

COVID-19 information

**Prevent the spread**

CORONAVIRUS

**PROTECT  
YOURSELF  
& OTHERS**

Leicester

Advice and Guidance  
for Reopening

June 2020



This guidance should be implemented in addition to all legal requirements such as the Health and Safety at work regulations. You are encouraged to frequently check for the most up to date official Government advice at [gov.uk](https://www.gov.uk).

In response to Covid-19, all people are required to reduce social interactions, minimise close contact, and follow the official Government advice on social distancing..



# Are You Ready to Reopen?



## Carry out a Covid-19 risk assessment

Before reopening you should ensure the safety of the workplace by:

- carrying out a risk assessment in line with the HSE guidance
- consulting with your workers or trade unions
- sharing the results of the risk assessment with your workforce and on your website

For the latest government information please visit:

[www.gov.uk/guidance/working-safely-during-coronavirus-covid-19](https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19)



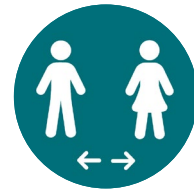
### Use a one-way system

Ensure customers maintain a safe distance in your shop by using floor markers



### Set a limit inside the shop

Calculate how many people can fit in your shop at one time ensuring social distancing is maintained



### Manage a queue outside

Use floor markers outside of the shop to support a queuing system, whilst maintaining social distancing



### Staff numbers

Have the right amount of staff to monitor movement around the shop and support customers



### Encourage contactless payments

Avoid cash handling if possible and regularly clean keypads and customer areas



### Click & Collect

Implement and promote a click and collect sales option to prevent overcrowding and long wait times



### Social media promotion

Keep in touch with customers and promote your business



### Cleaning and Disinfecting

Frequently wash hands with soap and water and use disinfectants to kill germs on surfaces



### Maintain fire safety rules

Do not compromise fire safety requirements and do not obstruct fire exits

If you need further support or advice please email [EnterprisingLeicester@leicester.gov.uk](mailto:EnterprisingLeicester@leicester.gov.uk) and one of our team will be able to help you.

For more up to date information go to [www.leicester.gov.uk/coronavirus](https://www.leicester.gov.uk/coronavirus).

# Advice and Practical Support to Manage Outdoor Queues and Social Distancing

This advice supports the guidance around social distancing and queuing whilst in Leicester city centre and its neighbourhoods and acts as a source of guidance for businesses considering these measures. Government advice recognises that “the practical implementation of this advice will depend on the local circumstances.”

It is the responsibility of each business to decide the most appropriate methods to implement social distancing and other coronavirus control measures in their business, for example by introducing queuing systems, using barriers and having staff direct customers. You should also ensure any changes to entries, exit and queue management take into account

reasonable adjustments for those who need them, including disabled shoppers.

## Floor Markers

Leicester City Council has produced vinyl adhesive floor markers to provide practical support for businesses to help them manage their own queuing systems. The 30cm diameter printed floor vinyl is suitable for indoor and outdoor use and is a self-adhesive vinyl with a textured anti-skid finish to reduce the risk of slips.

To request the free vinyl floor markers please email [EnterprisingLeicester@leicester.gov.uk](mailto:EnterprisingLeicester@leicester.gov.uk) and one of our team will be able to help with your request.



## Fitting is simple, providing you take your time, as follows:

1. Measure out your social distancing so you know where each sticker needs to be placed. The positioning of the stickers must comply with government social distancing guidelines. Currently, the government advice is 2 m distancing.
2. Sweep, clean and dry the surface before applying the sticker. This is an important step because failure to do this may result in a poor outcome and the stickers not staying in place.
3. Do not put down if it is or has been raining and the surface is wet.
4. Bend back the vinyl, remove part of the backing sheet, apply a small area of the graphic to the floor and apply pressure as you rub down with a soft cloth. Gradually release the backing paper and work across the graphic paying particular attention to the edges of the vinyl to fix securely.

# Covid-19 Checklist for Businesses

As you prepare to reopen your business, here is a list of issues you may want to consider to ensure your workplace is safe for staff and customers.

## General:

- Covid-19 Risk Assessment has been completed.

To find out more about how to do a risk assessment and manage risk go to the **Health and Safety Executive** website.

You can download a **risk assessment template** (.docx) - Microsoft Word document.

## Cleaning and equipment:

- Adequate levels of cleaning equipment and PPE are available to enable staff to return to work safely.

Assess the need and level of PPE required for staff members based on their role. For example, customer facing staff may require more protection. PPE could include gloves, face masks or visors.

- The requirements for using PPE, guidance on its use and disposal facilities are in place.

- A regime for enhanced cleaning of all touch points, equipment and vehicles at regular intervals is in place.

- Heating, ventilation and water systems have been checked and are working to expected standards.

## Staff safety:

- Clear guidelines issued to employees to stay at home if exhibiting any Covid-19 symptoms.

HR procedures for reporting illness and mandatory self-isolation in place and communicated to staff.

- Discussions have taken place with clinically vulnerable staff who must be shielded, those at increased risk or those living in the same household as people at increased risk.

If they are returning to work consider how they travel, which roles are safest for them to carry out, or if they are able to work from home.

- Establish clear guidance on capacity of small spaces such as lifts.

- Handwashing or sanitising facilities are available at entry and exit points.

Staff should be able to clean their hands when they arrive at work and when they leave.

- Work areas have been physically arranged to follow social distancing guidelines.

Where this is not possible, think about assigning people to shift teams to limit social interaction. Avoid staff work stations that are face-to-face and consider either side-by-side or back-to-back working.

- Shift start and finishing times, as well as staff break times, are staggered to reduce worker contact and bottlenecks.

Consider reopening at reduced hours to embed new working practices before returning to normal operating hours.

- A process is in place for the management of deliveries to minimise contact with other people whilst loading and unloading.

Staff have been provided with information on all new procedures before returning to work.

## Signage:

- Clear signage has been installed throughout the workplace, including parking areas, to follow social distancing guidelines and hand washing.  
Signage should be throughout staff and customer facing areas.
  - Internal tape / floor vinyls in place so that social distancing can be practised, especially at bottleneck areas such as corridors, aisles and tills.  
Consider implementing a one-way system around the building. Use floor tape and vinyls to clearly mark a route around the building.
  - Plexiglass dividers or other protective measures at tills, reception desk or other locations where customers interact with staff.
  - A safe capacity of building has been determined so that social distancing can be practised, and there are measures in place to ensure capacity is not breached.  
Offices may implement a rota to reduce number of staff in the building each day. Retail outlets may have a member of staff on the door monitoring numbers, alongside a queuing system outside the entrance with markers indicating 2m distancing. Where possible we recommend queues run to the left of the building entrance. Businesses serving food and drink may operate take-away and collection services, reduce number of tables and expand outdoor seating areas.
  - A clear policy on accepted payment methods.  
We recommend signage encouraging contactless and mobile payment - state clearly if cash payments are not accepted.
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## Welfare facilities, meeting areas and staff rooms:

- Restrict the number of people using toilet facilities to maintain social distancing.
  - There is an agreed schedule for the cleaning of toilets, showers, and locker room facilities.
  - Meeting rooms and staff rooms are labelled to identify the maximum capacity.
  - The number of meeting rooms available has been minimised.
  - A regular schedule of cleaning is in place for meeting spaces and staff rooms.
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## Other:

- Consider reopening at reduced hours to control the volume of interactions in the building on a daily basis.
- Consider how your new procedures will affect staff and customers who have special access requirements.

We recommend completing this checklist regularly with staff to remind everyone of their responsibilities.

# Working Safely During the Coronavirus Outbreak

The Health and Safety Executive has produced guidance to help you work safely (be COVID-secure) and manage the risk associated with running your business at this time.

It includes practical measures you can take, for example putting in place social distancing measures, staggering shifts, providing additional handwashing facilities and how to talk with workers to help them stay safe.

## Working safely during the coronavirus outbreak - a short guide (download PDF)

A guide on how to protect people from coronavirus (COVID-19) in your workplace. You should do a risk assessment and manage the risk of coronavirus in your business. This includes taking measures to work at home where possible, maintaining social distancing, cleaning and hygiene.

## Talking with your workers about working safely during the coronavirus outbreak (download PDF)

By consulting and involving people in the steps you are taking to manage the risk of coronavirus in your workplace you can:

- explain the changes you are planning to work safely
- make sure changes will work and hear their ideas
- continue to operate your business safely during the outbreak

## Risk Assessment and Template

Find out more about how to do a **risk assessment** and manage risk so you can protect your workers and others from coronavirus.

You can download a **risk assessment template - Microsoft Word** document to help you keep a simple record of:

- who might be harmed and how
- what you're already doing to control the risks
- what further action you need to take to control the risks
- who needs to carry out the action
- when the action is needed by

# Help

This section will outline any places you can get HELP and support on these measures:

Advice and support are available from the following organisations:

## Leicester City Council

- In first instance:  
Economic Regeneration Team  
[EnterprisingLeicester@leicester.gov.uk](mailto:EnterprisingLeicester@leicester.gov.uk)

## BID Leicester – City Centre only

- BID Ambassadors  
[info@bidleicester.co.uk](mailto:info@bidleicester.co.uk)

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## Useful Sources of Information:

### Government Guidance:

- [Safer Public spaces](#)
- [Working Safely](#)
- [HSE  
Legionella risks during the coronavirus outbreak](#)
- [Working Safely During Covid-19 in shops and branches](#)
- [Food Standards Agency, Reopening checklist for food businesses during COVID-19](#)
- [Guidance for food businesses on coronavirus](#)
- [Hair and Barber Council Back to Work Plan](#)
- [Salon Guidelines COVID 19](#)
- [Beauty Sector, Preparing you Place of Work](#)

### General Advice:

- [The Purple Guide](#)
- [Leicestershire Fire and Rescue Service, COVID-19 Advice for Businesses Reopening](#)

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