

Here at Farrington's we have outlined our specific operational policy and detailed all the important areas we are now focusing on to ensure we reduce any risks involved with the spread of Covid-19

Risk assessment and reporting

Full risk assessments have been carried out in line with the government guidelines. These are regularly reviewed, and the results are shared with all staff members.

All customers will be asked their name and contact details when ordering so we can assist with the government's Track and Trace.

In the event that there is a confirmed customer case of COVID-19 at Farrington's within 14 days of your last visit, customers are asked to immediately alert us on info@farringtons.co.uk.

Managing social distancing

We have significantly reduced the number of customers allowed in the café at any one time. We have reduced the number of tables throughout the café in order to ensure there is 2m between tables.

We have increased the seating capacity outdoors giving you the option to sit outside where possible.

Service

We will be using indoor table service, with order and payments being taken at the table. Each table will be assigned a single staff member per table.

We will be asking customers to stay at their table where possible and avoid moving around the café.

We will be keeping windows and doors open where possible to maintain good ventilation.

Cashless payment

Payment, preferably contactless, will be taken by card at your table, so please note that we will be unable to accept cash.

Single-use items and table condiments.

There will be no condiments on any table to reduce any risk of possible contamination.

All menus will be disinfected after each person.

Cutlery will be stored in a pouch and given once an order has been placed.

Hand sanitiser

We have hand sanitiser placed throughout the building and are clearly labelled for all customers and staff.

Toilets

To maintain adequate distance between customers we have closed our café toilets and two toilets have now been positioned outside.

The queue system will be clearly indicated and separated.

Toilets will be cleaned and disinfected every hour with attention being paid to high-contact items.

Cleaning procedures

We have significantly increased our cleaning procedures throughout the premises.

All high-contact items will be thoroughly cleaned every 30 minutes with anti-viral spray.

We will be cleaning surfaces and objects between each customer use. For example, cleaning tables, card machines, chairs, and laminated menus in view of customers before customer use.

Farrington's One-way system and high contact areas

Floor marking and arrows are clearly displayed through the premises.

Takeaway

Takeaway can be ordered by phone and the nominated collection point will be clearly displayed.

We will stagger pick-up times to avoid queues and limit access for people collecting takeaways.

Our staff health and hygiene

All our team members will wash their hands with anti-bacterial soap for a minimum of 20 seconds before and after their shift and a minimum of every 30 minutes during their shift.

Daily monitoring of our staff health (questionnaire and temperature checks) will take place and they will need to report this before they start work. If they are unwell with COVID symptoms they will need to self-isolate for 7 days and only return to work when better.

Currently, all staff are encouraged to travel to and from work by their own personal means of transport and avoid using public transport.

We will be managing our rotas and putting teams into shift bubbles where possible to restrict the number of workers interacting with each other.

We will be requesting our workers regularly wash their uniform at home.

We will be assisting the Test and Trace service by keeping a temporary record of our staff shift patterns for 21 days and assisting NHS Test and Trace with requests for that data if needed.

Supplier Information

We are asking our suppliers to maintain social distancing measures when visiting our site and to use appropriate hygiene measures before arrival.

Customers that fail to observe safety measures will result in service not being provided. These guidelines will be regularly reviewed in line with the government guidelines.