

COVID-19 Risk Assessment

Company name:	The Sir John Borlase Warren
Assessment carried out by:	Mark Cook and James McDermott
Date of next review:	19 October 2020
Date assessment was carried out:	24 September 2020

Introduction:

The Sir John Borlase Warren is a wet-led city centre based public house located in the Canning Circus area of Nottingham. The pub has been leased from Everards Brewery since 2015 trading with Lincoln Green Public House Company Limited (LGPHC) as tenants. The main pub interior comprises a number of rooms – Bar area, ‘The Shop’, The Snug, The Fireplace and The Gallery. The outside area was redeveloped in 2018 to include a courtyard area with retractable roof, The Dog and Thief bar (a converted garage) and a terraced outside garden area over two levels. Food trade averages 15% of total sales and the pub offers a traditional pub menu with starters, mains and deserts.

Mark Cook is the Landlord and James McDermott is the Assistant Manager. They live in two separate flats on site and manage a total of 13 additional staff, predominantly on a part-time working basis.

This risk assessment for COVID-19 has been written by Mark and James and shared with members of their team – they have added suggestions throughout to create a shared plan that limiting the levels of infection from the virus. At the time of writing the first draft of the document, the Government’s guidance for hospitality industry was not available, but the principles for Retail businesses and information shared by UKHospitality (the trade organisation of which LGPHC is a member) have been used. The document will be reviewed again when the Government guidelines are issued.

It is a living document and will be formally reviewed monthly or as and when further risks are identified – the change log on page 2 will be used as a record of review and items amended.



COVID-19 Risk Assessment Change Log

Item	Change	Date	By Whom?
1.0	Document creation – Zoom conference call between Mark Cook and Anthony Hughes (Director – LGPHC Ltd) to review existing controls and discuss future requirements.	10 June 2020	Anthony Hughes/ Mark Cook/ James McDermott
2.0	Details and dates added to risk assessment. Risk assessment shared with Martin Bailey of Everards for feedback. HSE and FSA for Nottingham City Council are also copied in for their feedback.	15 June 2020	Anthony Hughes
3.0	Side entrance to gallery. Door to be open when possible to improve ventilation. Door not used as entrance, sign pointing to main door	01 July 2020	Mark Cook
4.0	Derby Rd entrance. Gates to be kept closed , but doors kept open weather permitting to improve ventilation. Not to be used as entrance/exit other than in an emergency	01 July 2020	Mark Cook
5.0	Room layout - a maximum occupancy of: 5 in Bar 12 in The Shop 8 In The Snug 8 In The Fireplace 22 In The Gallery 14 The Dog & Thief 14 Courtyard 20 Lower Garden 32 Garden Terrace Ensure guests are asked on number of households to ensure guidelines adhered to	01 July 2020	Mark Cook



6.0	Toilets. Customers only to use (staff to use toilets upstairs)	01 July 2020	Mark Cook
7.0	Transmission between staff and customers via aerosol transmission if voices need to be raised over music	01 July 2020	Mark Cook
8.0	Main Front Door Hosting point added with signage asking people to wait at the door. Signage about number of people per table displayed at front door, on board outside, and various locations around the pub.	19 Aug 2020	Mark Cook
9.0	Bar Capacity. Only table in bar reduced capacity from 5 to 2 to allow for increase space to move customers safely through the business	19 Aug 2020	Mark Cook
10.0	Dog & Thief. Reinstatement of limited bar service either as dispense key lines or customers approaching far end of bar to order, then collect from middle when complete.	19 Aug 2020	Mark Cook
11.0	Café barriers added outside with a-board of rules to enter. Door now used as entrance only	24 Aug 2020	Mark Cook
12.0	Door used as exit, signage to say no entry, door kept open for ventilation when possible	24 Aug 2020	Mark Cook
13.0	Staff to ensure they wear face coverings from 24/9/20	24 Aug 2020	Mark Cook
14.0	Track and trace info to be taken on entry, rules explained by team, NHS track and trace posters displayed.	24 Aug 2020	Mark Cook

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take to control the risks?	Who needs to carry out the action?	When is the action needed by?	Done
Customer Journey						
Customer Entrances						
Main Front Door (Between bay windows at front of building)	Main entrance is very narrow and risks customers being unable to social distance. Multiple touch points and risk of transmission	Main door is always in the open position when trading, limiting the need for customers to touch the surface Internal lobby doors are kept open in warmer weather.	Maintain regular cleaning routine of door handles and touch pads. Hand sanitiser station to be located on the edge of bar to the left of the entrance with customer signage. <i>'The Theatre of Cleaning'</i> - Staff need to make cleaning routines highly visible to customers to demonstrate our commitment to maintaining customer and staff safety.	All team members on shift.	From reopening, daily	<input checked="" type="checkbox"/>



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			<p>Hosting point added with signage asking people to wait at the door.</p> <p>Signage about number of people per table displayed at front door, on board outside, and various locations around the pub.</p> <p>Café barriers added outside with a-board of rules to enter. Door now used as entrance only</p> <p>Track and trace to be completed on entry and rules explained by team</p>			

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			member. NHS QR code displayed.			
Side Entrance into the Gallery	Multiple touch points and risk of transmission	Door used as exit, signage to say no entry, door kept open for ventilation when possible				<input checked="" type="checkbox"/>
Derby Road side entrance into The Dog and Thief bar	Multiple touch points and risk of transmission	Gates to be kept closed , but doors kept open weather permitting to improve ventilation.	In warmer weather, door can be propped open to further minimise contact. <i>'The Theatre of Cleaning'</i> - Staff need to make cleaning routines highly	All team members on shift.	From re-opening, hourly	<input checked="" type="checkbox"/>

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		Not to be used as entrance/exit other than in an emergency	visible to customers to demonstrate our commitment to maintaining customer and staff safety.			
Bar Service – main bar	Transmission risk from serving customers crowded at the bar.	Hatched floor markings and signage displayed to prevent customers from standing at the bar. Staff to inform customers verbally of table service on entry to lounge or bar – “please take a seat to be served”	Table service to be introduced to keep customers away from bar Investigate option to introduce the EposNow table service app ‘Hopt’	All team members on shift	From re-opening, at all times.	<input checked="" type="checkbox"/>
Bar Service – The Dog and Thief	Transmission risk from serving customers	Bar only open during warmer weather when the garden is in use	Table service to be introduced to keep customers away from bar	All team members on shift	From re-opening, at all times.	<input checked="" type="checkbox"/>



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	crowded at the bar.	<p>which already minimises the risk.</p> <p>Hatched floor markings and signage relating to social distancing whilst queuing introduced.</p>	Reinstatement of limited bar service either as dispense key lines or customers approaching far end of bar to order, then collect from middle when complete.			
Room Layout	Tables too close together could result in transmission of virus between individuals or customer groups.	<p>Removal of tables and chairs to ensure a maximum occupancy of:</p> <p>4 in Bar 12 in The Shop 8 In The Snug 6 In The Fireplace 22 In The Gallery 14 The Dog & Thief 14 Courtyard 20 Lower Garden</p>	<p>Confirm social distance requirement (2 metres, 1.5 metres or 1 metres) by HM Government. (Complete)</p> <p>Mark out floor and remove excess furniture.</p> <p>Waiter station to be used to guide customers to seating areas.</p> <p>Confirm occupancy numbers for bar, lounge and courtyard. Define approach for counting occupancy</p>	<p>Mark Cook James McDermott</p> <p>Team members when on shift.</p>	Re-opening date (by w/c 29 June 2020)	<input checked="" type="checkbox"/>



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		<p>32 Garden Terrace Visible floor markings at 2 metre intervals to act as a reminder to social distance. Cleaning of tables between each customer visit.</p>	<p>levels to ensure they are not exceeded.</p> <p><i>'The Theatre of Cleaning'</i> - Staff need to make cleaning routines highly visible to customers to demonstrate our commitment to maintaining customer and staff safety.</p> <p>Ensure guests are asked on number of households to ensure guidelines adhered to.</p>			
<p>Glassware</p>	<p>Risk of transmission from customers returning glassware to the bar.</p>	<p>Only staff to collect glasses from tables.</p> <p>Glasswasher used to clean glasses to a temperature of 55°c for wash and 65°c for rinse.</p>	<p>Glass collectors to wear disposable gloves.</p>	<p>Team members on shift who carry out glass collecting</p>	<p>Ongoing</p>	

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		Fresh glass used for every serve.				
Payment	Risk of transmission from cash handling or keypad on card machines.	Contactless card payment encouraged for all transactions. In the event of cash payment, staff to wear disposable gloves.	Table plans to be set up for bar and lounge on the till to enable the option for table tabs to be used. Staff training to ensure tabs are paid before customer leaves. Regular cleaning of PDQ machine keypad.	Mark Cook James McDermott	Prior to re-opening (w/c 29 June latest)	<input checked="" type="checkbox"/>

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Loyalty Cards	Risk of transmission from customer Loyalty Cards being handed to staff members (staff/ customers)	Loyalty Cards not to be used by customers.	. Staff to ask for the customer name and use the lookup facility.	Team members on shift.	From relaunch and ongoing.	<input checked="" type="checkbox"/>
Toilets – narrow corridor to entrances.	Customers come into close contact with one another and transmit the virus whilst using the toilets. Customers pick up the virus from multiple touch points in toilet area (i.e. toilet	Staff toilet checks hourly: <ul style="list-style-type: none"> • Check toilet roll supply • Check soap available • Clean door handles • Wipe hand drier 	Maximum of two people in ladies or gents at any one time – signage to ask customers to check on entry. Santiser on table outside toilet lobby with sign showing suggested use – allows customers the choice to clean door handles on entry. Gents urinal trough to be marked with hazard tape to	Mark Cook	Prior to relaunch and ongoing	<input checked="" type="checkbox"/>



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	flush, door handles, taps)		encourage customers to use the two outside edge urinals. Customers only to use toilets			
Food Service						
Prolonged closure of pub and kitchen	Customers	The pub, its cellar and kitchen were carefully closed on 20 March 20 following guidelines issued by Everards.	All steps in the Reopening checklist for food businesses during COVID-19 guidelines issued by the Food Standards Agency to be completed.	Mark Cook	Within one week prior to reopening date.	<input checked="" type="checkbox"/>
Transmission risk from staff handling plates	Customers/ staff	All aspects of basic hygiene procedures outlined in the Safer Food Better	Use either gloves or hold plates by a napkin when serving food.	Team members when serving food	Upon relaunch of pub and ongoing	<input checked="" type="checkbox"/>



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		Business regulations are being followed.				
Transmission risk from staff handling ramekins used for serving bulk nuts to customers	Customers/ staff	All aspects of basic hygiene procedures outlined in the Safer Food Better Business regulations are being followed.	Bulk nuts no longer to be served in ramekins but served from a paper bag. Third pint glass used as consistent measure and marked with tape so as not to be used for drinks.			<input checked="" type="checkbox"/>
Transmission risk from staff working together in close contact within the kitchen.	Staff	Only one member of staff to work in the kitchen at any time due to small space.		All team members	Any member of staff working in the kitchen at any time.	<input checked="" type="checkbox"/>

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		Staff collecting food from the pass to keep 1 metre apart from any member of kitchen staff.				
Staff Safety						
<p>Staff Health Awareness – people who need to self-isolate:</p> <p>To make sure individuals who are advised to stay at home under existing Government guidance do not physically come to work. This includes individuals who have symptoms of COVID-19 as well as those who live in a household with someone who has symptoms.</p> <p>All staff to be aware that the most important symptoms of coronavirus (COVID-19) are recent onset of any of the following:</p> <ul style="list-style-type: none"> • a new continuous cough • a high temperature 						



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<ul style="list-style-type: none"> a loss of, or change in, your normal sense of taste or smell (anosmia) <p>For most people, coronavirus (COVID-19) will be a mild illness. However, if you have any of the symptoms above you must stay at home and arrange to have a test to see if you have COVID-19</p>						
Social Distancing	Transmission from customers and staff who do not follow social distancing guidance.	Maintain current social distancing guidelines	Staff to ensure they wear face coverings from 24/9/20	All team members	At all times while guidance is in place.	<input checked="" type="checkbox"/>
Staff Rotas	Transmission between members of the team who may not be aware	Putting teams into shifts to minimise the number of workers interacting with each other.		All team members whilst working on shift.	From reopening and ongoing.	<input checked="" type="checkbox"/>



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	that they have the virus.					
Working Behind the Bar	Staff unable to maintain social distancing if too many working behind the bar	Maximum of one person working behind the bar Maximum of one person working in the glass wash area	Clean hand pulls and tap handles at the end of a shift change over.	All team members whilst working on shift	From reopening and ongoing.	<input checked="" type="checkbox"/>
Cellar and Deliveries	Everards, Lincoln Green dray deliveries and ASD wholesale / Owen Taylors for food and spirits.	Deliveries to maintain 2m distance at all times – staff to remind delivery drivers. ASD delivery driver to place box on a table at a distance of 2m –	Only one person to be in the cellar at any time (beer cellar or wines/ spirits cellar)	All team members whilst working on shift	From reopening and ongoing.	<input checked="" type="checkbox"/>



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		paperwork to be signed at a distance.				
Visitors	Transmission between visitors and staff or customers who may not be aware they have the virus.		Briefing document and visitor sign in sheet to be produced to explain the safe working arrangements to any visitor to the pub.	Anthony Hughes	Prior to relaunch of Lincoln Green Public House Company Ltd pubs.	<input checked="" type="checkbox"/>
Music	Transmission between staff and customers via aerosol transmission if voices need to be raised over music	Music levels to be kept low and not raised when busy		Duty manager & all staff	From opening, ongoing	<input checked="" type="checkbox"/>

More information on managing risk: www.hse.gov.uk/simple-health-safety/risk/





Health and Safety
Executive



Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

• FIVE STEPS TO SAFER WORKING TOGETHER •

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance
- ✓ We have taken all reasonable steps to **help people work from home**
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**

Employer _____ Date _____

Who to contact: _____ Your Health and Safety Representative
(or the Health and Safety Executive at www.hse.gov.uk or 0300 003 1647)

