



Opening High Streets

COVID 19 (Coronavirus)
Business Advice

Contents

Let's be compliant

What does the law say?

Let's be safe

Queuing in Town Centres

Let's be considerate

Using the public highway

Helping businesses on more challenging streets

Let's be welcoming - outside

What steps should I take outside the business?

Let's be safe - inside

What steps should I take inside the business?

Further Information and Guidance

This advice is for business owners across the district, who operate premises where the public visit. You may already be offering these services, or you may be thinking about how you can do this safely in the future.

We are also producing a reopening pack for businesses, containing posters, floor stickers, public health messages and other useful material. These will be designed to demonstrate our people-first approach, supporting a friendly and welcoming customer experience, and complement the signage being used across Somerset West and Taunton town centres.

Let's work together to make sure businesses, residents, and – when the time is right – visitors - have confidence that Somerset West and Taunton is a safe place to visit.

We want to help your business to open. This guidance provides some practical measures which can be implemented in your premises to help keep your staff and customers safe. The proposed measures are not an exhaustive list as there may be other measures which you may want to implement in your own business.

The 'Better Business for All' group who are a partnership of Local Authority regulatory professionals working across Somerset and Devon, has put together a toolkit to help businesses understand how to restart safely. The toolkit is available on the Heart of South West Growth Hub website. <https://www.heartofswgrowthhub.co.uk/wp-content/uploads/2020/05/BBFA-Covid-19-Toolkit-v3-080620-Accessible.pdf>

Let's be compliant

Before reopening to the public you must consider the Government's working safely during COVID-19 in shops and branches guidance, further details can be found at www.gov.uk/guidance/working-safely-during-coronavirus-covid-19

What does the law say?

The Health and Safety at Work Etc. Act 1974 applies to all workplaces. It requires employers to take reasonable steps to ensure the health and safety of employees whilst at work and also others who may be affected by what they do, this includes members of the public and visitors. COVID 19 is a risk to health that must be managed by the employer, in order to comply with the law.

Before reopening you should ensure the safety of your premises by:

1. Carrying out a COVID-19 risk assessment www.hse.gov.uk/simple-health-safety/risk/index.htm
2. Developing cleaning, handwashing and hygiene procedures for staff and customers.
3. Helping members of staff work from home, where possible.
4. Maintaining 2m social distancing between staff and customers, where possible (this distance guidance may change in the future)
5. Where people cannot be 2m apart, manage the risk of transmission of Covid-19.

Let's be safe

Queuing in Somerset West and Taunton

One of the main challenges in Somerset West and Taunton will be managing queues. All businesses should consider click and collect and/or booked appointments where possible.

We understand this might not be possible for some businesses. We are here to help you plan how to manage customer queues on the pavement or foot street outside your premises.

Controlled queuing should be possible on most streets, providing you follow all the guidelines in this document.

Let's be considerate

Using the public highway

We want to help you safely use any available public highway to manage your queues and potentially trade outside.

However, this is not an automatic right and we ask all traders to consider other people using that space. This includes:

- the rights of pedestrians using the high street – especially those with limited mobility
- the needs of neighbouring businesses and others which will reopen in the future.

We also have to stress that any arrangements you make may have to change to accommodate businesses opening at a later date, changes to Government guidance, and anything we may introduce based on what we learn from this first phase of reopening.

If you would like advice or support creating queueing systems which suit you and your neighbours, contact us on OpeningHighStreets@somersetwestandtaunton.gov.uk.

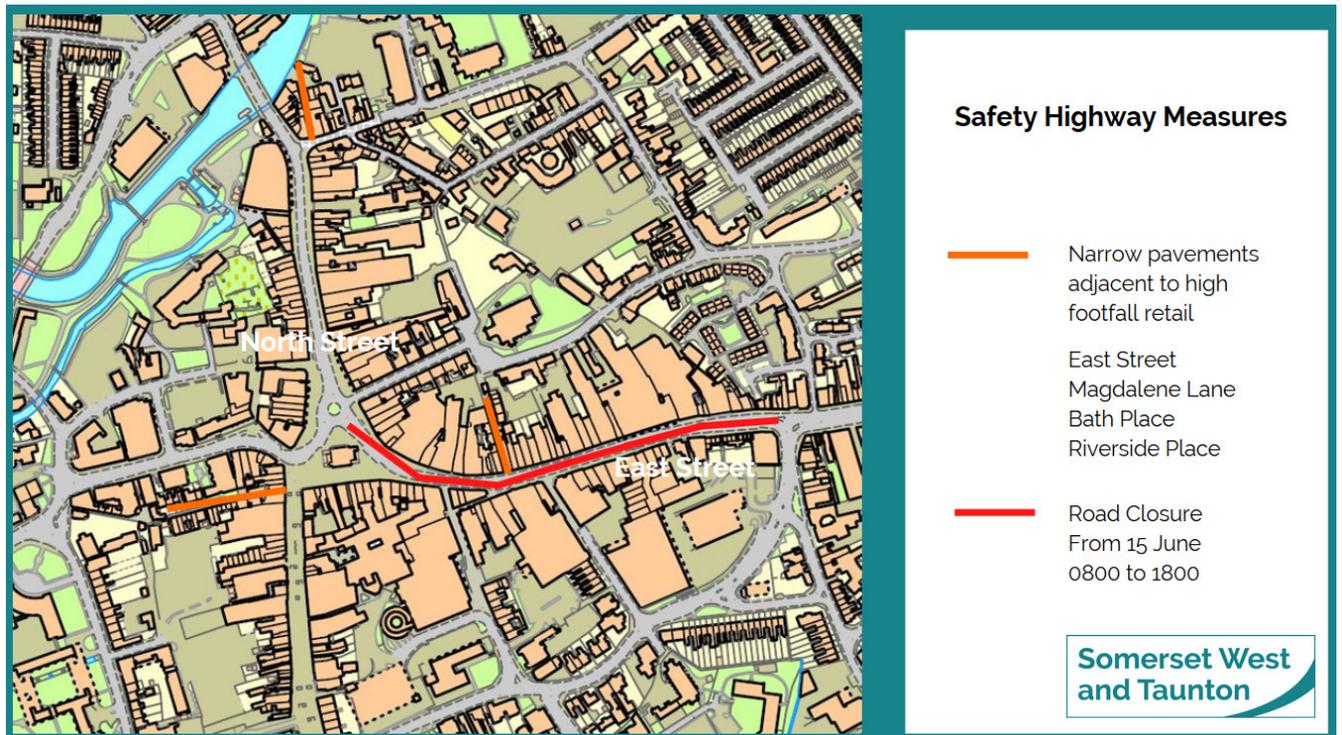
Helping businesses on more challenging streets

Here is a map of Taunton where additional intervention is required to support social distancing measures.

We have highlighted a number of busy retail areas where pavement width does not allow the 2m distancing to occur. In these spots, additional signage has been added, to encourage people to be considerate and allow others to pass. Please see the map below highlighting these "pinch point" areas

Please contact us by email if you have any questions.

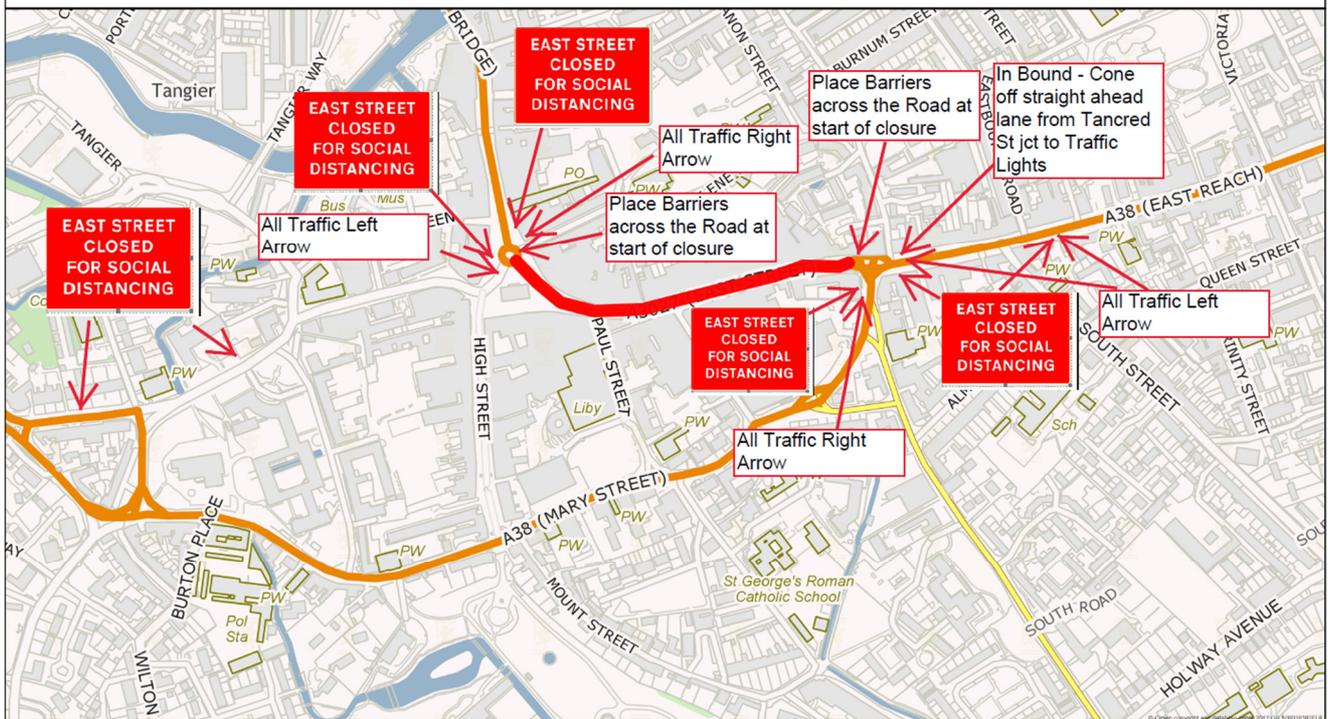
openinghighstreets@somersetwestandtaunton.gov.uk



Map of Taunton Town Centre. June 2020

Highway Maps for East Street, Taunton and The Avenue, Minehead.

East Street Taunton - Road Closed for Social Distancing



WWW.SOMERSET.GOV.UK

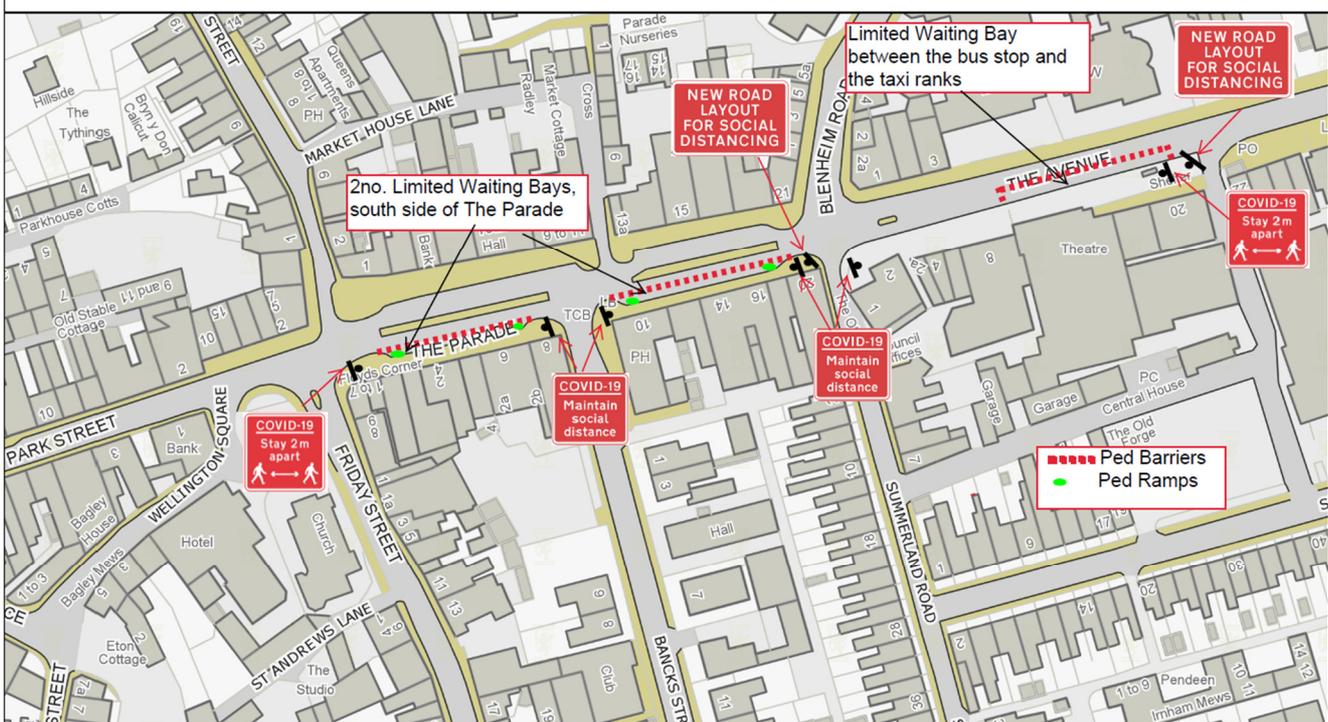
 Somerset County Council
 County Hall
 Taunton
 TA1 4DY
 0300 123 2224

Scale:1:5000
 Centre:322900, 124409
 Date produced:2020-06-04 12:19:56

© Crown copyright and database rights 2019 OS 100038382. You are granted a non-exclusive, royalty free, revocable licence solely to view the Licensed Data for non-commercial purposes for the period during which Somerset County Council makes it available. You are not permitted to copy, sub-license, distribute, sell or otherwise make available the Licensed Data to third parties in any form. Third party rights to enforce the terms of this licence shall be reserved to OS.



Minehead - Covid Safety measures



WWW.SOMERSET.GOV.UK

 Somerset County Council
 County Hall
 Taunton
 TA1 4DY
 0300 123 2224

Scale:1:1250
 Centre:296876, 146194
 Date produced:2020-05-29 11:07:05

© Crown copyright and database rights 2019 OS 100038382. You are granted a non-exclusive, royalty free, revocable licence solely to view the Licensed Data for non-commercial purposes for the period during which Somerset County Council makes it available. You are not permitted to copy, sub-license, distribute, sell or otherwise make available the Licensed Data to third parties in any form. Third party rights to enforce the terms of this licence shall be reserved to OS.



Let's be welcoming - outside

The following is a checklist to help you be prepared.

What steps should I take outside the business?

Outside the business premises x ✓	
<p>Have clear signage to explain to customers what your social distancing measures are, reminding them not to enter if they have symptoms of Coronavirus.</p> <p>Please be aware that there are restrictions on the use of A-Boards in the Town Centre and you need to be mindful about the positioning of any signs used on the movement of people who are blind/partially sighted, in wheelchairs or using pushchairs.</p> <p>We will provide posters and a toolkit to display in your premises at www.somersetwestandtaunton.gov.uk/businesssupport</p>	
Encourage customers to shop alone if possible.	
Remind customers who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines.	
Have one entry and one exit point, which are separate if possible.	
Keep entrance and exit doors open, if possible.	
Consider alternatives to people visiting your shop, for example by operating as 'click and collect' service or offering appointments.	
Outside the business premises - Queuing Controls	
Consider use of additional staff or security personnel to assist managing any queue.	
Assess the size of any external area available along the frontage of your premises, and calculate the maximum number of customers who can safely queue 2 metres apart.	
Speak to neighbouring premises about outside queuing so your queuing proposals do not affect neighbouring businesses and keep customers safe.	
Provide floor markings outside your store to assist with distancing. We will provide examples in the toolkit at www.somersetwestandtaunton.gov.uk/businesssupport	
Provide barriers or rope for queue waiting areas to ensure that people stay within the defined queue area.	
Remember it is your responsibility to manage any queue, if you have one, and you should monitor the queue to ensure its safe operation. This may require additional staff or security personnel.	

We are doing everything we can to help all our businesses open, and will work with you to help manage queues on the pavements.

However, allowing people to queue on the street is not an automatic right, and if circumstances change or the measures don't keep people safe, we cannot guarantee that it will continue.

In the event of a dispute in a street which is suitable for queuing or outside trade, the council will work with all parties to find a solution. Please contact us on openinghighstreets@somersetwestandtaunton.gov.uk for support.

Let's be safe - inside

In addition to controls outside your business, including queuing controls, the checklists below will help with some of the other key considerations inside your business premises.

What steps should I take inside the business?

Inside Business Premises - Hygiene and cleaning	✓ x
Assess the size of the premises and its layout, so that you can calculate the maximum number of customers in the shop and the different areas within it, at one time. The number of customers able to be in the premises at the same time will be based the floor area of your premises and aiming to achieve a 2 metre separation between customers. Consider where you need to position staff to help control numbers.	
Provide cleaning stations at front of store which should include; <ul style="list-style-type: none"> • hand sanitiser and disinfectant wipes; or • spray and tissue for trolley/basket handles. We have provided a poster you can display to remind people	
Increase the frequency of cleaning and disinfection.	
Check that you are using sanitisers that are effective against "enveloped viruses" such as Coronavirus and that staff are adhering to the correct contact time and dilution rates. Those that comply with "BSEN 14476" are considered effective and this should number should be stated on the label or you should check with your cleaning product supplier.	
Think about your staff areas. Handwashing is one of the most effective ways to protect yourself and others. You should follow the government guidance on providing washrooms, hygiene and cleaning in your workplace https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19	

Example Posters



Inside Business Premises - Social Distancing	✓ x
Increase the ventilation within the premises by opening doors and windows if possible and safe to do so.	
Use floor markings inside to facilitate compliance with the social distancing advice of 2 metres most crowded areas.	
Place clear signage throughout the store reminding customer of the social distancing measures and asking them to follow these rules.	
Review the layout of the store to ensure aisles/walkways are as clear as possible to accommodate 2m social distancing, including the removal of promotional fixtures if necessary. Create a "one way" system by closing off aisles and using signage to direct customers to move in the same continuous direction.	
Erect physical barriers at till points using flexi-plastic to provide a barrier for those working on the tills. Alternatively, create an exclusion zone around the till area with a customer notice "Please stand behind the line while being served".	
Use staff to manage the flow of customers to checkouts.	
Where till points are close together, consider closing every other till point. Assess whether this is also necessary for self-scan tills.	
Leave non-essential doors open to minimise the number of people touching them. This does not apply to fire doors.	
Customer order collection points should be set up to ensure the 2m separation either by floor markings or by limiting the number of customers that can wait at a time.	
Consider limiting the number of customers in enclosed spaces such as lifts.	
Remove promotions and features where customers are likely to congregate, such as product demonstrations.	
To limit congestion, consider restocking/replenishing only outside of store opening hours. If replenishment must be done in opening hours, assess how this can be done without compromising employee or customer safety, e.g. using barriers to close the aisle and have staff available to obtain a product for customers and only have as many staff in this area that can maintain 2m distance.	
Encourage contactless payments.	
Self-checkout touch screens/keypads – If these remain in operation a member of staff must be available to regularly Wipe these areas. Ideally between each use.	
Close the premises if it becomes too busy	
Consider what steps will be taken by managers and staff where customers are not following social distancing measures.	

Inside Business Premises – Changing rooms, Customer Seating and Special Assistance (For All Zones)	✓ x
Consider keeping changing rooms closed.	
Where customers require specialist advice/assistance in store, ensure colleagues giving the advice have a clearly designated position, ideally with a secure barrier as provided at till points.	
Remove or limit customer seating in store, if seating is provided, space out appropriately.	
If you provide in store products for customers to trial prior to purchase e.g. TV's, headphones, computers, consider setting products up so that social distancing rules can be followed; Items should also be sanitised following any customer trial.	
Consider whether it is better for staff to demonstrate instead of customers touching the item or provide hand sanitiser in these areas.	
If stores choose not to assist customers with large purchases t their car, is it advisable to highlight this prior to purchase. If stores are providing this service they should provide suitable protection and advice for this to be conducted safely.	
Consider whether it is safe to keep customer toilets open or if these should be available on request. If open, regular cleaning should include manual multi-person touch points such as door handles, flushes and taps.	
Baby changing facilities should be available but consider frequency of cleaning.	
Cafes and restaurants are closed until further notice and should be securely closed off to ensure customers do not use them for seating	

Inside Business Premises – Delivery Areas (For All Zones)	✓ x
Meetings should be kept to an absolute minimum carried out in a safe manner following social distancing guidelines and desks cleaned down after the meeting finishes.	
Small rooms that do not allow 2 m distancing should be limited to one person with notices displayed on the door and desks cleaned down after each use.	
Smoking areas employees must be advised to remain 2m apart with notices displayed in this area.	
Staff should be reminded to wash their hands regularly using soap and water for 20 seconds before and after eating.	
Notices promoting hand hygiene and social distancing should be placed visibly in these areas.	
Provision of hand sanitiser at entry/exit points.	
Introduce a staggered or extended break rota to avoid crowding.	
Space out chairs and tables by marking as "do not use".	
Remove sofas from break areas.	
Frequently clean and disinfect surfaces that are touched regularly.	
Inside Business Premises - Delivery Areas (For All Zones)	✓ x
When taking in deliveries ensure that all social distancing guidelines are followed. Maintain a two metre distance at all times where possible. Markings on the floor may help staff and delivery drivers to do this.	
Ensure that the delivery driver has been briefed on your social distancing measures by a member of staff	
All delivery drivers should wash their hands after entering the building	
All existing health and safety procedures should remain in place and carried out at all times when unloading.	
Ensure that all staff are able to wash hands regularly	

It is important that any of the measures put in place are regularly checked to ensure customer and colleagues' understanding and compliance.

Support your staff with training sessions and helpful guidance to enable them to be safe, welcoming and considerate – and confident in doing their job.

Further Information and Guidance

For further information and guidance on how to ensure your business premises is prepared you may want to consider the following.

<http://www.gov.uk/coronavirus> website Guidance for employers and businesses on coronavirus (COVID-19)

www.somersetwestandtaunton.gov.uk/businesssupport website, information from Somerset West and Taunton Council.

www.usdaw.org.uk/BRCguide website for the British Retail Consortium - USDAW Recommended implementation practices for non-food retail stores - A guide for retailers on how to implement Government advice Version 1: 24 April 2020.

www.hse.gov.uk website Coronavirus (COVID-19): latest information and advice. Social distancing, keeping businesses open and in-work activities during the coronavirus outbreak.

<http://www.food.gov.uk> website -Coronavirus - Advice for food businesses; advice for consumers; Bulk freezing of ambient and chilled foods; Food safety for food delivery; food safety for community cooking and food banks.

Posters – you can design and print your own posters. We will issue a pack for Somerset West and Taunton businesses, or there are a number of examples on the internet containing signs. We will provide sample signs in a toolkit at www.somersetwestandtaunton.gov.uk/Businesssupport

Staying COVID-19 Secure in 2020

We confirm we have complied with the government's guidance on managing the risk of COVID-19

• FIVE STEPS TO SAFER WORKING TOGETHER •

- ✓ We have carried out a **COVID-19 risk assessment** and shared the results with the people who work here
- ✓ We have **cleaning, handwashing and hygiene procedures** in line with guidance
- ✓ We have taken all reasonable steps to **help people work from home**
- ✓ We have taken all reasonable steps to **maintain a 2m distance** in the workplace
- ✓ Where people cannot be 2m apart, we have done everything practical to **manage transmission risk**

Employer _____ Date _____

Who to contact: _____ Your Health and Safety Representative
(or the Health and Safety Executive at www.hse.gov.uk or 0300 003 1647)