

Environmental Health letter dated 17/04/2020.

OUR REF: COVID-19 PUB/RESTAURANT LETTER

Environmental Health - a shared service for:

ASK FOR: Food and Safety Team – 01424 787550

DATE: Friday 17th April 2020

YOUR REF:



The Proprietor
Red Lion
Brede Hill
Brede
East Sussex
TN31 6EJ

Richard Parker-Harding
Head of Environmental Health

Dear Sir or Madam,

**Re: Red Lion
The Health Protection (Coronavirus Restrictions) (England) Regulations 2020**

As you are aware the Government has implemented restrictions on food businesses to prevent the spread of Coronavirus. Whilst the consumption of food and drink on business premises (including external areas) has been prohibited, takeaway services for delivery and collection are permitted on condition that businesses follow strict rules to maintain social distancing.

Most pubs and restaurants are acting responsibly and following the guidance issued. Unfortunately, this is not true for all businesses and we are receiving an increasing number of reports where pubs and restaurants are continuing to serve some meals or drinks on the premises. It is not permitted to serve anyone other than members of your own household – be it to customers, friends, or staff. Any business found to be doing so will be issued with a prohibition notice, fixed penalty notices and you may face prosecution. An application to review the premises licence will also be made.

If you are offering a takeaway or delivery service please ensure that social distancing arrangements are in place to protect the health of you, your employees, and your customers.

Guidance for businesses is available on our websites at
<https://wealdengovuk.azurewebsites.net/safe-food-and-healthy-workplaces/>
or
<https://www.rother.gov.uk/environmental-health/food-hygiene/safe-food-and-healthy-workplaces/coronavirus-covid-19-closure-regulations/>

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Measures we would expect to see in place include: -

- no orders should be taken in person on the premises - this should be communicated to customers by appropriate means such as signage
- businesses should only take orders online or by telephone
- customers arriving without having already placed an order should be encouraged to leave the premises to place their order by telephone or online, and to return at a designated time for collection
- request payment when order is taken.
- If payment must be made at time of collection - encourage the use of contactless payments – cash payments should only be taken from elderly or vulnerable customers if they have no alternative means of payment.
- customers could have staggered collection times
- customers should be discouraged from entering the premises until their order is ready – Ask yourself, do customers need to enter your premise to collect their order? Can you have an external collection point or one just inside the door
- If customers must enter the premises, they should enter one at a time to collect orders and make payments
- Employees should be able to maintain 2m social distancing with other members of staff whilst at work.

Further information, including Information on social distancing in food businesses is provided at <https://www.gov.uk/government/publications/covid-19-guidance-for-food-businesses/guidance-for-food-businesses-on-coronavirus-covid-19>.

This guidance also includes information on other measures you need to take to protect yourself, your customers, and your employees. Such measures include more frequent hand washing and regular disinfection of all hand contact points.

Advice and guidance is available to you at website links above. We have also produced some posters to assist you in implementing the guidance. If you require copies, please contact us at foodhs@rother.gov.uk

Over the last few weeks officers from this department have undertaken daytime and evening patrols across Rother and Wealden to determine the levels of compliance with the guidance. Patrols will continue until these restrictions are lifted. Those businesses found to be non-compliant will be subject to formal action, such as prohibition notices, fixed penalty notices and risk prosecution.

Should you wish to discuss the content of this letter or seek any clarification or advice, please email foodhs@rother.gov.uk.

Lastly, I would like to thank all those businesses that have successfully implemented the required measures. Your efforts will save lives.

Yours sincerely,



**Ms U Kane
Environmental Health Manager (Food and Safety)
Rother and Wealden District Council**