



## Coronavirus Roadmap - Hospitality Sector

### Implications for Cornwall's hospitality venues

#### e.g. Pubs, restaurants, cafes and hotels

Following the recent Government announcement of the “road map” out of Lockdown, the “[Covid - 19 response – Spring 2021](#)” was published on the 22<sup>nd</sup> February 2021.

The comprehensive document sets out 4 steps to the lifting of restrictions, with a projected final date of **no earlier than 21 June** where it is hoped the majority of restrictions on the way we live our lives and run our businesses will be lifted.

The 4 steps are included at the end of this document.

We have summarised the key information below and will update it as guidance or legislation changes.

Further general information and guidance from Government can be found here [Coronavirus \(COVID-19\): guidance and support - GOV.UK \(www.gov.uk\)](#)

#### Updates

#### The Roadmap

#### Outdoor Hospitality

#### Preparing to reopen

#### Support Available

#### Checklist for reopening

#### Updates

Date	Changes	Link
22/03	Added link for staff to get tested	<a href="#">Test</a>
22/03	Link added for “Back in business guide	<a href="#">Back</a>
07/04	Link added to test and trace	<a href="#">Trace</a>

## The Roadmap – (up to the 12<sup>th</sup> April)

**Step 1** has two dates, **8<sup>th</sup> and 29<sup>th</sup> March**. The main changes announced here are the return of schools, changes to who and how many people can meet outdoors in public spaces, opening of outside sports and leisure facilities and relaxations on childcare arrangements. This is the **only step** in the road map that is not preceded by the caution of a “**no earlier than**” warning to draw attention to the fact these are not absolute, confirmed dates and therefore may change if the infection rate is not going in the right direction

**Step 2** will take place **no earlier** than 12<sup>th</sup> April and is the first step in the road map to re-open a significant number of businesses. The following businesses and activities can re-open: -

- All retail shops and businesses
- Personal care (close contact services such as hairdressers, tattooists, nail bars etc)
- Libraries
- Most outdoor attractions
- Indoor leisure services for individual use (e.g. Gyms)
- Self -Contained accommodation (single household use only)
- All children’s activities
- Outdoor hospitality (pubs, restaurants, cafes etc)
- Indoor parent and child groups (up to 15 parents)

This briefing will focus on advice and guidance to the **hospitality sector** opening outside areas on or after the **12<sup>th</sup> April** – this date has now been confirmed by the Government.

### Outdoor Hospitality

This is the first step in the reopening of pubs, bars, cafes and restaurants for consumption of food and drink on the premises.

There will be **no restrictions** on opening hours (other than any specific planning or licensing restrictions that may apply) and for sale of alcohol. There **will not be** a requirement to purchase a substantial meal with a drink.

However, the following restrictions and limitations will apply to all hospitality businesses: -

- Outdoor service only (this means that any structure must be at least 50% open to the air)
- Table service only (for ordering, consumption and payment)
- Maximum number of 2 households or up to 6 people from different households
- Social Distancing requirements will apply (**2m** or reduction to **1m with mitigation**)
- Customers to wear face covering when passing through permitted indoor areas e.g. for toilet usage.

We expect there will be further guidance and clarification issued over the coming weeks to help determine how the measures and controls will be applied, but it may be expected the previous interpretation and advice will still apply such as: -

- Reduction in the 2 meters social distancing separation between customers will require additional steps, or mitigation. Where screens are used between customers from different groups or households, 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 customer details for Test and Trace manually or using the NHS QR poster. It will remain 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 need to ensure you have collected the information of everyone over 16 attending the premises, if they do not use the QR poster or are unable to do so a paper record must be taken and kept for 21 days. Full details [here](#)

### **Preparing for reopening**

The roadmap provides businesses and the public with plenty of notice to prepare for the gradual removal of restrictions and we should all make best use of the notice period.

You should consider the following checks and considerations before reopening: -

- Review your Covid safe measures and risk assessment, including refresher training for staff, signage and queue management (Cornwall Council have a [detailed Back to business guide](#))
- If you intend to open for outdoor service on or after the 12<sup>th</sup> April, 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.
- 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 Covid testing for your staff ([Testing available free](#))
- Review your fire risk assessment does it need an update for the changed way of trading?

### **Available 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 have a dedicated Covid-19 team who are happy to answer specific questions or offer clarifications where we can. Please e-mail your enquiries or concerns to [businessadvice@cornwall.gov.uk](mailto:businessadvice@cornwall.gov.uk) or call 0345 1234 212 (opt 4)

Please remember that we do not have all the answers! We expect the Government will issue further guidance on how businesses can reopen in line with the roadmap, and please remember that the dates will be subject to Government review and are not fixed – they are “**No Earlier Than**” dates.

We offer a series of webinars planned that can be booked via <https://www.businessregulatorysupport.co.uk/our-services/covid-19-business-support-and-advice/> of particular note is 8<sup>th</sup> April which will look at reopening of the hospitality and retail sector.

For information about the availability of grants or how to apply please see <https://www.cornwall.gov.uk/business/business-rates/business-rates-and-coronavirus/business-support-grants/>

### **Future dates and forward planning – a precautionary warning**

As already mentioned, please keep in mind that the dates mentioned in the roadmap are **provisional dates**. This means the Government will monitor the number of new Covid cases and if the numbers start to rise again, the dates may be delayed, or local restrictions may be imposed.

We are all hopeful the dates will not move, and that by the 21<sup>st</sup> June, most restrictions will have been lifted. But there is **no guarantee** this will be the case.

Therefore, we advise all businesses to be cautious before committing to future events, particularly if this includes ticketed events or where there is a financial commitment. If one date is delayed, this will delay all dates.

**We wish you success with your reopening plans.**

**CHECKLIST - OPENING AT STEP 2 on or after 12<sup>TH</sup> APRIL 2021**

At Step 2 of the re-opening roadmap out of lockdown hospitality venues will be allowed to serve people outdoors with no need for customers to order a substantial meal and no curfew.

- Customers must order, eat and drink while seated (table service).
- The rule of 6 will apply or 2 households and can include a support bubble.
- Social distancing measures must be followed.

√	<p><b>Pre-Opening Checks</b></p> <p><b>Have you completed a detailed opening checklist</b> to ensure your building will be safe to reopen for both your staff and customers? The full list should include checks such as legionella controls, pest control, food, health and safety and fire safety requirements.</p>
<b>Covid-19 Risk Assessments</b>	
	<p><b>Working Safely</b> – The Government guidance for working safely during COVID can be found online and should be reviewed and the principles applied to your business to ensure you are COVID safe. <a href="https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery">https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery</a></p>
	<p><b>Have you updated your Covid -19 Risk Assessment?</b> You MUST have one that is recorded (if you employ more than 5 people) and in a format which is easily accessible.</p>
	<p><b>Check you have Covid-19 Signage, QR posters in place</b> and that these can also be seen where appropriate from outside the venue.</p> <ul style="list-style-type: none"> <li>• General notice re social distancing / seated table service</li> <li>• Notice re face covering if going indoors to toilet facilities'</li> <li>• Consider displaying rules regarding seating capacity/not moving table and chairs</li> <li>• QR poster and alternative system for taking details</li> </ul>
	<p><b>Check that customers can easily access your toilets</b> ensuring social distancing and preventing congregating/queues.</p>
	<p><b>Have you completed an outdoor table plan</b> to ensure all tables are at least 2m apart (1m if barriers/screens between tables/back to back seating etc.)? Check your boundaries are clearly marked; all staff are aware of maximum capacity; consider setting up a booking system to avoid disappointment and control capacity.</p>
	<p><b>What is your maximum numbers</b> – determine the maximum capacity and how it can be controlled.</p>
	<p><b>Do you have a plan for bad weather?</b> Customers will not be able to shelter inside your premises, they can only enter to access the toilet facilities or your outside garden or terrace. Consider wind and any temporary structures, they may need to be closed in certain weathers.</p>
	<p><b>Considering entertainment?</b> Ensure there is adequate space to keep the musicians apart and away from the seating area. Fully brief the band to ensure they do not encourage your customers to sing or dance to the music (subject to any new guidance).</p>

<b>Licensing requirements</b>	
	<b>Check your premises license:</b> Are you able to comply with the conditions it sets out. Any queries <a href="mailto:licensing@cornwall.gov.uk">licensing@cornwall.gov.uk</a>
	<b>Check your Premises Licence plan.</b> Is your garden covered under your Licence? Changes may need to be made if you are considering alcohol sales or temporary bars in your outside areas.
	<b>Check your licensing conditions</b> to establish what hours you can use your outdoor areas
	<b>Train all staff</b> to ensure they understand their responsibilities and Covid-19 controls. You may wish to sign up to the free underage sales training <a href="https://www.prooffage.org.uk/">https://www.prooffage.org.uk/</a>
	<b>Check your CCTV is working</b> to ensure it meets the requirements of your licence.
	<b>Check you have adequate staff/security staff</b> to manage patrons and prevent antisocial behaviour. Ensure you provide the number of security staff required on your licence (if applicable).
<b>Other requirements</b>	
	<b>Liaise with your neighbours and local residents</b> to ensure that you do not cause a noise nuisance from the use of your outdoor area. Provide residents with a contact telephone number so that any issues can be addressed quickly. It is likely that ambient noise levels will increase and residents may become sensitive to noise issues.
	<b>Have you updated your Fire Risk Assessment</b> to take into account changed use of the space and change in capacity?
	<b>Check Marquees/fixed structures</b> adhere to regulations they must be at least 50% open to be considered outside.
	<b>Have you applied for a Tables and Chairs Licence</b> (if using the pavement)? <a href="#">Pavement Licensing - Cornwall Council</a> Check what hours you are permitted to use this licence?
	<b>Do you have the correct consent</b> if erecting a marquee/ fixed structure on the highway? <a href="#">Street Works - Cornwall Council</a>