

Coronavirus Roadmap Advice

Hospitality venues (e.g. pubs,
cafes, restaurants, bars,

Step 3 of the Roadmap

This document will review changes introduced from step 3, and general guidance on reopening for all businesses reopening for the first time.

We now know the next stage of the road map recovery plan will be honoured, and businesses can reopen indoor venues from next Monday, 17th May 2021. This bulletin is intended for all hospitality-based businesses that are either reopening for the first time since lockdown, or already operating with outdoor service and reopening their indoor service.

Full version of the road map document can be found here [COVID-19 Response - Spring 2021 \(Summary\) - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/covid-19-response-spring-2021-summary)

The latest updated Government guidance on working safely under Covid is available here: [Restaurants, pubs, bars and takeaway services - Working safely during coronavirus \(COVID-19\) - Guidance - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/guidance/restaurants-pubs-bars-and-takeaway-services-working-safely-during-coronavirus-covid-19)

A reminder of changes introduced by steps 3 and 4 is included at the end of this document.

This briefing is based on the information and guidance we have received from government at the date of drafting (14th May 2021) and we will provide updates as further information and clarification is announced.

- **Summary (Indoors):**
 - Table service only (for ordering, consumption and wherever possible, payment).
 - Ensure there is plenty of natural ventilation by opening windows and doors where practical.
 - Where alcohol is **not sold at the premises**, ordering at the counter or bar is permitted.
 - Maximum number of 2 households or up to 6 people from different households (advice is to stick to no more than 6 people at a table at all times).
 - Social Distancing requirements will apply (**2m** or reduction to **1m with mitigation**) - see below for more details.
 - Customers to wear face covering whenever they are walking through or around the premises when indoors.
 - Reduction in the 2 meters Social Distancing separation between customers will require additional steps, or mitigation. Where screens are used between tables, separation can be reduced to 1m **only** if the screen is substantial, providing good separation lengthways and above head height.
 - Where back-to-back seating is the **only mitigation**, we would expect separation to be at least **1.5m between customers**. Please remember that when measuring distances this is **between customers** and not measured table edge to table edge.
 - Side by side seating is not considered to offer any substantial mitigation and therefore separation must remain at **2m**.

- Controlling customers as they queue to enter, to leave or use the toilet must be considered and controlled. Floor markings, one-way systems and good signage must be in place and staff must be briefed in advance.
 - Face coverings must be worn by staff and customers when passing through indoor areas (unless an exemption applies).
 - Recording all customer details (persons 16 years and over) for Test and Trace manually or using the NHS QR poster. It is mandatory to display the NHS poster and this will need to be positioned somewhere easily accessible for customers and where it does not cause a pinch point for queuing. You are advised to display a number of the posters around your venue and locate them in areas of good lighting.
 - Remember to ensure you capture all customer details and not just one member of the group.
 - Businesses must use best endeavours to capture contact details for customers.
 - For background music or live music the volume must be kept to such a level that avoids the need for customers to raise their voice or shout. There is no set sound decibel level.
 - Customers must remain seated, so no dancing.
- **Summary (Outdoors)**
 - Table service only (for ordering, consumption and wherever possible, payment)
 - Where alcohol is **not sold at the premises**, ordering at the counter or bar is permitted
 - Maximum group number permitted is now up to **30** from different households seated outdoors
 - Social Distancing requirements will apply (**2m** or reduction to **1m with mitigation**) - see below for more details
 - Customers to wear face covering whenever they are walking through or around the premises when indoors
 - Reduction in the 2 meters Social Distancing separation between customers will require additional steps, or mitigation. Where screens are used between tables, or tables are arranged back to back, separation can be reduced to 1m. If screen are used they must be substantial, providing good separation lengthways and above head height.
 - Please remember that when measuring distances this is **between customers** and not measured table edge to table edge.
 - Controlling customers as they queue to enter, to leave or use the toilet must be considered and controlled. Floor markings, one-way systems and good signage must be in place and staff must be briefed in advance
 - Recording all customer details for Test and Trace manually or using the NHS QR poster. It is mandatory to display the NHS poster and this will need to be positioned somewhere easily accessible for customers and where it does not cause a pinch point for queuing. You are advised to display a number of the posters around your venue and locate them in areas of good lighting.
 - Remember to ensure you capture all customer details and not just one member of the group. Businesses must use best endeavours to capture contact details for customers.
 - Live music in an outdoor setting is permitted, but please remember you must still comply with any licensing restrictions and you must ensure you do not cause a noise nuisance to neighbouring residents. Our advice is to keep the level low to avoid the need for customers to shout.
 - Customers must remain seated, so no dancing.

- We continue to advise all staff to wear face coverings when serving customers outside. Although there is no mandatory requirement to do so, you must ensure your risk assessments adequately address the risk to staff and customers at all times and this includes during table service.
- **Funerals and other significant events e.g. Bar Mitzvahs and christenings.**
 - Up to 30 guests and family members meeting inside or outside
- **Preparing for reopening**

For all business, whether you are reopening for the first time or if you have been providing outdoor service since the 12th April you should consider the following before reopening indoors:

- Review your Covid safe measures and risk assessment, including refresher training for staff, signage and queue management
- For indoor and outdoor service, you must assess how many customers you can safely accommodate, seated, allowing for adequate Social Distancing, queue management, ordering and payment.
- Make sure you have enough trained staff to manage your customers safely and in accordance with the regulations and guidance. Make sure your customers understand your rules and maximum capacity.
- Your water systems should be checked due to not being used for a period of time for potential contamination (legionella). They should be left to run (hot tap, temp above 60°C) for 5 mins if they have been stood still.
- H&S checks should be completed along with a review of your fire safety plans to ensure all electrics/electrical equipment, gas fittings are working, fire extinguishers are in date of service, fire doors are free from obstruction etc
- Where possible, let customers know about your rules and seating capacity before you open. Using Social Media is a good way to get the message out and manage customer expectations.
- Make sure you have systems in place to take orders and payments at the table
- If you provide food, ensure your kitchen staff review your food supplies for durability dates, condition and labelling
- Check for any pest activity
- Make sure your staff have the necessary food, safety and Covid awareness training. Refreshers courses are recommended for all.
- Carry out a deep clean of your Kitchen ready for trading
- Review your menu and allergens controls. It's recommended to keep your menu simple
- Consider introducing regular Covid testing for your staff, particularly young people amongst whom infection rates are the highest. Free testing is available at Valley Church in Bamber Bridge, and Lancaster Way Community Centre, Buckshaw Village. Further details can be found at <https://www.southribble.gov.uk/covidtesting>
- **Business registration and Licensing**

If you have recently taken over the business, changed the business name or made changes to your designated Premises Supervisor (DPS) you will need to register

your business and/or notify our Licensing team that there has been a change of DPS. Please contact us at info@southribble.gov.uk or call 01772 625625.

- ***Advice and Support***

The Council is here to help with advice and support where we can. Please refer to our website for latest information on Covid controls and guidance. We are also happy to answer specific questions or offer clarifications where we can. Please e-mail your enquiries or concerns info@southribble.gov.uk

- ***Future dates and forward planning***

Please keep in mind that the date for the final step in the road map is still a **provisional date**. This means the Government will monitor the number of new Covid cases and if the numbers start to significantly rise again, the date may be delayed.

We have recently seen increases in Covid cases in parts of Lancashire and the North West which are of growing concern so it is vital we continue to be vigilant and follow the rules. Regular Covid testing for staff and effective recording of customers details will significantly improve our ability to limit local outbreaks and manage those that do occur.

We are all hopeful the date for the final step will not be delayed, and that by the 21st June, most restrictions will have been lifted. But there is **no guarantee** this will be the case.

Therefore we advise all businesses to continue with your high standards of control measures but also to be cautious before committing to future events, particularly if this includes ticketed events or where there is a financial commitment for events planned for after the 21st June.

We wish you success with the next step in the reopening of businesses on the 17th May.

Alison O'Sullivan

Health Protection Practitioner

With thanks to colleagues from Lancaster City Council for sharing this document