trace.
• Update your website or social media pages with details of the changes for your customers.
• Remind customers who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines.

Toilets

If your business offers toilet, changing or baby feeding facilities to customers, they should be kept open and carefully managed to reduce the risk of transmission of COVID-19. Make sure you risk assess how you are going to do this.

Set clear cleaning guidance for toilets, with increased frequency of cleaning in line with usage. Putting up a visible cleaning schedule can help keep it up-to-date and visible. Use normal cleaning products, paying attention to frequently hand touched surfaces, and consider using disposable cloths or paper roll to clean all hard surfaces.

Consider the use of social distancing marking in areas where queues normally form and ensure customers queue at a safe distance for toilets.

Display posters to build awareness of good hygiene and handwashing technique.

Medway’s public toilet facilities are also available and will be regularly cleansed and sanitised.
Marking pavements

If you wish, you may mark the pavement outside of your business, to assist you in managing the flow of customers in and out of your premises. Please use tape as this can be easily removed, or adjusted, when social distancing guidance allows.

We recommend:

- The tape is yellow or yellow/black (it does not have to be a particular brand).
- Limiting any markings to the area directly outside your property and in line with your property boundaries.
- Taking account of, and working with, neighbouring businesses to ensure a safe environment for all.

As we are undertaking enhanced cleansing of the surfaces in the high streets, the tape may experience wear and tear. Therefore, please monitor the tape lines and replace when needed. Please note, responsibility for the tape and any maintenance lies with the shop or business.

If you have already installed social distance markings on the pavement, which are not in line with the above, unless it is causing an issue, we will not ask you to remove them, but we do ask that if you decide to use further markings, you follow the recommendations in this guidance.

If social distancing rules are sufficiently relaxed, you may be asked to remove the tape.
High street layouts

Due to the need for social distancing meaning customers may have to queue outside, all businesses are asked to avoid placing objects on the highway, such as advertising boards. Such items will cause more obstruction and may lead to people getting hurt or products getting damaged, therefore we ask that you observe this request.

Some areas are narrower than others and could be particularly problematic. Minimising objects outside your premises will enable a better flow of customers to support trade. We will work with you to monitor the situation to resolve any issues causing concern.

Receiving deliveries

Businesses are encouraged to arrange deliveries outside of peak trading hours to maximise the space outside of their premises and facilitate social distancing.

In pedestrianised areas, please arrange deliveries during the times the road is open to vehicles.

COVID-19 secure

To reassure the public and your staff that you are doing all you can to reduce transmission of the virus and provide a safe environment, you should display this government statement to confirm that you have completed a risk assessment, and have considered and carried out any necessary changes to your premises, operations and working practices.

To ensure workplaces continue to remain safe, risk assessments must be regularly reviewed and this may mean businesses will need to change the measures they have put in place.
Toolkit

To support your business to reopen safely, Medway Council has produced a free toolkit. You can either print your own posters or email: tcm@medway.gov.uk and we will send them out to you.

The posters support a friendly and welcoming customer experience and complement existing signage across Medway.

Prevent the spread of Covid-19. Keep washing your hands

Please keep social distancing
Protect yourself and others

If you are experiencing any of these symptoms
Please return home and follow government guidance

Please use contactless payment if possible

Please keep social distancing
Protect yourself and others

If you are experiencing any of these symptoms
Please return home and follow government guidance

Please use contactless payment if possible

A new continuous cough
High temperature
Loss of taste or smell
What we’re doing to keep our town centres safe

• The council’s car parks are open and offer a cashless payment option provided by RingGo to reduce risk of infection. Payment machines will be cleaned regularly for those choosing to pay by coins. Some Medway shops also offer RingGo Retail payment giving customers without the use of a mobile phone the option of paying for parking in store.

• An enhanced cleaning of all high streets was carried out before shops reopened on 15 June 2020 and we have continued to maintain our high-level cleansing standard.

• Rochester High Street remains closed to traffic on a Saturday between 10am and 4pm.

• Public toilets will be cleaned regularly throughout the day and hand sanitiser dispensers have been installed.

• Bins will be emptied and sanitised regularly.

• Litter picks will be carried out to keep the streets clean.

• Some benches will be taped off to help comply with social distancing measures.

• Social distancing and directional signage has being installed to remind all visitors to social distance.

• Regular social media updates will be shared reassuring visitors and detailing the measures we’ve taken to ensure our high streets are a safe place to visit.
Other considerations

Legionella advice: If you’re an employer, or someone in control of a premises, such as a landlord, we’d like to remind you that under health and safety law you have a duty to understand and manage legionella risks. Legionella bacteria can cause serious illness, such as Legionnaires’ disease, which is a type of pneumonia. It can also cause other types of flu-like illness such as Pontiac fever.

Legionella bacteria can be found in purpose built water systems, such as:

• hot and cold water systems that supply sinks and showers with hot and cold water

• cooling towers

• evaporative condensers

You must carry out risks assessments on all water systems. For more information, please visit: medway.gov.uk/legionella

Keep in touch

Please let us know how you’re getting on with these additional measures so we can continue to adapt to this changing environment.

To keep up to date with all the latest guidance:
www.medway.gov.uk/signup

If you have any videos, photos or additional information upon re-opening that you would like to share with the public, please send to: communications@medway.gov.uk

medway.gov.uk

Follow us Facebook Twitter Instagram @Medway Council updates

Information correct as of 1 July 2020 for the latest updates please visit:
medway.gov.uk/coronavirus