

Back to Business Toolkit – re-opening your business safely

Now that we know what the Government’s roadmap looks like, you will undoubtedly be thinking about how to go about re-opening and adapting your business if you haven’t already done so.

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, please contact Business Doncaster 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.)

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.

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

Useful Resources

- 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