

Reopening: Getting your Business Ready



North Somerset

www.innorthsomerset.co.uk



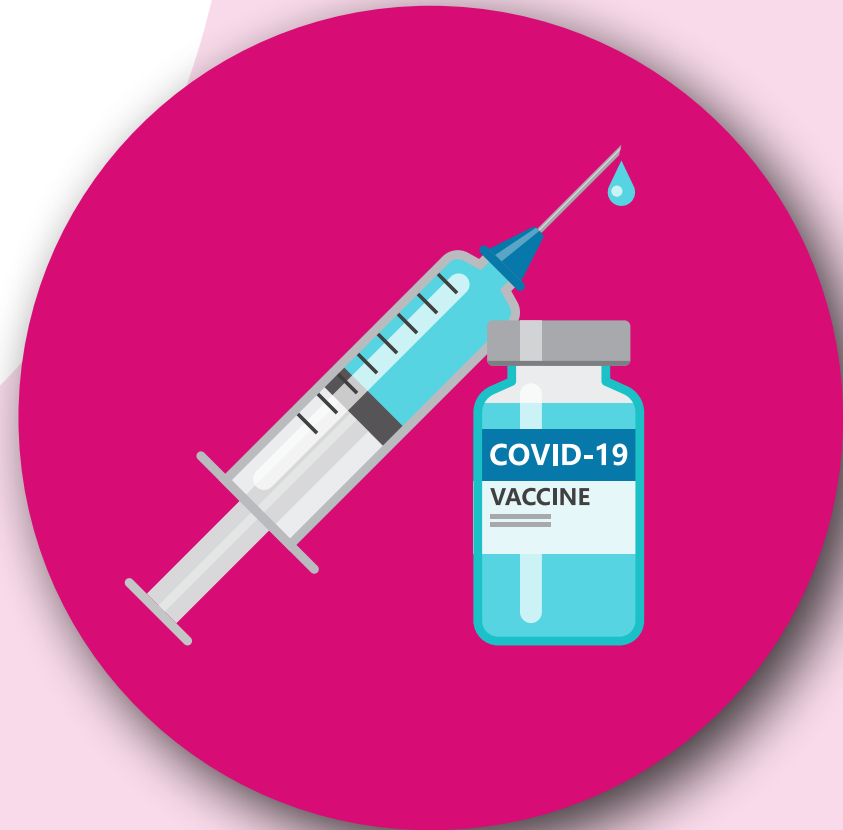
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Introduction

As lockdown restrictions are eased through the 4 Steps from March to June, and with some businesses reopening for the first time in months, we've created this guide to help your business stay Covid secure and play its part in the county's economic recovery.

We will keep this guide up to date with the latest advice and information but if you spot an error or gap in our information please let us know by emailing business@n-somerset.gov.uk



Reopening and Operating your business

Working safely during coronavirus

The government has produced guidance for those not able to work from home. This guidance will also help you to plan for reopening when permitted and will be updated regularly.

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>

The guidance covers the following settings:

- Close contact services
- Construction and other outdoor work
- Factories, plants and warehouses
- Heritage locations
- Hotels and other guest accommodation
- Labs and research facilities
- Offices and contact centres
- Other people's homes
- Performing arts
- Providers of grassroots sport and sport facilities
- Restaurants, pubs, bars and takeaway services
- Shops and branches
- Vehicles
- The visitor economy



Reopening businesses and venues

Restrictions are lifting in England in accordance with the government's four-step roadmap.

The four steps are summarised below with the full details provided here [Reopening businesses and venues - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

The new legislation relating to these steps, the Health Protection (Coronavirus, Restrictions) (Steps) (England) Regulations 2021, is available here <https://www.legislation.gov.uk/uksi/2021/364/contents/made>



Step 2

from 12th April

Business & activities

Opening of non-essential retail; personal care premises such as hairdressers & nail salons; & public buildings, including libraries & community centres. Most outdoor attractions & settings will also reopen including outdoor hospitality venues, zoos, theme parks, & drive-in cinemas.

Hospitality venues will be allowed to serve people outdoors at Step 2 & there will be no need for customers to order a substantial meal with alcoholic drinks & no curfew, although customers must order, eat & drink while seated ('table service').

Wider social contact rules will apply in all these settings to prevent indoor mixing between different households.



Step 3

no earlier than
17th May



Social contact

As part of Step 3, no earlier than 17th May, the government will look to continue easing limits on seeing friends & family, allowing people to decide on the appropriate level of risk for their circumstances. This means that most legal restrictions on meeting others outdoors will be lifted - although gatherings of over 30 people will remain illegal. Indoors, the Rule of 6 or 2 households will apply - we will keep under review whether it is safe to increase this.

Business & activities

Most businesses in all but the highest risk sectors will be able to reopen. In all sectors, COVID-secure guidance will remain in place & businesses may not cater for groups bigger than the legal limits. Indoor hospitality will reopen and, as in Step 2, venues will not have to serve a substantial meal with alcoholic drinks; nor will there be a curfew. Customers will, however, have to order, eat & drink while seated.

Other indoor locations to open up in Step 3 include indoor entertainment venues such as cinemas & children's play areas; the rest of the accommodation sector, including hotels, hostels & B&Bs; & indoor adult group sports & exercise classes.

The government will also allow some larger performances & sporting events in indoor venues with a capacity of 1,000 people or half-full (whichever is a lower number), & in outdoor venues with a capacity of 4,000 people or half-full (whichever is a lower number). In the largest outdoor seated venues, where crowds can be spread out, up to 10,000 people will be able to attend (or a quarter-full, whichever is lower).

Review of social distancing

Finally, before Step 4 begins, the government will complete a review of social distancing & other long-term measures that have been put in place to cut transmission. This will inform decisions on the timing & circumstances under which the rules on 1 metre plus, the wearing of face coverings & other measures may be lifted. This will also inform guidance on working from home – which should continue wherever possible until this review is complete.



Social contact

By Step 4 which will take place no earlier than 21st June, the government hopes to be able to remove all limits on social contact.

Business, activities & events

Reopening remaining premises, including nightclubs, & easing the restrictions on large events & performances that apply in Step 3. This will be subject to the results of the Events Research Programme to test the outcome of certain pilot events through the spring & summer, involving trialling the use of testing & other techniques to cut the risk of infection.

Step 4

**no earlier than
21st June**



Looking after your staff and customers

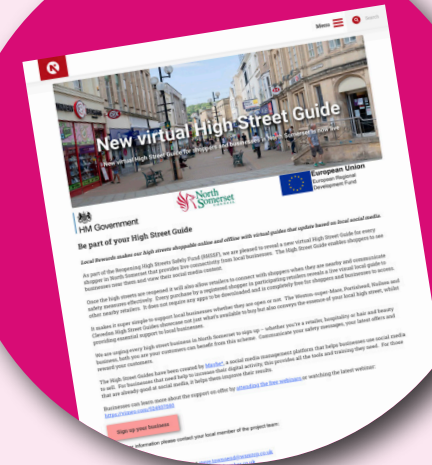
Technical information about looking after your staff and customers is provided in the working safely guidance here <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19> but also consider the following.

Staff

Some of your staff will be apprehensive about coming back to work while others will relish it. Their expectations around work, how they fulfil their role, and how they reconcile work and domestic responsibilities may have changed which may result in improved productivity.

The key is to keep your lines of communication open at all times. Your risk assessment will highlight what steps you should take to protect your staff. Protecting the mental health of your staff should always be a priority - be proactive in signposting to places where they can get support like this NHS website [Every Mind Matters | One You \(www.nhs.uk\)](http://www.nhs.uk) and the government site here [Guidance for the public on the mental health and wellbeing aspects of coronavirus \(COVID-19\) - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

ACAS have also produced useful guidance on returning to the workplace <https://www.acas.org.uk/working-safely-coronavirus/returning-to-the-workplace>



Virtual High Street Guide

To help you engage with your customers over this time and into the future North Somerset Council is working with Maybe Solutions to support you and your business. Retailers located on the high street or similar location in Nailsea, Weston-super-Mare, Portishead or Clevedon are encouraged to take part in the Reopening the High Streets Safely social media training and support programme which also includes a Local Rewards scheme and a Virtual High Street Guide. This will help you engage with your customers, whether or not your premises can open, and you'll be kept up to date with safety information. Visit <http://innorthsomerset.co.uk/new-virtual-high-street-guide/> for more information.

Customers

Customers are at the heart of every business and the way you communicate with them says a lot about how you value their custom. Removing any anxiety is key to them returning, however, you will need to operate slightly differently than the way you did at the end of the first lockdown. As mixing indoors will still not be permitted until at least 17th May, this means non-essential retail stores will only be allowed to serve customers visiting alone, or with their household group. Past this date, the rule of six will be brought back in to enable customers to mix indoors.

Businesses outside of retail will require a Track and Trace for every patron, this is a change from the previous way Track and Trace operated. Visitor details can be recorded on paper or via QR code. To create a QR visit: <https://www.gov.uk/create-coronavirus-qr-poster>

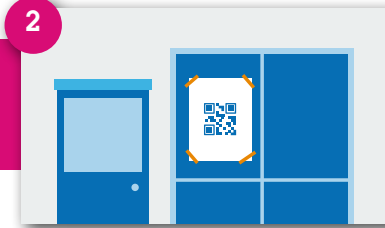


Hospitality Fact Sheet Venue Check In Regulations



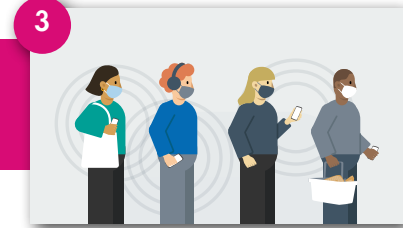
1 Display an NHS QR Code poster and have a logbook for contact details

You are required by law to ask people to check in to your venue. You must also keep a record of times your staff are at the venue, and their contact details. This will allow individuals to receive public health advice quickly, helping to stop the spread of the virus.



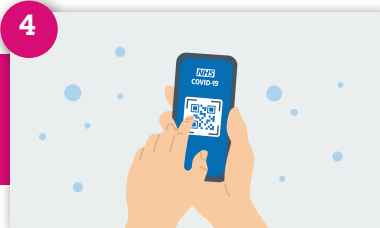
2 Make sure your NHS QR code poster is visible and obvious

The poster should be displayed in a clear, visible and accessible location near the entrance for all visitors and staff to see easily.



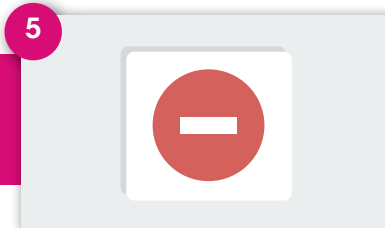
3 You must ask all visitors and customers to 'check in' to your venue

Individuals can scan the NHS QR poster with their NHS COVID-19 app (a quick and easy way to check in anonymously) or provide their name and number.



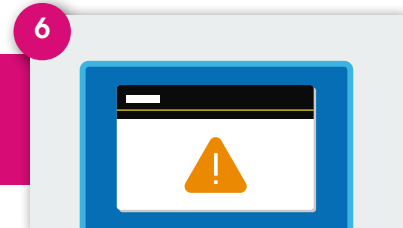
4 Rules for individuals visiting your premises

You are required to make sure that all individuals check in. If there is a group of people, every individual must scan the NHS QR code poster or leave their name and number. Children under the age of 16 are not included.



5 Legal duty and refusal of entry

You are required to take all reasonable steps to deny entry to any person that refuses to check in.



6 Venues will face financial penalties if ignored

Failure to take these steps could result in a £1000 penalty. Checking in to venues is essential to support NHS Test and Trace and reduce the transmission of coronavirus.

Making the towns run more smoothly

Toilets

Toilets in North Somerset are operated by the relevant Town or Parish Council or by North Somerset Council through Healthmatic. The details of all the public toilets in North Somerset are listed here:

<http://www.n-somerset.gov.uk/directories/public-toilets>

Car parks

Details of the car parks that are open together with bus information is available here <https://www.n-somerset.gov.uk/my-services/community-safety-crime/emergency-management/emergency-closures/travel-roads>

Car parks operated by North Somerset Council, their locations, restrictions, fees and how to buy permits are available here <https://www.n-somerset.gov.uk/my-services/parking-travel-roads/parking-access/car-parks>

Outdoor eating

The government will extend pavement licenses for a further 12 months allowing hospitality venues to serve people outdoors. Outdoor eating is permitted from 12th April. See Licensing section below for the link to the Licensing team.

Also planning permission will not be required for communities to hold outdoor events, pubs to erect marquees for up to two months, or for venues to provide takeaway services.

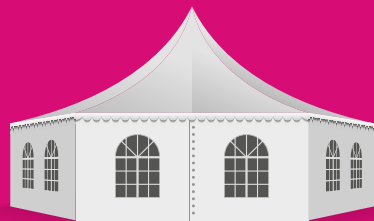


Using temporary outdoor structures

Many businesses will be using temporary outdoor structures for customers with the lifting of some of the coronavirus restrictions. These may be gazebos, canopies, marquees, pods etc, and there may also be the addition of electricity for lighting, or various forms of heating.

To conform to the latest COVID guidance and legislation the structure must comply with the definition of an 'outdoor space'. The definition of outdoor space is taken from the Health Act 2006, much like the requirements for smoking shelters. All structures must be at least 50% open on the sides and this must not take into account openings that can be opened or closed, such as doors and windows. The structure should also not be within 1.5 metres of a wall as this is no longer considered open due to the impact on ventilation.

It is vital that all structures used by the public are so far as is reasonably practicable, safe, particularly in case of fire or adverse weather, and that procedures are in place to protect the public and staff in these circumstances.



The main areas to consider are:

- **Design:** The design and suitability of a fabric structure should be one that is compliant with the relevant British Standards for commercial use, or for complex structures approved by a qualified structural engineer.
- **Anchorage:** Anchors are critical to stability and safety, suitable anchorage will depend on type of soil, water penetration, inclination of the anchor, depth or the suitability of heavy ballast weights. Tripping hazards need to be considered with anchor points.
- **Thorough examination and inspection:** fabric structures are generally seasonal, and so examination for refurbishment, repair and renewing is critical, and should be recorded in writing. On erection it should be examined by a competent person following a safety checklist.
- **Stability:** Roof and wall bracing are an integral part of most frame structures and must be fitted to any installation in accordance with the manufacturer's instructions. Wind load, ponding on roofs, ground conditions, and ongoing maintenance all need to be considered.
- **Weather conditions:** Continual reference should be made to weather forecasting services, particularly in the more inclement months and on exposed sites. Actions for withstanding high winds need to be prepared, and structures made safe by lowering or removing covers where necessary.
- **Fire Safety:** Obligations under The Regulatory Reform (Fire Safety) Order 2005 apply and a risk assessment must be prepared in this regard. It should include (but not be limited to) details of the fire retardancy of the fabrics, consideration of proximity to other building/heat sources, firefighting equipment, and fire escape routes.



- **Capacity and Furniture:** Coronavirus requirements must be adhered to in respect of capacity and the placing of furniture. Consideration must also be given to fire safety and escape, as above.
- **Lighting:** Lighting must conform to safety regulations and be suitable for outdoor use if it is unprotected. All fixtures must be secure and safe from tampering with no exposure to live parts. Power supplies must be sufficient to cope with the electrical demand, with no overloading of components. Any cables or trailing leads must not cause tripping or other hazards to staff or members of the public.
- **Heating:** All means of heating other than electrical should be indirect type heaters – i.e. those with an exhaust system, sited externally and ducted with flame retardant hosing. Care must be taken that exhaust fumes are not allowed to enter the structure. All heaters should conform to relevant national standards. Spare containers of LPG should be stored at least 6m from any structure and protected from interference and accidental leakage and, where grouped, should be locked together. Use of naked flames (e.g. candles) within a structure requires an adequate risk assessment.
- **General awareness - Points to note:** No dangerous or combustible or toxic gases or other products such as aerosols, pyrotechnics or explosives should be stored within a fabric structure. To prevent the risk of fire, grass and vegetation around the footprint together with an adequate working area should be trimmed. The site should be distanced from overhead power lines etc. Potential snow load must be considered – very few temporary structures are designed to cope with snow load. Rubbish should not be allowed to accumulate under any raised platform. Exit routes should be kept free from obstructions at all times.

NO MODIFICATIONS SHOULD BE MADE TO THE STRUCTURE.

Further information can be found on the HSE website at:

<https://www.hse.gov.uk/event-safety/temporary-demountable-structures.htm>

And in the MUTA best practice guide:

<https://www.muta.org.uk/MUTAMembers/media/MUTAMembersMedia/PDFs/MUTA-s-Best-Practice-Guide-v2.pdf>

Guidance on completing a fire safety risk assessment can be found here:

<https://www.gov.uk/government/publications/fire-safety-risk-assessment-5-step-checklist>

And a general health and safety risk assessment here:

<https://www.hse.gov.uk/simple-health-safety/risk/index.htm>

A-boards

The council has an A-board policy which states that premises must not have more than one item. A-boards must abut the front of the property and not obstruct pedestrian routes or present a hazard for those with impaired mobility. In addition A-boards must not impinge on social distancing measures.

Pavements, travel and car parking

Temporary measures have been introduced to support social distancing to ensure everyone's safety. This includes wider pavements, quieter roads, and more space for walking and cycling.

<https://www.n-somerset.gov.uk/my-services/community-safety-crime/emergency-management/emergency-closures/travel-roads/pandemic-changes-road-space>

Information about travel and parking is available here:

<https://www.n-somerset.gov.uk/my-services/community-safety-crime/emergency-management/emergency-closures/travel-roads>

Regulatory information

Licensing

The council's licensing team is available for advice and support for licenses and permits. Further information is available here: <https://www.n-somerset.gov.uk/business/licences-permits>

Environmental health

North Somerset's environmental health team can provide practical advice to help you reopen and trade safely. They can advise on legal compliance and signpost you to government and trade guidance. Environmental Health also advise on food and health and safety to noise and pest control.

For further information <https://www.n-somerset.gov.uk/business/environmental-health>

Security

When to call 101

Call **101** when reporting a crime and other concerns that don't require an emergency response. You can also report a crime online.

When to call 999

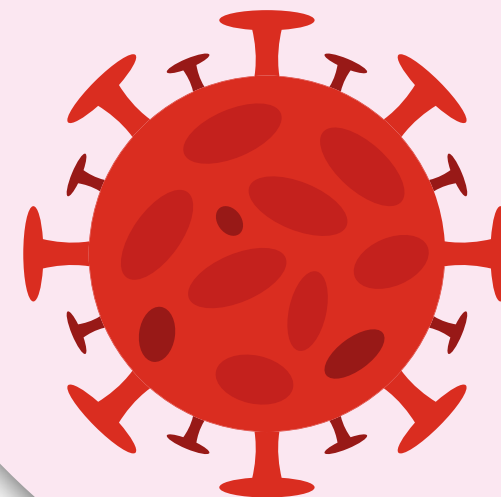
Always call **999** when it is an emergency such as when a crime is in progress, someone suspected of a crime is nearby, when there is danger to life or when violence is being used or threatened.

Weston-super-Mare Town Centre Partnership

The partnership works with North Somerset Council, Weston Town Council, local businesses, Avon and Somerset Constabulary and other agencies to manage the town centre area both day and night. Weston TCP also work closely with surrounding areas including retail outlets at Worle, Marchfields Way, Clevedon, Nailsea and Portishead to help to reduce crime over North Somerset.

The partnership operates a membership-based radio link scheme across each town centre between businesses, the police and CCTV operators. Further information is available here [Read about Radio Link](#). Weston also has a Child Safe scheme; find out more here: [Child Safe](#)

Safer and Stronger North Somerset provides crime prevention advice and what to do as a victim of crime and where to get help and advice. During office hours they can be contacted on **01934 426752**. If you need to contact North Somerset Council in an emergency outside office hours call **01934 622669**. For further information visit <https://saferstrongerns.co.uk/contact-us-report-it/report/>



Street cleaning, waste removal and trade waste

Business owners or managers have a legal responsibility to make sure any waste produced by their business is stored, managed and disposed of in accordance with Section 47 of the Environmental Protection Act 1990.

North Somerset Council has a commercial waste service with competitive pricing and no VAT to help businesses dispose of their waste and recycling correctly. For a quotation or for more information, contact us at commercialwaste@n-somerset.gov.uk

Further information on business is available here <https://www.n-somerset.gov.uk/my-services/bins-recycling/waste-collections-businesses>

North Somerset Council cleans public roads and pavements, removes litter from public places and sprays verges and pavements with weed killer. Private land is the responsibility of the landowner. Further information is available here <https://www.n-somerset.gov.uk/my-services/parking-travel-roads/street-cleaning/keeping-streets-clean> where you can also report safety issues such as syringes in a public place.

The council also remove graffiti from our land and property and takes steps to prevent it happening again. We try to respond to your reports within seven days and remove abusive or offensive items as a priority. We also make sure evidence of graffiti is given to the police. To report graffiti <https://www.n-somerset.gov.uk/my-services/parking-travel-roads/street-cleaning/graffiti>

Anti-social behaviour

Anti-social behaviour is anything which causes (or is likely to cause) harassment, alarm, or distress to one or more people not in the same household. This can include aggressive behaviour, swearing in public, begging, graffiti and busking.

In most cases, you will call 101 to report this type of behaviour and, even though it is unlikely you will get an immediate response, it is important that a record is made of these instances for future reference. If you or a member of your staff feel threatened call 999. You can also report anti-social behaviour to the council online here <https://www.n-somerset.gov.uk/my-services/community-safety-crime/anti-social-behaviour>



Business support

The following is a list of resources for your business you might find useful.

Budget 2021: What you need to know

<https://www.gov.uk/government/news/budget-2021-what-you-need-to-know>

Tourism

Learn from others in the tourism sector about how they're adapting to operate in a Covid-secure way. Visit Britain's reopening case studies: | VisitBritain

New Virtual High Streets Guide

As part of the Reopening High Streets Safely Fund (RHSSF) a new virtual High Street Guide has been set up for every shopper in North Somerset enabling shoppers to see businesses near them and view their social media content. Retailers can connect to shoppers and communicate safety messages. The Guide is completely free for shoppers and businesses to access.

We are urging every high street business in North Somerset to sign up – whether you're a retailer, hospitality or hair and beauty business, both you and your customers can benefit from this scheme. Communicate your safety messages, your latest offers and reward your customers.

For further information visit

<http://innorthsomerset.co.uk/new-virtual-high-street-guide/>



Food businesses

Food Standards Agency, (reopening checklist for food businesses during COVID-19), <https://www.food.gov.uk/business-guidance/reopening-checklist-for-food-businesses-during-covid-19>

Food Standards Agency, (support for food businesses during Covid), <https://www.food.gov.uk/here-to-help-food-businesses>

FoodWorks, (food and drink manufacturing support and advice), <https://www.foodworks-sw.co.uk/>



Shop Local E-Commerce Sites

Made in North Somerset (quality artisan products made in North Somerset), <https://made.innorthsomerset.co.uk/#/> , hello@wearelocals.co.uk

We are Nailsea <https://wearenailsea.co.uk/#/>

Shop Local Weston-super-Mare <https://shoplocalwsm.co.uk/#/>

We are Portishead <https://weareportishead.co.uk/#/>

Discover Clevedon <https://www.discoverclevedon.co.uk/>

Shop Front Enhancement Scheme

Weston-s-Mare Heritage Action Zone Shop Front Enhancement scheme, (support for upgrading shop fronts in Heritage Action Zone), <https://www.n-somerset.gov.uk/business/regeneration-development/weston-super-mare-town-centre-regeneration/heritage-action-zone>

<https://www.n-somerset.gov.uk/sites/default/files/2020-03/Shopfront%20design%20guide%20adopted.pdf>

Weston.RegenerationTeam@n-somerset.gov.uk

Tax Reliefs on Capital Asset Investments

New temporary tax reliefs on qualifying capital asset investments from 1 April 2021 - GOV.UK (www.gov.uk)

Regulatory guidance

Better Business for All, <https://www.wearegrowth.co.uk/services/better-business-for-all-bbfa/>

Business grants

Innorthsomerset (North Somerset Council Economy Team), <https://innorthsomerset.co.uk/covid-19-support/small-business-grants-information/>

Business support and training

North Somerset Enterprise Agency (business support and start-up courses), <https://northsomersetenterpriseagency.co.uk/>

Growth Hub, (signposting and business advice) <https://www.wearegrowth.co.uk/> <https://bit.ly/2Y7GAhf>



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www.innorthsomerset.co.uk

