

Dimitriou Maria: H&F

From: Perez-Trillo Cristina: H&F
Sent: 12 May 2020 16:19
To: 'vincenzo@jacks.london'
Subject: RE: COVID-19 - 152 Wandsworth Bridge Road

Importance: High

Dear Mr Ward,

Apologies, on further review of the licence times, I note sale of alcohol is from 11:30:

Licensing Act 2003: According to our records, the premises benefits from a premises license 2018/01346/LAPR:

- Sale of alcohol – on and off the premises
- Monday to Sunday – **11:30** to 21:00

Kind regards

Cristina Perez

Licensing Compliance & Enforcement Officer

Licensing

The Environment Department

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From: Perez-Trillo Cristina: H&F
Sent: 12 May 2020 16:17
To: vincenzo@jacks.london
Subject: COVID-19 - 152 Wandsworth Bridge Road
Importance: High

Dear Mr Ward,

Thank you for taking my call earlier. I have discussed the matter with police this afternoon and they have confirmed that unfortunately, current public health regulations and guidance have not changed. I've forwarded an email to them with the relevant information. We have also noted the alleged issues at neighbouring premises and will visit to monitor and advise accordingly if necessary.

In accordance with gov.uk, premises may remain open and operational for food/drinks takeaway and delivery, therefore members of the public/delivery drivers can continue to enter premises to access takeaway services. Customers are not permitted to consume food or drinks on site at restaurants, cafés or pubs whilst waiting for takeaway order. Unfortunately businesses are not permitted to provide seating areas, indoors and outdoors, for customers to consume food and drink on. (I understand that the tables/chairs outside are fixed, customers must be discouraged from using the area – signs/taped off/staff engagement).

If you have any queries concerning any of these matters, please do not hesitate to contact me.

Relevant Links:

Regulations 2020 (please see section 4): <http://www.legislation.gov.uk/ukxi/2020/350/made>
Guidance (GOV.UK) : <https://www.gov.uk/government/publications/further-businesses-and-premises-to-close/further-businesses-and-premises-to-close-guidance>

Licensing Act 2003: According to our records, the premises benefits from a premises license 2018/01346/LAPR:

- Sale of alcohol – on and off the premises
- Monday to Sunday – 11:00 to 21:00

Due to the current public health situation, premises are currently not permitted to operate for off sales. The license is still subject to terms and conditions. (List of conditions are outlined on Annex 1 & 2 & 3 of the license).

(Note: If you are providing hot food/drinks, this is only permissible up until 23:00 Monday-Sunday).

Social distancing – Covid 19

Please see the following essential information around social distancing rules, and food safety advice.

Customers:

- Only allow one customer in at a time
- Customers who are waiting for takeaways wait outside following the 2 meter rule.
- Only take orders online or by telephone. Signage will help with this.
- Consider staggered collection times - customers should be discouraged from entering the premises until their order is ready.
- Customers arriving without having already placed an order should be encouraged to leave the premises to place their order by telephone or online, and to return at a designated time for collection.
- When orders are ready customers should enter one at a time to collect orders.
- Do not let customers eat or drink in your business or sit on chairs outside (remove these if possible)

Staff:

- Staff must stay 2 meters away from each other at all times. You may need to review and rearrange the work area to achieve this, for example, you may need to allocate separate serving counters to individual staff.
- Staff should be reminded to wash their hands regularly using soap and water for 20 seconds and particularly after blowing their nose, sneezing or coughing.
- To protect your staff, you should remind colleagues daily to only come into work if they are well and no one in their household is self-isolating.

Drivers:

- Do not have more than one driver in your shop if they can't follow the 2 meter rule
- Drivers must also follow the 2-meter rule- this applies inside and outside your shop.

Payments:

- Encourage the use of contactless payments where possible, without disadvantaging older or vulnerable customers.
- Businesses are encouraged to take orders online or by telephone, ordering in advance is strongly encouraged to avoid waiting in.
- No orders should be taken in person on the premises - this should be communicated to customers by appropriate means such as signage.

Queuing:

- Businesses should discourage crowding outside the premises.
- Where possible provide signage telling your customers to keep 2 meters apart when queuing outside
- Consider marking spaces on the pavement outside your shop using tape

Website:

- Consider updating your website to tell your customers how to place an order.

Food safety advice

- Suppliers: You must continue to ensure that you are supplied by a reputable food supplier. Ensure you keep copies of all delivery receipts.
- Stock control: Rigorously check the Use By dates on all food deliveries along with the temperature of the delivery.
- Cleaning:
 - o Please continue to regularly clean and where appropriate sanitize your food rooms and food preparation surfaces. Use disposable cloths where possible.
 - o Try to ensure that you have a sufficient supply of cleaning materials available.
 - o Wearing gloves is important, but you must wash your hands regularly using hot water and soap.
- Separation: Provide separate areas, clearly marked, for raw and cooked food preparation.
- Temperature control: Continue to closely monitor and record your high-risk food cooking temperatures and fridge/freezer temperatures.
- Pest activity: Regularly check your food business for signs of pests. This includes any outside areas, in storage areas etc.
- External areas: Ensure that all outside areas are kept clean and tidy. It is vital now that food waste is properly stored in secure bins/receptacles.
- Training: You may be reliant on temporary staff. Ensure that they are properly trained/instructed in food hygiene before they start working.
- Allergens: If you have a website or other forms of advertising, you must clearly communicate that customers should ask about allergies and intolerances when they order.

You can find further advice in the following documents:-

<https://www.gov.uk/government/publications/covid-19-guidance-for-food-businesses/guidance-for-food-businesses-on-coronavirus-covid-19>

<https://www.cieh.org/media/4070/covid-19-food-delivery-and-takeaway-guidance.pdf>

Kind regards

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