



## COVID-19 SUPPORT FOR TAKEAWAYS AND RESTAURANTS

**As the COVID-19 pandemic in Britain recedes, governments in the UK's nations have permitted hospitality businesses to reopen for both takeaway and sit-in dining. Businesses will be expected to take reasonable measures to protect their staff and customers while they are on the premises.**

### WHAT DOES IT MEAN FOR MY TAKEAWAY BUSINESS?

#### England

Updated Government [guidance](#) states that all food businesses can reopen for dine-in service from 4<sup>th</sup> July. They will be required to ensure that customers and staff adhere to the Government's "one metre plus" guidelines. This means a physical distance of one metre, where two metres is not possible, and mitigation measures must be put in place to reduce the risk of transmission of the disease. These include:

- **Social distancing**
  - Reconfiguring indoor and outdoor seating and tables to maintain social distancing guidelines
  - Reducing the need for customers to queue, but where this is unavoidable, discouraging customers from queueing indoors and using outside spaces for queueing where available and safe
  - Managing the entry of customers and the number of customers at a venue so that all indoor customers are seated with appropriate distancing
  - Providing clear guidance on social distancing and hygiene to people on or before arrival (e.g. signage, visual aids, by phone or online)
  - Looking at how people move through the venue and how to reduce congestion and contact (e.g. queue management or one-way flow)
  - Social distancing should be maintained during all interactions between staff and customers, including ordering and payment
  - Measures should be taken to ensure social distancing between staff, such as reducing staffing levels, staggering arrival times, allowing kitchen access to as few people as possible, and reconfiguring kitchen layouts. Contact between kitchen and front of house staff should be minimised.
- **Mitigation measures**
  - Customers should use hand sanitizer or wash their hands as they enter the venue. Hand sanitizer should be provided at multiple locations throughout the business
  - Screens or tables at tills and counters should be used to separate staff from customers
  - Customer self-service of food, cutlery and condiments should be minimised. Only disposable condiments (e.g. ketchup sachets) should be provided, or condiment containers should be cleaned between each use
  - Customers should be asked to remain at their table when placing orders to minimise the number of services both staff and customers touch
  - Contactless ordering methods, such as ordering apps, should be encouraged
  - Where bar or counter service is unavoidable, prevent customers from remaining at the bar or counter after ordering

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- Operations should be altered where necessary to prevent customers congregating at service points, e.g. staff should collect glasses
- Customers must wear a face covering when collecting food for takeaway, but are not required to wear a mask during dine-in service.
- The use of face coverings for staff remains optional, but the Government “strongly recommends” their use.

The Government is also working with the industry to design a system that will allow pubs and restaurants to collect details of patrons and hold them for 21 days. Further details of this system will be provided by the Government in due course.

Food and drink businesses remain able to operate takeaway facilities, either on a delivery or “grab-and-go” basis. The Government has also relaxed planning rules to allow pubs and restaurants to operate as hot food takeaways. Social distancing should be maintained as usual for customers who are on the premises to pick up takeaway orders.

### **Working with NHS Test and Trace**

The Government in England also expects dine-in hospitality businesses to collect information on their customer to help with the NHS’s Test and Trace coronavirus tracking programme.

#### Who the guidance applies to

The [guidance](#) applies to hospitality businesses, including pubs, bars, restaurants and cafés. Importantly, the guidance **does not apply to takeaway-only businesses**. Where businesses offer a mix of sit-in and takeaway service, contact details must **only be collected for customers who are dining in**.

#### Collecting information

The following details should be collected:

- **Staff:**
  - Name
  - Contact phone number
  - Dates and times present at work
- **Customers:**
  - Name of ‘lead member’ of group and number of people in group
  - Contact phone number of ‘lead member’ of group
  - Date of visit, arrival and departure times
  - If they interact with a single staff member, the name of the assigned staff member

Although businesses should encourage customers to provide these details, they will be shared by customers on a voluntary basis. You should inform customers that you are collecting this information to support NHS Test and Trace, and it will only be used where necessary to help stop the spread of COVID-19. This can be done through signage, or through a notice on your website. Customers can choose to opt out, and if they do you should not share their booking information with NHS Test and Trace. The data should be held for 21 days, and should be securely destroyed after this time period has elapsed.

#### Interacting with NHS Test and Trace

NHS Test and Trace will ask for these records only where it is necessary, either because someone who has tested positive for COVID-19 has listed the premises as a place they visited recently, or because the premises have been identified as the location of a potential local

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outbreak of COVID-19. NHS Test and Trace will work with businesses to ensure that the information is shared in a safe and secure way.

If you receive a request for information from NHS Test and Trace your business does not necessarily have to close. NHS Test and Trace will advise you as to the public health measures that are required. These could include arranging for people to be tested, asking them to take extra care with social distancing, or in some cases asking them to self-isolate. NHS Test and Trace will provide you with necessary support and guidance throughout the process.

### Preventing fraud

If you are contacted by NHS Test and Trace, contact tracers will:

- call you from 0300 013 5000
- send you text messages from 'NHStracing'
- ask you to sign into the NHS Test and Trace contact-tracing website

Any person contacting you by any other means and claiming to be from NHS Test and Trace could be contacting you fraudulently.

### **Scotland**

According to the Scottish Government's recovery route map, food businesses can reopen for outside sit-down service from 6<sup>th</sup> July, and inside dine-in service from 15<sup>th</sup> July. They are expected to adhere to similar mitigation measures as in England, but customers are not required to wear a face mask for either dine-in or takeaways service.

Food-to-go businesses are permitted to operate while adhering to [guidance](#) on social distancing from Food Standards Scotland, which requires strict social distancing to be maintained at all points during takeaway and delivery.

### **Northern Ireland**

The Northern Ireland Executive has said that all food service businesses can reopen from 3<sup>rd</sup> July, provided they adhere to social distancing guidelines from Tourism NI. These closely mirror the guidance that apply to English food businesses outlined above, but Northern Ireland's Public Health Agency also "strongly recommends" the use of face coverings in enclosed spaces. Businesses are expected to maintain a social distance of "one metre plus" and put in place further mitigation measures to reduce the risk of transmission. The guidance that applies in Northern Ireland can be read in full [here](#).

### **Wales**

The Welsh Government has said that restaurants and hospitality businesses can reopen for business outside from 13<sup>th</sup> July, and outdoors from 3<sup>rd</sup> August. They must adhere to strict [social distancing](#) guidelines, including 2 metres' social distance. Food-to-go businesses are also allowed to operate subject to existing [guidance](#) on social distancing in the workplace.

### **WHAT GOVERNMENT SUPPORT IS AVAILABLE TO MY BUSINESS?**

The Chancellor has announced a package of measures to support businesses through the COVID-19 epidemic. If you are a restaurant or takeaway owner, you can find below the support available to you during this time. Follow the hyperlinks to find out more information on specific measures.

[Click here](#) for a one-stop website for all business support from the Government. The Government has also created a tool to determine the support that is available for your business online, which is available [here](#).

- **Coronavirus Job Retention Scheme:** Government will pay the cost of 80% of furloughed workers wage costs, up to a cap of £2,500 per month. The scheme is open for applications [here](#). Staff who are having their wage costs paid through the furlough scheme are not allowed to work, and HMRC will take action against employer found to be in breach of the scheme's rules. The government has now set out its timeline for the winding down of the scheme which will close on 31 October 2020. [Click here](#) for further details.
- A full government refund on the cost of providing 14 days of statutory sick pay per employee for businesses with fewer than 250 employees.
- **Coronavirus Business Interruption Loan Scheme:** delivered by the British Business Bank will enable businesses with a turnover of no more than £41 million to apply for a loan of up to £5 million, with the government covering up to 80% of any losses to the lender with no fees. The loans will be interest-free for 12 months.
- **Bounce Back Loan:** is available to small businesses, offering loans of between £2,000 and £50,000. The Government will provide a 100% guarantee to lenders, and loans will be interest-free for the first 12 months.
- Temporarily increasing the business rates retail discount to 100% for the 2020-21 fiscal year. This means all retail, leisure and hospitality businesses, including restaurants and takeaways, will pay no business rates in the next fiscal year.
- For small businesses with a rateable value of less than £51,000, the Government will also offer cash grants of up to £25,000 per business on top of the business rates holiday.
- The Government will also make available cash grants of up to £10,000 per business, delivered through local authorities.
- The Government has also made available [discretionary funds of up to £617 million](#) to issue grants to businesses previously outside the scope of the business grants funds scheme, which will be administered through local authorities and aimed at businesses such as regular market traders.
- A **dedicated HMRC helpline** has been set up to help businesses and self-employed individuals with their tax affairs – **0800 0159 559**

#### What other support is available?

- A number of private lenders are also making funds available to small businesses impacted by COVID-19, including £14 billion from [Barclays](#), £2 billion from [Lloyds Banking Group](#) and £5 billion from [NatWest](#)
- [Just Eat](#) has announced a £10m+ package of support for its Restaurant Partners over the next 30 days, including: a 33% rebate on commissions; removal of commission on collection orders; waiving sign-up fees. It is also relaxing contractual arrangements with independent takeaways to enable them to work with other delivery platforms.
- [Fareshare](#) is offering payments of up to £50,000 to businesses for diverting surplus food to charities rather than sending it to landfill, anaerobic digestion or for animal feed. The food needs to be suitable to pass on to charities feeding the less well off.

#### Further information and guidance

- [FSA Guidance for food businesses on coronavirus](#)
- [FSA Guidance on food safety for food delivery](#)
- [Details of the Government's support for businesses in response to Coronavirus \(COVID-19\)](#)
- [COVID-19: guidance for employers and businesses](#)
- [HMRC Time to Pay](#)

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- [Association of British Insurers Coronavirus Q&A](#)
- [UK Finance Guidance for SMEs – 'Let's Talk Business COVID-19'](#)

You can find all of these links also on the [British Takeaway Campaign website](#) and [BTC Twitter feed](#), which we'll keep updated with further useful information as it becomes available.