

Back to Business Toolkit – re-opening your business safely

As the restrictions lift and activity once again returns to our town centre, we want to support you to reopen safely - in line with government guidance. This guide will help you to plan for a safe and successful return.

As you will be aware, retailers are permitted to open from 12 April and every business must make sure they are safe, clean, and can maintain social distancing.

The measures are vital to ensure the safety of your business, staff and customers as well as the wider community as well as helping to restore public confidence to get people to return to our town centre.

We want to help support your business to reopen safely. Here is a checklist that may help:

- ✓ Complete a Covid-19 risk assessment and share it with your staff
- ✓ Clean more frequently
- ✓ Remind your customers and staff to wear face coverings
- ✓ Make sure everyone is social distancing
- ✓ Put up signs and consider one-way system
- ✓ Consider ventilation
- ✓ NHS Test and Trace
- ✓ Turn people with coronavirus symptoms away
- ✓ Consider mental health and well-being

Working safely - if you are a business, employee or self-employed individual that is not able to work from home there is guidance available to make sure you help stop the spread of the virus and protect yourself and your business at the same time.

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.

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.

www.gov.uk/guidance/working-safely-during-coronavirus-covid-19 sets out what steps businesses and individuals should be taking to ensure they are working safely during the pandemic.

If you need additional advice on making your business safe, Covid-19 Secure, or general business support including how to access available grants and support with recruitment and skills, contact us on 01302 735555.

Support for businesses

Use 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.)

Register to Order Coronavirus Tests for your Employees

Business owners can sign up for free lateral flow testing to protect your staff and your business.

Lateral flow testing is a fast and simple way to test people who do not have symptoms of COVID-19, but who may still be spreading the virus.

Businesses can apply to receive testing kits to use on site for those employees that cannot work from home. To apply for the kits visit www.gov.uk/get-workplace-coronavirus-tests

Sign up to ShopAppy

We are now able to support independent shops and businesses right across Doncaster in joining the collective, local shopping and business website, Shopappy.com. It is a website that makes it easier for everyone to support their own local High Street from the comfort of their sofas –most importantly the digital shop window influences people to visit town, so when you reopen, people will be able to pre-browse to plan their trip.

It is free for shops and businesses to join for the next 12 months. Once registered, you can quickly populate your own mini-site with goods and services on Doncaster’s page at no cost. Register now on shopappy.com/vendor.

Legionella

Important information: For all organisations that rely on a safe water supply to undertake their business activities - Public Health England says there may be a potential health risk of Legionella in water systems that haven’t been used during a period of business closure.

What is the risk? As businesses start to re-open, it is important to ensure that public health continues to be protected. A potential health risk relates to Legionella in water systems that have not been used during the restrictions period. Buildings should have in place a risk assessment and a Water Safety Plan, but dormant water systems will result in bacterial growth, especially in warmer weather.

Legionella, which is naturally present in water systems, causes Legionnaires’ disease which is fatal in 10% of cases. This can be avoided by following appropriate advice.

Who needs to take action?

- dental practices;
- hairdressers;
- hotels;
- gyms ;
- sports clubs;
- office buildings (especially those with shower facilities);
- any organisation that has a water supply and is currently shut down

What action will reduce the risk? Regular flushing of the premises water system throughout the restrictions period is required. However, all aspects of the water management system need to be reviewed before re-opening the business, and necessary action will be dependent on the complexities of the system. This may be done by a combination of workers employed by the organisation if they have the necessary skills and knowledge. However, if a water system requires disinfection then a water consultant will be needed.

You can download the advice leaflet here: https://cdn-cms.f-static.net/uploads/3259032/normal_5ed90f167c096.pdf

Useful Resources

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| • Regulation and Licensing | 01302 737573 |
| • Markets | 01302 436433 |
| • Business Support including grants | 01302 735555 |
| • Doncaster Chamber of Commerce | 01302 640100 |
| • Street Scene | 01302 736000 |
| • Parking | 01302 735041 |
| • Enforcement | 01302 736000 |
| • Police | 101/999 |
| • Town Centre Management | 01302 736000 |
| • Visit Doncaster | 01302 734309 |
| • Planning | 01302 736000 |
| • Highways | 01302 736000 |
| • Food Safety | 01302 736000 |
| • Health & Safety | 01302 737548 |
| • Emergency Planning | 01302 736950 |
| • Frenchgate Centre | 01302 368335 |
| • Bus Station | 01302 761735 |