

# Re-opening Southwark's hospitality sector

July 2020

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## Background

Due to the COVID-19 pandemic, many businesses were forced to close to prevent the spread of the virus. This forced closure has had an unprecedented effect on these businesses where many have ceased trading and unfortunately in some cases, closed permanently. In a bid to kick start the local economic recovery for the high street / businesses and the management of the streetscape, these businesses are permitted to open and start trading again from 4<sup>th</sup> July 2020.

The reopening of businesses must be carefully balanced with the need to protect the health and wellbeing of our residents and those using our streets. We must balance the needs of businesses with the needs of residents who may be affected by noise and we must also ensure there is enough space for the public who need to socially distance on our highways.

We want to support businesses as much as we can to get back on their feet. This document sets out the proposals for how Southwark intends to support the reopening of the hospitality sector. The information contained in this document has been produced based on the government's latest guidance and after consultation with key council staff.

## Proposal to allow more tables and chairs

We support the government's proposal to make it easier for businesses to safely offer food and drink to their customers outside.

### What is the proposal?

The government has introduced the Business and Planning Bill 2020 which will streamline the process for premises to apply for street furniture licence; this will be known as a pavement licence. This new legislation is temporary and applies until September 2021. Further details can be found here:

<https://www.gov.uk/government/publications/pavement-licences-draft-guidance>

### Can I apply for a new pavement licence now?

Currently the new legislation has not been passed into law, so for the time being if you wish to apply to use tables and chairs or other street furniture on the public highway please use our current forms that can be found here: <https://www.southwark.gov.uk/business/licences/roads-and-highway-licences/street-furniture-licence>

### How does the new bill help businesses?

- **It's faster** - the current licensing process takes over 28 days; the new process will take only 10 working days.
- **It's cheaper** - although the current fees for street furniture licenses in Southwark are relatively low compared to other central London boroughs at £218.30 per annum for up to two square metres of highway space, under the new process, the fee for a licence is capped at £100.

### Find out more

Please visit <https://www.southwark.gov.uk/business/licences/roads-and-highway-licences/pavement-licences> for more information on how to apply. If you have any questions in the meantime please contact [Highwayslicensing@southwark.gov.uk](mailto:Highwayslicensing@southwark.gov.uk)

## Alcohol

For the purposes of the pavement licence it is assumed you have permission to provide alcohol for consumption as 'off sales'. Contact our Licencing team if you have queries about your premises licence.

<https://www.southwark.gov.uk/business/licences/business-premises-licensing/alcohol-late-night-refreshment-and-entertainment-licences>

## What businesses need to know

### Keep areas waste free

It's important that the area occupied by street furniture is cleaned on a daily basis by premise owners and kept in a fit state at all times. Southwark Council may ask businesses to provide mobile litter bins on the public highway, if required. Waste deposited into such mobile litter bins will be treated as commercial waste, which may incur additional costs.

### Toilets

Existing toilet facilities inside licensed premises must be available for customers; there is no need to provide additional facilities. However this situation will be monitored and the decision may be reviewed and further guidance issued.

### Social distancing and signage

It is the responsibility of businesses to put measures in place to keep customers safe. Signage must be clearly posted within the licenced area; this signage must encourage hand washing and the use of hand sanitiser, reinforce social distancing rules, alert customers to the need to reduce noise and the resulting disturbance to neighbours of the premises. Social distancing must be maintained in accordance with the latest government advice.

### Insurance

Premises must check and confirm that their use of the outside area is covered by appropriate insurance, including public liability insurance. The Licensee must have obtained public liability insurance to the value of £5 million prior to their occupancy of the public highway

### Road Closures

The council will not authorise the closure of any roads for the placement of street furniture by businesses.

### Storage of street furniture

Street furniture should be stored in an appropriate place away from the highway when not in use. No outside area will be permitted for use outside the hours of 08:00 and 22:00 and items should be removed from the highway by 22:00.

### Applications

Most licence applications will be assessed individually. However in areas with a high density of shops/pubs/bars/restaurants applications may need to be assessed cumulatively.

Please read our full [guidance notes](#) for businesses.

## Protecting the health and well-being of residents

We are working with businesses and directly asking residents to act responsibly and considerately as lockdown is eased, and our small enforcement team will be monitoring compliance and behaviours across the borough, in partnership with the police.

It is our expectation that the majority of businesses and patrons will comply with the new regulations; however, in the minority of incidents where this is not the case, the council have put together a plan on how to respond to any breaches to protect the health and wellbeing of our residents, and those using our streets.

From the 4<sup>th</sup> July 2020 licensing officers will check if premises are adhering to the government's social distancing guidance, monitor and respond to complaints from residents about nuisance caused by patrons and respond to any safety concerns (e.g. if a premise is blocking a highway with barriers, or tables/chairs).

The initial approach to licenced premises will be one of **engagement, education and advice** to promote safe practices and reduce the potential for nuisance. We will also find out if premise owners have completed their own risk assessments and discuss what solutions the premises management can introduce to resolve or reduce the impact of their customers on residents. For the very few persistent offenders, where engagement and warnings have not resolved the issues, there are some legislative powers available for enforcement.

If you see any behaviours of concern or if you witness dangerous or illegal behaviour please call the police on 101. If you believe the matter requires an immediate police response call 999.

### Licensing:

If residents have concerns about specific licensed premises then they should contact the Licensing Unit via [licensing@southwark.gov.uk](mailto:licensing@southwark.gov.uk) with full details of their concerns, which will then be investigated and / or directed to the appropriate department. Please note that the Licensing Unit can only provide a reactive service and cannot investigate complaints or concerns at the time that the complaints or concerns are made / raised. Immediate concerns should be raised with the police who have extensive powers including immediate closure that can be invoked.

### Noise Nuisance:

Due to the COVID-19 emergency the Council has reduced the noise nuisance service to fall in line with Public Health England guidelines. This means that the Noise and Nuisance team are unable to offer a call out service or attend when a noise nuisance is occurring; however residents should still contact the Noise and Nuisance Team so that their concerns are logged on the council's database. The Noise Team will look at reports coming in, triage them and refer to officers on the ground as necessary.

Current information regarding reporting noise nuisance is available via: <https://www.southwark.gov.uk/noise-and-antisocial-behaviour/how-to-report-a-noise-problem>. Any complaints regarding noise nuisance from licensed premises should also be copied to the Licensing Unit for our information.

## Street Cleaning:

Street cleaning requests can be made via: <https://www.southwark.gov.uk/street-care/litter-on-streets-and-estates>. Any complaints regarding waste related to licensed premises should also be copied to the Licensing Unit for our information.

## The Night Time Economy Police

The Night Time Economy Police team work very closely with the Licensing team. Visits are made to premises of concern where complaints have been made, or where there has been criminal activity and/or violence. Contact has already been made with some of our more problematical premises to ensure they have plans in place to open safely. The police also have the powers to enforce the Public Space Protection Order which allows them to confiscate alcohol from people in the street if it is considered to be causing anti-social behaviour

## Re-opening our high streets

### Clean streets

The council's street cleaning operations have been scaled back since lockdown, however, the cleaning service has continued to provide daily cleaning in retail areas from 6am to 6pm and mobile teams servicing non-retail/residential areas. We are planning on resuming the full cleaning service from Monday 13<sup>th</sup> July which will see dedicated cleaners replacing mobile teams on non-retail/residential areas. As the hospitality sector reopens, Southwark's Cleaning Teams will monitor the situation and put resources in place to respond to any one-off cleaning issues; we will also liaise with colleagues in Environmental Enforcement if more persistent issues arise.

### Social distancing measures

With the aid of the 'High Street Re-opening Fund' we have implemented additional social distancing measures on various roads across Southwark including Rye Lane, East Street and Walworth Road. From 6<sup>th</sup> July we will be implementing a number of experimental schemes across Southwark to further enhance pedestrian and cyclist safety.

Rye Lane will be closed from the 6<sup>th</sup> July to allow more space for social distancing for shoppers, cyclists and pedestrians. Work is also underway to create more space for pedestrians and cyclists on and around Walworth Road using permeable closures (closures using planters that block motor vehicles but allow pedestrians and bicycles through), which have also been set up in Dulwich Village, on the junctions with Court Lane and Calton Avenue. All of these will allow safe and healthy routes through this area for the thousands of pedestrians and cyclists who use it every day, including shoppers and students accessing the many local schools. Details of all the schemes can be found [here](#).

We have also devised a large number of schemes that will help maintain the 2 metre separation. The schemes vary considerably in scope and extent, from simply removing parking and widening footways, to full road closures.

### Locations affected by proposals

Location	Ward(s)	Proposal	Permanent/ Experimental?	Progress (7 <sup>th</sup> July 2020)
<b>RYE LANE CONTRAFLOWS</b>	Rye Lane	To introduce cycle contraflow lanes on existing one way roads	Exp	Designs currently being safety audited. Next stage will be the traffic order notices
<b>CONSORT ROAD</b>	Rye Lane	To introduce a raised zebra crossing	Perm	Designs currently being safety audited. Next stage will be the traffic order notices
<b>DULWICH VILLAGE</b>	Dulwich Village	To introduce a prohibition of motor vehicles	Exp	Scheme now implemented
<b>MELBOURNE GROVE SOUTH</b>	Goose Green	To close Melbourne Grove at a point between Tell Grove and Ashbourne Grove	Exp	Scheme now implemented
<b>BRAGANZA STREET</b>	Newington	To implement "no motor vehicles" modal filters, one way operation & right turn ban into Braganza St	Exp	Scheme awaiting final agreement with TfL. Expected implementation August.

<b>PULLENS GARDEN</b>	Newington	Implement "no motor vehicles" modal filters at the junction of Amelia and Street Crompton Street, at the junction of Penton Place and Manor Place and on Crompton Street north of the entrance to Clarence Yard	Exp	Currently on hold pending emergency services approval and further discussions with ward councillors.
<b>PASLEY PARK</b>	Newington	Introduce "no motor vehicles" modal filter on Chapter Road north of Carter Street and on Manor Place at the junction of Braganza Street	Exp	Chapter Road to be implemented w/c 6 <sup>th</sup> July, but some changes to the trial will be carried out following cabinet member approval. Manor Place junction Braganza St to be reviewed
<b>CARTER STREET</b>	Newington	Introduce "no motor vehicles" except buses and permitted vehicles at the junction of Carter Street and Penrose Street	Exp	Approved and to be implemented this week
<b>COOKS ROAD</b>	Newington	Introduce "no motor vehicles" modal filter on Cooks Road between Fleming Road and Forsyth Gardens	Exp	Approved and to be implemented this week
<b>MERROW STREET</b>	Faraday	To implement "no motor vehicles" modal filter on Merrow Street just west of the junction with Queens Row	Exp	Approved and to be implemented W/C 20/07/20.
<b>WALWORTH ROAD</b>	North Walworth	To implement permeable closures of the junctions with Browning Street and Larcom Street including the removal of one-way operation on Larcom Street	Exp	Larcom St to be revised and will require further approval before proceeding. Browning Street to be implemented W/C 20/07/20.
<b>EAST STREET</b>	Walworth	To implement permeable closures of the junctions with Blackwood Street and Walworth Place	Exp	Approved and to be implemented W/C 20/07/20.
<b>COMBER GROVE PRIMARY SCHOOL</b>	Camberwell Green	To implement an at any time prohibition of motor vehicles outside Comber Grove Primary School	Exp	Now implemented
<b>GOODRICH PRIMARY SCHOOL</b>	Dulwich Hill	To implement an at any time prohibition of motor vehicles outside Goodrich School	Exp	Issues with full closure that will require a revised IDM report – to be submitted August.
<b>RYE OAK PRIMARY SCHOOL</b>	Rye Lane	To implement an at any time prohibition of motor vehicles outside Rye Oak Primary School	Exp	Now implemented
<b>CAMELOT PRIMARY SCHOOL</b>	Old Kent Road	To implement an at any time prohibition of motor vehicles outside Camelot Primary School	Exp	Now implemented
<b>SOUTHWARK BRIDGE ROAD</b>	Borough & Bankside	Upgrade to Cycle Superhighway 7 along Southwark Bridge Road	Exp	First phase now being constructed. Traffic order making for second phase still to be completed. Second phase expected to commence end of July.
<b>CHAMPION HILL</b>	Champion Hill	Extension of Exp Order	Exp	Extension of existing experimental, no material change required

## Hot spot areas

A list of potential 'hot spot' areas across the borough has also been identified; these areas will be proactively checked by officers. There will also be more randomised checks across the borough more generally. We will also record the activities on the highway and use that information to work out areas of activity that could be controlled by premises having a street furniture licence.

Please see below list of temporary physical measures to aid social distancing which has been put in place in hot spot areas. Please visit <https://www.southwark.gov.uk/health-and-wellbeing/public-health/for-the-public/coronavirus/advice-to-businesses-restarting-work> and select 'Highstreet Activation Map' to view these on a map.

Location	Measures	Feedback
<b>Bedale Street outside 1-5</b>	Install water filled barriers in the carriageway to increase footway width to achieve social distancing	Barriers are being moved and need daily reinstallation
<b>Cathedral Street outside Ahead Bakery</b>	Install water filled barriers in the carriageway to increase footway width to achieve social distancing. Suspending loading bays as footway width is less than 1m wide at this point.	Initial concerns regarding the reduction in carriageway width for vehicle access. No issues reported to date.
<b>Park Street 1-5</b>	Install water filled barriers in the carriageway to increase footway width to achieve social distancing.	Ward councillors raised concerns that area was being used as communal areas to congregate. Barriers were pushed back to the kerb. Reinstalled 3/7/2020 as area was identified as a hotspot for the weekend when businesses reopened.
<b>Stoney Street Outside Monmouth Coffee to 13</b>	Install water filled barriers in the carriageway to increase footway width to achieve social distancing	Concerns with barriers being moved, daily inspections carried out.
<b>Lavington Street 1-11 Europoint House to the junction with Great Suffolk Street</b>	Suspend parking bays and install water filled barriers to provide a wider footway.	No concerns raised, will be reviewed to determine the effectiveness of this measure.
<b>Great Suffolk Street 101-109</b>	Suspend parking bays and install water filled barriers to provide a wider footway in front of the parade of shops.	This measure is deemed to be working well.
<b>Bermondsey Street 159-167</b>	Install water filled barriers in the carriageway to increase footway width to achieve social distancing	Added footway width provided has eased pinch point created by the busy coffee shop
<b>Bermondsey Street 112-118</b>	Install water filled barriers in the carriageway to increase footway width to achieve social distancing	Extra footway width has provided both passing and queueing space.
<b>Bermondsey Street 124-134</b>	Permit holder parking bays suspended. Install water filled barriers in the carriageway to increase footway width to achieve social distancing	Extra footway width has provided both passing and queueing space.
<b>Bermondsey Street outside Woolpack public house to 90</b>	Permit holder parking bays suspended. Install water filled barriers in the carriageway to increase footway width to achieve social distancing	Extra footway width has provided both passing and queueing space.
<b>Bermondsey Street 37-45</b>	Relocate disabled bay and increase footway width by 0.5m by installing water filled barriers.	Passing space provided and working well.

<b>Walworth Road phase 1</b>	Provide 2m markers to aid social distancing for shoppers, suspend loading bays where additional footway width is required.	Eased immediate pressure, barriers were moved by vehicle carrying out deliveries.
<b>Walworth Road phase 2</b>	Suspend loading bay outside Morrison's to increase footway widths by installing water filled barriers	Working well as identified pinch point eased.
<b>Lordship Lane between Hansler Road and Bawdale Street</b>	Water filled barriers installed to increase footway widths.	Issue identified, cyclist using barriers to attach bicycles and trader using area for storing waste. Sign being installed and traders spoken to.
<b>Rye Lane Phase 1</b>	Provide 2m markers to aid social distancing for shoppers	Eased issues resulting for queues for shops.
<b>Rye Lane Phase 2</b>	Installation of temporary traffic lights and the removal of a traffic lane to widen the footways to assist stores in providing social distancing.	Traders removing barriers to receive deliveries, barriers secured together and further monitoring of area carried out.
<b>Rye Lane phase 3</b>	Closure of Rye Lane to vehicular traffic	Ongoing assessment, initial feedback is that traders are concerned about receiving deliveries and lack of busses bringing shoppers to the area.