**COVID-19 GUIDELINES FOR THE SAFE OPERATION OF FAMILY ENTERTAINMENT CENTRES AND ADULT GAMING CENTRES**

Bacta members operating FECs and/or AGCs are advised to utilise the following menu of operational social distancing and hygiene measures to protect their customers and staff as part of their individual risk assessments consistent with the principles of:

(a) Minimising potential infection through social distancing and robust hygiene protocols, and

(b) Supporting a return to normal economic activity consistent with principle (a) above

In evaluating the measures below, bacta has mediated each proposal as to its safety, its legality, its fairness (particularly our expectations of our staff), its practicality and its positive impact.

A degree of flexibility will be needed as not every venue is the same. These guidelines are therefore broad and will be subject to individual risk assessments by individual operators and venues.

Template risk assessments are provided as part of this document.

All members should consult Government Guidance on the safe operation of your business. Of particular relevance will be the guidance for the Visitor Economy (FECs) and on the Shops and Branches, available here: <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>

Members should consult these documents regularly. It is also useful to visit the Health and Safety Executive website for guidance on constructing a robust Risk Assessment. <https://www.hse.gov.uk/coronavirus/working-safely/index.htm>

*Family Entertainment Centres*

FECs provide family entertainment both at the seaside and inland. Any enhanced hygiene and social distancing measures introduced will have to be sensitive to family needs. Appropriate signage and communication with responsible adults should encourage them to control their children more tightly than might otherwise be the case. Children should for example be required to remain with a responsible adult at all times. Staff are already highly trained and capable and will themselves be in the forefront of operators minds when designing their safety protocols. Where FECs are co-located with other leisure or holiday entertainments e.g. bowling alleys or holiday parks, these protocols will need to be adapted to support the venue owner.

It is a requirement of Government Guidance that close contact activity should only be conducted within a household group/bubble or with one other household group/bubble.

Members are also advised to pay particular attention to their cleaning regimes and ensuring good hand hygiene. These are the principal transmission risks and risk mitigation measures should be clearly identified in your risk assessments.

Similarly members’ risk assessment should clearly explain how members will control capacity limits given many FECs will have multiple entry and exit points.

1. Provide clear signage to customers and staff to demonstrate recommended social distancing.
2. Hand sanitiser to be provided by a member of staff to all customers entering the premises and for hand sanitisation stations to be available around the venue.
3. Arrange premises in configurations that provide natural social distancing where possible.
4. Provide where alternative configurations are not possible, and signage is not practical, plexi-glass or similar dividers to maintain social distancing.
5. Where possible, provide staffed entrance and exit points, clearly sign-posted, to promote social distancing but with due regard to existing fire regulations.
6. Limit and monitor the customers in the premises to a level that allows for appropriate social distancing.
7. On multi-player machines inhibit where possible play by people who are not members of the same family or social group.
8. At redemption shops only permit customers to approach the counter individually and queuing to be at intervals consistent with recommended social distancing.
9. Redemption shops or reception desks to be separated from customers by a plexi-glass or similar screen.
10. Staff to be fully trained and prepared in these Covid-19 safety protocols.
11. Staff to regularly clean, with a suitable product, all machines and especially after they have been vacated by a player.
12. Staff to wear PPE where appropriate and always when handling cash, in line with relevant guidelines, but not as a precautionary measure to protect against Covid-19.
13. If you are already using PPE in your business continue to do so.
14. Sound levels on machines should be reduced to allow for normal conversation (shouting or talking loudly increases the risk of virus spread by an infected person).

*High Street Adult Gaming Centres*

AGCs provide amusement machine-based entertainment to adults. They retail leisure time to their customers. They are not places where large numbers of people gather at any one time. A typical AGC will have no more than 5 to 6 people on the premises even at the busiest times. Even the most popular and larger city centre shops will rarely see more than a dozen people at peak. Most arcades are similar in size to typical high street shops. As a result staff will be able much more easily to enforce social distancing and other hygiene measures. Staff are already highly trained and capable and will themselves be in the forefront of operators minds when designing their safety protocols.

Members are also advised to pay particular attention to their cleaning regimes and ensuring good hand hygiene. These are the principal transmission risks and risk mitigation measures should be clearly identified in your risk assessments.

1. Provide clear signage to customers and staff to promote social distancing.
2. Hand sanitiser to be provided by a member of staff to all customers entering the premises and for hand sanitisation stations to be available around the venue.
3. Arrange premises in configurations to provide natural social distancing where possible.
4. Provide where alternative configurations are not possible, and signage is not practical, plexi-glass or similar dividers to maintain social distancing.
5. Utilise signage on multi-player machines so that there is only one player permitted to play at any one time or if two players wish to play that there is social distancing between them.
6. Limit and monitor the customers in the premises to a level that allows for appropriate social distancing.
7. In the event that the number of customers exceeds the number that can safely enter the premises, provide indicative social distancing to customers outside of the premises.
8. Staff to be fully trained and prepared in these Covid-19 safety protocols.
9. Staff to regularly clean, with a suitable product, all machines especially after they have been vacated by a player.
10. Staff to wear PPE where appropriate and always when handling cash, in line with relevant guidelines, but not as a precautionary measure to protect against Covid-19.

**COVID-19 RISK ASSESSMENT TOOL FOR AGC and FEC OPERATORS**

**INTRODUCTION**

Bacta members have adopted a plan for re-opening their businesses. It contains a number of operational considerations members need to consider in preparing their venues for re-opening based upon supporting a return to normal economic activity consistent with minimising potential infection from Covid-19.

The following template provides a simple-to-use tool to record and monitor the steps that each venue will employ. It should be used in conjunction with bacta’s re-opening plan, which members have already received. Each venue will need to consider what measures it needs to adopt to promote good public health hygiene and social distancing.

**PURPOSE**

*TO MINIMISE THE RISK THAT STAFF AND MEMBERS OF THE PUBLIC TRANSMIT, OR BECOME INFECTED BY, THE COVID-19 VIRUS*

**RISKS**

1. Person to person transmission

2. Surface to person transmission

Both risks are relatively low whilst the disease is under control, but this may escalate necessitating a more stringent approach to controlling the risks above.

The severity of the infection for some people is high and potentially fatal in about 1% of cases. The risk is higher for particular vulnerable groups, notably the elderly.

**MITIGATION**

Members will need to think through what measures they can introduce under the following headings to mitigate the two risks above. It is suggested that the attached table is used to record the specific details employed; the expected impact of the measures employed and assessment of their impact. A review date should be set for a re-assessment of the use and impact of the measures.

Mitigation Categories

* Signage – what signage can I employ to provide robust guidance to staff and customers about Covid-19 risks and the measures we have put in place to mitigate that risk around social distancing and good hand hygiene?
* Hand Sanitation – what level of sanitation do I need to provide and where?
* Premises layout – can I rearrange my venue to promote natural social distancing?
* Barrier use – do I need to use physical barriers to keep people apart from each other or from staff?
* Customer numbers – do I need to limit the number of people in my venue to ensure social distancing and how will I achieve that?
* Cleaning – what cleaning regime do I need to employ?
* PPE – what PPE should I provide of what standard and to staff and customers?
* Training – what training should I provide to staff to ensure robust implementation of these measures (details for individual staff should be recorded as part of their training record)?
* Other – what other measures could I take to meet the objectives of this risk assessment e.g. around food and drink provision.

**COVID-19 RISK ASSESSMENT AND MITIGATION**

**Premises**

|  |  |
| --- | --- |
| Premises Name: |  |
| Premises Address: |  |
| Premises Post Code: |  |
| Premises Licence Number: |  |
| Category of Premises: |  |

**Company**

|  |  |
| --- | --- |
| Operating Company: |  |
| Operating Licence Number: |  |

**Assessment Writer**

|  |  |
| --- | --- |
| Name of Person Writing this Assessment: |  |
| Position within Company or Name of Authorised Agent: |  |
| Date that Original Assessment was Written |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| RISK  MITIGATION CATEGORY | DETAILED MEASURES EMPLOYED | EXPECTED IMPACT OF MEASURES | ASSESSMENT OF IMPACT | REVIEW DATE |
| Signage |  |  |  |  |
| Hand Sanitation |  |  |  |  |
| Layout |  |  |  |  |
| Barrier Use |  |  |  |  |
| Customer Numbers |  |  |  |  |
| Cleaning |  |  |  |  |
| PPE |  |  |  |  |
| Training |  |  |  |  |
| Other |  |  |  |  |

**Example Risk Assessment for Fun Arcade, Seatown**

**Premises**

|  |  |
| --- | --- |
| Premises Name: | **Fun** |
| Premises Address: | **1, The Road, Seatown** |
| Premises Post Code: | **Xx12 1xx** |
| Premises Licence Number: | **1234** |
| Category of Premises: | **AGC/FEC** |

**Company**

|  |  |
| --- | --- |
| Operating Company: | **Fun Ltd** |
| Operating Licence Number: | **5678** |

**Assessment Writer**

|  |  |
| --- | --- |
| Name of Person Writing this Assessment: | **John Smith** |
| Position within Company or Name of Authorised Agent: | **Owner** |
| Date that Original Assessment was Written | **Xx/xx/xx** |

In order to minimise the risk that there will be person to person, or person to surface, or surface to person transmission of Covid-19, I have undertaken a risk assessment of the above venue and introduced the risk mitigation measures detailed in the below. These were reviewed on XX/XX/XX and adjustments to the measures made. The next review of the measures will take place as indicated.

Signed…………………………………………..

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| RISK MITIGATION CATEGORY | DETAILED MEASURES EMPLOYED | EXPECTED IMPACT OF MEASURES | ASSESSMENT OF IMPACT | REVIEW DATE |
| Signage | Entry and exit signs indicating social distancing, also placed on walls and free-standing signs and on floors. Reminder messages on walls and on suitable machines. Extra signage and two metre indications on floor at redemption counter.  Audio announcements every 30 minutes.  Signs placed on machines to prevent play on multiplayer machines where customers come into close contact. Exceptions made for members of same family | Constant reminder to customers of need to keep safe by staying distant from each other and to use hand sanitation. Expected compliance to be high. | Customers have remained compliant with instruction.  Some difficulty policing distancing at redemption counter. Extra signage installed and staff requested to provide additional monitoring.  PA announcements were inaudible so abandoned. |  |
| Hand Sanitation | 20 X Hand sanitation stations around the premises. One on entrance. Monitoring by duty manager every 60 minutes to ensure not run out. | Frequent use by customers will cut down potential person to machine transmission risk. Expected compliance to be high. | Customers have remained compliant. Several stations ran out of sanitizer so increased monitoring to every 30 minutes |  |
| Layout | Cat D fruits reduced in number and spaced at two metres. Spaced crane wall to two meters between them. Removed pusher 7 to store. Used plexi-glass separators between machines in AGC.  Two metre queuing system at redemption counter. | Creates natural social distancing | Has worked well. No scope for further layout changes. |  |
| Barrier Use | Plexi-glass used between popular machines were located together in AGC. New plexi-glass screen installed on redemption counter | Creates a physical barrier between customer where they might be in close proximity to others for longer periods of time | No issues. Customers understand need for barriers |  |
| Customer Numbers | Limit determined by reference to floor space including space occupied machines. In AGC limit determined as 20% of capacity due to low numbers of customers.  Numbers constantly monitored by supervisor. Advisory notice on door that may have to limit entry. Scope to provide limited queuing alongside eastern edge of arcade. Where limiting becomes necessary entry points will be limited and staff required to monitor and control. | Provides capacity for social distancing measures in the arcade. | Mostly worked well. One or two difficult customers who were prevented immediate access at weekend, but waiting time was less than five minutes. Vast majority of customers understand measures.  Limit was not breached.  Were able to keep family groups together due to good staff understanding of issue |  |
| Cleaning | Enhanced machine cleaning regime introduced to ensure machines given a wipe down regularly. Schedule of most popular machines drawn up which are cleaned every hour. Others cleaned on a rota. All machines cleaned at end of day. | To ensure risk of machine to human transmission is minimised. | Mostly worked well once staff got into routine.  Some customers requested machines to be cleaned before they would play them. Request was always met but sometimes had to wait to find member of staff with cleaning materials. Adjusted staff routine to ensure all members of staff carry disinfectant and cloth on belt. |  |
| PPE | All staff required to wear masks and gloves at all times they are on the floor of the arcade. | Minimises transmission risk | Staff felt uncomfortable wearing PPE and didn’t see need for gloves if not touching machines or cash and had plenty of hand sanitizer. Therefore gloves only required when handling cash. No face masks required behind redemption counter as now screened off. |  |
| Training | Before re-opening all staff given 30 minute training and role play on new measures. Refresher training to be provided after week one with measure assessment. Thereafter on basis of need. | Staff need to understand measures and to practice interactions with customers about them. | Staff readily understood need for measures and the new way of working. There was no need for the refresher training. |  |
| Other | Closed the café for all but takeaway hot drinks in disposable cups. Vended product available on the premises. Done a deal with ABC fish and chips for 10% off take aways for customers who visit. | Public concern about transmission via food and drink minimised by ensuring only pre packaged food available but can provided more substantial meals via takeaway deal with ABC | There has been no negative customer reaction. Will reopen café when safe to do so and more experience of customer behaviour under current measures. |  |

**ADDITIONAL NOTES**