

Covid 19 Updates

Total number of recorded stats/figures of intel/complaints (since lockdown 1.0 - 23/03/2020)

Licensed	594
Unlicensed / Retail / Other	675
Prohibition Notices	5
Directions	2

This total of **1146** is broken down into the below categories:

Licensed	
Pubs / Restaurants	420
Supermarkets / Convenience Stores	154
Tattoo / Skin Piercing	20
Unlicensed / Retail / Other	
Pricing Complaints	30
Business Enquiries (grants, business rates etc.)	27
Holiday Complaints (Refunds etc.)	53
Holiday Lets / Guest Houses / Hotels / Air BnB	70
Opening	35
Car Wash	17
Vape / Tobacconist	11
Shisha	7
Mobile Phone	15
Hairdressers / Barbers / Beauty / Spas	78
Gyms	24
Café / Takeaway	175
Retail	104
Other	29
Prohibition Notice	5
Directions	2

Nature of issues reported include:

Lack of masks/face coverings
Sanitiser, screens, inadequate cleaning, ventilation, etc.
Not collecting customer etc. information for NHS Test and Trace or not displaying a QR code
Social distancing
Bookings of over 6 (or one household in areas of local restrictions), table spacing, and mingling between groups on the premises
Failing to adhere to restrictions on opening hours and last order times
No risk assessment in place
Covid risk from staff, e.g. positive test
Clarification of guidance
Live music/entertainment
Failing to close when required to remain closed

Appendix A – Summary of Covid Enforcement

Various stages of Tier's and Restrictions on Licensed premises:

- **First Lockdown** - *23 March 2020*
- **Tier 1 – Medium Alert** - *20 October 2020*
- **Second Lockdown** - *5 November 2020*
- **Tier 2 - High Alert** – *2 December 2020*
- **Tier 4 – Stay at Home** – *26 December 2020*
- **Tier 4 - National lockdown: Stay at Home** – *6 January 2021*

First Lockdown – Stay at Home – *23 March 2020*

The following hospitality venues must close:

- Restaurants, including restaurants and dining rooms in hotels or members clubs.
- Cafes, including workplace canteens
- Bars, including bars in hotels or members' clubs.
- Public houses.

Reopening after First Lockdown – *4 July 2020*

The following guidance for hospitality applied:

- requiring use of table service where possible instead of ordering at the bar and assigning a single staff member per table
- encouraging use of contactless ordering from tables where available, such as through an app
- discouraging non-essential trips by staff within venues, such as between the kitchen and front of house, by using radios and other electronic devices to communicate
- encouraging customers to use hand sanitiser or handwashing facilities as they enter the venue
- providing clear guidance on social distancing and hygiene as people arrive on the premises, with signage and visual aids

Tier 1 – Medium Alert - *20 October 2020*

The following guidance for hospitality applies:

- hospitality businesses selling food or drink for consumption on their premises are required to:
 - provide table service only, for premises that serve alcohol
 - close between 11pm and 5am (hospitality venues in airports, ports, on transport services and in motorway service areas are exempt)
 - stop taking orders after 10pm
- hospitality businesses and venues selling food and drink for consumption off the premises can continue to do so after 10pm as long as this is through delivery service, click-and-collect or drive-through
- early closure (11pm) applies to casinos, cinemas, theatres, concert halls, museums, bowling alleys, amusement arcades, funfairs, theme parks, adventure parks and activities and bingo halls. Cinemas, theatres and concert halls can stay open beyond 11pm in order to conclude performances that start before 10pm

Second Lockdown - *5 November 2020*

The Regulations state that hospitality venues, such as cafes, restaurants, pubs, bars and social clubs must close for consumption on the premises.

Food or Drink (No Alcohol)

- Between the hours of 05:00 and 22:00 a premise may sell food or drink for take-away, and the purchaser can enter the premises to collect the food or drink.
- After 22:00 till 05:00 the next morning, premises may sell food and drink, but the sale must be pre-ordered and only made via a delivery, click and collect or a drive-thru facility. The purchaser must not enter the premises or vacate their vehicle.

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Alcohol

- A premise may sell alcohol at any time within the terms of their licence, but the sale must be pre-ordered and only made via a delivery, click and collect or a drive-thru facility. The purchaser must not enter the premises or vacate their vehicle.
- Off licences were exempt from the above as they are not a business that is required to close.

Tier 2 - High Alert – 2 December 2020

Hospitality businesses selling food or drink for consumption on their premises must:

- only serve alcohol for consumption on the premises as part of a substantial meal, and the meal is such as might be expected to be served as breakfast, the main midday or main evening meal.
- provide table service only in premises that serve alcohol.
- not provide shared smoking equipment (including for shisha) for use on the premises
- close between 11pm and 5am.
- cease taking orders after 10pm. Customers must leave premises by 11pm

Hospitality businesses and venues selling food and drink for consumption off the premises can continue to do so through delivery and click-and-collect (where orders are made online, by telephone or by post), drive-through or takeaway until 11pm. This may continue after 11pm, with the exception of takeaway, which must cease. Venues offering click-and-collect or delivery services must not include alcoholic beverages if their license does not already permit.

Tier 4 – Stay at Home – 26 December 2020

The following hospitality venues must close for consumption on their premises.

- Restaurants; pubs; bars, including those in hotels or members' clubs, and shisha bars; social clubs
- Cafes and canteens, excluding those exempted below

These closed premises can continue to provide:

- Food and drink on a takeaway basis between 5am and 11pm. This means that customers can enter the premises to place and collect their order. Food and drink can also be sold for delivery, and via click and collect where orders are made online, by telephone or by post; and drive through;
- Food and drinks for delivery, via click and collect and drive through only between 11pm and 5am. Click-and-collect and delivery services can only operate where goods are pre-ordered (by phone, online, via a mobile app or by post) and collected without entering the premises. Venues offering click-and-collect or delivery services must not include alcoholic beverages if their license does not already permit.

Hospitality venues providing food and drink for consumption off the premises are not permitted to allow customers to consume from any adjacent seating to the premises.

Tier 4 - National lockdown: Stay at Home – 6 January 2021

Restrictions on Service of Food and Drink for Consumption on the Premises (close premises and cease providing food drink for consumption on premises)

- hospitality venues such as cafes, restaurants, pubs, bars and social clubs; with the exception of providing food and non-alcoholic drinks for takeaway (until 11pm), click-and-collect and drive-through. All food and drink (including alcohol) can continue to be provided by delivery.

Covid Regulation/Legislation:

Two key items of primary legislation contain emergency powers relating to coronavirus and health protection in England:

- Coronavirus Act 2020

These Regulations came into force on 25 March 2020

Appendix A – Summary of Covid Enforcement

- Public Health (Control of Disease) Act 1984
These Regulations came into force on 26 June 1984

There are six key health protection regulations that apply to everyone in England:

- ❖ The Health Protection (Coronavirus, International Travel) (England) Regulations 2020
These Regulations came into force on 8 June 2020
- ❖ The Health Protection (Coronavirus, Restrictions) (No. 3) (England) Regulations 2020
These Regulations came into force on 18 July 2020
- ❖ The Health Protection (Coronavirus, Wearing of Face Coverings in a Relevant Place) (England) Regulations 2020
These Regulations came into force on 24 July 2020
- ❖ The Health Protection (Coronavirus, Collection of Contact Details etc. and Related Requirements) Regulations 2020
These Regulations came into force on 17 September 2020
- ❖ The Health Protection (Coronavirus, Restrictions) (Self-Isolation) (England) Regulations 2020
These Regulations came into force on 28 September 2020
- ❖ The Health Protection (Coronavirus, Restrictions) (Local Authority Enforcement Powers) (England) Regulations 2020
These Regulations came into force on 2 December 2020

Regulations listed in date order:

- Public Health (Control of Disease) Act 1984
These Regulations came into force on 26 June 1984
- Coronavirus Act 2020
These Regulations came into force on 25 March 2020
- The Health Protection (Coronavirus) Regulations 2020
These Regulations came into force on 10 February 2020
- The Health Protection (Coronavirus) Regulations 2020 (revoked)
These Regulations were revoked on 25 March 2020
- Health Protection (Coronavirus, Business Closure) (England) Regulations 2020
These Regulations came into force on 21 March 2020
- The Health Protection (Coronavirus, Restrictions) (England) Regulations 2020
These Regulations came into force on 26 March 2020
- The Health Protection (Coronavirus, Restrictions) (England) (Amendment) (No. 3) Regulations 2020
These Regulations came into force on 1 June 2020
- The Health Protection (Coronavirus, International Travel) (England) Regulations 2020
These Regulations came into force on 8 June 2020
- The Health Protection (Coronavirus, Restrictions) (England) (Amendment) (No. 4) Regulations 2020 -
These Regulations came into force on 13 June 2020
- The Health Protection (Coronavirus, Restrictions) (No. 2) (England) Regulations 2020
These Regulations came into force on 4 July 2020
- The Health Protection (Coronavirus, Restrictions) (No. 3) (England) Regulations 2020
These Regulations came into force on 18 July 2020
- Business and Planning Act 2020
This Act came into force on 22 July 2020
- The Health Protection (Coronavirus, Wearing of Face Coverings in a Relevant Place) (England) Regulations 2020
These Regulations came into force on 24 July 2020
- The Health Protection (Coronavirus, Collection of Contact Details etc. and Related Requirements) Regulations 2020
These Regulations came into force on 17 September 2020
- The Health Protection (Coronavirus, Restrictions) (Self-Isolation) (England) Regulations 2020

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These Regulations came into force on 28 September 2020

- The Health Protection (Coronavirus, Restrictions) (England) (No. 4) Regulations 2020

These Regulations come into force on 5 November 2020

- Health Protection (Coronavirus, Restrictions) (All Tiers) (England) Regulations 2020

These Regulations come into force on 2 December 2020

- The Health Protection (Coronavirus, Restrictions) (All Tiers and Obligations of Undertakings) (England) (Amendment) Regulations 2020

These Regulations come into force on 20 December 2020

- The Health Protection (Coronavirus, Restrictions) (All Tiers) (England) (Amendment) (No. 3) Regulations 2020

These Regulations come into force on 26 December 2020

- The Health Protection (Coronavirus, Restrictions) (No. 3) and (All Tiers) (England) (Amendment) Regulations 2021

These Regulations come into force on 6 January 2021

