

STEP 2 OF THE ROADMAP

A quick guide to
opening **pubs,**
restaurants and **cafes**

April 2021

We're on the **right track,**
let's keep going.

www.southglos.gov.uk/coronavirus

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Introduction

Under Step Two, hospitality may only open for outdoor seating. Customers may sit in groups of a maximum of six people, or more if everyone is from a maximum of two households.

This guidance covers many issues that are applicable for a Covid-19 secure premises under any of the Covid-19 regulations, but it should be noted that under Step Two of the roadmap, many premises cannot provide outdoor seating and will not be able to open at this stage although they may continue to offer takeaway service.

Every workplace has a legal duty to undertake a Health and Safety Risk Assessment and implement suitable control measures to prevent the spread of Covid-19 between employees and members of the public. When undertaking your risk assessment, you must have regard to the available guidance. Following the guidance is not compulsory, unless specifically stated, and you are free to take other action, so long as the same level of protection is achieved. But if you do follow the guidance you will normally be doing enough to comply with the law. Health and Safety inspectors seek to secure compliance with the law and may refer to guidance. Failure to implement suitable control measures may lead to formal action being taken against the duty holder(s).

This guidance should be read alongside and supplements, the government Guidance Keeping workers and customers safe during Covid-19 in restaurants, pubs, bars and takeaway services. Full guidance is available at:

www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery

Outdoor areas

Under Step Two of the roadmap, an area will be classed as outdoors if it complies with the Smoke-free (Premises and Enforcement) Regulations 2006. This means, outdoor premises must follow the 50% rule – a structure may have a roof but the walls are 50% open. This applies to temporary structures such as tents and marquees.

Customers are permitted to use internal areas in order to access the outdoor seating space, but they should be actively encouraged to go directly outdoors and social distancing measures must be in place. Indoor toilets may be used subject to being made Covid-secure.

Closing time

There is no curfew or specified closure time under the government's Step Two guidance, all premises must abide by existing permitted hours stated on a licence or certificate for licensable activities within the current licensed premises plan.

Please note, where outside areas are not part of a current licensed premises plan, the off-sales permission brought in under the Business and Planning Act 2020 will continue to be effective until 30 September. This means off-sales are permitted to be made at a time when the licensed premises are open for the purposes of selling alcohol for consumption on the premises, subject to a cut off time of 11pm or the closure time of an existing outside area, whichever is earlier.

Further details are available here:

www.southglos.gov.uk/documents/off-sales-permissions-licensing-covid19.pdf



Noise

As a licence or certificate holder, you have a responsibility to keep noise disruption to a minimum and this remains the case during Step Two. You should keep music to a low level and encourage your customers to keep noise levels low, particularly if your outdoor area neighbours residential properties. Customers should also be reminded to leave quietly and respectfully of your neighbours.

Our Environmental Protection Noise Team will be monitoring noise levels and responding to complaints. If you have any queries the team can be contacted via **01454 868001** or: environmental.protection@southglos.gov.uk

If you have any further queries, please contact the Licensing Service on **01454 868001** or email: licensing@southglos.gov.uk

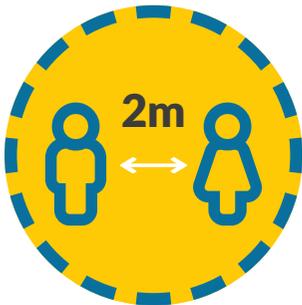
At the entrance

If the queue outside of your premises is not controlled, then it defeats the object of having other control measures in your premises, as the close proximity will allow the spread of the virus.



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Encourage social distancing outside your premises with floor markings and arrows.





For busy premises, or on busy nights e.g. Friday or Saturday evenings, use barriers to help contain the queue and floor marking to help keep groups separate. Clearly mark 'standing' and 'no standing zones'. Groups should be 2 metres apart. You may use masonry or spray paint to neatly mark the pavement (ensure you use a template!)

Better still, make your premises bookings only. This will help you control the numbers of customers at any one time.

Stagger bookings approximately 2 hrs apart to allow customers to eat and for tables and chairs to be cleaned in between the arrival of new customers.

Encourage customers to use hand sanitiser before they enter your premises.

NHS Test and Trace

You will need to display your premises QR code as you did previously.

Make sure you know what you need to do when your business can reopen.

The rules on what you need to do when a group enters your venue have changed. You must ask every customer or visitor to scan the NHS QR code using their NHS COVID-19 app or provide their name and contact details, not just a lead member of the group.

This is to ensure that everyone receives the necessary public health advice in a timely manner.

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Signage

- Display a poster to encourage customers to use hand sanitiser when entering.
- Provide hand sanitiser for customers to use.
- Display posters to keep customers and employees safe, e.g. 2m rule.
- You **must** display an NHS QR code.
- You **must** display a sign requiring customers to wear face coverings (unless exempt).



Face coverings

In all premises, customers must wear face coverings (unless they are exempt) when entering or moving around your premises, e.g. to the toilets, but they can be removed when seated to eat or drink. Staff must also wear face coverings when in the public areas of the premises (unless they are exempt).

Government guidance indicates that face coverings must fit securely around the side of the face. Therefore, shields are NOT acceptable unless an individual is exempt.

Ordering and payments

- Encourage customers to order online or by phone.
- Encourage customers to use a delivery service or click and collect.
- Limit the handling of cash as this can transfer the virus.
- There are many affordable card payment systems on the market such as iZettle, Sum Up and Square Reader.

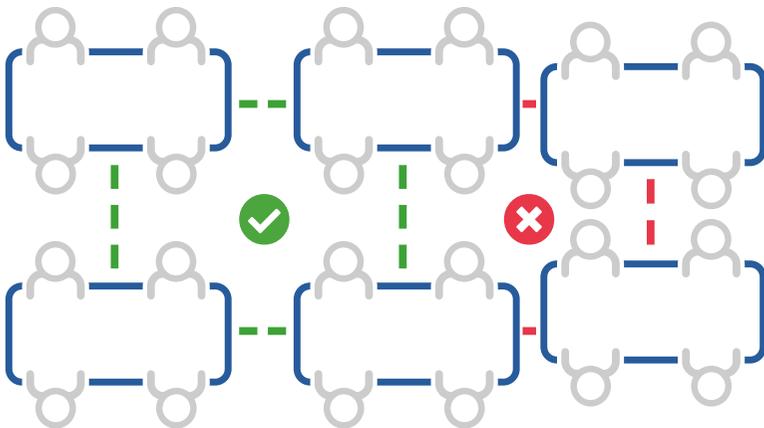
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Seating

- The “Rule of 6” (groups of no more than 6 customers) can only attend in **outside areas** at your premises. It is recommended that groups of more than 6 are refused entry to ensure compliance, **unless you are satisfied that the group consists of no more than two households**.
- Do not allow customers to move seating to let them sit closer to friends.
- Customers must be kept 2 metres apart. Customers may come as close as 1 metre with mitigation. Mitigation is sitting side by side or back to back. Customers sitting closer than 1 metre need separating by physical barriers. Measure the distance between the back of the chairs once someone is seated to ensure they are correctly spaced.

In the diagram below, green lines represent the correct way to measure between customers, with red lines showing incorrect method.



Examples of outdoor seating



- If you have fixed seating that is too close together, and you cannot remove the seating, it is acceptable to take tables out of use. Ensure you put a suitable sign on the table.
- You must clean your tables and seating between each customer.
- Use soap & water and a suitable sanitiser.



Table service

- Waiting staff should keep their distance from customers.
- Advise staff to hold glasses by the bottom so that they do not touch the rim area.
- Recommend the use of trays, which can be placed on tables, and request customers to remove their drinks.
- Condiments should be provided in single use sachets.
- Condiment containers such as salt, vinegar & ketchup must be cleaned and sanitised between customers along with the chairs.
- Do not set or lay the table prior to guests arriving. Otherwise glasses, cutlery and napkins may be contaminated with the virus.



Toilets

- You must ensure that toilets are managed properly.
- Consider limiting the number of people in the toilets at any one time.
- Smaller venues may be able to allow one person to enter at a time.
- Larger venues could ask customers to limit to 2 or 3 customers and / or place staff at the entrance to the toilets.
- Display handwashing notices.
- Ensure they are cleaned regularly, every 30 minutes or more at busy times. Concentrate on door handles, cubicle locks, toilet flushes, taps & toilets seats etc.



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- Ensure social distancing in the toilets.
- Close urinals that are too close together, remember at least 1 metre apart.
- Close wash hand basins that are too close together, remember at least 1 metre apart.



Live sports



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- Sports, such as football, can be screened, however all customers must be seated at their designated table.
- The sound should be kept low.
- Customers cannot stand, shout, cheer, or sing.
- If customers are standing, shouting, cheering singing etc then you must intervene.
- Should you have persistent problems customers should be asked to leave and or the sports should be switched off.
- Failure to manage customers could result in the review of the Premises Licence or Club Premises Certificate.
- Suitable signage must be displayed.
- Ensure any music is kept to a background level only and prevent singing and shouting.

Dancing

Under no circumstances can you allow any dancing to occur in your premises.

Areas such as dancefloors that are usually used for dancing should be 'closed'. You should prevent access to these areas or repurpose with tables and chairs.



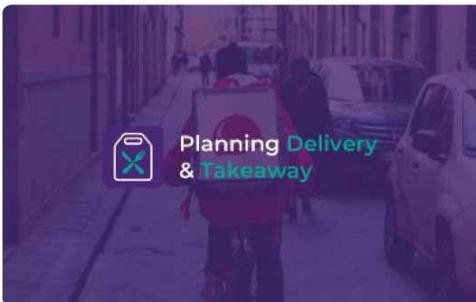
Training

- All staff must be trained in the new procedures.
- It is a good idea to show the written risk assessment for your premises to your staff and talk through the risks and control measures.
- Free Covid Awareness Training is offered by CPD On-line College: cpdonline.co.uk/course/covid-19-awareness/



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- Free Covid Training is also offered by CPL Learning on planning delivery & takeaway: www.cpllearning.com/online-courses/planning-delivery-takeaway/



Communication

Ensure that your customers know and understand the rules and procedures for attending your premises:

- Update your online profile; company website/Facebook/Instagram pages etc.
- If they make an online booking send them a copy of your expectations via e-mail.
- Ensure you speak to customers as they enter and let them know your expectations, point out the key notices and markings for them to follow.

Use posters, notices and tape to inform and guide customers. We have lots of resources including posters and social distancing floor markers available to download and print on our website: www.southglos.gov.uk/covid19resources

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Should you require further advice or assistance please contact South Gloucestershire Council and email: FoodandHealth@southglos.gov.uk

Sign up for regular business updates:
<https://beta.southglos.gov.uk/information-for-businesses-and-employers>

HANDS



Wash your hands regularly.



FACE



*Wear a face covering in all shops, indoor venues and on public transport.



SPACE



Keep your distance from others.

*Exemptions include: ● children under the age of 11

- people with breathing difficulties
- people living with a disability

We're on the right track,
let's keep going.