

Dear Licence Holder/Designated Premises Supervisor,

Licensed premises have been severely impacted by the COVID 19 business closures and are preparing for a phased re-opening in compliance with the latest government regulations. Suffolk Constabulary have compiled a checklist which is intended to be a supportive document to help guide operators through to a safe and responsible re-opening.

1. Review all of the latest government guidance on re-opening after COVID 19 closure and conduct the risk assessment required by that guidance.
2. Venues should not permit live performances including music, comedy and drama to take place in front of a live audience.
3. Prevent entertainment likely to increase transmission risk, for example loud background music, communal dancing, group singing or chanting.
4. Is your licence up to date in terms of the Premises Licence Holder and the Designated Premises Supervisor details?
5. Is the Premises Licence Summary on display? Is the full Premises Licence available for inspection?
6. Review your licence and its conditions – ensure you are compliant. If you anticipate you may not be, contact your Council Licensing Team for advice.
7. Consider what work you may need to undertake before opening, and consider whether they need permission – such as installation of barriers and screens.
8. Ensure that all new staff receive appropriate training on responsible alcohol retailing and Covid-19 regulations. In particular, ensure that your staff fully understand age verification and not selling to drunks. Both have related offences under the Licensing Act 2003.
9. Is a clear ‘authorisation of the sale of alcohol’ process in place and documented along with up to date training records?
10. Do you have sufficient door supervisors to comply with your licence conditions and the changed operating environment after re-opening?
11. Communicating any policy or procedural changes to customers in advance will provide reassurance to customers about their safety at your premises and will encourage compliance.
12. Consider liaising with neighbours and resident associations before the premises re-open; it is likely that the ambient noise levels will increase and residents may become sensitive to noise issues following lockdown.
13. Review all policies on noise, dispersal, drugs, toilet checks, cleaning protocols and security. Make sure that they fit the changed operating environment.
14. Where possible all glasses and bottles should be of a toughened glass, polycarbonate or plastic type. Polyethylene Terephthalate (PET) bottles are becoming more widely available and we recommend the use of these.

15. Advise that empty glasses are collected from tables by staff and that customers are discouraged from returning empty glasses to the bar.
16. Ensure that you have sufficient staff to monitor and manage drinking in any beer gardens/outside areas. Glassware and rubbish should not be allowed to build up and staff should ensure that all licensing conditions are being followed and the licensing objectives are being supported in those outside areas.
17. Beer gardens/outside areas: although easier to manage if a large outdoor area, there is a danger of groups forming. Consider as part of your risk assessment.
18. Please consider the promotion of non-alcoholic beverages to encourage responsible drinking.
19. Ask customers not to visit if they feel unwell or are exhibiting any of the symptoms associated with COVID-19 or who have had contact with anyone who has.
20. Consider restrictions on customers remaining at the bar after ordering and getting their drink.
21. Those venues offering takeaway or delivery services must not include alcoholic beverages if their licence does not already permit off-sales.
22. Consider your duty of care under the Licensing Act 2003, and make sure that your staff take all necessary actions to prevent those who may be vulnerable from coming to harm.
23. Work with neighbouring premises to develop a plan for queues. Queues should not be positioned near traffic. Move queues to areas where vehicles don't normally access. Positioning queues near or in between street furniture can provide some protection. Factor in the need for social distancing and not impeding pedestrian flow on the footway.

Yours sincerely



**Superintendent Kerry Cutler**  
Southern Area Policing Command

Further advice and support is available at the email addresses below:

[policealcohollicensing@suffolk.pnn.police.uk](mailto:policealcohollicensing@suffolk.pnn.police.uk)

[licensing@eastssuffolk.gov.uk](mailto:licensing@eastssuffolk.gov.uk)

[licensing@ipswich.gov.uk](mailto:licensing@ipswich.gov.uk)

[licensing@westssuffolk.gov.uk](mailto:licensing@westssuffolk.gov.uk)

[licensingteam@baberghmidsuffolk.gov.uk](mailto:licensingteam@baberghmidsuffolk.gov.uk)

[tradingstandards@suffolk.gov.uk](mailto:tradingstandards@suffolk.gov.uk)