

Moving into Step 3

Guidance for Hospitality Businesses

Step 3 is the next phase of easing of Coronavirus restrictions and starts on 17 May 2021. Slough will move to Step 3 on this date and hospitality venues will be allowed to serve food and drink to customers seated indoors and outside, in addition to the current takeaway/delivery options. Some businesses, including shisha bars and nightclubs, must remain closed. Further information is [here](#).

The latest guidance for keeping a hospitality business Covid secure is available [here](#). Please read this and make sure you have put all necessary precautions in place.

Key points to remember

- **Ensure you have an up to date risk assessment which includes the controls that you have in place to reduce the risks of transmission of Coronavirus to your staff and customers.** Guidance on how to create your risk assessment is available on the HSE [website](#).
- **Make sure you have enhanced cleaning arrangements in place.** This could include cleaning shared areas like toilets more frequently, cleaning tables and seating areas between customers and providing additional hand sanitisers throughout the business.
- **Make sure face coverings are worn. Customers inside must wear face coverings when entering your premises.** Staff who interact with the public inside should also be wearing face coverings unless there is a suitable barrier between them and members of the public. You must have signs up reminding people of the legal requirement to wear face coverings when entering your premises. Face coverings can be removed while customers are seated to allow them to eat and drink.

- **Make sure everyone is social distancing.** You should arrange tables/seating so that people in different groups can be 2m apart. Make sure people can social distance when they leave their tables to use the toilet or order food (only permitted if you do not serve alcohol). You might need a one way or queueing system to help with this.
- **Make sure there is good ventilation of internal areas, introducing fresh air to reduce the amount of virus in the air.**
- **Provide a NHS Test and Trace QR code and ensure that everyone over the age of 16 either logs in using the app and QR code or provides you with their name and contact information.** You need to retain any information provided to you in a secure way and dispose of it after 21 days. You should have been sent an up to date QR code and poster which explains the rules. If you do not have one you can generate one using this [link](#).
- **Any one displaying Covid symptoms or who has been told to self isolate by NHS Test and Trace must not come on to your premises.**

You should consult with your staff when setting up your working arrangements and you must make sure that everyone is given information and instructions on how to work safely to protect themselves and your customers.

Staff can order lateral flow tests so that they can test themselves at home before coming to work. These can be ordered [here](#) or by calling 119.

Specific information for the Hospitality Sector:

Ordering food and drink

- People may only consume food and drink on the premises while they are seated.
- Any venue which is licensed to sell alcohol for consumption on the premises must make sure that all food and drink (regardless of whether or not the customer is actually ordering alcohol) is ordered, served to and paid for at the table (in exceptional circumstances payment may be made away from the table but this should be carefully controlled).
- If you do not have a licence to serve alcohol, food and drink may be ordered at a counter but may only be consumed while seated.

Group sizes

- Indoors group sizes should be a maximum of 6 people from (up to 6) different households. If the group is just made up of 2 households then the group may be larger than 6 - you should check this.
- You need to ensure you do not take indoor bookings for more than 6 people unless they are all from 2 households.
- Outdoors groups can be up to 30 people.
- You need to make sure that people in different groups do not mix while they are at your premises.

Customer seating

- Tables should be positioned at least 2m apart both indoors and outdoors. This can be reduced to 1m if you have other controls in place, such as screens or barriers between tables, or if seating is arranged back to back, as long as those facing each other are 2m apart.
- If seating is provided under shelters and the shelters are more than 50% enclosed they are considered to be 'inside' and group sizes should be kept to a maximum of 6 people or 2 households.

Help and support

Please read the guidance in the links provided above. If you have any concerns or queries or if you are aware of cases of Covid 19 linked to your business (staff or customers) then please contact the Food and Safety Team using this email address: CV19notifications@slough.gov.uk

General resources for businesses including information about our local Lateral Flow Test Sites (available for anyone to use on a drop in basis) and financial support is available on our main council [website](#).