

SHOP



STAY



Reopening Westminster's hospitality sector

June 2020



City of Westminster

Reopening Westminster's hospitality sector

The hospitality industry is the lifeblood of Westminster's economy. The pandemic and resulting lockdown have meant that many of our businesses in this sector will be the last to open. The road back to trading profitably will start when restrictions begin to ease from 4 July.

This document sets out proposals for how Westminster can reopen its hospitality sector – the biggest and most vibrant in the country – following the COVID-19 crisis. We have listened to the views of business and residents in developing our thinking and will continue to do so. This document serves as a basis for discussions we will have with residents and stakeholders about what can work in their area over the coming weeks, ahead of the reopening of the hospitality sector in July.

Our approach to ensuring businesses can begin to reopen safely will mean temporary changes to highways, licensing and amenities in the areas of the city that host the majority of our hospitality industry.

We fully understand how difficult this process will be for businesses and the proposed measures in this document begin to outline how we will help. It will be crucial to the successful recovery of the city that we do this within the guidelines set by government to ensure we do not risk a resurgence of coronavirus cases. But we must also provide the public with reassurance that it is safe to come back and enjoy the hospitality that Westminster is famous for.

Some businesses will not be able to come back to full trading immediately and we reiterate that these measures are not cast in stone. We will be flexible with our approach and work closely with our businesses to change interventions if they are not working.

We will also review these proposals with our residents to ensure that we can all stand behind the temporary changes, support our businesses and help our iconic entertainment sector come back to life safely.





Summary of proposals

Proposals to enact timed road closures in certain streets

In order for hospitality businesses to continue to trade whilst social distancing measures remain in place, we want to support them to serve as many customers outside as they possibly can in a safe and responsible manner. To allow this to happen, we will close some roads to traffic at certain times of the day. We will also widen pavements in appropriate areas of the city. This will create the space needed for restaurants, cafes and similar businesses to put tables and chairs outside.

Roads will be closed using 'soft' measures which can be installed and removed at the beginning and end of each timed period such as barriers and cones. These areas will be marshalled as required.

Local arrangements in areas of high-density hospitality, such as Soho, will be made with venue operators and residents at a street level. This will ensure that there are not clashes in the use of space that cause wider issues. This approach will see clearly agreed proposals on the space operators can use.

Although we are proposing a selection of key locations to create more space for tables and chairs, we welcome proposals for certain smaller streets to be included where this is practicable. For timings for each scheme, please see the specific proposals towards the end of this booklet.

In order to achieve the necessary balance between helping businesses recover, provide more capacity to support cycling and walking as well as the critical need to protect residents' interests, we have developed the following criteria which we will apply to decisions for timed street closures:

Timed street closures WILL be considered where:	Timed street closures WILL NOT be considered where:
There is a heavy concentration of food and drink retailers	Footway extension would create traffic congestion, including on red routes
Extra space is needed for the use table and chairs (subject to appropriate licences being granted)	Tables and chairs would block pavements for pedestrians
Security and safety has been considered, including appropriate access for emergency vehicles	They would be at odds with our statutory duties as a highway authority
They will help with social distancing	The proposed street is in a predominantly residential area
They support a thriving economy	The cumulative impact on residents would be excessive



Summary of proposals

Proposals to allow more tables and chairs

As noted in the previous section, to provide businesses the opportunity to safely offer food and drinks to their customers we will support the use of tables and chairs outside, especially in those areas where we will temporarily introduce timed road closures.

This policy will apply across the city to areas that include where roads remain open, provided adequate space exists on the pavement and businesses want to bring forward proposals for their premises. We will introduce a fast track process to assess applications for tables and chairs. See page 16 for details.

Those businesses that already have outside trading with tables and chairs can operate without applying for a license as long as waiter service is provided. It is expected that existing arrangements will have to be reviewed to ensure safe queueing and social distancing.

Table service should be used to avoid social distancing being compromised and so we will look to businesses to implement this as a condition of the use of tables and chairs.

Pubs and bars will also need to ensure they have a license for tables and chairs if they wish to have patrons outside of their venue, and again premises may only operate with table service.

Unfortunately, we cannot allow vertical drinking (people standing and drinking) outside venues in the new temporary spaces proposed within this booklet. We believe this will lead to a contravention of the government guidance on social distancing and could cause significant harm to local residential amenity.

Where a license already allows for customers to stand outside drinking, this will still be permitted and will not change, as long as social distancing rules can be maintained. What we are not doing is extending into these proposed temporary areas for vertical, standing up, drinking.

This is simply because we don't believe that where tables and chairs will take up the pavement and road space there will be enough room for vertical drinking as well without seriously jeopardising social distancing rules.

We will also consider proposals from businesses without existing tables and chairs licences where it can clearly be shown how it could be managed responsibly.

Supply of alcohol for customers who are seated in outside area

If you wish to sell alcohol to seated customers in an outside area, then you will need to have the relevant authorisation issued by the council to permit those sales. If you already hold a premises licence that authorises the sale of alcohol off the premises, then you will be able to supply alcohol to these customers.

If, however, your licence authorises the sale of alcohol but it is limited to selling alcohol inside your venue only you will need to apply for a variation. Likewise if you have a premises licence but it doesn't authorise the sale of alcohol you will also need to apply for a variation that will permit off sales. We will make this process as simple and quick as possible. You can apply online to vary your existing licence at **westminster.gov.uk/licensing**

If you have no premises licence and therefore not permitted to sell alcohol you will either need to apply for a Temporary Event Notice (TEN) or a new premises licence. You can do this by applying at **westminster.gov.uk/licensing**



Summary of proposals

Proposals on deliveries and waste collection

To balance the amenity of local areas and to ensure that we minimise traffic, we are asking businesses to consolidate deliveries and freight. This will help keep noise disruption to a minimum, keep congestion from returning to unacceptable levels and improve air quality.

We need to grasp this opportunity together to ensure that we think carefully whilst opening up trading not to lose sight of our combined ambitions regarding the environment and climate change commitments.

In the schemes identified within this document, we have identified delivery hubs where safe loading and unloading can take place. This is needed as much of the kerbside will be given over to extension of pavement widening for social distancing. Businesses are expected to participate in these schemes to minimise deliveries or freight.

Where schemes are emerging, we will consult with businesses around consolidation to determine timings.

Proposals on toilets

The council has reviewed the government COVID guidance and can see no reason why existing toilet facilities inside licensed premises can't be used by customers. On this basis the council does not propose to provide additional facilities at this time, however, should the situation change then consideration would be given to the provision of additional temporary toilets for patrons. In this circumstance additional temporary toilets could be provided but please be aware that there would be a cost for landowners, BIDs or businesses to enable this to happen. Additionally, businesses would be expected to provide marshalling of queues and to promote social distancing measures.

Marshalling and social distancing measures

There may be a need for additional marshalling to take place in areas that begin to open up. This will help ensure that people remain within the government guidance on social distancing and help with security. We will ask landowners, BIDs and businesses to provide a safe means for their customers to enjoy their trade either through the application of signage or through marshalling. The council can provide some pavement stencils and signage to help with this.

Emergency and specialist non-hospitality services

We expect landowners and businesses to put in place measures to allow continued access for emergency services as well as certain deliveries to non-hospitality businesses, which can require access at the times being proposed for closures.

This will be a temporary approach and we will work closely with our residents and businesses to ensure that any scheme works for everyone. We want people to take a common-sense approach to the lighter restrictions and the opportunities for using more outdoor space but, for example, we must do so whilst ensuring that access to emergency services is not impeded.

We know that this will not help all businesses in the area and some may still struggle to trade. We are of course open to all suggestions about how we can improve these measure to support our hospitality sector to return to trading but we must also strike a balance between maintaining public health during this next phase of the pandemic, the opening up of businesses and the rights of residents.



Residents at the heart of our approach

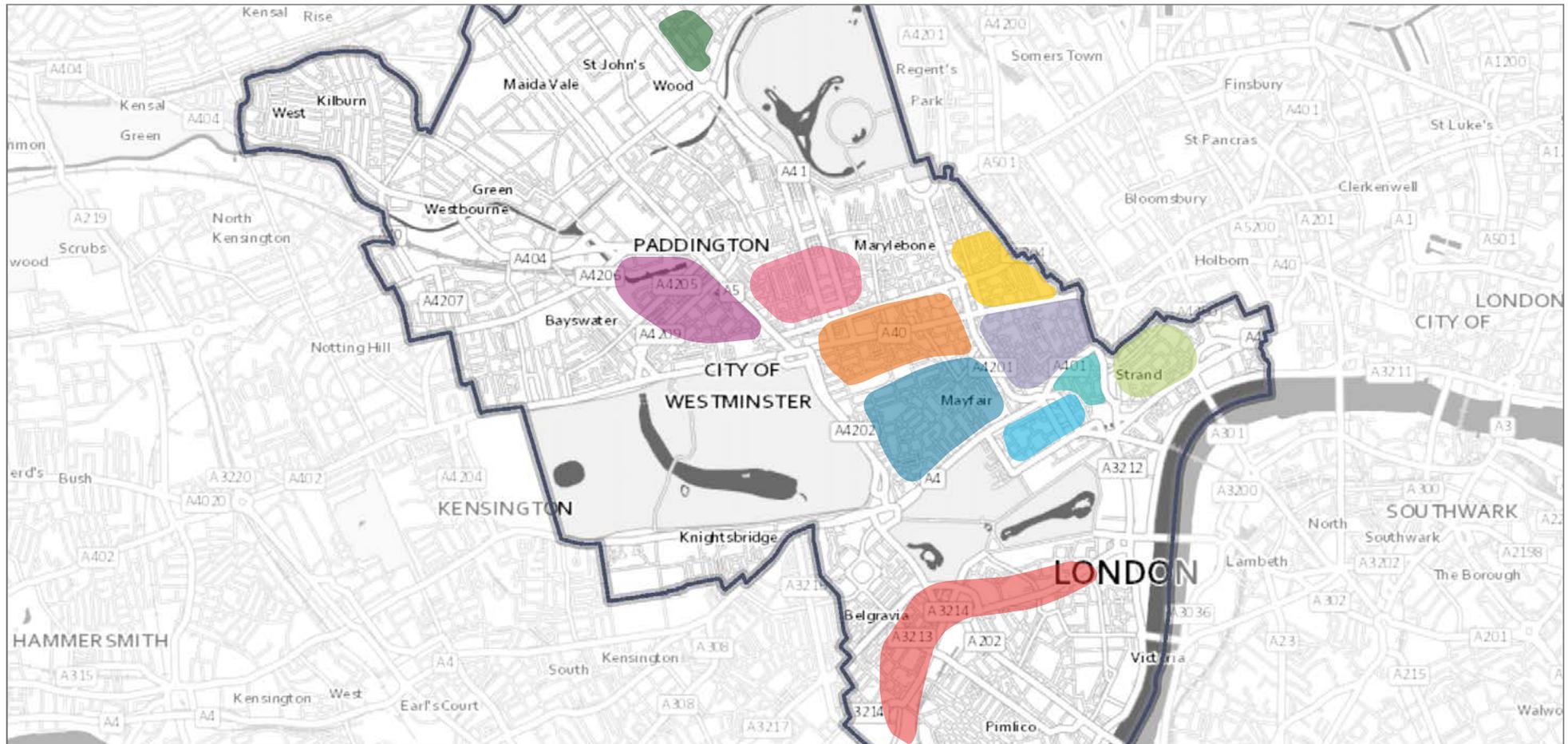
We have talked widely with both our resident and business communities about the measures we are bringing forward to help open up our hospitality sector. It is heartening that both want to see the strong resurgence of business within Westminster and that local amenity should be protected during these temporary measures as far as possible. During these temporary measures there will need to be some give and take between everyone affected.

To this end we are proposing that the following measures and reassurances are put in place to protect local amenity:

- 1** We will look sympathetically on applications for tables and chairs to be used outside premises but we will prioritise businesses that already use them and carefully consider the impact any new proposals might have on those living nearby or other businesses. We must avoid a situation where any business can trade on the streets as this would quickly become unsustainable. The council remains committed to addressing cumulative impact and this is particularly important when social distancing measures remain in place.
- 2** Whilst parking will be removed in certain streets, the council recognises that these schemes cannot take up all kerbside parking in an area. Parking wherever possible will be maintained.
- 3** The area customers can use must be clearly defined both on a pre-agreed plan and on the street. The area must be in front of the premises which is intending to trade, unless there is clear agreement from neighbouring businesses or residents to use other space outside other frontages. Any proposals must allow space for access to any adjoining premises or separate parts of the same building with sufficient space for social distancing.
- 4** Premises must keep the area used for trading and adjacent areas free from waste during trading. At the end of trading they must sweep and wash this area to ensure the street is left in a presentable state for other users.
- 5** At the end time for the use of tables and chairs they must be brought inside the premises. If this is not possible they must be folded and placed in nominated parking/loading bays in the usually closed section of the street. This must be located away from noise sensitive properties. Tables and chairs will be secured in such a way that they cannot be moved or used overnight.
- 6** We are asking businesses taking advantage of the temporary use of outside space to provide or manage themselves the necessary marshalling, social distancing measures and toilet facilities.
- 7** Premises must check and confirm that their use of the outside area is covered by appropriate insurance, including public liability insurance to the same extent as would be the case for their normal operation.
- 8** If we receive sustained complaints from residents which we believe are justified on either public health or nuisance grounds, we will review any scheme.

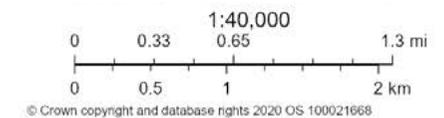


Areas affected by proposals



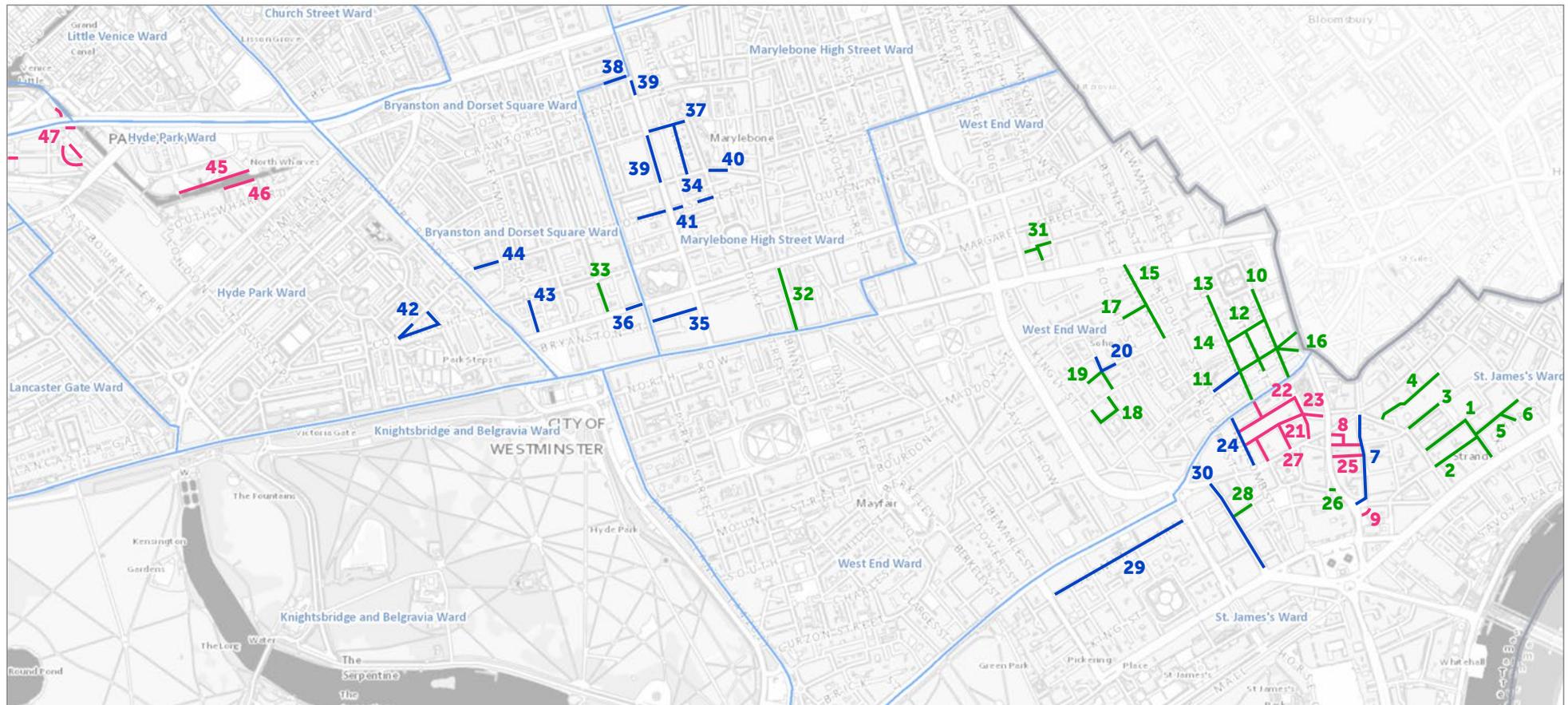
Areas under consideration for hospitality interventions

- | | | | |
|-------------------------|-------------------------------|--------------------|----------------|
| Borough boundary – mask | Covent Garden | Fitzrovia | Paddington |
| Borough boundary | Soho | Oxford Circus area | Victoria |
| | Chinatown
Leicester Square | Mayfair | St John's Wood |
| | St James's | Marylebone | |



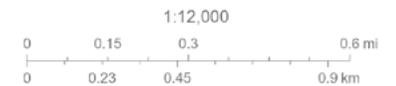


Streets affected by proposals



Streets proposed for hospitality interventions

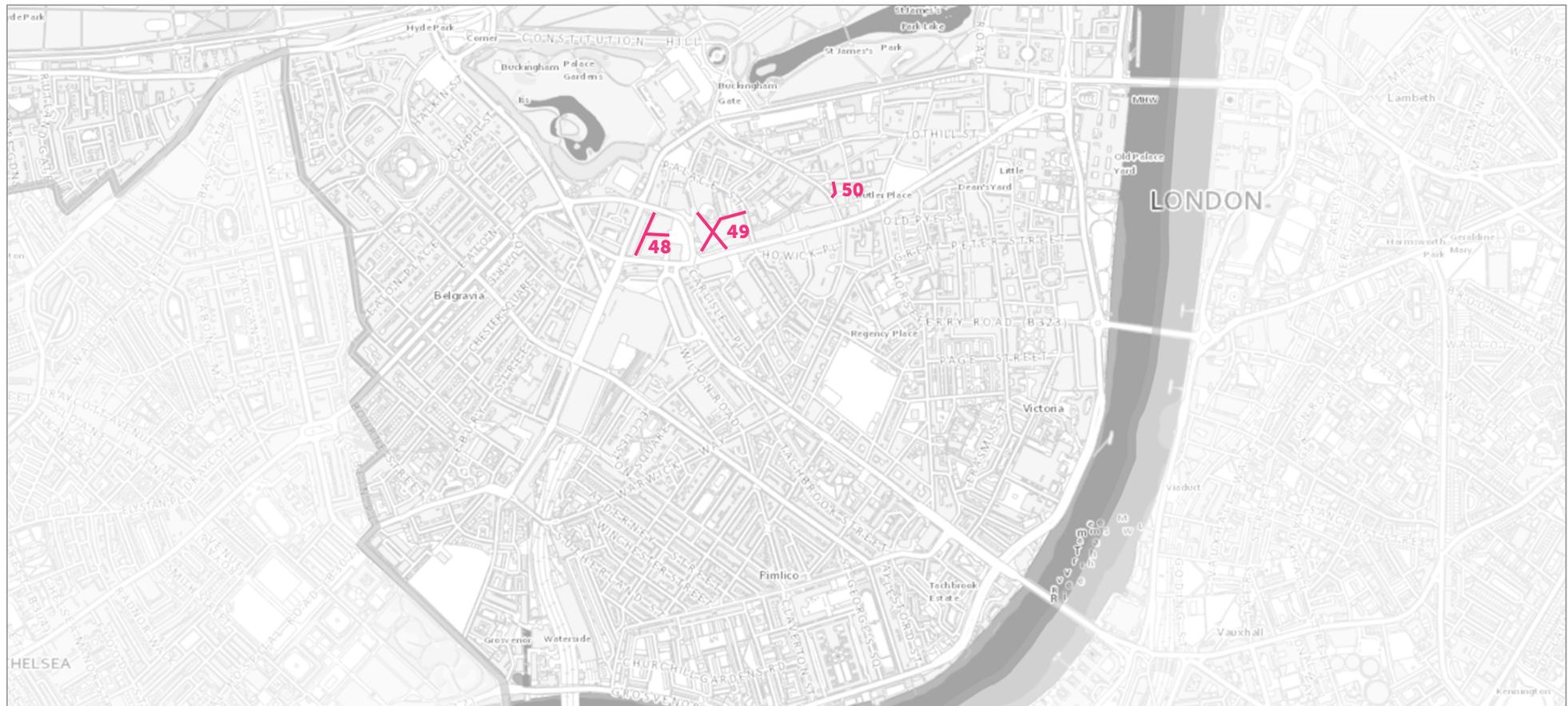
- Borough boundary – mask
- Ward boundaries ward labels
- Extension of outdoor seating areas
- Widening of footway
- Timed closure
- Borough boundary



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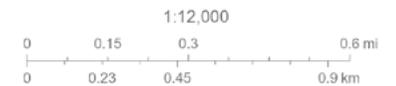


Streets affected by proposals



Streets proposed for hospitality interventions

- Borough boundary – mask
- Ward boundaries ward labels
- Borough boundary
- Extension of outdoor seating areas
- Widening of footway
- Timed closure



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Areas affected by proposals: hospitality requests

Covent Garden

Map Ref	Street	Proposed Intervention
1	Henrietta Street	Temporary timed closure of road (11am–11pm) – with restaurant & bar seating in street.
2	Maiden Lane	Temporary timed closure of road (11am–11pm) – with restaurant & bar seating in street.
3	King Street	Temporary timed closure of road (11am–11pm) – with restaurant & bar seating in street.
4	Floral Street	Temporary timed closure of road (11am–11pm) – with restaurant & bar seating in street.
5	Southampton Street	Temporary timed closure of road (11am–11pm) – with restaurant & bar seating in street.
6	Burleigh Street	Temporary timed closure of road (11am–11pm) – with restaurant & bar seating in street.
7	St Martin's Lane	Temporary timed closure of road – with restaurant & bar seating in street.
8	St Martin's Court	Temporary extension of outdoor seating area (extend private licences) – more restaurant & bar seating in the pedestrianised street.
9	Edith Cavell Memorial	Temporary extension of outdoor seating area – opportunities for spatial re-purposing of pavement space to accommodate outside seating and tables associated with cafes or restaurants.



Soho

Map Ref	Street	Proposed Intervention
10	Greek Street	Temporary timed closure of road – with restaurant & bar seating in street. Proposed closures between 5–11pm Monday to Thursday, 5–11pm on Fridays, midday–11pm on Saturdays and midday–10.30pm on Sundays.
11	Old Compton Street	Temporary timed closure of road – with restaurant & bar seating in street. Proposed closures between 5–11pm Monday to Thursday, 5–11pm on Fridays, midday–11pm on Saturdays and midday–10.30pm on Sundays.
12	Frith Street	Temporary timed closure of road – with restaurant & bar seating in street. Proposed closures between 5–11pm Monday to Thursday, 5–11pm on Fridays, midday–11pm on Saturdays and midday–10.30pm on Sundays.
13	Dean Street	Temporary timed closure of road – with restaurant & bar seating in street. Proposed closures between 5–11pm Monday to Thursday, 5–11pm on Fridays, midday–11pm on Saturdays and midday–10.30pm on Sundays.
14	Bateman Street	Temporary timed closure of road – with restaurant & bar seating in street. Proposed closures between 5–11pm Monday to Thursday, 5–11pm on Fridays, midday–11pm on Saturdays and midday–10.30pm on Sundays.
15	Berwick Street	Temporary timed closure of road – with restaurant & bar seating in street. Proposed closures between 5–11pm Monday to Thursday, 5–11pm on Fridays, midday–11pm on Saturdays and midday–10.30pm on Sundays.
16	Moor Street	Temporary timed closure of road – with restaurant & bar seating in street. Proposed closures between 5–11pm Monday to Thursday, 5–11pm on Fridays, midday–11pm on Saturdays and midday–10.30pm on Sundays.
17	D'Arblay Street	Temporary timed closure of road – with restaurant & bar seating in street. Proposed closures between 5–11pm Monday to Thursday, 5–11pm on Fridays, midday–11pm on Saturdays and midday–10.30pm on Sundays.

Soho continued on p.11



Soho *continued from p.10*

Map Ref	Street	Proposed Intervention
18	Upper James Street, Upper John Street and Golden Square	Temporary timed closure of road – with restaurant & bar seating in street. Proposed closures between 5–11pm Monday to Thursday, 5–11pm on Fridays, midday–11pm on Saturdays and midday–10.30pm on Sundays.
19	Broadwick Street	Footway widening with timed closure of the eastern end. Proposed closures between 5–11pm Monday to Thursday, 5–11pm on Fridays, midday–11pm on Saturdays and midday–10.30pm on Sundays.
20	Marshall Street	Temporary timed closure of road – with restaurant & bar seating in street. Proposed closures between 5–11pm Monday to Thursday, 5–11pm on Fridays, midday–11pm on Saturdays and midday–10.30pm on Sundays.



Leicester Square / Chinatown

Map Ref	Street	Proposed Intervention
21	Lisle Street	Temporary extension of outdoor seating area (extend private licences) – more restaurant & bar seating in the pedestrianised street.
22	Gerrard Street	Temporary extension of outdoor seating area (extend private licences) – more restaurant & bar seating in the pedestrianised street.
23	Newport Place	Temporary extension of outdoor seating area (extend private licences) – more restaurant & bar seating in the pedestrianised street
24	Wardour Street	Temporary widening of footway – opportunities for spatial re-purposing of part of carriageway or pavement space to accommodate outside seating and tables associated with cafes or restaurants between Chinatown gateway and Coventry Street.
25	Cecil Court	Temporary extension of outdoor seating area (extend private licences) – more restaurant & bar seating in the pedestrianised street.
26	Irving Street	Temporary timed closure of road – with restaurant & bar seating in street outside the National Portrait Gallery.
27	Leicester Square ('gateway streets' – Leicester Street, Leicester Place, Leicester Court, Leicester Street, Bear Street and Cranbourn Alley)	Temporary extension of outdoor seating area (extend private licences) – more restaurant & bar seating in the pedestrianised streets.



St James's

Map Ref	Street	Proposed Intervention
28	Panton Street	Temporary timed closure of road – between Oxenden Street to Haymarket for more restaurant & bar seating in the pedestrianised street.
29	Jermyn Street	Temporary widening of footway – opportunities for spatial re-purposing of part of carriageway or pavement space to accommodate outside seating and tables associated with cafes or restaurants.
30	Haymarket	Temporary widening of footway – opportunities for spatial re-purposing of part of carriageway or pavement space to accommodate outside seating and tables associated with cafes or restaurants.



Oxford Circus District

Map Ref	Street	Proposed Intervention
31	Market Place and Great Castle Street	Temporary timed closure of road – with restaurant & bar seating in street. Proposed closure between 11am and 7pm.
32	James Street	Temporary timed closure of road between Oxford Street and Barrett Street or Wigmore Street – with restaurant & bar seating in street. Proposed closure 11am–11pm or 5–11pm.



Marylebone

Map Ref	Street	Proposed Intervention
33	New Quebec Street	Temporary timed closure of road – with restaurant & bar seating in street.
34	Chiltern Street	Temporary extension of outdoor seating area (extend private licences) – more restaurant & bar seating across empty units or inactive frontages provided this is clearly supported by the local community, including owners/operators of premise with affected frontages.
35	Portman Mews South	Temporary widening of footway up to Portman Street Junction – opportunities for spatial re-purposing of part of carriageway or pavement space to accommodate outside seating and tables associated with cafes or restaurants.
36	Dorset Street	Temporary widening of footway outside 52–55 Dorset Street – opportunities for spatial re-purposing of part of carriageway or pavement space to accommodate outside seating and tables associated with cafes or restaurants.
37	Seymour Street	Temporary widening of footway outside 8 Seymour Street – opportunities for spatial re-purposing of part of carriageway or pavement space to accommodate outside seating and tables associated with cafes or restaurants.
38	York Street	Temporary widening of footway outside 7 Baker Street (York Street frontage) – opportunities for spatial re-purposing of part of carriageway or pavement space to accommodate outside seating and tables associated with cafes or restaurants.
39	Baker Street	Temporary extension of outdoor seating area (extend private licences) outside 48–66 and 106 Baker Street – more restaurant & bar seating across empty units or inactive frontages provided this is clearly supported by the local community, including owners/operators of premise with affected frontages.
40	Blandford Street	Temporary widening of footway outside 44 Blandford Street – opportunities for spatial re-purposing of part of carriageway or pavement space to accommodate outside seating and tables associated with cafes or restaurants.
41	George Street (extended)	Temporary widening of footway outside 19 Baker Street (George Street frontage), 17 George Street, 58–60 George Street and 88–90 George Street – opportunities for spatial re-purposing of part of carriageway or pavement space to accommodate outside seating and tables associated with cafes or restaurants.



Paddington

Map Ref	Street	Proposed Intervention
42	Kendall Street	Temporary widening of footway on the north side of Kendall Street around Village Green and round into Titchbourne Street – opportunities for spatial re-purposing of part of carriageway or pavement space to accommodate outside seating and tables associated with cafes or restaurants.
	Connaught Street	Temporary widening of footway on the south side of Connaught Street – opportunities for spatial re-purposing of part of carriageway or pavement space to accommodate outside seating and tables associated with cafes or restaurants.
	Porchester Place	Temporary widening of footway – opportunities for spatial re-purposing of part of carriageway or pavement space to accommodate outside seating and tables associated with cafes or restaurants.
43	Seymour Place	Temporary widening of footway between Seymour Street and Upper Berkeley Street – opportunities for spatial re-purposing of part of carriageway or pavement space to accommodate outside seating and tables associated with cafes or restaurants.
44	George Street	Temporary widening of footway – opportunities for spatial re-purposing of part of carriageway or pavement space to accommodate outside seating and tables associated with cafes or restaurants.
45	Merchant Square	Temporary extension of outdoor seating area (extend private licences) – more restaurant & bar seating in the pedestrianised street.
46	West End Quay	Temporary extension of outdoor seating area (extend private licences) – more restaurant & bar seating in the pedestrianised street.
47	Paddington Central	Temporary extension of outdoor seating area (extend private licences) – more restaurant & bar seating in the pedestrianised street. Area covering Kingdom Square, space below the Westway and eastern/northern rim of the amphitheatre.

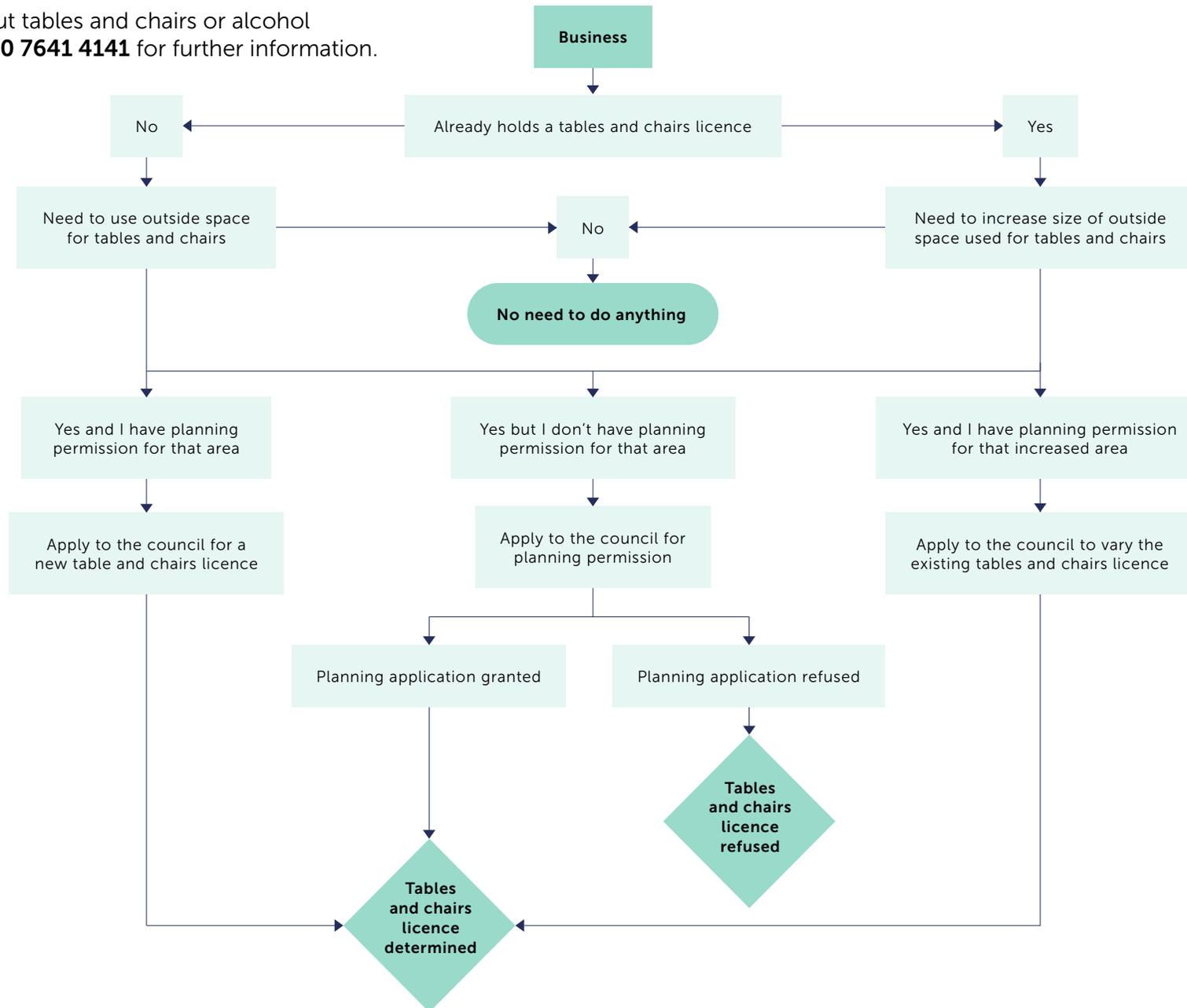
Victoria

Map Ref	Street	Proposed Intervention
48	Nova	Extension of outdoor seating area (extend private licences) – temporarily more restaurant & bar seating in the pedestrianised street.
49	Cardinal Place	Extension of outdoor seating area (extend private licences) – temporarily more restaurant & bar seating in the pedestrianised street.
50	Brewer's Green	Extension of outdoor seating area (extend private licences) – temporarily more restaurant & bar seating in the pedestrianised street.



Tables and chairs flowchart

For queries about tables and chairs or alcohol licensing call **020 7641 4141** for further information.





City of Westminster