

COVID-19 GUIDELINES FOR THE SAFE OPERATION OF FAMILY ENTERTAINMENT CENTRES AND ADULT GAMING CENTRES IN ENGLAND (V5.1)

Although FECs and AGC's are due to re-open from 17th May, National restrictions still apply. People should stay at home where possible and should only travel to work if they cannot work from home.

Find out about the restrictions by clicking [here](#)

Members also need to be sure that they are aware that the requirements for Track and Trace have changed. Download the new NHS poster [here](#) and remember that all persons aged 16 or over should provide contact details before entering your premises.

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 fundamental principle of:

Minimising potential infection through social distancing and robust hygiene protocols

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. Members should remember that they have a legal obligation to keep people safe.

Template risk assessments are provided as part of this document, but these are for illustrative purposes only. You should feel free to depart from the templates where they do not reflect your business or individual venues; for example, if you face additional risks that need to be considered and managed.

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 with mixed use premises will need to familiarise themselves with the additional guidance published here which is relevant to the activities taking place on the premises.

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>
Members will need to ensure they are familiar with the relevant social distancing rules in England. In England the rules require 2 metres or, if not possible, then the required distancing is 1 metre plus further mitigation measures to reduce the transmission risk, for example ensuring people are not playing a game face to face, or repositioning work stations in the office so staff are not facing each other. Further guidance can be found here. <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/5-steps-to-working-safely>

Members will need to also consider the security implications of any decisions and control measures you intend to put in place, as any revisions could present new or altered security risks that may require mitigation. For example deactivating a key entry pad to minimise surface transmission risk will present a security risk that will need to be managed.

Continued opening up of the economy and public services is reliant on NHS Test and Trace being used to minimise transmission of the virus. In order to ensure that businesses and local services are able to remain open, we will be mandating that organisations in designated sectors must:

- All customers aged 16 or over should provide their name and contact details.
- Keep a record of all staff working on their premises and shift times on a given day and their contact details.
- Keep these records of customers, visitors and staff for 21 days and provide data to NHS Test and Trace if requested.
- display an official NHS QR code poster, so that customers and visitors can 'check in' using this option as an alternative to providing their contact details.
- Adhere to the General Data Protection Regulation and the Data Protection Act 2018.

In addition, the hospitality sector will be required to ensure that anyone visiting pubs, restaurants and other venues provides their contact information or checks in using the official NHS QR code before being allowed entry to the venue.

Any designated venue that is found not to be compliant with the law may be subject to financial penalties. It is vital that relevant venues comply with the law to help keep people safe, and to keep businesses open.

Designated venues will need to keep records of customers, visitors and staff for a period of 21 days and make them available when requested by NHS Test and Trace or local public health officials to help contain clusters or outbreaks.

You can find out more about these requirements here: <https://www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace>

It is suggested that all measures in the risk assessment are reviewed on a regular basis and updated on the basis of operational experience.

Bacta staff are available to help with answers on specific questions you may have on your risk assessments.

A note on enforcement

Where the enforcing authority, such as the HSE or your local authority, identifies employers who are not taking action to comply with the relevant public health legislation and guidance to control public health risks, they are empowered to take a range of actions

to improve control of workplace risks. For example, this would cover employers not taking appropriate action to ensure social distancing, where possible.

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. The actions the enforcing authority can take include the provision of specific advice to employers to support them to achieve the required standard, through to issuing enforcement notices to help secure improvements. Serious breaches and failure to comply with enforcement notices can constitute a criminal offence, with serious fines and even imprisonment for up to two years. There is also a wider system of enforcement, which includes specific obligations and conditions for licensed premises.

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. The vast majority of employers are responsible and will join with the UK's fight against COVID-19 by working with the Government and their sector bodies to protect their workers and the public. However, inspectors are carrying out compliance checks nationwide to ensure that employers are taking the necessary steps.

A note on face coverings for the public

Please see the latest face covering guidance [here](#).

From 24 September, customer-facing staff in retail and hospitality settings have been required to wear a face covering and all businesses must remind customers to wear a face covering where mandated, e.g. by displaying posters.

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.

A note on waste

Members are also advised to look at Government recommendations on the disposal of waste, including PPE, during the Covid-19 pandemic by clicking here <https://www.gov.uk/guidance/coronavirus-covid-19-disposing-of-waste>

A note on self-isolation

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 isolation period of at least 10 days from the day you develop symptoms.

A note on workplace safety

Businesses and workplaces should make every reasonable effort to ensure their employees can work safely. From 1 August 2020, this may be working from home, or within the workplace if COVID-19 secure guidelines are followed closely. When in the workplace, everyone should make every reasonable effort to comply with the social distancing guidelines set out by the government (2m, or 1m with risk mitigation where 2m is not viable).

People should continue to socially distance from those they do not live with wherever possible. Social interactions should be limited to a group of no more than two households (indoors and out) or up to six people from different households (if outdoors). It is against the law for gatherings of more than 30 people to take place in private homes (including gardens and other outdoor spaces).

A note on meeting other people

It is important members are familiar with the more general rules on meeting with other people and advised to look at the link [here](#)

Working from home

To help contain the virus, office workers who can work effectively from home should do so. Where an employer, in consultation with their employee, judges an employee can carry out their normal duties from home they should do so. Public sector employees working in essential services, including education settings, should continue to go into work where necessary. Anyone else who cannot work from home should go to their place of work. The risk of transmission can be substantially reduced if COVID-19 secure guidelines are followed closely. Extra consideration should be given to those people at higher risk.

PLEASE NOTE THAT ALL GUIDANCE PROVIDED BY BACTA IS IN ADDITION TO ANY CROSS-CUTTING GUIDANCE PROVIDED BY GOVERNMENT.

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 (under-16s) 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.

From 4 July, indoor gatherings are permitted for single households/bubbles or with one other household/bubble. Members will need to consider how they can identify family members or bubbles to ensure social distancing. Members are also advised to pay particular attention to their cleaning regimes and ensuring good hand hygiene. Close contact and lack of hand hygiene are the principal transmission risks and risk mitigation measures should be clearly identified in your risk assessments.

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

The following list provides a range of measures Members can employ, via the risk assessment process, to mitigate or in some cases eliminate (by not doing something), the risk of Covid-19 transmission.

1. Provide clear signage to customers and staff to demonstrate recommended social distancing.
2. Hand sanitizer 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. Staff at entrances must identify family groups or bubbles and request contact details for the National test and trace service

7. Limit and monitor the customers in the premises to a level that allows for appropriate social distancing.
8. On multi-player machines inhibit where possible play by people who are not members of the same family or social group.
9. At redemption shops only permit customers to approach the counter individually and queuing to be at intervals consistent with recommended social distancing.
10. Redemption shops or reception desks to be separated from customers by a plexi-glass or similar screen.
11. Staff to be fully trained and prepared in these Covid-19 safety protocols.
12. Staff to regularly clean all machines and especially after they have been vacated by a player.
13. Staff to wear PPE where identified as appropriate in the venue risk assessment (gloves always to be used when handling cash), and in line with relevant guidelines. Government guidance on the use of PPE can be found here.
<https://www.gov.uk/government/collections/coronavirus-covid-19-personal-protective-equipment-ppe>. 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).
15. Customer use of toilets should be restricted to one person at a time or to members of a single family group/bubble

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.

The following list provides a range of measures Members can employ, via the risk assessment process, to mitigate or in some cases eliminate (by not doing something), the risk of Covid-19 transmission.

1. Provide clear signage to customers and staff to promote social distancing.
2. Hand sanitizer 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 or screens 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. Staff to request contact details for the NHS track and trace service.
8. In the event that the number of customers exceeds the number that can safely enter the premises according to the venue's risk assessment, provide indicative social distancing signage to customers waiting outside of the premises.
9. Staff to be fully trained and prepared in these Covid-19 safety protocols.
10. Staff to regularly clean, with a suitable product, all machines especially after they have been vacated by a player.

11. Staff to wear PPE where identified as appropriate in the venue risk assessment (gloves always to be used when handling cash), in line with relevant guidelines. Government guidance on the use of PPE can be found here. <https://www.gov.uk/government/collections/coronavirus-covid-19-personal-protective-equipment-ppe>. If you are already using PPE in your business continue to do so.
12. Customer use of toilets should be restricted to one person at a time.

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 operations 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 guidance above. Each venue will need to consider what measures it needs to adopt to promote good public health hygiene and social distancing. Members should remember that they have a legal obligation to keep people safe, with criminal penalties for a failure to do so.

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 background levels of the disease are comparatively low, but this may change, necessitating a more stringent approach to controlling the risks above.

The severity of the infection for some people is high and potentially fatal in a small proportion. 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. In some cases the risk might be sufficiently high to warrant the elimination of the risk completely, e.g. turning off or removing some machines. 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 hygiene – how can I increase access to handwashing facilities? 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?
- Identifying customers – how do I identify families/bubbles and how can I best capture contact details for track and trace?
- Cleaning – what cleaning regime do I need to employ?
- PPE – what PPE if any 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 or use of toilets.

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				
Customer Identification				
Cleaning				
PPE				
Training				
Other				

Illustrative 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	<p>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.</p> <p>Audio announcements every 30 minutes.</p> <p>Signs placed on machines to prevent play on multiplayer machines where customers come into close contact. Exceptions made for members of same family</p>	<p>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.</p>	<p>Customers have remained compliant with instruction.</p> <p>Some difficulty policing distancing at redemption counter. Extra signage installed and staff requested to provide additional monitoring.</p> <p>PA announcements were inaudible so abandoned and replaced with friendly verbal reminders as part of customer interaction.</p>	
Hand Sanitation	<p>20 X Hand sanitation stations around the premises. One on entrance. Monitoring by duty manager every 60 minutes to ensure not run out.</p>	<p>Frequent use by customers will cut down potential person to machine transmission risk. Expected compliance to be high.</p>	<p>Customers have remained compliant. Several stations ran out of sanitizer so increased monitoring to every 30 minutes</p>	

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. In FEC staff instructed to tell all family groups to stick together	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.	

	during their visit. Regular reminders on this via floor staff.			
Customer Identification	<p>In AGC simply requested and made a note of customer contact details for purposes of track and trace</p> <p>In FEC staff at entrance whilst welcoming customers and ensuring groups were of the same family/bubble, requested contact details for the group for track and trace purposes</p>	To ensure that people can be contacted by NHS Track and Trace service.	<p>Some reluctance by some customers to give details. Good staff member on the door was able to reassure customers that that the purpose was for the national effort.</p> <p>One or two customer point blank refused and were refused entry in accordance with the law.</p> <p>Some congestion at FEC entrance. Looking at whether requesting contact details could be part of customer interaction by staff walking the floor</p>	
Cleaning	Enhanced machine cleaning regime introduced in FEC 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	To ensure risk of machine to human transmission is minimised.	<p>Mostly worked well once staff got into routine.</p> <p>Some customers requested machines to be cleaned before they would play them. Request was always met but sometimes had to</p>	

	<p>cleaned at end of day. If staff in proximity an ad hoc wipe down</p> <p>In the AGC clean after every use.</p>		<p>wait to find member of staff with cleaning materials. Adjusted staff routine to ensure all members of staff carry disinfectant and cloth on belt. No issues in AGC.</p>	
PPE	<p>Staff are not required to wear face coverings. Gloves are provided to staff undertaking cleaning.</p>	<p>Minimises transmission risk</p>	<p>Staff felt uncomfortable wearing gloves but the reasons for them were carefully explained and we insisted on their use.</p>	
Training	<p>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.</p>	<p>Staff need to understand measures and to practice interactions with customers about them.</p>	<p>Staff readily understood need for measures and the new way of working. There was no need for the refresher training.</p>	
Other	<p>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 always for customers who visit.</p> <p>Toilets – staff regularly monitoring use. An ‘engaged’ sign provided to indicate toilet was in use in accordance with one in one out</p>	<p>Public concern about transmission via food and drink minimised by ensuring only pre packaged food available but can provide more substantial meals via takeaway deal with ABC</p>	<p>There has been no negative customer reaction. Will reopen café when safe to do so and more experience of customer behaviour under current measures.</p> <p>Toilets were not frequently used. The engaged sign was not used by customers. Found most customers policed the policy</p>	

	<p>policy. Extra hand-washing signs provided within and without toilet</p> <p>Displayed extra signs in and by the toilet area to remind customers of importance of hand-washing</p>		<p>themselves. Staff requested to continue to monitor the situation.</p> <p>There was some queuing at the weekend so put 2 m distanced marker tape on carpet outside toilet and moved nearby machines out of the way</p>
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ADDITIONAL NOTES