



Betting shops: compliance with Covid-19 secure guidelines



APPENDIX

Latest Government Guidance 15.10.20

On 12 October the government introduced a system of Local COVID Alert Levels. If you live, work or volunteer in an area that is part of Local COVID Alert Level: High or Local COVID Alert Level: Very High, there are additional restrictions which apply to you. Please visit the [Local COVID Alert Levels page](#) to find out what level your area is in and the additional restrictions that apply.

This guide applies to COVID Alert Level 1 (Medium). If you're in an area in COVID Alert Level 2 (High) or 3 (Very High), **check local restrictions.**



INTRODUCTION

The safety of staff and customers has been of paramount concern during the Covid-19 pandemic. In line with other high street retailers, betting shops are currently closed to limit the spread of the virus. However, as we look to the re-opening of betting shops, it is essential all guidelines have been met and safety procedures have been followed to support a successful re-opening.

The devolved administrations in Wales, Scotland and Northern Ireland have adopted their own phased approach out of lockdown; although broadly similar, there may be some differences in terms of the precise timeline they adopt. Please check the appropriate Government website for relevant guidance.

This information is not a substitute for UK Government guidance. Members should familiarise themselves with government guidelines and be aware that these may change due to the fluid nature of the Covid-19 pandemic.



BEIS / CO GUIDANCE

- Failure to complete a risk assessment which takes account of COVID-19, or completing a risk assessment but failing to put in place sufficient measures to manage the risk of COVID-19, could constitute a breach of health and safety law.
- Employers are expected to respond to any advice or notices issued by enforcing authorities rapidly and are required to do so within any timescales imposed by the enforcing authorities.
- Venues should consider the cumulative impact of many venues re-opening in a small area. This means working with local authorities, neighbouring businesses and travel operators to assess this risk and applying additional mitigations. These could include:
 - Further lowering capacity - even if it is possible to safely seat a number of people inside a venue, it may not be safe for them all to travel or enter that venue.
 - Staggering entry times with other venues and taking steps to avoid queues building up in surrounding areas.
 - Arranging one-way travel routes between transport hubs and venues.
 - Advising patrons to avoid particular forms of transport or routes and to avoid crowded areas when in transit to the venue.
- Premises or locations which are COVID-19 Secure will be able to hold more than 30 people, subject to their own capacity limits, although any individual groups should not interact with anyone outside of the group they are attending the venue with - so in a group no larger than two households or six people if outdoors.
- Those operating venues following COVID-19 Secure guidelines should take additional steps to ensure the safety of the public and prevent large gatherings or mass events from taking place. At this time, venues should not permit live performances, including drama, comedy and music, to take place in front of a live audience.
- Venues should not permit live performances, including drama, comedy and music, to take place in front of a live audience. This is important to mitigate the risks of droplets and aerosol transmission - from either the performer(s) or their audience.
- All venues should ensure that steps are taken to avoid people needing to unduly raise their voices to each other. This includes - but is not limited to - refraining from playing music or broadcasts that may encourage shouting, including if played at a volume that makes normal conversation difficult. This is because of the potential for increased risk of transmission - particularly from aerosol and droplet transmission. You should take similar steps to prevent other close contact activities - such as communal dancing.
- Where a premises delivers a mix of services, only those services that are permitted to be open should be available.
- Avoid using public transport, and aim to walk, cycle, or drive instead. If using public transport is necessary, wearing a face covering is mandatory, unless you are exempt for health, disability or other reasons.
- Public toilets, portable toilets and toilets inside premises should be kept open and carefully managed to reduce the risk of transmission of COVID-19. Steps that will usually be needed:
 - Using signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency and to avoid touching your face, and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available.
 - Consider the use of social distancing marking in areas where queues normally form, and the adoption of a limited entry approach, with one in, one out (whilst avoiding the creation of additional bottlenecks).
 - To enable good hand hygiene consider making hand sanitiser available on entry to toilets where safe and practical, and ensure suitable handwashing facilities including running water and liquid soap and suitable options for drying (either paper towels or hand driers) are available.
 - Setting clear use and cleaning guidance for toilets, with increased frequency of cleaning in line with usage. Use normal cleaning products, paying attention to frequently hand touched surfaces, and consider use of disposable cloths or paper roll to clean all hard surfaces.
 - Keep the facilities well ventilated, for example by fixing doors open where appropriate.
 - Special care should be taken for cleaning of portable toilets and larger toilet blocks.
 - Putting up a visible cleaning schedule can keep it up to date and visible.
 - Providing more waste facilities and more frequent rubbish collection.

- The opening up of the economy following the COVID-19 outbreak is being supported by NHS Test and Trace. You should assist this service by keeping a temporary record of your staff shift patterns, customers and visitors for 21 days, in a way that is manageable for your business, and assist NHS Test and Trace with requests for that data if needed. This could help contain clusters or outbreaks. Many businesses that take bookings already have systems for recording their customers and visitors – including restaurants, hotels, and hair salons. If you do not already do this, you should do so to help fight the virus.
- You should assist the Test and Trace service by keeping a temporary record of your staff shift patterns for 21 days and assist NHS Test and Trace with requests for that data if needed. This could help contain clusters or outbreaks.
- From 4th July, 2m or 1m with risk mitigation (where 2m is not viable) are acceptable. You should consider and set out the mitigations you will introduce in your risk assessment.
- You must share the results of your risk assessment with your workforce. If possible, you should consider publishing the results on your website (and we would expect all employers with over 50 workers to do so). We would expect all businesses to demonstrate to their workers and customers that they have properly assessed their risk and taken appropriate measures to mitigate this. You should do this by displaying a notification in a prominent place in your business and on your website, if you have one.
- Providing written or spoken communication of the latest guidelines to both workers and customers inside and outside the venue. You should display posters or information setting out how customers should behave at your venue to keep everyone safe.
- Ensuring any changes to entries, exit and queue management take into account reasonable adjustments for those who need them, including disabled customers. Consider the particular needs of those with protected characteristics, such as those who are hearing or visually impaired.
- To make sure individuals who are advised to stay at home under existing government guidance do not physically come to work. This includes individuals who have symptoms of COVID-19, those who live in a household or are in a support bubble with someone who has symptoms, and those who are advised to self-isolate as part of the government's test and trace service.
- Maintaining good ventilation in the work environment. For example, opening windows and doors frequently, where possible.
- Clinically extremely vulnerable individuals have been strongly advised not to work outside the home during the pandemic peak and only return to work when community infection rates are low.
- Clinically vulnerable individuals, who are at higher risk of severe illness (for example, people with some pre-existing conditions), have been asked to take extra care in observing social distancing and should be helped to work from home, either in their current role or in an alternative role.
- If clinically vulnerable individuals cannot work from home, they should be offered the option of the safest available on-site roles, enabling them to maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable).

If they cannot maintain social distancing you should carefully assess whether this involves an acceptable level of risk. As for any workplace risk you must take into account specific duties to those with protected characteristics, including, for example, expectant mothers who are, as always, entitled to suspension on full pay if suitable roles cannot be found. Particular attention should also be paid to people who live with clinically extremely vulnerable individuals.

- At this time, venues should not permit indoor performances, including drama, comedy and music, to take place in front of a live audience. This is important to mitigate the risks of droplets and aerosol transmission - from either the performer(s) or their audience. Indoor performances to a live audience will resume when the balance of risk allows and subject to the evaluation of pilot events being supportive. This will be no earlier than 15 August, are expected to resume after [1 August], subject to the successful completion of pilots, and prevalence remains around or below current levels. Venues should take account of the **Performing Arts guidance** in organising outdoor performances. Singing and wind and brass playing should be limited to professional contexts only.

Face coverings

We strongly recommend that you wear a face covering in any enclosed public space where there are people you do not normally meet.

There are also settings where you must wear a face covering by law. A full list of where you must wear a face covering in England is available on **GOV.UK**. Specific requirements in Northern Ireland, Scotland and Wales are available on the websites of the devolved administrations.

Please be mindful that some individuals and groups have reasonable excuses for not wearing a face covering due to age, health or other conditions which are not always visible

There are also exemptions to it, as published [here](#) and more information you can link to, as published [here](#), in case you wish to include it.

Waste disposal

Shops should follow the guidance on **waste disposal in non-healthcare** settings which can be found here: [waste disposal guidance](#).



HEALTH AND FITNESS OF STAFF

Do not return to work if you or anyone you live with has any of the following Covid-19 symptoms:

- a high temperature
- a new, continuous cough
- a loss of, or change to, your sense of smell or taste

As soon as you experience coronavirus symptoms, medical advice is clear: you must self-isolate for at least 7 days. Anyone else in your household or support bubble must self-isolate for 14 days from when you started having symptoms. You should order a Covid-19 test immediately at the **NHS Coronavirus** website (www.nhs.uk/coronavirus).

If you feel you cannot cope with your symptoms at home, or your condition gets worse, or your symptoms do not get better after 7 days, then you should access [111.nhs.uk](https://www.nhs.uk) or call **111**.

Those in a high-risk category or anyone living with those in a high-risk category should carefully consider returning to work at a betting shop. Necessary precautions such as social distancing and handwashing should be thoroughly adopted if safe to return.

If any member of staff, customer or visitor presents any Covid-19 symptoms, they should be asked to leave the shop and consult the 111 online coronavirus service. Any member of staff returning from abroad must complete a 14-day quarantine period before returning to work.



SAFETY ASSESSMENT

Risk Assessment

A Covid-19 risk assessment should be carried out by staff prior to the shop opening to customers.

You must complete and display the **'Staying Covid-19 Secure in 2020'** poster (available online) to provide reassurance to staff and customers.

Management of shop

According to current UK Government guidance betting shops will re-open from 15 June. To ensure the fastest re-opening, adoption of the Government's Covid-19 guidance is essential.

Social Contact Limit

Changes to social contact (limit to 6 people) by linking to Coronavirus (COVID-19): Meeting with others safely (social distancing) located on www.gov.uk/government/publications/coronavirus-covid-19-meeting-with-others-safely-social-distancing.

This is replacing **'Staying safe outside your home'** (CO owned) and the **'Meeting with people from outside your household'** (DHSC owned) guidance.

Link to Test and Trace if not already: www.gov.uk/guidance/nhs-test-and-trace-how-it-works (it is now mandatory for businesses to ask one member of every party using its services to provide their contact details through NHS Test and Trace).

What Has Changed

What has changed - 9 September located on - www.gov.uk/government/news/coronavirus-covid-19-what-has-changed-9-september. Making a support bubble with another household located on - www.gov.uk/guidance/making-a-support-bubble-with-another-household

To encourage a safer environment, betting shops should limit the number of staff and customers, reducing the amount of contact and interaction. A maximum number per shop should be agreed prior to opening. All staff working in betting shops must be aware of the latest government guidance and trained on safer working during Covid-19 – the latest guidelines should be displayed and communicated to both staff and customers regularly. Guide and assist staff throughout working hours ensuring compliance with requirements.

Employers must be responsible for reacting and responding to any update in advice or protocols issued by enforcing authorities. These changes must be implemented within the imposed timescale.

Managers must consider the local impact of venues re-opening. Working with local authorities, neighbouring businesses and travel operators will mitigate risk - e.g. staggering entry times with other venues to avoid queues building up in surrounding areas.

Betting shops should limit noise levels and should take action to avoid people needing to raise their voices at each other. This includes refraining from playing music or broadcasts at levels that encourage shouting or volumes that make normal conversation difficult.



PEOPLE WHO NEED TO SELF-ISOLATE

If you have symptoms of COVID-19 - a high temperature, new and persistent cough or anosmia-, however mild, you must self-isolate for 10 days from when your symptoms started OR if you are not experiencing symptoms but have tested positive for COVID-19 you must self-isolate for at least 10 days starting from the day the test was taken.

If you have tested positive whilst not experiencing symptoms but develop symptoms during the isolation period, you must restart the at least 10 day isolation period from the day you develop symptoms.

This only applies to those who begin their isolation on or after 30 July.

While this guidance applies to England, you should always consider whether there are local restrictions in place in your area. If you live in an area that is experiencing a local COVID-19 outbreak and where local restrictions have been imposed, different guidance and legislation will apply. Please consult the **local restrictions pages** to see if any restrictions are in place in your area.

Also, please see the updated shielding guidance [here](#). If necessary, please update your guidance in line with this updated version. Clinically extremely vulnerable people can go to work as long as the workplace is Covid-secure, but should carry on working from home wherever possible.



TRAVELLING TO WORK

For those who can, please avoid public transport and seek alternatives. However, for those who cannot avoid public transport, the following precautions need to be taken to mitigate risk and minimise transmission of the virus to the shop:

- Keeping 2 metres apart from others wherever possible
- Wearing a face covering
- Using contactless payment where possible
- Avoiding rush hour travel where feasible
- Washing or sanitising your hands as soon as possible before and after travel



ARRIVING AT WORK

Social distancing and hygiene procedures must be followed upon arrival and departure. Management may wish to consider implementing the following:

- Reducing overcrowding at the shop by staggering arrival and departure times
- Where possible, introduce a one-way system, markings and posters at arrival and exit points
- Minimise non-essential travel



CLEANING & HYGIENE RESPONSIBILITIES

Duty on site managers will be responsible for ensuring betting shops are a safe environment for staff and customers - this includes increasing the frequency of cleaning measures. Advice on hygiene procedures should be displayed and adopted by all.

- Handwashing and sanitation facilities should be available throughout the shop for all staff and customers – both should be encouraged to wash hands more frequently and thoroughly
- Signs for good handwashing practice and maintaining hygiene standards should be displayed and regularly communicated to staff
- Cleaning materials and disinfectant need to be kept in good supply. All work surfaces and equipment used by staff and customers must to be cleaned and disinfected or replaced regularly; encourage customers to dispose of pens after use. Sufficient cleaning stock should be kept and regularly replenished
- Provide more waste facilities throughout the shop and increased emptying of rubbish throughout and at the end of each day
- When handling cash, staff should wash their hands or use sanitising gel
- The shop should be thoroughly cleaned every day, with regular touch points cleaned throughout the day
- Staff and customer toilet facilities must be regularly cleaned and conform to hygiene measures. Rubbish bins for hand towel disposal must be in place, and towels regularly and safely discarded
- All staff must wash and disinfect hands before and after deliveries, and after discarding rubbish
- Customers will be encouraged to sanitise their hands prior to and after using machines through clear signage; machine cleaning will be prioritised by shop cleaners and colleagues advised to touch point clean machines regularly
- Toilets inside the betting shops should be kept open and good hygiene, social distancing and cleanliness in toilet facilities must be promoted and implemented
- Good ventilation in betting shops must be maintained e.g. opening windows and doors, where possible



SOCIAL DISTANCING

Where possible, maintain 2m social distance within the shop to reduce contact and minimise the risk of transmission of the virus. Ensure all members of staff are trained on social distancing measures to provide advice to customers and reinforce messaging. Guidance should be clearly and visibly displayed throughout the shop and in the shop windows, reminding customers and staff of social distancing measures and necessary precautions.

Staff should familiarise themselves with the guidance produced by UK Government on social distancing, effective hygiene and other safe working practices before returning to work. Search online for **'Working Safely during COVID-19 in offices and contact centres.'**

Further risk minimising actions include:

- Continue to wash hands and clean surface areas regularly. Ensure hand sanitiser is available for both customers and staff
- Reducing the contact time involved between staff and customers e.g. do not make physical contact, such as shaking hands and keep 2m apart at all times
- Ensure maximum number of customers allowed per store at one time has been established
- Place screens or barriers on counters to separate staff and customers, where possible
- Where possible, using back-to-back or side-to-side working, rather than face-to-face
- Introduce fixed teams of partnering to minimise the number of people each individual comes into contact with
- Where possible, introduce a one-way system round the shop with markings (floor tape) directing and reminding staff and customers of procedures
- Where possible, place computers 2m apart
- Consider introducing clearly marked social distancing measures outside the shop if queues are likely
- Customers should be advised to place bets in advance of sporting events to avoid disappointment due to social distancing measures and queues
- All delivery transactions must adhere to social distancing measures and planned in advance
- You should encourage contactless payment and avoid serving drinks
- Any changes to entries, exit and queue management, must take account for adjustments for those who may need them, including disabled customers



ADDITIONAL INFORMATION

Guidance to help employers and employees understand how to work safely during the coronavirus pandemic is available from the following sources:

England: [gov.uk/workingsafely](https://www.gov.uk/workingsafely)

Wales: [gov.wales/business-and-employers-coronavirus](https://www.gov.wales/business-and-employers-coronavirus)

Northern Ireland: nidirect.gov.uk/campaigns/coronavirus-covid-19

Scotland: [gov.scot/coronavirus-covid-19](https://www.gov.scot/coronavirus-covid-19)