

RE-OPENING GUIDANCE

IN KINGSTON TOGETHER.

2 July 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 the projects and services we are implementing across the town to ensure customers and employees are confident in returning.

This document has been developed in partnership with Kingston Council and in line with government advice and guidelines on re-opening. The 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 with us your feedback, experience or insights so that we can support the town centre over the coming weeks.

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SUPPORT AND GUIDANCE FOR RE-OPENING SAFELY FROM 4TH JULY

The government has announced that many premises will be able to reopen from 4th July to provide for the consumption of food and drink indoors and outdoors, if you are able to comply with the Government Guidance for working safely during Coronavirus.

Kingston Council has issued advice and guidance to business operators who are intending to open on or after 4th July.



RISK ASSESSMENT

You must ensure you are able to meet the Covid-19 secure requirements by carrying out a specific risk assessment and implementing any changes identified

MANAGEMENT OF FOOD AND DRINK

You will be able to open and allow customers to make use of the inside seating areas of your premises, but only table service will be permitted and must be used alongside other measures as identified in your risk assessment. It is likely you will only be able to offer a reduced number of covers in order to be Covid secure. Where customers cannot be seated inside, you will need to ask them to return later. Table service should also be provided in outdoor areas. The Council is looking at ways to provide more space for outdoor facilities, and we will update our website with further information when we are able to.



CUSTOMER CONTACTS

You must keep a record of your customers' and visitors' contact details for 21 days to assist NHS Test and Trace. As a minimum, you should record customers' full names and contact telephone number, along with the date and time of their visit. The Government is working with industry and relevant bodies to design this system in line with data protection legislation and will set out specific details shortly.



WASTE MANAGEMENT

Contact your waste collections provider to reactivate your collection where these have been suspended. Consider whether additional collections or additional bins are required to manage any increase in demand, such as from single-use items that may need to be disposed of.

ENTERTAINMENT

You must not permit live performances, including drama, comedy and music, to take place in front of an audience at this time. It is important that you are able to make your premises 'Covid secure' before you open, and there are new restrictions on serving food and drink that you need to be aware of.



THE FULL GOVERNMENT GUIDE

Working Safely During Coronavirus - 5 Steps to Working Safely, is available online [here](#).

If you have any questions, please contact us: licensing@kingston.gov.uk.

UPDATE ON PAVEMENT LICENCES

A new process is currently in development, subject to the draft Bill passing through Parliament, which will make it easier and cheaper for businesses such as cafes, restaurants and bars to secure a licence to place furniture on the highway. This will help you to operate safely while social distancing measures remain in place.

The fee for applying for a licence under the new process will be capped at £100.

Once you apply the information is submitted to the Council which has 10 working days from the day after the application is made (excluding public holidays) to consult on, and determine the application. This is a streamlined process to allow businesses to secure these licences in time for the summer and, where they are deemed to have been granted, allow these licences to remain in place for a year but not beyond 30 September 2021. The Council can specify the duration of the licence, subject to a minimum duration of 3 months.

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[Click here](#) for further details on this.

Ahead of government legislation Kingston First and Kingston Council have been working proactively to identify potential locations/shared spaces that will allow businesses to secure pavement licences in time for the summer. Further details on these new spaces will be announced in the coming days.

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 throughout the summer. This will ensure that the streets look and feel looked after and maintained. 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.



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.

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.

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.

EDEN STREET

A range of measures have been introduced in busy areas to help make public spaces safer and encourage social distancing.

On **Monday 29 June, Eden Street in Kingston town centre**, one of the highest footfall areas in the borough, became a one way road to all traffic (including buses). The lane going towards Hook, Chessington and Tolworth has now been suspended and changed into a temporary pathway, to help keep shoppers safe.

The bus stops outside McDonalds serving routes towards Hook, Chessington, Esher, Tolworth and Epsom (65, 71, 281, 406, 418, K2, K3 and N65) have been moved to Wheatfield Way. Please follow the signage in place. The bus stops on the opposite side of the road (towards Kingston Station) continue to operate as normal. **Delivery vehicles that need to enter Neville House car park can access Eden Street via Lady Booth Road (please follow the signage in place).**

[Click here](#) for further details on this.

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 enough room



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

- 1  Please keep your hands clean - wash or sanitise
- 2  Cover your nose & mouth - please don't cough/sneeze
- 3  Please use hand sanitiser whenever you can
- 4  In public places wear a face mask when you can
- 5  Avoid close contact with others

In Kingston together, it takes all of us.

For more information visit www.kingston.gov.uk or call 020 8877 2000



WE'RE OPEN

It's good to see you back in our shops and offices - please do 2 metres apart



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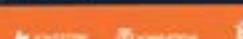


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MANAGING YOUR CUSTOMER QUEUES

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.

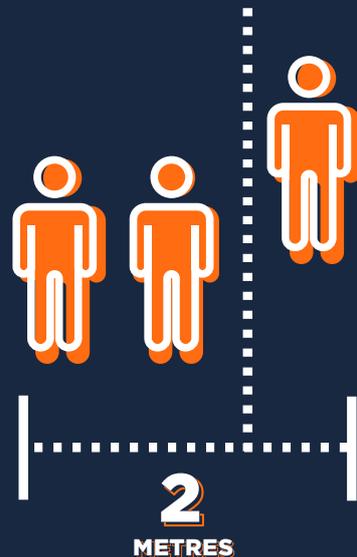
3



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.



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

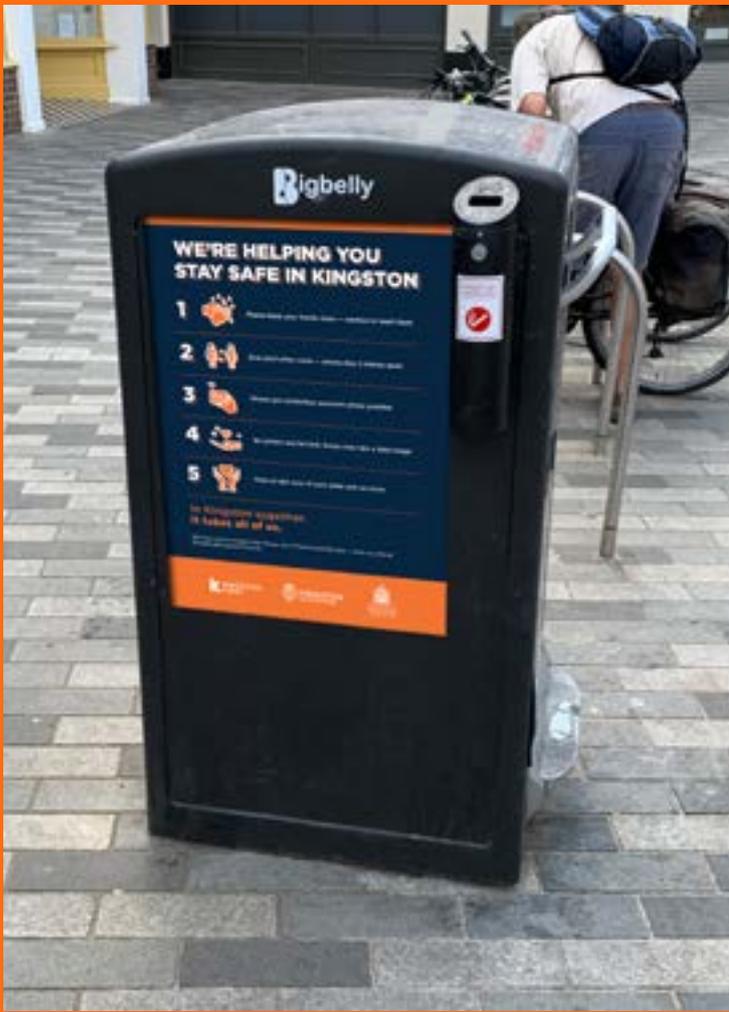


Look after your queue, especially in hot or wet weather conditions, and let customers know waiting times. For further details click: [Heatwave Plan for England - GOV.UK](#)

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 sanitation 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. Information on all car parking tariff changes is [here](#).

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.



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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 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.

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



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