

LGA Webinar Lancaster City
Council and Lancashire
County Council – a two tier
Approach to Enforcement of
Covid 19 Restrictions

Overall approach to compliance



Case Study 1

stick

The issue – ongoing non-compliance

The 4 Es approach was taken including advice and guidance to licensed businesses before hospitality sector reopened to advise on measures needed to operate in covid secure way with engagement with pub watch.

Compliance visits confirm inconsistent control measures in place and lack of proactive customer management on a number of occasions, despite advice visits and improvement notices.

	Date/Time of Visit	Observations
1	Friday 4 th July	No adverse comments made – only notes that premises was open.
2	Friday 17 th July, 22:10	No social distancing in place and customers hugging. Issues with table separation in the beer garden and no social distancing. No clear evidence of disinfection of pool table – nothing available for customer use. Serving drinks at the bar with no screen up and four people stood close together, not from same household. (DPS) spoken to.
3	Saturday 18 th July	Much improved from previous night
4	Wednesday 22 nd July, AM	Improvement Notice served under HSWA with a date for compliance as Wednesday 12 th August. Advice audit conducted and advice given on how to comply with the notice with follow up email.
5	Friday 31 st July, 22:05	Premises appears closed at time of officer's visit.
6	Friday 7 th August, 22:00	Spoke with (DPS) and Bar Manager at time of visit. Very busy. Lots of people stood around at / near the bar. Group of people playing pool. Large number of people stood in rear area and no social distancing. Very badly managed. Licensee took decision to close pub on basis of officer recommendation. Requested police assistance to assist with closing premises.
7	Saturday 8 th August, 21:35	Premises closed
8	Friday 14 th August, 19:55	No-one on the door controlling entry Music loud No social bubbles/segregation of different households with one group of 9 people seated together. Issues with table spacing raised – too close together
9	Thursday 20 th August, 15:00	Visit discussed steps that owner has taken to improve controls since the Improvement Notice served. Some efforts made in respect of additional screens and table separation, but biggest challenge seems to be management of customers and enforcing the rules in place.
10	Friday 21 st August. 8.30pm	Visit confirmed improvements to management. Staff wearing face visors, evidence that contact details for customers were being recorded, pool table not in use with board over to create table and customers sat around. Customers seem to be following rules and managing SD. Evidence of hand sanitiser available. Customers seated and plastic screens have been fitted to the bar.
11	Sunday 30 th August, 21:00	Licensee not on the premises. Spoke with x. No track and trace details taken. Customers ordering from the non-screened side of the bar as opposed to screened side. Overall failure to manage customers – lots of traffic within the premises No challenge of customers to comply with rules

Direction order requirements to reopen

Direction given – examples of some of the conditions to reopen on 16th September

That the premises will be entitled to remain open

- a. That xxx DPS shall be present at the premises every Friday and Saturday during trading hours
- b. That there be a designated one-way system in operation at the Premises at all times.
- c. That the maximum number of permitted customers at any time will be limited to 33. This is a maximum capacity covering the inside and outside areas.
- d. That no customers will be permitted to stand when remaining in the premises (inside or outside) save for customers using the rear area for smoking.
- e. That table service will be mandatory during all trading.
- f. That the screens put in place at both bars shall remain in situ and shall not be removed.

Role of Lancashire County Council in issuing the direction order – overview in a two tier authority

- Who would give the Direction?
- What information would they require?
- Actions after Direction given

We've been declared

COVID SAFE

by Lancaster City Council



Was your visit
COVID Safe?



Business Name:

Signed:

Date:



Is your business

COVID SAFE?



Lancaster City Council has launched its very own Covid Safe Award scheme, which proactively recognises businesses within our district who are going above and beyond to deliver excellent standards of operation and customer safety, in line with the Coronavirus operational guidelines set out by central Government.

Businesses are invited to apply for the award via a simple online form, before being assessed by an Environmental Health expert. Business recommendations are also welcomed from customers.

If you feel that your business, or a business you know, is Covid Safe visit lancaster.gov.uk/covid-safe for more information and to apply.



The Covid Safe Award is available for any retail or service business open to the public.

The aim of the scheme, which is free to join, is to reassure customers that a business has in place the necessary risk assessment, safety measures and staff training to operate safely, as well as helping businesses with the changing Covid guidelines.

This will provide people with the reassurance they can return to the high street, city centre shops, bars, pubs, cafes, restaurants and other venues, to boost the local economy.

The questionnaire has 15 carefully selected questions which are designed to make the business consider key areas of government guidelines which apply to their business. These are then assessed to determine compliance and visits are made.

What makes our scheme unique is the certificate left at the business have on them a "QR" code, which when scanned leads to a brief feedback survey, so the customer can give feedback on their visit.