

SAFERSOUNDS PARTNERSHIP

www.safersounds.org.uk  @safersoundsldn

COVID-19 SAFETY MEASURES & LICENSING BEST PRACTICE CHECK LIST

Safer Sounds have put together this useful checklist to help you make sure you, your business, your employees, and your customers are safe.

SAFER SOUNDS

Safer Sounds is a partnership across the events and music industry which promotes consistency of operations, sharing of best practice, and facilitating information sharing whilst supporting venues, promoters and artists - creating safer events for all.

In addition to this guidance, Safer Sounds will be running several webinars and online training sessions – you can find out more at www.safersounds.org.uk or contact us via email safersounds@saferbusiness.org.uk.

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GOVERNMENT GUIDANCE FOR BARS, PUBS AND RESTAURANTS

You can find the Government guidance by [clicking here](#). This guidance should be used to inform your operational procedures and may change so ensure you are up to date with guidance relating to licensed premises.

BUSINESS CRIME REDUCTION PARTNERSHIP SUPPORT

We are here to support your business to re-open, recover and stay safe. Our support is targeted to your business needs. If you need any more information or advice you can contact your local BCRP team.

	Consider attending online training available through the Safer Business Network and its' local partnerships.
	Take note of our official Fact Sheets and information available on our <i>COVID-19 Portal</i> www.saferbusiness.org.uk/covid-19-portal
	Report any incidents that occur in your business via our secure intelligence system (DISC) or contact your local BCRP team.
	Report crime to police: <ul style="list-style-type: none">• Emergency – dial 999• Non-emergency – dial 101• Online report - www.met.police.uk/report/

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MAYOR OF LONDON
OFFICE FOR POLICING AND CRIME

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BUSINESS PARTNERSHIP

SAFERLAMBETH
BUSINESS PARTNERSHIP

SOUTHWARKSAFE
BUSINESS PARTNERSHIP

SAFERLEWISHAM
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PROTECTING YOUR BUSINESS

	Before opening, make sure your venue is compliant with current COVID-19 regulations and guidelines.
	Prepare and post reminders of social distancing and cleaning protocols.
	Develop a queuing system remembering to liaise with neighbouring businesses about the direction of queues.
	Clearly communicate new protocols to encourage customers to respect social distancing through signage and floor markings.
	Control the entry points (including deliveries) – ‘Meet and greet’ your customers as they enter.
	Provide sanitizer, wipes, PPE as appropriate.
	You may wish to consider a one-way system being implemented in your premises – if you do this, it should be clearly signposted.
	To reduce risk consider leaving doors open if it is safe to do so. If this would cause public nuisance, like noise, you should not leave doors open and consider a more regular and vigorous cleaning regime.
	Where possible, designate a specific enclosed room to isolate any person (either customers or staff) identifying themselves with symptoms. It is suggested to report the symptomatic individual to the NHS.

PROTECTING YOUR EMPLOYEES

Businesses should put in place a *COVID-19 Workplace Policy* which is kept under constant review and regularly communicated to employees. It should include information and advice and make clear that any member of staff who has symptoms, however mild, or is in a household where someone has symptoms, must not come into the workplace. You must ensure your business is a clean/safe environment for employees to return to.

	Do not shake hands.
	Where possible, maintain a 2-metre distance between members of staff, or 1 metre with risk mitigation.
	Make sure staff are aware that they should avoid touching their eyes, nose, and mouth.
	Make sure staff wash their hands regularly.
	If wash stations are not available, then sanitise using sanitiser that is at least 60% alcohol.
	Ensure staff are aware they should cover their nose and mouth with a tissue if they cough or sneeze. They should dispose of the tissue after use in a refuse container and then wash their hands.
	Encourage staff to walk or cycle to work and avoid the use of public transport wherever possible.
	Communicate with your teams regularly ensuring they can provide feedback and raise any concerns.
	Provide ongoing support for staff on furlough.
	Prepare for a slow re-integration into duties for staff returning from furlough and consider measures like staggered opening times.
	Create secure, designated storage areas for personal items.
	Consider installing screens or shields if appropriate.
	Consider the safety of contracted staff and have discussions with all contractors regarding safety for example toilet attendants, cleaners, or security staff.

PROTECTING YOUR CUSTOMERS

It is essential that customers are kept safe and feel safe. If a potential customer sees measures in place that are visible, they will feel safer coming into your premises. It is advised that measures to keep customers safe are regularly reviewed, risk assessed and in line with current regulations.

	Display all new policies and procedures being implemented in your business so that customers are aware of what is expected of them, and can see the effort your business is going to in order to keep them safe – you may wish to display them online and on social media as well.
	Limit the number of customers in your premises at any one time. <i>Define the number of customers that can follow a 1 metre (with mitigation measures) social distancing policy within the premises, considering total floor space.</i>
	Consider reducing or suspending some customer services based on your risk assessments. There may be a business advantage to stocking fewer products due to lower sales.
	Designate social distancing ‘champions’ from your team to demonstrate social distancing guidelines to customers.
	Meeting and greeting customers as they enter your premises can deter offenders.
	Clear signage and instructions on queuing and social distancing can help prevent customers frustration and potential anti-social behaviour.
	Provide clear guidance to customers on arrival.
	Ensure there is adequate provision for the disposal of waste including enough waste bins in place.
	Consider installing <i>Sanitising Stations</i> which provide anti-bacterial gel dispensers, paper and cleaning spray.
	Use space outside your premises to manage a queuing system – communicate with your neighbours to manage any shared queuing areas whilst adhering to current regulations.
	Consider how you will manage a procedure which records any customer that comes into your premises. Guidance requires you to keep this information for 21 days to support the <i>NHS Track and Trace</i> system in the event of an outbreak. Any system must consider GDPR regulations. <i>If you use an ID scanner, this may be an appropriate way to record the required information.</i>

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Consider making PPE available for your staff who regularly encounter members of the public whilst working.

	Consider updating your first aid kit by adding gloves, gowns, face masks, preferably resuscitation face shield and eye protection.
	Ensure the level of PPE that you offer staff is covered by your risk assessments.
	Conduct a risk assessment to identify those members of staff who may be at greater risk and prioritise them for any PPE. PPE includes the following: <ul style="list-style-type: none"> • Disposable face masks • Face shields • Disposable gloves • Reusable gloves • Hand sanitizer (at least 60% alcohol)
	Consider if it is appropriate to provide customers with PPE or asking them to wear PPE like face coverings.

LICENSING CHECK LIST

You may be under increased scrutiny for adherence to both licensing regulations and COVID-19 regulations due to risk of people gathering in your premises. In all aspects of your re-opening and recovery procedures you should consider the most up to date COVID-19 regulations and ensure you promote the licensing objectives.

STATUTORY NOTICES

	<i>Premises Licence Summary</i> correct and displayed clearly.
	<p><i>Section 57</i> is correct and displayed:</p> <ul style="list-style-type: none"> This is a notice confirming the position held by the person nominated to keep the premises licence under their control.
	Weights and Measures Act notice displayed.
	Display the Staying COVID-19 Secure in 2020 to show you have complied with the government's guidance on managing the risk of COVID-19. You can download this by clicking here .

PREMISES LICENCE

	Certified copy of your Full Premises Licence held on site and available for inspection by a responsible authority.
	Have you changed the DPS and are the details on the licence correct?
	Annual Premises Licence Fee paid.
	Late Night Levy paid (where applicable).
	Sexual Entertainment Venue Licence renewed (where applicable).
	Personal Licence holders – do you have a list of PLHs and copies of their licences on-site?
	<p>Conduct a Premises Licence Assessment.</p> <ul style="list-style-type: none"> You may wish to consider an internal Premises Licence Assessment to assist you in re-opening. Questions you wish to consider are: <ul style="list-style-type: none"> How compliant is our operation with our current Premises Licence and the conditions in it? How fit for purpose is your current premises licence? Do you need to apply for additional hours? Do you need to vary your licence to include off-sales? Are any conditions too onerous for the new way you will be operating? Can you discuss this with the Police or Local Authority? Email us for advice in how to assess your compliance safersounds@saferbusiness.org.uk
	<p>Variation of your licence.</p> <ul style="list-style-type: none"> You may be required to vary your licence for the following: <ul style="list-style-type: none"> Increased use of outdoor space Off-sales Hours Entrance conditions Security provision Delivery / Takeaway options Changing licensing plans We recommend that you engage with your local Police and Council licensing teams before submitting a variation application. You may also require Planning Consent. It is advisable to seek professional advice.

PARTNERSHIP

	Liase with local residents and businesses – there is likely to be an increase in noise and other issues due to the increased numbers of people in the area.
	Engage with your local Business Improvement District (BID) who may be able to offer you specific business support (where applicable).
	Engage with your local Police Licensing Team or Local Authority Licensing Team to discuss any question you may have related to opening.
	Is there a local plan for re-opening which would assist you? Check with your local authority.
	Are there any local online meetings you could take part in with other businesses to assist you with your reopening and recovery plans?

COMPLIANCE & COMPLIANCE DOCUMENTS

	Ensure all compliance documents are up to date.
	Ensure insurance is up-to-date and relevant certificates displayed.
	Ensure you have planning and/or licensing consent for any building works.
	Ensure your Fire Risk Assessment is up to date and includes any reference to new capacity. If you have had any structural works then your FRA should be updated.
	Ensure your <i>Opening Check List</i> is updated to include measures you are taking in response to the COVID-19 regulation and guidance.
	<p>Ensure your policies and procedures are updated based on COVID-19 guidance.</p> <ul style="list-style-type: none"> • Age Verification Policy – how will you verify someone’s age if they are wearing a mask? Consider additional signage? Will your venue implement a restriction of admitting under 18s? How will you use your ID scanners? • Disciplinary Policy – do you need to consider changes to the way you operate this policy i.e. online hearings? • Drugs Policy – how do you search people? What do you do with an offender? • Ejection Policy – how do you manage an ejection, whilst adhering to COVID-19 guidance? • Entrance and Dispersal Policy – how will you manage queues? How will you control egress? • Medic Policy – how will you administer first aid if appropriate? • Search Policy – do you have a search policy? What measures do you have in place to protect your security team? • Toilet Checking Policy – how often do you check your toilets? Is this recorded? Does this need to increase?

HR & TRAINING

	Are all employee documents, for new and existing staff, including <i>Right to Work</i> checks up to date?		
	Have you trained your staff and contracted staff in your new procedures relating to COVID-19?		
	<p>Have you considered training / refreshing your staff in the following subject areas?</p> <table border="0"> <tr> <td> <ul style="list-style-type: none"> • Age Verification • Crime Scene Preservation • Customer Service • Incident Reporting • Intoxication and Refusal of Service </td> <td> <ul style="list-style-type: none"> • Managing Your Door • Spotting & Reporting Suspicious Behaviour • Techniques to Manage Conflict • Welfare & Vulnerability </td> </tr> </table> <p>If you would like to hear more about our training programme email training@saferbusiness.org.uk</p>	<ul style="list-style-type: none"> • Age Verification • Crime Scene Preservation • Customer Service • Incident Reporting • Intoxication and Refusal of Service 	<ul style="list-style-type: none"> • Managing Your Door • Spotting & Reporting Suspicious Behaviour • Techniques to Manage Conflict • Welfare & Vulnerability
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CRIME, SECURITY & SAFETY

	<p>Consider the use of SIA licensed security staff to manage queues and social distancing. https://www.sia.homeoffice.gov.uk/Pages/licensing-activities.aspx <i>Please note it is not legal for a non-SIA member of staff to control an entrance/exit in a licensed premises.</i></p>
	<p>Consider the training level the security you have booked have. Do they need upskilling?</p>
	<p>Check if the licensed security you are using have valid licences by check the SIA Register of Licence Holders https://www.sia.homeoffice.gov.uk/Pages/licensing-rolh.aspx</p>
	<p>Ensure you make security bookings as early as possible, stating numbers and specific requirements you may have. There is likely to be limited availability of security staff as they are an at risk group, and many venues that do not normally book security are doing so to comply with COVID-19 guidance.</p>
	<p>If you are using Security have you, or the contacted company you use, undertaken a specific risk assessment for security staff, including the use of PPE?</p>
	<p>Consider the increased risk of opportunistic crime due to an extended floor plan and the use of outdoor spaces. You may wish to put up signage warning of dangers or increase staff patrols.</p>
	<p>Where you have a condition requiring you to search customers, assess the risk and put a plan in place which protects the security team but allows a robust search regime. You may also need to consider how to verify someone's age if they are wearing a mask and add <i>removal of mask for ID verification purposes</i> as a condition of entry.</p>
	<p>Have you considered any potential counter-terrorism measures?</p>
	<p>Set out your expectations of customers and their behaviour in and around your premises. For example, by asking customers to respect social distancing.</p>
	<p>Be aware of the regulations relating to off-sales, especially rules regarding no drinking around your premises. Consider imposing limits of the amount of alcohol people can buy in one serving for off-sales e.g. not buying 10 pints in one go.</p>
	<p>If you are using an increased outdoor space, consider how you will monitor the external environs of your premises to ensure crime and anti-social behaviour are prevented.</p>

WELFARE & VULNERABILITY

	<p>Consider the increased risk of vulnerability and the need to update your policies with regards to this.</p> <ul style="list-style-type: none"> • People may be more vulnerable due to increased intoxication after lockdown. • You will need to consider vulnerability, and your response to it, in any extended footprint or areas adjacent to your premises. <p>Email training@saferbusiness.org.uk if you would like Welfare & Vulnerability Training for your business.</p>
	<p>Consider implementing the <i>Ask for Angela</i> campaign in your premises. This campaign allows customers to discreetly notify staff if they feel like they need help or if they feel uncomfortable. Download poster here.</p>
	<p>Consider using a Welfare Officer to assist customers who may have welfare issues, be vulnerable or need first aid. A Welfare Officer can also double up as a customer facing role who engages with customers safely to ensure that COVID-19 rules in your venue are followed.</p>
	<p>Consider how you will ensure women's safety for your premises. The Women's Night Safety Charter was developed by the Mayor of London to ensure women are safer in venues, in the public realm and when traveling at night. Find out more by clicking here.</p>

COUNTER-TERRORISM

	Consider training your staff in ACT e-learning. This provides nationally recognised Counter-terrorism guidance to help people better understand, and mitigate against, current terrorist methodology. It can also help your staff to learn how to deal with a critical incident.
	Consider asking Managers, DPSs or other senior staff to download the PSO London Shield app. This app is a single source of up to date and relevant Counter Terrorism information, advice and guidance. It is available via the App Store or Google Play.
	If you feel you need specific advice or information you can contact the Protective Security Operations Counter Terrorism Security Advisors in the Metropolitan Police at PSO-CTSASupervisors@met.police.uk
	Consider displaying the following information in your office: In an emergency call 999 or for non-emergencies call 101 . National Anti-Terrorist Hotline Report non-urgent matters involving suspicious behaviour confidentially at 0800 789 321


CONTACTING SAFER SOUNDS

If you run venues or events and want advice, information or training you can contact us using the details below.

	Phillipe Chiarella phillipe.chiarella@safersounds.org.uk twitter.com/safersoundsldn www.safersounds.org.uk
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YOUR LOCAL BCRP TEAM

If you have any questions or want to contact your local BCRP team, you can do so via the details below.

	Michael Walters michael.walters@saferbusiness.org.uk twitter.com/saferlambeth twitter.com/southwarksafe
	
	Alessandra Valencic alessandra.valencic@saferbusiness.org.uk twitter.com/saferlewisham
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DISCLAIMER

Safer Business Network has made every attempt to ensure the information and best practice we provide is accurate and reliable. The information is information purposes and aims to increase your general knowledge in a subject area.

We take no responsibility for how you use this information or for the actions taken by you based on your interpretation of this information and do not guarantee specific outcomes based on the use of this information.

This information is not a substitute for seeking professional advice.

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