

The Wheatsheaf Bingham COVID 19 Risk Assessment.

Based on the Governments COVID 19 hospitality guidelines.

1. Thinking about Risk

We will encourage the staff to appoint a health & safety representative and inform us on who this is. This person will be our liaison going forward for all matters in relation to health & safety.

2. Managing Risk

Ensuring both customers and staff that feel unwell must not attend our venue.

Staff and customers will be encouraged to wash hands frequently and ensure surface areas are cleaned as frequently as possible, paying particular attention to areas of multiple contact such as door handles.

All customers should remain seated at tables, in parties in accordance with government guidelines. The exception being outdoor areas where customers are permitted to stand and drink where appropriate social distancing is observed.

Screens will be provided on both bars to separate staff at points of contact.

We are adjusting shift patterns and opening hours to enable staff to work in fixed teams to minimize contact with other staff members.

To keep activity time as short as possible, we will restrict food service to the restaurant area and terrace only.

3. Sharing the results of our Risk Assessment

The government have advised us to share the results of our risk assessment with you. This will be shared on our website.

4. Keeping customers and visitors safe

Before booking with us or attending our venue, please ensure your group has gathered in accordance with current government guidance.

Tables will be spaced to ensure social distancing guidelines. We will not allow tables to be moved or reconfigured.

At busy times you may have to wait for entry, please abide by the designated queuing areas.

Clear signage will be provided to show clear entrance and exits, one way system etc.

Clear signage will be provided for usage of toilets and extra sanitizer will be located upon entry to the toilets and cleaning schedules increased.

Hand sanitizer will be available on all entrances to the building.

All customers that are visiting with children are responsible for supervising them and ensuring they maintain social distancing. Please be aware if we feel there is a risk to other customers, we may have to ask you to leave.

Table bookings will only be available indoors. Food will be served outside, but no indoor alternative seating will be guaranteed in the event of inclement weather.

We will consult with suppliers to ensure deliveries occur outside of opening hours.

We will assist the Track and Trace service by collection names and phone numbers of any walk in customers, whether it be for drinks or food. This will be stored securely for 21 days and provided upon request.

5. Managing service of food & drink at the venue

We will encourage ordering by table service. Please adhere to social distancing marking and signage where these are provided.

We will encourage card and contactless payments wherever possible and when cash is handled, staff will wash their hands afterward.

Takeaway will be offered, online ordering and card payments taken. Contactless collection will be offered using the top restaurant door closest to the car park meaning minimal interaction with other customers. Scheduled collection times will be offered so there is minimal waiting on the premises.

Kitchen practice is being amended so front of house staff aren't entering the kitchen.

We are increasing our service areas outdoors to accommodate social distancing guidelines.

6. Customer Toilets

We will provide posters on hand washing technique. Signage again provided to encourage social distancing.

More waste disposable facilities will be provided in the bathrooms.

7. Providing and explaining available guidance

This risk assessment has been provided to ensure the safety of customers and staff while at our venue. Failure to adhere to the guidelines may result in service not being provided and you being asked to leave the premises.

We will make every effort to ensure our venue is safe and appropriately distanced, but please be aware the police have authority to enforce these requirements if necessary.

We, or the police may ask you to remove a face covering for the reasons of identification and you will be required to do so.

8. Equality

We will provide additional support to anyone with 'protected characteristics'. This applies to both staff and customers.

9. Accidents, security and other incidents

We have reviewed our procedures to adhere to social distancing principles where possible.

We will have appropriately trained and designated staff to ensure social distancing and capacity to the venue.

10. Cleaning before reopening

A thorough deep clean of the complete venue will be undertaken by a professional company prior to opening. In the kitchen, public service areas and guest bedrooms.

11. Keeping the venue clean

Doors (excluding fire doors) will be wedged open to reduce points of multiple contact.

High standards of cleanliness in relation to food preparation and service areas to be maintained and adjusted in accordance with COVID 19 guidelines.

Menus will now be disposable and fresh menus provided for each customer.

Tables and chairs will be cleaned between customers.

Extra ventilation will be provided in the way of opening doors as windows as appropriate.

12. Face coverings

Government guidance does not encourage the use of face coverings but does support employees if they choose to wear one, as do we.