



London Borough
of Hounslow

April 2021

Hounslow Retail Reopening Toolkit



#ShopSafeShopLocal #KeepitLocal

For more information and support:

www.hounslow.gov.uk/ShopSafeShopLocal

Funded by



HM Government



European Union
European Regional
Development Fund

Hounslow Council's toolkit for reopening your business

Introduction

The last few months of the pandemic have been very challenging for all businesses – for many of you trading may have had to cease entirely or you have had to significantly change how you operate. However, as the Government works towards its roadmap out of national lockdown, we have a real chance to get back to normal life and must all work together to reach that goal. As activity returns to our town and neighbourhood centres, we want to support you in reopening your business safely.

As some non-essential businesses are permitted to open from 12 April, **every business must make sure they are safe, clean, and can maintain social distancing.**

These are vital measures which will ensure the safety of your business, staff and customers as well as the wider community and will help restore public confidence to get people to return to our town centres. This booklet will support your business to reopen safely.

For more information on the phased reopening of businesses, please visit the government's website, or type www.gov.uk/coronavirus-business-reopening in your web browser.

Working safely

Please take time to review the government's guidance to help employers, employees and the self-employed understand how to work safely during the coronavirus pandemic. They have set out nine key steps to working safely:

1. **Think about risk:** carry out a COVID-19 risk assessment by clicking here or visiting www.hse.gov.uk/simple-health-safety/risk/index.htm.
2. **Keep your customers and visitors safe:** develop cleaning, handwashing and hygiene procedures, provide guidance for social distancing.
3. **Who needs to come to work?** Help people to work from home, especially if they are vulnerable or need to self-isolate, and keep staff safe if they are required on-site.
4. **Help keep your staff safe:** maintain social distancing where possible.
5. **Keep your premises clean:** where people cannot socially distance, manage the risk of transmission by keeping your space clean.
6. **Personal protective equipment (PPE):** ensure your staff have the correct PPE i.e. face coverings and continue to use it.
7. **Manage your workforce:** stagger shifts and breaks, enforce social distancing in communal spaces (canteens etc) and encourage responsible work-related travel.
8. **Manage deliveries:** make sure deliveries happen outside of busy periods and are socially-distanced.
9. **Tests and vaccinations:** make it as easy as possible for you and your staff to get frequent rapid tests, and encourage them to take the vaccine. Find more information in the 'For your staff' section.

You have a duty to protect your staff, customers and others affected by your work activities from the risk of coronavirus infection. Please read and action the guidance available to make your business COVID-19 secure.

Full guidance is available from the government at: www.gov.uk/guidance/working-safely-during-coronavirus-covid-19 (search: 'working safely during COVID-19 gov uk')

Risk assessment and enforcement

Government guidance requires you to carry out a full COVID-19 HSE risk assessment before reopening.

This will help you implement effective controls to reduce the risk of coronavirus infection. The risk assessment covers staff, customers and others affected by your business. If you have five or more

employees, you must record your risk assessment and ideally share it with your staff. Safer Business Hounslow High Street Ambassadors will be visiting and checking businesses for completion of their Risk Assessments. Businesses with 5 employees or less are not required to write anything down, although it might help your business and staff if you do.

Enforcement will be the last resort but please note, a business or venue operating in contravention of the law (COVID-19 regulations) will be committing an offence. If you would like additional advice on making your business safe, COVID-19 Secure, or general business support, including how to access available grants, please contact towncentre.management@hounslow.gov.uk.

You can also view our Useful Resources section at the end of this document.

Hounslow Council is here to help

It is a challenging time for businesses and we can help you in the following ways.

- **FREE** 1-to-1 business support to make sure your business is Covid-19 Secure
- Order free external social distancing floor stickers and signage
- Website / e-bulletin – sign up and keep informed

Email: towncentre.management@hounslow.gov.uk

Website: www.hounslow.gov.uk/businesses

Social distancing advice for businesses

We know that coronavirus (COVID-19) can spread from person to person but symptoms often do not show up for weeks. Reducing the ways people come into close contact is essential to keep everyone safe. This is called social distancing and it is an important and effective way to slow down the spread of this virus.

Every business has a duty to protect their staff, customers and others affected by their work activities from the risk of coronavirus infection. We're here to help you put in place social distancing measures. Your customers will want to feel confident that your business is safe and staff are practicing good guidance.

For your customers

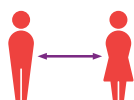
Your customers come first!

To reassure your customers, follow the steps below. To order free additional support, such as floor stickers, please refer to the weblink in Useful Resources.

QUEUES



Limit the number of customers in your premises at any one time so that they can safely maintain social distance.



Maintain queue control outside your premises so that social distancing is observed by those waiting in the queue.



Speak to your neighbouring businesses to manage different queuing systems. In busy areas, queues can sometimes become confusing if not properly organised.

LAYOUT



Review your layout and remove any unnecessary obstructions. This could include large displays, racks, or seating. Where possible, introduce a one-way system to help people navigate safely around your premises.

KEEP TWO METRES APART

You must provide floor markings in the premises to help guide customers apart, particularly at counters and checkout areas. Floor stickers, tape, or chalk will indicate to your customers how far apart they need to stand.

KEEP YOUR DISTANCE

You must provide signs throughout your shop to help customers to follow the rules.



Take payment by card or contactless payment – try to avoid cash payment as much as possible.



Customers cannot be allowed to congregate or loiter inside or outside the premises. Please post signs about this or politely ask them to leave as soon as their purchase is complete.



Limit seating areas or remove seating both inside and outside premises.

SANITISATION



Frequently clean and disinfect all hand contact points in the premises such as door handles and counters.



Go an extra step further and provide hand sanitiser, or even masks, and gloves to customers as they enter and leave.



Remember that changing rooms must stay closed where possible



Review your customer needs and consider if toilet facilities need to be open. If yes, ensure they are cleaned and sanitised on a regular basis.



Consider a temporary street trading license to expand the outdoor space for your customers. For more information, go to <https://www.hounslow.gov.uk/homepage/182/licensing>

For your staff

Your staff keep your business going and are critical to its success.

Many businesses have already undertaken a range of measures to keep their staff safe, please review the following information to see if there are more steps you can take for your staff's safety. To create a healthy workplace, take these measures.



Is PPE needed for staff? If yes, you must have adequate supplies readily available.



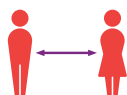
Use plexiglass screens at serving areas or till points to help keep staff and customers safe, separated, and healthy.



Ask staff to regularly wash their hands for at least 20 seconds and make sure you have adequate supplies of soap, hand sanitiser and paper towels for hand drying available.



If staff are handling cash, they should wear gloves, use sanitiser or wash their hands after every cash transaction.



Support staff to maintain social distance wherever possible. If certain activities cannot be done safely, you should consider adapting or cancelling the activity to reduce the risk of infection. Any activities taking place should only happen in open, well-ventilated spaces. This includes activities like meetings or 1:1's.



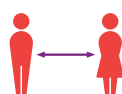
Use back-to-back or side-to-side working whenever possible.



Stagger the start and finish times of your staff work rota so they have reduced congestion and crowding.



Reduce the number of people each person has contact with by using 'fixed teams or partnering.'



Make sure staff communal areas (such as break areas/staff rooms) enable them to maintain social distancing. Minimise use of shared utensils and equipment or ask staff to bring in and clean their own supplies.

Staff showing any coronavirus symptoms must not come into work. Remember you can find out more about the symptoms of the virus by visiting www.nhs.uk/conditions/coronavirus-covid-19.

Make it easy for your staff to get tested regularly and keep your business healthy

- You can access quick, free and regular workplace testing for you and your staff if your employees:
 - Don't have COVID-19 symptoms
 - Cannot work from home
- All staff, getting a rapid test every few days will help to contain the spread of the virus and protect you, your loved ones, your colleagues and your customers. Please visit www.gov.uk/get-workplace-coronavirus-tests to find out more.
- Do not use this service if you or your employees have COVID-19 symptoms. Anyone with symptoms should order an individual test at www.gov.uk/get-coronavirus-test and stay at home.
- Your employees can also drop-in for free rapid tests at any of our testing sites. They can also book online www.hounslow.gov.uk/rapidtest or call 0207 084 9697.

Heston Library

**New Heston Road,
Hounslow TW5 0LW**

Open 6.30am-7.30pm
Mon-Fri, or 8.00am-
4.00pm Sat/Sun

Hounslow House

**7 Bath Road, Hounslow
TW3 3EB**

Open 8.00am-4.00pm,
Mon-Sun

Isleworth Library

**Twickenham Road,
Isleworth TW7 7EU**

Open 8.00am-4.00pm,
Mon-Sun

Staines Rugby Club

**Snakey Lane, Feltham
TW13 7NB**

Open 8.00am-4.00pm,
Mon-Sun

- For more information, contact community.testing@hounslow.gov.uk

For deliveries and services

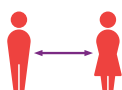
We know many businesses receive deliveries and services throughout the day. Although your supplier may already have coronavirus safety measures in place, you should still consider the following tips to keep everyone safe.



Deliveries should be arranged to be received outside of busy periods. Please be mindful of surrounding residents and potential noise nuisance when arranging your deliveries.



Always be clear about where deliveries can park. If parking bays are too close to one another and are being used at the same time, consider staggering deliveries or removing a parking bay to maintain social distancing.



Drivers should avoid contact with other staff where possible and must maintain social distance.



Encourage delivery drivers to use a hand sanitiser upon collection if it is not possible for them to access the hand wash basin.



Make sure your cleaning services and/or commercial waste management contract is in place and has been updated.



Use electronic prepayment where possible and avoid drivers collecting cash. Ask for digital invoices and signatures to help reduce contact.



If you have a business that is delivering to customers, ask your delivery staff to leave food/packages on the customers' doorstep and move back 2 metres until the customer collects.

Make full use of social media, your website, and your shop window to explain your reopening plans and procedures. Use the #ShopSafeShopLocal when posting information relating to your business online.

Customers often look online before visiting your premises and letting them know how you are addressing health and safety concerns will boost their confidence and encourage their custom. Tell your customers changes you have made (such as changes to opening hours, queuing procedures, new ways of serving your customers etc.) as well as any requirements for social distancing (face coverings, queue systems, etc.).

There is a separate brochure available for hospitality guidance with more relevant information.



Licensed Premises

If you're considering reopening on or after 12 April 2021, please consider the following about your premises licence. For food and beverage establishments please see our Hospitality Reopening Safely Toolkit which covers further areas.

- Do you have a copy of your premises licence and summary? Is the summary displayed somewhere prominent? To get a copy of your licence please email licensing@hounslow.gov.uk
- Have you checked that the licensing conditions on your licence remain appropriate for your operation? You must ensure you comply with all the premises licence conditions. If you need to vary the conditions of your licence please email licensing@hounslow.gov.uk
- Are your designed premises supervisor details up to date? To update your DPS details please email licensing@hounslow.gov.uk
- Are the premises licence holder details still correct? To apply for a transfer of your licence please email licensing@hounslow.gov.uk
- Do you have enough personal licence holders to supervise the sale of alcohol?
- Do you need a temporary street trading license for tables & chairs or shop front displays and A boards? www.hounslow.gov.uk/info/20071/licensing/1216/street_trading

Other points to consider

As many premises have been vacant for a long period of time, there may be a few things you need to check as your business reopens.

- Make sure you review your operational procedures so that customers can safely move around your facilities, and ensure that you can comply with mandatory requirements such as face coverings and customers being seated while ordering, eating and drinking.
- Assess your staff training to ensure you have enough staff trained to the correct requirements for alcohol sales, food hygiene and any other required training.
- Think about how you will communicate any new requirements with your customers – you can do this online and you can also order free stickers for your premises using the link in Useful Resources.
- Are your CCTV systems working and fully functional? Make sure your CCTV meet specific premises licence conditions.
- Are you required to have qualified door staff? You need to be confident you can fulfil your premises licence requirements regards to qualified door staff. Check with your supplier in good time before you reopen.
- Are you required to change from glass to polycarbonate glass as a licensing requirement? Check stock with your supplier before you reopen.
- Check your water system management for legionella. As buildings may have been closed or partially closed for a period of time, consideration should be given to the effective controls to maintain water systems. Managing legionella in hot and cold water systems ([hse.gov.uk](https://www.hse.gov.uk))
- Inspect your premises to check for any evidence of pests. Where necessary, contact a pest control specialist. You can also consult the HSE website for further advice. Coronavirus: latest information and advice - HSE news
- Good ventilation, including air conditioning, can help reduce the risk of spreading coronavirus. There are simple steps you can take to improve ventilation while maintaining a comfortable Ventilation and air conditioning during the coronavirus (COVID-19) pandemic ([hse.gov.uk](https://www.hse.gov.uk))
- Recorded maintenance of fire safety systems including fire alarm, fire extinguishers, emergency lighting, etc. might not have been continued. Contact your contractor to undertake a full review of your fire safety systems.

Useful Resources

Safer Business Hounslow	On behalf of Hounslow Council Safer Business Hounslow is providing free support to local business to help them understand government guidelines, to operate in a COVID-19 safe environment. Email them at info@saferbusinesshounslow.co.uk or call 07944 373 605 . You can also email sallysmith@hounslowchamber.org.uk or call 07879 813817
Sign up to our business support e-bulletin	www.hounslow.gov.uk/getconnected
CV19 Business info and support	www.hounslow.gov.uk/businesses
Full guidance for retail premises – shops and branches	www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches
Free social distancing floor stickers order form	critiqom.printjob.com/site/login
Mayor of London's Covid-19 Updates and Guidance	www.london.gov.uk/coronavirus
Latest news from HSE	www.hse.gov.uk/coronavirus/index.htm
Risk Assessments	www.hse.gov.uk/simple-health-safety/risk/index.htm
Hounslow Business Licensing	www.hounslow.gov.uk//business-licensing-regen
Council Business Grants	www.hounslow.gov.uk/covid19-grants
Temporary Street Trading License	www.hounslow.gov.uk/street-trading
Order workplace tests	www.gov.uk/get-workplace-coronavirus-tests
Order individual tests	www.gov.uk/get-coronavirus-test
Book your vaccine	www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/
Coronavirus restrictions	www.gov.uk/guidance/national-lockdown-stay-at-home
Ventilation and air condition	www.hse.gov.uk/coronavirus/equipment-and-machinery/air-conditioning-and-ventilation/index.htm

Continued overleaf..

Useful Resources (contd.)

London Business Hub Covid-19 Support	www.growthhub.london/get-support/
Working safely/guidance for employers & businesses	www.gov.uk/guidance/working-safely-during-coronavirus-covid-19
Guidance for employees	www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/covid-19-guidance-for-employees
Guidance for food businesses	www.gov.uk/government/publications/covid-19-guidance-for-food-businesses
Fire safety	www.london-fire.gov.uk/safety/the-workplace/coronavirus-back-to-business
Legionella control	www.hse.gov.uk/news/legionella-risks-during-coronavirus-outbreak.htm
Hand washing	www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands
Shielding	www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19
Hounslow Chamber of Commerce	hounslowchamber.org.uk
Invest Hounslow	www.investhounslow.com
Government Business Support	www.gov.uk/coronavirus/business-support
Thriving Communities Fund	www.hounslow.gov.uk/community-grants



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