

**Standard Operating Procedure (SOP)**  
**Covid-19 Prevention and incident/Outbreak Management**  
**Businesses: Hospitality Venues v1**

Version Number	Change made	Date
Final version 1	Adopted by	

The following summarises roles and responsibilities of agencies in the prevention of and response to outbreaks of COVID-19 in Hospitality settings in Havering and sets out the actions LBH will undertake.

This SOP will be updated to reflect any changes/strengthening of arrangements, including lessons learned from responding to incidents/outbreaks (locally / regionally / nationally).

This SOP will be formally reviewed on an annual basis, commencing from the date of initial approval and adoption. Additional reviews will be undertaken as necessary in response to statutory requirements, government guidance and developing COVID-19 outbreak control best practice.

Businesses: Hospitality: premises providing hospitality include:

- Public Houses
- High St Restaurants
- Cafes
- Restaurants in Golf Clubs etc.
- Wedding Venues

<b>Oversight/Implementation of SOP</b>	
Bronze Group Ownership	
CLT lead	
Relationship manager (LBH officers leading role in communicating with settings)	
Public Health lead officer(s)	
Public Protection lead officer(s)	
Who holds contact details (including OOH contact details for settings)?	

<b>Data and reporting</b>	
Data in CTAS and HPZone systems	LCRC / PHE

## OFFICIAL SENSITIVE

Reports (from CTAS and HPZone) provided to local authorities [DN timescales]	LCRC / PHE
Public Protection Premises APP database	LBH PP
Business Rates database	LBH

## 1. Prevention and early intervention

This section sets out actions required to reduce the risks of outbreaks in these settings.

	<b>Actions</b>	<b>Responsible Organisation</b>
1.1	Maintain up to date lists and contact details of hospitality venues operating in Havering.	LBH Public Protection
1.2	Continue to engage and build relationships with hospitality venues and maintain logs of concerns and issues to inform both the communication strategy and future activity.	LBH Public Protection
1.3	Provide guidance to hospitality venues on undertaking Covid-19 risk assessments and implementing COVID 19 secure measures. ‘Businesses are continuously reminded of the need to act COVID secure through routes including: <ul style="list-style-type: none"> <li>• Information in business newsletters</li> <li>• Phone call engagements</li> <li>• Webinars</li> <li>• Posters</li> <li>• Online communications</li> <li>• Inspection Visits</li> <li>• Monitoring Visits</li> </ul>	LBH Public Protection
1.4	Provide assistance to hospitality venues to enable them to access resources such as posters and signage including, if appropriate, providing resources in languages other than English.	LBH Public Protection
1.5	Monitor compliance with COVID 19 secure guidance across hospitality venues in Havering.	LBH Public Protection
1.6	LBH is the health and safety enforcing authority for hospitality venues. Include Hospitality venues in a proactive inspection programme based on COVID 19 risk.	LBH Public Protection
1.7	Undertake enforcement action in accordance with the enforcement policy in hospitality venues based on the LBH enforcement policy.	LBH Public Protection
1.8	Respond to enquiries relating to COVID 19 security within hospitality venues.	LBH Public Protection
1.9	Create an Outbreak Control communications strategy to describe communications/engagement with hospitality venues.	LBH Comms

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1.10	Where appropriate, provide assistance to hospitality venues to enable them to access COVID 19 security training.	LBH Public Protection
1.11	When infection levels are at a <b>trigger point</b> as stated in the Community Outbreak SOP: <ul style="list-style-type: none"> <li>○ Public Protection to escalate enforcement action in relevant settings if appropriate in accordance with PP Enforcement Policy.</li> <li>○ Where closure of a premises is indicated as necessary and proportionate and in accordance with PP Enforcement Policy, Public Protection to consult DPH re formal assessment of seriousness of risk of infection, and then legal department for sign off.</li> </ul>	LBH Public Protection
1.12	In accordance with the PP Outbreak Control Service Plan and with reference to the Community SOP prioritise the use of resources, including wider LBH staff workforce.	LBH Public Protection
1.13	Encourage hospitality venues to advise LBH if their staff, customers, a subcontractor staff member, supplier staff member etc. develops Covid-19 symptoms.	LBH Public Protection
1.14	LCRC to notify DPH in the event of an outbreak associated with the hospitality setting.	LCRC
1.15	Encourage where possible employees and members of the public to submit concerns concerning COVID-19 security. This can be through existing channels and ongoing promotion of awareness and developing guidelines.	LBH Public Protection
1.16	Public Protection to share a weekly report to the COVID Compliance Working group including: <ul style="list-style-type: none"> <li>○ The number of formal COVID-19 Secure inspections undertaken.</li> <li>○ The number of COVID-19 Secure monitoring and advisory visits undertaken.</li> </ul> Any areas of particular concern.	LBH Public Protection

## 2. Incident Response

This section sets out actions required in the event of the following concerns:

- 2.1 One member of staff or customer becomes symptomatic
- 2.2 Once case of COVID-19 is associated with a setting.
- 2.3 Outbreak – two or more cases

<p><b>2.1 If the Local Authority is made aware of staff or visitor to the setting becoming symptomatic, in or outside hospitality setting</b></p>
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	<b>Actions</b>	
2.1.1	<p>When advised by hospitality setting of symptomatic individual, advise setting to follow national guidance:</p> <ul style="list-style-type: none"> <li>• Ask the setting to ensure the individual leaves the premise and returns home to following the guidance about avoiding public transport etc. and then the stay at home guidance.</li> <li>• Recommend the individual books a test for themselves.</li> <li>• Refer employer to relevant national guidance for premises and stay at home guidance.</li> </ul>	Public Protection
2.1.2	<p>When awaiting results of the test:</p> <ul style="list-style-type: none"> <li>• Maintain contact with setting until results are known</li> </ul>	Public Protection
2.1.3	<p>If a staff member of a setting returns a positive test result:</p> <ul style="list-style-type: none"> <li>• Inform them to comply with NHS Test and Trace</li> <li>• Reassure them they will not be immediately closed due to the case</li> <li>• Provide advice, support and further signing posting to enable individuals to isolate.</li> <li>• Proceed to 2.2</li> </ul>	Public Protection Public Health

<b>2.2 In the event the LA is notified of one case of COVID-19 being associated with a setting</b>		
	<b>Actions</b>	<b>Who Responsible</b>
2.2.1	Contact positive case and trace close contacts	NHS Test & Trace
2.2.2	Escalate to LCRC for monitoring purposes	NHS Test & Trace Public Health
2.2.3	<p>LCRC to:</p> <ul style="list-style-type: none"> <li>• Undertake further contact tracing where required</li> <li>• Gather information and undertake risk assessment</li> <li>• Advise setting on infection control measures, manage cases and contacts</li> <li>• Advise DPH</li> </ul>	LCRC
2.2.4	<p>If LCRC inform LBH of the case associated:</p> <ul style="list-style-type: none"> <li>• Public protection to support with COVID compliance work</li> <li>• Public protection to visit premise</li> </ul>	LCRC Public Protection
2.2.5	<p>LCRC will recommend to DPH if any further action is necessary. If this is the case:</p> <ul style="list-style-type: none"> <li>• Proceed to 2.3</li> </ul>	DPH

<b>2.3 Outbreak associated with a setting (2 or more cases)</b>		
	<b>Actions</b>	

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2.3.1	If the Local Authority identifies an association between cases then escalate to LCRC.	DPH
2.3.2	Escalate to LCRC	NHS Test & Trace
2.3.3	LCRC to <ul style="list-style-type: none"> <li>• Undertake further contact tracing where required</li> <li>• Gather information and undertake risk assessment</li> <li>• Advise setting on infection control measures, manage cases and contacts, and arrange testing</li> <li>• Provide information materials to setting</li> <li>• Advise DPH</li> </ul>	LCRC
2.3.4	Consider forming an Incident Management Team (IMT), as per Outbreak Control Plan. LCRC likely to be lead agency.	LBH DPH LCRC
2.3.5	LBH Communications to respond as per Communications Strategy. IMT to decide if LBH Communications Crisis Cell is necessary. The following is exemplar material to take place as laid out in the Communications Strategy: <ul style="list-style-type: none"> <li>• Distribute a suite of crisis response assets - posters, leaflets and digital</li> <li>• Respond to press enquiries</li> <li>• Use council primary corporate channels and community social media groups to increase awareness when necessary.</li> <li>• Advising leader of the council and the lead member for Health and Wellbeing of the incident.</li> </ul>	LCRC LBH Comms
2.3.6	Support individuals to isolate including signposting to sources of support	LBH Community Voluntary Bronze
2.3.7	Request mobile testing unit near setting, if required	LBH DPH
2.3.8	Organise mobile testing unit as per DPH request	Emergency Planning
2.3.9	Consider advising health providers, including GPs and pharmacists in the area if appropriate	LBH DPH
2.3.10	Recommend ongoing control measures to the setting and reinforce prevention messages. Undertake visits as appropriate to ensure COVID secure compliance. Where necessary take action in accordance with the COVID-19 enforcement policy.	LCRC LBH Public Protection

**Financial costs associated with the activation of this SOP will be charged to the service COVID-19 cost centre**

### Abbreviations and Acronyms

LBH – London Borough of Havering

**PP – Public Protection**

**PH – Public Health**

**PHE – Public Health England**

**LCRC – London Coronavirus Response Cell**

**DPH – Director of Public Health**

**CLT – Corporate Leadership Team**

**CTAS – Contact Tracing Advisory Service**

**SOP – Standard Operating Procedure**

**OCP – Outbreak Control Plan**

**OOH – Out-of-Hours**