

# RE-OPENING GUIDANCE

# IN KINGSTON TOGETHER.

---

**10 June 2020**

**MOVING  
TOWARDS  
RECOVERY.**

**IN KINGSTON  
TOGETHER.**

# INTRODUCTION

---

**In order to support businesses and organisations across Kingston town centre who are planning to re-open over the coming weeks, we have collated an overview of town centre updates and the projects and services we are implementing across the town to ensure customers and employees are confident in returning to Kingston and have a pleasant, welcoming experience.**

This document has been developed in partnership with Kingston Council and in line with government advice and guidelines on re-opening. We anticipate there being new ideas and learning to be implemented throughout the coming weeks. This content will be reviewed and reissued as and when the government makes further announcements around safety and re-opening regulations or to respond to local issues that arise.

Please do share your feedback, experience or insights with us so that we can adapt our response, feedback to the Council and support the town centre over the coming weeks.

**[Adrienne.hawkins@kingstonfirst.co.uk](mailto:Adrienne.hawkins@kingstonfirst.co.uk)**

Adie Hawkins  
Head of Place Management

**[Kirsten.henly@kingstonfirst.co.uk](mailto:Kirsten.henly@kingstonfirst.co.uk)**

Kirsten Henly  
Chief Executive

# FACILITATING SAFER STREETS AND SPACES

---



## CLEANING AND STREET DRESSING

In addition to Kingston Council's regular cleaning patrols, over the coming weeks, Kingston First will invest in an additional deep street cleansing service regularly to ensure that the streets are looked after, maintained and graffiti is removed. We have also invested in greenery and bunting throughout the town to welcome our returning employees and customers.

---

## SUPPORTING PEDESTRIAN FLOWS

In order to clearly signpost areas for customers to queue as well as access to premises we will be installing floor stickers and social distancing signage across the town. Queuing areas will be directly outside the premise along the building frontage. Pedestrians will be encouraged to consider routes around street 'pinch points' and narrow alleyways will be signed as 'one-way' to assist with social distancing guidelines. Town centre spaces, particularly those with high footfall, narrow pedestrian routes or are close to transport interchanges, will be monitored to support safe social distancing.



## PROTECTED WALKING AND CYCLING LANES



A number of initial highway changes have been implemented by Kingston Council at the following locations to help maintain social distancing at busy areas and 'pinch points' around the town centre:

- **Clarence Street - Wilko to Kingston Railway Station**
- **Fairfield North - from the pedestrian crossing east of bus garage to Wheatfield Way**
- **Wheatfield Way - northbound side from College Roundabout to Ashdown Road**
- **Kingston Bridge**

[Click here for further details.](#)

We will continue to review these changes and also ensure the rest of the highway network supports the safer re-opening of Kingston.

---

## CYCLING

We welcome cyclists to the town centre but we will encourage them to walk through the town to ensure all customers and visitors are able to use spaces with plenty of room. Cycle parking is available across the town centre and we are working to introduce more spaces in alternative locations to accommodate more cyclists in Kingston.



---

## ANCIENT MARKET PLACE



We are working closely with Market traders to ensure they comply with new health and safety guidance and social distancing measures. The National Market Traders Federation (NMTF) and The National Association of British Market Authorities (NABMA) have worked with the government on behalf of all markets to ensure clear guidance is available. We are referring to this as we support traders in the coming weeks. Traders will be responsible for managing their customer queues to enable a safe and pleasant experience in the Ancient Market Place.

In line with government guidance around **mass gathering**, Kingston Council is not accepting event applications until government restrictions are lifted.

# SOCIAL DISTANCING SIGNAGE — IN KINGSTON TOGETHER

---

We are introducing signage and guidance across the town centre to encourage social distancing. Our messages to customers and visitors are:



Please keep your hands clean — sanitise or wash them

---



Give each other room — please stay 2 metres apart

---



Please use contactless payment where possible

---



Be patient and be kind, things may take a little longer

---



Help us take care of each other and our town

---

STREET STICKERS, POSTERS, STREET DIRECTIONS AND DIGITAL ASSETS WILL ALL BE AVAILABLE TO MEMBERS FOR INTERNAL AND EXTERNAL USE. IF YOU REQUIRE ANY OF THE SIGNAGE ASSETS FOR YOUR OWN PREMISES, PLEASE CONTACT US DIRECTLY.

---



### WE'RE HELPING YOU STAY SAFE IN KINGSTON

- Please keep your hands clean – sanitise or wash them
- Give each other room – please stay 2 metres apart
- Please use contactless payment where possible
- Be patient and be kind, things may take a little longer
- Help us take care of each other and our town

In Kingston together:  
It takes all of us.

We think we've covered most things, but if there's anything else – drop us a line at [thoughts@kingstonfirst.co.uk](mailto:thoughts@kingstonfirst.co.uk)



### WE'RE OPEN

It's good to see you again. Give each other room – please stay 2 metres apart.



In Kingston together.  
It takes all of us.



### WE'RE OPEN

It's good to see you again. Give each other room – please stay 2 metres apart.



In Kingston together.  
It takes all of us.



### WE'RE HELPING YOU STAY SAFE IN KINGSTON

- Please keep your hands clean – sanitise or wash them
- Give each other room – please stay 2 metres apart
- Please use contactless payment where possible
- Be patient and be kind, things may take a little longer
- Help us take care of each other and our town

In Kingston together:  
It takes all of us.

We think we've covered most things, but if there's anything else – drop us a line at [thoughts@kingstonfirst.co.uk](mailto:thoughts@kingstonfirst.co.uk)



# MANAGING YOUR CUSTOMER QUEUES

We recommend you consider the following as you plan for managing your external queue and welcome clients and customers back into the town centre:

1



Ensure you have carried out a Covid-19 risk assessment for your re-opening plans, including understanding your premises capacity and queue management, as outlined in the government's guidance documents.



2



Work with neighbouring premises to develop a plan for your queue. Avoid merging queues for multiple premises as this will confuse customers.

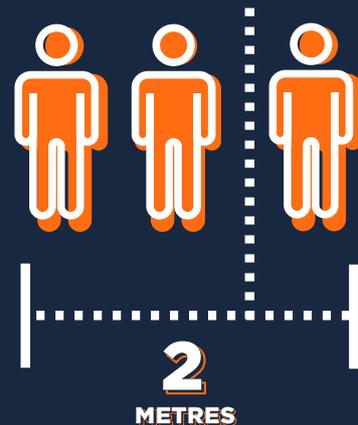
3



Keep your queue in front of your building frontage and ensure customers queue with 2m social distancing. We can provide you with floor stickers to assist with this.

4

Ensure there is 2m space for pedestrians to walk past and around your queue and maintain social distancing. If the pavement is less than 3m, then there may be insufficient space to safely manage a queue.



# 5

Establish the capacity for your queue and ensure the end point of the queue is marked clearly. Use queue 'traffic lights' to highlight to customers if your queue or premises is at capacity:

e.g. Green – Open, Red – Please come back again shortly.



# 6



Consider an appointment service at busy slots.

# 7

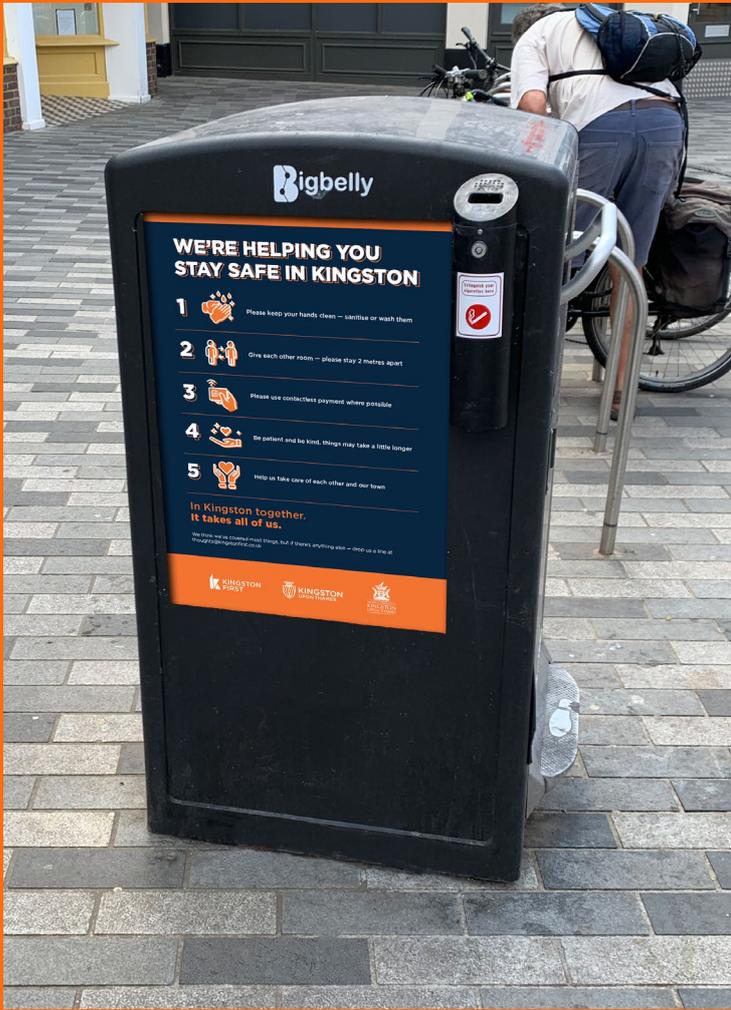


Look after your queue, especially in hot or wet weather conditions, and let customers know waiting times. For further details click: [Heatwave Plan for England - GOV.UK](#)

# 8



If you have separate entrance and exit points, mark them clearly inside and outside the premises.



EXAMPLES OF POTENTIAL SIGNAGE

# ACCESSIBILITY INFORMATION

---



## TOILETS

If you are able to open your toilets please ensure your cleansing routines and public health messages are clear. The Council's public toilets are open from 9 June, full details are [here](#).

---

## VEHICLE ACCESS FOR COMMERCIAL DELIVERIES

**Fife Road** access onto **Clarence Street** and **Castle Street** access is **22:00 - 10:00**.

Vehicles cannot access **Clarence Street** via the **Market Place** or **Union Street** before **22:00** unless the Council has given prior permission.

**Clarence Street** bollard by **HSBC** is an **exit-only** bollard.

**Ancient Market Place** access times are **6:00 - 10:00** and **16:00 - 18:00**.



## CAR PARKING

To support those visitors and workers who are driving into town a number of car parking providers across the town centre have reduced their tariffs. We have collated car parking prices into one 'go-to' document, which is [here](#) and will be updated, shared and promoted online.

# KINGSTON FIRST'S MARKETING AND SUPPORT & SERVICES

---



## MARKETING KINGSTON

Our first priority is to ensure the town re-opens in a safe, gradual and co-ordinated way. Sharing our safe re-opening messaging, responding to and learning from the changes in the town centre from 15 June will help us support the re-opening of the leisure and hospitality sectors, currently expected in July.

As we move into the summer we will begin to look at broader summer promotion and campaigns that help to promote and position Kingston, particularly for our local residents. We look forward to sharing these plans with you.

## SUPPORT AND SERVICES

To keep in touch with the **support services** available through Kingston First, **please sign-up to our weekly members' email.**

**Services include:**

- Training and webinars on relevant topics for you and your team
- Weekly 'Drop Ins' for online networking to share your experience and learn from others
- Re-opening marketing and promotion of your business via our [website](#) and social channels
- Weekly footfall data, town centre data and knowledge sharing
- Town centre troubleshooting with support from partners including the Council and Police
- Keep it Kingston App - to help employees save money across the town centre and to promote new business offers and services to employees in Kingston
- Access and cost saving opportunities for PPE, PPE disposal and trade waste removal.



[@InKingstonUK](#)



[@InKingstonUK](#)



[@InKingstonUK](#)

**CONTACT THE KINGSTON FIRST TEAM TO SUBSCRIBE TO OUR EMAILS AND FIND OUT MORE ABOUT OUR SERVICES.**

# GOVERNMENT GUIDANCE AND FURTHER ADVICE

---



## KINGSTON UNIVERSITY AND KINGSTON COLLEGE RE-OPENING PLANS

Kingston College and Kingston University will begin their terms in September and October respectively however, it is likely that campus teaching will be reduced. Both organisations are planning for the safe return of their staff and students and we will update you once their plans are confirmed.

### GOVERNMENT'S SAFE WORKPLACE GUIDANCE

[Government Guidance for Shops and Branches](#)

[Government Guidance for Restaurants offering Takeaway or Delivery](#)

[Government Guidance for Offices and Contact Centres](#)

[Government Guidance for Safer Public Place: Urban Centres and Green Spaces](#)

[Coronavirus Outbreak FAQs: what you can and can't do](#)

### OTHER USEFUL LINKS

[Kingston Council's Coronavirus Information](#)

[TfL's Coronavirus Updates](#)

[Acas' Coronavirus Advice](#)

# In Kingston together. It takes all of us.

---

Produced by Kingston First, supported  
by Kingston Council.

We're looking to support Kingston's  
re-opening with funding from:



Kingston First  
3rd Floor Neville House  
55 Eden Street  
Kingston upon Thames  
Greater London  
KT1 1BW

Tel: **020 8547 1221**  
[thoughts@kingstonfirst.co.uk](mailto:thoughts@kingstonfirst.co.uk)  
[kingstonfirst.co.uk](http://kingstonfirst.co.uk)  
[LinkedIn](#)

Company registered in England no. 3838618