

Following the release of the Government's [COVID-19 Response - Spring 2021](#), which sets out the roadmap out of the current lockdown for England, non-essential retail is expected to open from 12 April.

The Government has produced [guidance on reopening businesses and venues in England](#). The new [Regulations](#) relating to Steps 2, 3 and 4 have also been published.

## Step 2 - no earlier than 12 April

Following the move to Step 2, settings such as non-essential retail will be permitted to open.

There is no substitute for reading the regulations and guidance in full (see links above), but in the meantime, we have provided further information on these requirements to help you, below.

## Reopening

Before opening, you must ensure that you can comply with COVID-Secure guidance including taking reasonable steps to limit the risk of transmission and completing a COVID risk assessment. Please refer to the detailed Government [Guidance for people who work in or run shops, branches, stores or similar environments](#).

The HSE has also published a range of coronavirus related guidance and information, to help you keep your workplace [COVID-secure](#), including:

- [Risk assessment](#)
- [Social distancing](#)
- [Cleaning, hygiene and handwashing](#)
- [Ventilation and air conditioning](#)
- [Talk to workers and provide information](#)
- [Working from home](#)
- [Vulnerable workers](#)

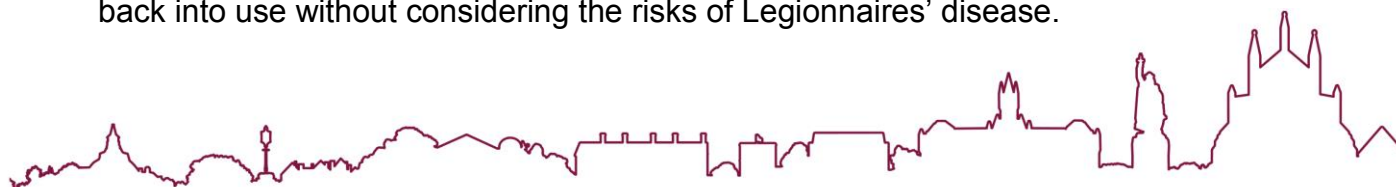
## NHS Test and trace, outbreak management, workplace testing and isolation

The [Working safely during coronavirus \(COVID-19\)](#) contains guidance on NHS Test and Trace, outbreaks in the workplace and accessing testing.

You can also find guidance on [NHS Test and Trace in the workplace](#) - What to do if you or someone you employ is contacted by NHS Test and Trace, including self-isolation, sick pay and financial support.

## Legionnaires' disease: lockdown risk and reopening safely

When buildings reopen after lockdown, it is essential that water systems are not put back into use without considering the risks of Legionnaires' disease.



There is an increased risk of waterborne pathogens such as Legionella bacteria being present as a consequence of the conditions that lockdown may have created.

As a result of the **coronavirus (COVID-19)** pandemic, there is the potential for an increased number of people to be susceptible to Legionnaires' disease due to a compromised respiratory system during or after infection with COVID-19.

The Chartered Institute of Environmental Health has produced useful guidance to help you take reasonable steps to ensure the safety of your water system prior to reopening, which can be found [here](#).

## Antiviral Disinfection Guide for Businesses

There has been some confusion about which suitable disinfectants will kill the COVID-19 organism. We have also found in many cases, although the product is suitable, the instructions for use are not being followed and consequently the product is ineffective. We have therefore produced a list of products that are suitable for killing the COVID-19 virus, together with useful information on how long the product must be left on the surface before wiping clean. This can be found [here](#).

## High Street businesses offered personalised online support

A new programme of support has been launched by Winchester City Council, specifically for business on our high streets and neighbourhood shopping areas across the district. The support is being offered as part of the Reopening High Streets Safely Fund, which was launched by the Government and the European Regional Development Fund (ERDF) last year.

Businesses from Alresford, Bishops Waltham, Denmead, Whiteley, Wickham and across the city of Winchester can now access advice from a team of business and COVID-19 business specialists until the end of June 2021. Further information can be found [here](#).

## Questions and help

If you have any queries regarding the safe and lawful operation of your business during under the current COVID-19 restrictions, please contact:

Health Protection

01962 848 097

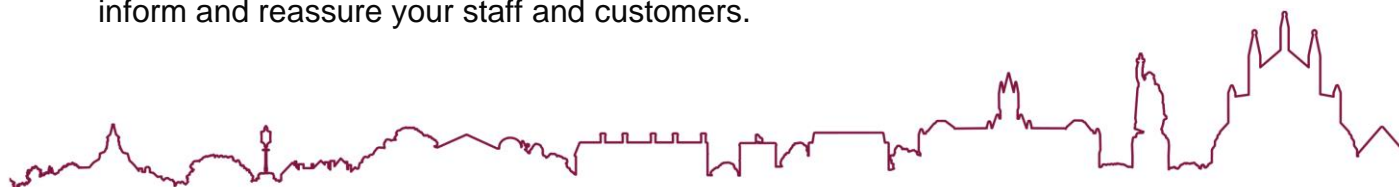
[eh@winchester.gov.uk](mailto:eh@winchester.gov.uk)

## Additional useful sources of information

Winchester City Council's [COVID-19 Guidance for Licensed Premises](#)

Winchester City Council's [COVID-19 resources for businesses](#)

On this page you will find COVID-19 resources to use for your business. The artwork is sized at A3 (and can be scaled to A4) - if you require a different size please contact our [Communications team](#). Feel free to download and use these materials to inform and reassure your staff and customers.



## Retail Reopening Checklist

There is a lot to consider with the reopening of your business. We have condensed some of the key points in to a list to help you check and ensure that your premises is compliant and safe for both staff and customers.

### Minimising contact



Calculate the maximum number of customers that can reasonably follow social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable) on your premises. Take into account total floorspace, as well as likely pinch points and busy areas.



Put in place systems and monitoring to ensure that the maximum number of customers in the store is not exceeded.



Review how people move through the store and how you could adjust this to reduce congestion and contact between customers, e.g. one-way flows, where possible.



Ensure effective management of social distancing in queues (both outside, inside and at tills) – markers, posters, staff supervision and announcements are all helpful tools



Encourage customers to shop alone where possible, unless they need specific assistance



Remind customers who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines.



Provide posters and public announcements. Remind both customers and staff to ensure they socially distance and shop respectfully.



Encourage staff to avoid sharing vehicles except within a household or support bubble. If it is not possible, consider fixed travel partners or keeping the number of people in the vehicle to a minimum and as distanced within the vehicle space as possible.



Train your staff. Provide written or spoken communication of the latest guidelines to both workers and customers inside and outside the store.

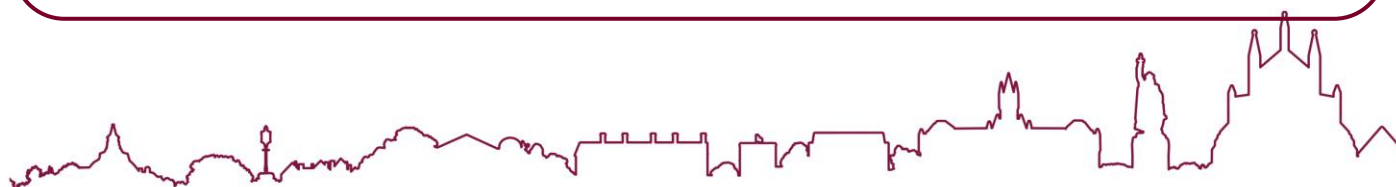
### Face coverings and screens



Face coverings must be worn. Ensure a poster is displayed at the entrance to the store advising customers that face coverings must be worn (unless an exemption applies).



Face coverings must be worn by customers and staff (when working in indoor areas open to the public and where contact with a member the public is likely).



## Hand Hygiene



Provide hand sanitisers at the entrance to the store – check regularly to ensure it has not run out and replenish when necessary.



Encourage customers to use the hand sanitiser or handwashing facilities as they enter the premises to reduce the risk of transmission by touching products while browsing.



Encourage customers to avoid handling products whilst browsing, if at all possible.

## Cleaning



Ensure frequent cleaning of objects and surfaces that are touched regularly, including self-checkouts, trolleys, baskets, and door handles.



If you are cleaning after a known or suspected case of COVID-19 then refer to the specific guidance at the GOV.UK website.

## Ventilation



Ensure good ventilation. Tiny airborne particles can travel further than droplets and in poorly ventilated spaces this can lead to viral particles spreading between people. Good ventilation can reduce this risk. Further advice is available from the HSE website.

## Payments and Deliveries



Minimise contact during payments and exchange of documentation, for example by using electronic payment methods and electronically signed and exchanged documents. Put in place procedures to minimise contact during deliveries to customers or other sites.

## Additional considerations



### **Review your COVID-19 Secure risk assessment to ensure that it continues to be relevant and fit for purpose**

Refer to Government Guidance and utilise the HSE risk assessment template if you don't have a risk assessment already.



### **Review and refresh your staff training**

Please also check that you ensure that you know what to do if staff report or show symptoms. Comprehensive government guidance on the GOV.UK website



Assess your staff training requirements prior to reopening to ensure that your staff are suitably trained on COVID-19 secure measures and other safety considerations



### **Staff testing**

Consider introducing COVID-19 testing for your staff, and ensure that you have procedures in place in the event of a positive test. Free rapid tests are not available for all businesses; register via GOV.UK





## Ventilation

Good ventilation (including air conditioning) can help to reduce the risk of spreading coronavirus. See the [HSE website](#) for guidance. Remember not to wedge open any fire doors, as this could present a fire safety issue.



## Water system management and Legionella

The Chartered Institute for Environmental Health has produced useful guidance on ensuring the safety of your water system prior to reopening, which can be found [here](#).



## Fire safety systems

Ensure that you complete checks of your fire extinguishers, emergency lighting, alarm and detection system and all fire exits prior to re-opening. Check your fire risk assessment also; is it due for a review?



## Evidence of pests

Check your premises for evidence of pests, and contact a pest control specialist where necessary.



## Is your Shopwatch radio working? Do you still have access to the DISC (secure online information sharing system) database?

You should email Jane Bastock (Business Crime Reduction Manager) at Winchester BID if you have any issues: [jane.bastock@winchesterbid.co.uk](mailto:jane.bastock@winchesterbid.co.uk)

## Any questions?

If you have any questions about reopening your business safely, please refer to the guidance links below.

[GOV.UK COVID-19 Response \(Step 2 – not before 12 April\)](#)

[GOV.UK Reopening businesses and venues in England](#)

[Guidance for people who work in or run shops, branches, stores or similar environments](#)

### Environmental Protection

01962 848 097

[eh@winchester.gov.uk](mailto:eh@winchester.gov.uk)

### Health Protection

01962 848 097

[eh@winchester.gov.uk](mailto:eh@winchester.gov.uk)

### Licensing

01962 848 188

[licensing@winchester.gov.uk](mailto:licensing@winchester.gov.uk)

