



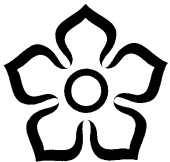
Covid-19 Virus

Leicester CC Enforcement

Govind Mandora

Public Safety Team Manager

Leicester City Council

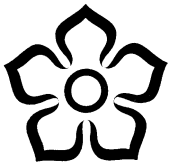


Leicester
City Council



The new normal

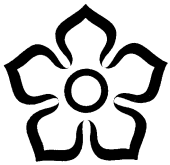
- Logging
- Allocating
- Actioning
- Updating
- Reporting
- Reviewing





Logging

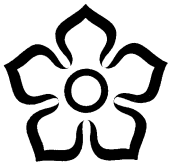
- FST/PST/LIC/TS Teams
- Centralised
- Admin support





Allocating

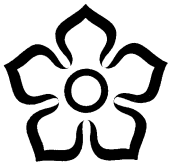
- Team manager
- Continuity
- Workloads





Actioning

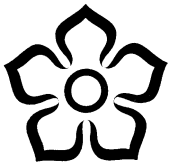
- Officers to action
- Prioritised on risk
- Phase 1: Remote only
- Phase 2: Street monitoring
- Phase 3: Site visits
-





Updating

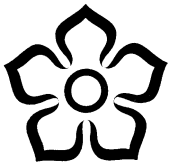
- By officers daily
- By 6.00pm
- MS Teams
- User friendly
- Multi-user updating





Enforcement

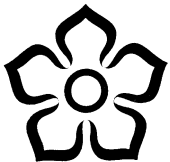
- Legislation not clear
- Guidance not available or helpful
- HSE not interested
- Other LA's had different legislation





Enforcement

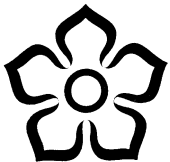
- Warnings
- Prohibition notices
- Directions
- HSE not interested
- Other LA's had different legislation





Enforcement

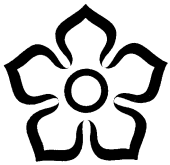
- Public House – lock-in
- Café allowing sit-ins
- Car washers opening
- Garden BBQ
- Student accommodation
- Airbb





Reporting

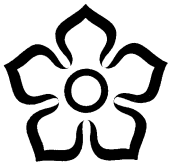
- Daily
- Updating by officers by 6.00pm
- IMT
- Ever-changing





The numbers game

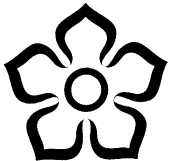
- 100s Referrals/SRs/Complaints
- 1000s visits/interventions
- 15 PN's
- 15 Business directions
- 1 Public directions
- FPNs....





Next Phase

- Hospitality
- Beauty sector
- Places of worship/schools
- Events/Stadiums
- Halls of residence
- FPNs





Example 1 – Speedway Event

- Mon: Return of spectators requested that was not gov't endorsed/test event
- Tue: Escalated to director/public health
- Wed: Emergency Public Health Meeting
- Wed: Action - Direction to served
- Thu: Event cancelled

Example 1 – Speedway Event

- Website stated Council had stopped event at last minute



The screenshot shows a website page with a navigation bar at the top containing links: HOME, LATEST NEWS, FIXTURES/STATISTICS, CLUB, TICKET OFFICE, SPONSORSHIP, TRACKING/PRACTICE, MERCHANDISE, WHAT IS SPEEDWAY, and HISTORY. The main heading is 'CLUB STATEMENT' dated Thursday September 10, 2020. A large lion logo is centered on the page. To the right, there are sections for 'TEAM TITLE SPONSORS' (JCB WATLING JCB LTD and ROGER WEBSTER) and 'TEAM PARTNERS' (Paul Chapman & Sons Ltd). Below the lion logo, the text reads: 'LEICESTER Speedway have been left with no alternative but to postpone Sunday's grassroots challenge match with Southridge. After consultation with Leicester City Council it is apparent the region is not quite ready to facilitate spectators due to the rise in coronavirus cases, despite initially getting the green light last week. We must stress this is a Leicester issue and this doesn't apply on a nationwide scale. So much hard work and effort has been put into making the event happen on Sunday including significant investment from the club owners to ensure the stadium is in good shape. Our thanks at the council waited as long as possible before advising us on the situation and we are naturally disappointed – and we feel certain all our speedway-starved supporters will feel the same way. We will continue to discuss ways forward with the council and we have not given up hope of staging some meetings before the end of October. We would like to apologise to supporters who have ordered tickets for the meeting and refunds will be issued in the next few days.'

Example 2 – Uniforms Direct

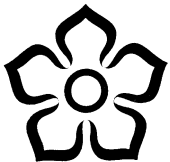
Long queues outside shop





Example 2 – Uniforms Direct

- Business advised and measures agreed/put in place
- Further offences noted/media attention
- HASWA Reg 3(1) prohibition notice served to manage queues
- Business compliance achieved





Example 3 – Shop Premises

- Non-essential shop opening/allowing customers into premises
- Business advised and measures agreed/put in place
- Further offences noted
- CV Regs prohibition notice served to close shop/not allow customers onto premises



Example 4 – Café Premises

- Café allowing sit-in customers
- Advised that this was not allowed during lockdown (takeaway only)
- Business response: This was not a problem 'area' and LA should be focusing on hotspot areas only
- CV Regs prohibition notice served not to allow sit-in customers



Example 5 – Event at temple

- Facebook referral/complaint
- Religious event/City Cllr involved
- Meeting with Trustees
- Details of those attending provided within 24 hours
- Advice text messages sent to all
- Separate covid-19 secure advice provided for temple/future events



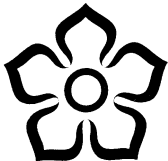
Use of Directions

The Health Protection (Coronavirus, Restrictions) (England) No.3) Regulations

Dave Howard

Food Safety Team Manager

Leicester City Council

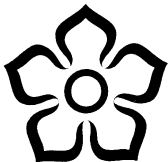


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One Step Forward but.....

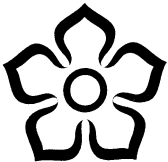
- 29th June Leicester placed under local lockdown restrictions
- 135/100,000 7 day +ve test numbers
- Rapid deployment of testing
- Saturated comms and community engagement
- Focussed/targeted business engagement in areas of interest
- City wide business engagement –proactive messaging/complaint or intelligence led visits.
- 18th July 74/100,000 7 day +ve test numbers - and falling
- 29th Aug 26/100,000 7 day +ve test numbers – rising since!!





London Road Directions

- Eat Out to Help Out Launches 3rd Aug
- Tuesday 11th Aug received an image from previous evening of q's on London Road
- Tuesday 11th Eve Officers visited the area to assess
- Huge q's outside 6 Restaurants
- No social distancing observed
- Lots of people generally gathering in area

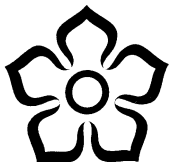




Factors

- Leicester just stepping out of lockdown and hospitality allowed to reopen/public allowed out
- London Road has a high density of Food establishments
- EOtHO launched – a huge draw for people
- Restaurants didn't typically operate booking systems
- Customers typically didnt need to book
- Nice summer evenings

All added up to a significant Public Health issue



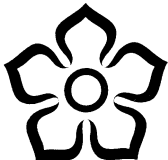
- Long queues outside food businesses on London Road





Timeline –Wed 12th

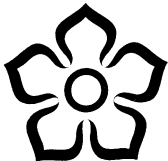
- Briefed HOS
- Raised to our PH team
- Flagged at IMT
- Warning letters sent to all 6 restaurants
- Visits made to Restaurants concerned
- Evening surveillance – some improvement but significant concerns remain.
- Opportunity to pause and review





Timeline – Thursday 13th

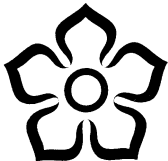
- Briefed HOS on yesterday evening's obs
- Discussed options
 - Comms/PH messaging
 - New powers –Directions
 - Business Support – covid marshalls
 - Further FST visits, business engagement
 - Build on improvements made
- Plan - Engage, advise, comms, support, observe Monday evening then review





Timeline Friday 14th

- Briefed IMT on plan and actions taken to date
- Organised Showsec support – Covid marshalls – 6 plus supervisor
- Liaised with Police re support
- Business Engagement Cell Meeting 3.30pm – options discussed again and **decision made to serve directions on Monday**
- Initially only considered on the 6 Premises (Reg 4) of concern but concluded a Public (Reg 6) one was also required
- Sat 15th and Sun 16th spent playing email ping pong with Legal to work out process and wording etc for the new powers
- 6 Premises Directions, 1 Public Direction, 6 Advance Premises Notifications and 1 Advance Public Notification drafted for Monday





Conditions

HEALTH PROTECTION (CORONAVIRUS, RESTRICTIONS) (ENGLAND) (NO3) REGULATIONS 2020

A local authority may give a direction under regulation 4, 5 or 6 only if the authority considers that the following conditions are met—

- (a) that giving such a direction responds to a serious and imminent threat to public health,
- (b) that the direction is necessary for the purpose of preventing, protecting against, controlling or providing a public health response to the incidence or spread of infection by coronavirus in the local authority's area, and
- (c) that the prohibitions, requirements or restrictions imposed by the direction are a proportionate means of achieving that purpose.



Timeline Monday 17th

- IMT/CM Briefed for final approval
 - Decision Evidence template
 - Equality Impact assessment
- Advance Notification to Premises given – Letters to 6 restaurants by hand
- Advance Notification given to Public – website, social media, local press
- Directions served – came into effect at 5.30pm
- Letter to all Food establishments with seating in the defined area to advise of action and make clear they had a role to play
- Press and comms releases
- Support organised - 6 FST Officers, 7 Showsec (reduced to 5 later) and 2 Police (increased to 5 later) – 5pm to 10pm



Directions - wording

■ Premises

- Monday 17th August from 5.30pm to 10pm
- Tuesday 18th August from 4.30pm to 10pm
- Wednesday 19th August from 4.30pm to 10pm
- Monday 24th August 2020 from 4.30pm to 10pm
- Tuesday 25th August 2020 from 4.30pm to 10pm
- Wednesday 26th August 2020 from 4.30pm to 10pm
- Monday 31st August 2020 from 12 midday to 10pm

This Direction:

- A. Requires you to manage entry to and exit from your premises by introducing or operating an existing booking system in a manner which ensures a sufficient time gap between bookings thereby avoiding unsafe interactions and enabling cleaning and social distancing
- B. Requires you to Prohibit entry to any customer to your premises who has not, before attending your premises, pre-booked a table for the purposes of eating in and arrived no earlier than 10 minutes before the allotted time of the booking
- C. Requires you to manage entry and exit of delivery drivers and customers collecting take aways in a manner which complies with social distancing guidance and in a manner which prevents unsafe contact or interaction with any queues outside your premises or with persons eating in
- D. Requires you to produce, at the request of an officer of Leicester City Council or Leicestershire Police, booking details of each customer eating in on the dates to which this direction applies. The required booking details are restricted to the first name of the customer, the number of people in his/her party and the time of the booking





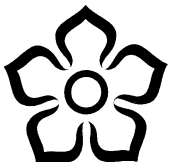
Directions - wording

■ Public

- Monday 17th August from 5.30pm to 10pm
- Tuesday 18th August from 4.30pm to 10pm
- Wednesday 19th August from 4.30pm to 10pm
- Monday 24th August 2020 from 4.30pm to 10pm
- Tuesday 25th August 2020 from 4.30pm to 10pm
- Wednesday 26th August 2020 from 4.30pm to 10pm
- Monday 31st August 2020 from 12 midday to 10pm

This Direction:

- A. PROHIBITS any person from queuing, gathering or congregating on the pavement immediately in front of any restaurant/eating in establishment situated within the Specified Public Place UNLESS s/he has contacted the premises beforehand and secured a booking and has arrived at the premises no earlier than 10 minutes before the allocated booking
- B. Requires any pre-booked person or party attending a booking at any restaurant/ eating in establishment within the Specified Public Place to comply with social distancing guidelines and whilst in a queue to maintain at all times a 2 metre distance between them and any other person, persons or party similarly waiting for a booked table





Learning Curve

- Evening of the 17th showed some improvement
- View was that we would still work with businesses (learning and adapting)
- Some now had booking systems, some telling people to come back later, some had someone to manage the Q, some turning people away
- Customer expectation – still turning up without bookings – further comms
- Showsec working with businesses to organise customers legitimately waiting
- Police dealing with any confrontation and moving on any groups
- Improvement but 3 businesses still causing concern
- Ideally time needed to allow businesses to set up and organise themselves and customer behaviour to change – we didn't have time

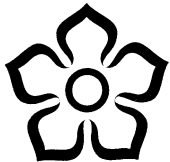




Timeline Tuesday 18th

- Review meeting
- Decision to
 - further engage with 3 businesses of most concern - threat to prohibit.
 - Serve additional directions on 2 further premises
(Note- need to provide evidence to IMT/CM and seek approval)
- advance Notification to prohibit served on 3. Directions drafted. Directions held back pending evidence of improvement
- advance notifications and Directions served on 2
- Repeat surveillance – huge improvement across all and customer behaviour.

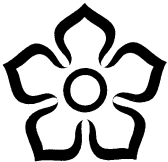
Note: Prohibition Directions not served but needed to write to reinstate first direction! More work!





Timeline Wed 19th to 31st

- Support continued for duration of EOtHO including B/H Monday
- Control Room included for B/H and support from 12.00 to 10.00
- Sustained improvement in business compliance
- Some issues regarding group bookings, table spacing etc dealt with during and following.
- Customer expectation managed.
- 7 Day Review of Directions – need to keep in place till EOtHO ended.

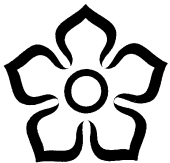




Lessons Learned 1

Aside from don't make a decision at 5pm on a Friday:

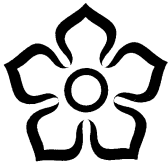
- A good partnership structure – Reg Services, Public Health, Legal, Police – undoubtedly easier for unitary
- Directions allow for a graduated approach (albeit very clunky)
- Need for good media coverage and comms
- Directions themselves not the answer – worked in combination with prior business engagement, FST officers, Police, CCTV, Showsec
- Premises Direction would not have worked without the Public Direction
- Threat of closure better than any FPN.
- A sense that Directions were/are perhaps not appropriate for single relatively small establishments however the combined issues on London Road created the Public Health risk - we had to try and make it fit





Lessons Learned 2

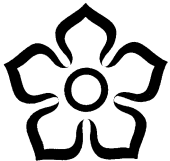
- The 7 day review is necessary but ensuring senior council officers/PH were available was a challenge
- The formal Advance Notification process is time consuming and can get in the way of expediency.
- The template directions were not easy to work through.
- Consider knock on effects – further directions served on business picking up trade!
- Enforcement work is not the best tool to challenge human behaviour.
- Huge resource demands
- I should have booked leave

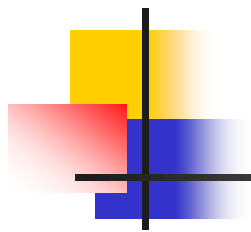




Next Phase

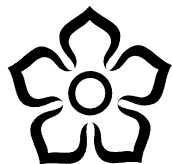
- Hospitality
- Beauty sector
- Places of worship/schools
- Events/Stadiums
- Halls of residence
- FPNs





Thanks for Listening

Question Time



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City Council