

June 2020

Dear BID Levy Payer,

GO! Southampton and Southampton City Council, via a specially formed City Centre Recovery Group, have been working in partnership to prepare our city to reopen as we begin to come out of lockdown. To aid businesses during this process we are issuing advisory guidelines (see below) to enable city centre businesses to reopen and trade safely, in turn supporting the wider community recovery.

These guidelines take into account the Government's COVID-19 Safer Public Places – Urban Centres and Green Spaces guidance document issued on 13 May, whilst also considering the specific requirements in the city. The latest government guidance can be found [here](#).

SOUTHAMPTON CITY CENTRE

The City Centre Recovery Group has focused on providing a consistent approach to reopening the city centre safely, with particular focus on introducing physical measures to enable residents, visitors and workers to navigate the city centre safely.

The guidelines are designed to enable you to:

1. Open your business safely for both staff and customers (when national guidance allows)
2. Manage customer queues safely and without impacting on neighbouring businesses
3. Provide a safe, welcoming and pleasant experience for all visitors to the city centre

Yours Sincerely,

Giles Semper

Executive Director at GO! Southampton

Kate Martin

Executive Director of Place at Southampton City Council



Guidance for the safe re-opening of businesses in Southampton

WORKING SAFELY DURING COVID-19

For those companies who may be reopening, new 'COVID-19 secure' guidelines are now available to help businesses get up and running and workplaces operating as safely as possible.

The guidance is based on five key points:

1. Work from home, if you can
2. Carry out a COVID-19 risk assessment, in consultation with workers or trade unions
3. Maintain 2 metres social distancing, wherever possible
4. Where people cannot be 2 metres apart, manage transmission risk
5. Reinforcing cleaning processes

COVID-19 BUSINESS RISK ASSESSMENT

The Health and Safety Executive has produced guidance to help you work safely / be COVID-secure and manage the risk associated with running your business at this time. It includes practical measures you can take, for example putting in place social distancing measures, staggering shifts, providing additional handwashing facilities and how to communicate with workers to help them stay safe. Find the full guidance [here](#).

CUSTOMER QUEUE MANAGEMENT (CONSUMER-FACING BUSINESSES)

- All businesses are requested to take responsibility for queuing outside their premises and to ensure their queue does not encroach on another business or queue at any time and does not block pedestrian walkways through the city centre.
- Businesses are advised to speak with GO! Southampton to discuss their specific customer queuing arrangements.
- Where space allows, GO! Southampton and Southampton City Council will supply floor markings for use on-street to indicate the queuing arrangements outside individual businesses.
- Where possible businesses should have separate exit and entry doors to support an in store one-way system.
- It is envisaged that shopping centres and larger retail stores will implement staffed queue management inside and outside their premises. Staffed queue management would include ensuring queues do not encroach on other businesses and a process for asking customers not to join the queue if it is full.
- Smaller independent stores may not have their own security for active queue management but are requested to ensure their queue is monitored and managed by their staff.
- To maximise the amount of space for pedestrians queues should not exceed the boundaries set by Southampton City Council and queues should not extend into a road that remains open to traffic.
- Where on-street parking is suspended to allow for effective social distancing, Southampton City Council will provide barriers to highlight the suspension and provide ramps to enable wheelchair users to queue safely.
- Best practice guidelines should be followed which includes only one adult member from a family/ household to be admitted to limit numbers.
- Restaurants are requested to work on a bookings only basis to reduce on-street queuing, when guidance permits reopening.
- Where possible digital ordering solutions and queue management apps should be used
- Businesses offering a takeaway collection service are asked to ensure any drivers and vehicles associated with this service are able to access the business premises safely, do not park their vehicles in an anti-social manner and do not drive their vehicles onto pavements or in pedestrianised areas.
- Support should be provided for customers with additional accessibility requirements. If a customer requires support from a carer or personal assistant, this should be allowed.

SIGNAGE

Southampton City Council and GO! Southampton have worked with local artist, Nathan Evans, to create a queue marker floor vinyl for use in the city centre. These queue markers will be installed throughout June indicating the queue locations outside premises. These queue markers will be supported by both physical posters and digital assets communicating how visitors to the city should navigate the new arrangements.

FOR MORE INFORMATION

To discuss the queuing arrangements outside of your premises, or for any other queries regarding this guidance, please email rebecca.handley@gosouthampton.co.uk