

New pavement licence for outdoor tables and chairs.

Guidance from Better Bankside

Better Bankside has been working in partnership with Southwark Council, TfL and others to ensure that Bankside can safely welcome people back.

A number of measures have been implemented to increase the capacity of our public realm, including on Borough High Street, Southwark Street and Great Suffolk Street, to allow space for physical distancing and cyclists.

We are implementing additional practical measures to complement this. You'll notice on-street pedal powered hand sanitiser stations and floor vinyls to encourage people to socially distance when out and about. Better Bankside has partnered with an online ordering system to offer Bankside's businesses help reopening safely and reduce queuing in the area.

New pavement licence

Government has streamlined the planning and licensing process for the use of outdoor space by combining them into a “pavement licence”. We want to support our licensed businesses to get operations up and running smoothly and have produced this additional guidance to help support members through this process and signpost you to relevant information on-line.

Standard conditions imposed by Southwark Council are outlined [here](#) on their application form. With Covid-19 restrictions in place and an increased demand on the public realm, we have published some additional guidance to ensure our area is managed with a code of good practice to the benefit of all.

An overview of the new pavement licence guidelines

- The new legislation will fast-track tables and chairs licences
- It will allow for alteration of existing tables and chairs licence
- There will be a reduced flat fee of £100
- There is guidance for tables and chairs on private land
- There is guidance for tables and chairs on the highway





Summary of Southwark Council process

Application and consultation

There is a requirement for a consultation with new and amended pavement licence applications. This takes five working days.

The process is as follows:

Day 0:

Premises submits a pavement licence application to the Council online <https://www.southwark.gov.uk/business/licences/roads-and-highway/licences/pavement-licences> and displays a notice that is visible outside the premises. The notice will be produced by the application system for you to print off. The consultation starts the working day after the application is submitted.

Working day 1 - 5:

- The consultation lasts for 5 working days. The notice must be kept visible from outside the premises at all times.
- The Council sends the notice to relevant authorities via email to allow for representations to be made.

Working Day 6 - 10:

- The Council assesses the application, reviews any representations and recommends any extra conditions or reasonable adjustments to the application. A site meeting may be requested if it has not already been carried out.
- The Council inform the premises of the result. The licence will be granted, with additional conditions or will be refused for reasons that will be clearly explained. If the Council does not respond to the application by the end of day ten the licence is deemed to have been granted.

Inspections will be carried out regularly. Non compliance with reasonable requests may result in the licence being revoked. Contact Highwayslicensing@southwark.gov.uk for further information or guidance.

Ensuring good practice with a pavement licence

Management Responsibilities

- Display and clearly communicate new protocols and encourage customers to adhere to social distancing.
- Ensure there is adequate provision for the disposal of waste.
- Remove tables and chairs from the public highway by 10pm and/or securely lock overnight.
- Limit the amount of customers allowed in seating areas at any one time.
- Tables and chairs 2m apart, 1m if screens are in place.
- Control entry and exit points - consider meeting and greeting customers on arrival.
- Regular cleansing and litter picks to keep the area clean and inviting.
- Table service should be implemented to enable customers maintain social distancing.
- You will need to make sure you have the relevant insurance in order to operate outdoor seating.
- External heaters or umbrellas should not be used.
- Toilets should be made available to customers. Risk assessments, use and access should be reviewed.
- If lighting is necessary in the evening for practical or safety reasons, you should avoid cables along the footpath/street or overhead unless absolutely necessary. If so, cable covers are required, or cables should be at a height that will not impede emergency vehicle access. Additional lighting should not cause any light pollution for residents. Lights should ideally be plastic to prevent breakages. Electric lights will need to be suitable for outdoor use. Free standing lights should be firmly secured.
- Any new advertising or signage may require advertisement consent from Southwark Council.
- Outdoor music and entertainment should not be arranged to avoid disrupting nearby residents. Likewise you should ask customers to be mindful of their surroundings and to keep noise to a minimum, particularly during the evening.
- You should comply with the Health Act 2006.

Being a good neighbour

- Discuss plans with neighbouring businesses, ensure you are not adversely impacting them.
- Be mindful of the number of customers being served takeaway food and drink as they may tend to congregate in streets and pavements outside your premises and others. Consider using your staff to disperse these crowds or temporarily cease off-sales.
- Markings delineating between different queues will avoid confusion and assist with social distancing.
- Make sure there is space for pedestrians to pass by safely without forcing them into the road. Southwark Council require a minimum of 1.5m of clear footway.
- Introduce some form of barriers to indicate your seating area. This will help you to maintain social distancing, manage the number of customers and not encroach on your neighbours. Investing in planted barriers is not only visually pleasant but also beneficial for the environment - and can also act as a deterrent for criminals. If you are interested in some form of planted barrier make sure to contact us at info@betterbankside.co.uk to see what form of help we can provide.

Safety

- Be aware that thieves are still operating in the area and that an increase in customers will bring new opportunities for them.
- Limiting entry and exit points and using greeters will discourage would be thieves from targeting your customers.
- To reduce the likelihood of being targeted by bag snatchers and opportunist thieves, think about introducing measures such as Chelsea Hooks on tables.
- Be aware that the threat from terrorism remains substantial and that outside seating areas may present an attractive target. Guidance on protecting customers is available from CPNI [here](#).

How Better Bankside can further help

- We can provide guidance and support on submitting an application for a tables and chairs licence.
- We can provide floor vinyls to assist with social distancing for your customers.
- You can borrow tables and chairs from us (subject to availability) until you are able to source your own. To request tables and chairs please contact us - details below.
- Our Operations Officer and Wardens team will be in the area to offer support if needed.
- To assist with queue management and contact free processes, Better Bankside is offering Bankside businesses free usage of online ordering system Yoello for six months.
- Freight consolidation / joint procurement - Better Bankside can help you consider ways to reduce your freight footprint, helping to reduce traffic coming into the area and improving air quality.



Some tips

- Do let us know if you are applying for a licence so we can keep track and make relevant connections within the Council and/or with your neighbours
- Do speak to your neighbours to let them know that you submitting an application so that they are aware when the consultation starts.
- Do liaise with neighbouring businesses to see how you can coordinate the management of external spaces and any queues.
- Consider implementing a one-way system for customers. If you do, clearly signpost it.
- Designate social distancing champions within your team to maintain physically distancing
- Consider providing sanitiser stations for customer use.
- Consider implementing a queueing/booking service for customers to minimise physical queues. Use Better Bankside's Yoello offer if suitable for your business.
- Look at introducing visible markings on the floor to encourage social distancing. Better Bankside has some specially designed floor vinyls should you need some.
- Be aware that customers may take away food and drink from your premises and that this impacts the environment. Please be prepared to carry out a litter pick around your business before closing for the evening.

Contact us

Email info@betterbankside.co.uk

Phone 020 7928 3998

Join our Better Bankside Slack channel
to connect with other hospitality businesses in Bankside.

Twitter @BetterBankside

Useful links

Government guidance on pavement licences

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

Guidance for hospitality businesses reopening

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery>

<https://www.gov.uk/guidance/register-your-establishment-for-the-eat-out-to-help-out-scheme>

Southwark Council

<https://www.southwark.gov.uk/business/licences/roads-and-highway-licences/pavement-licences>