KEEPING YOU SAFE

Medway Guidance Pack
Advice for retailers to re-open safely

#MedwayTogether
Timetable for easing lockdown

JUNE 15
Non-essential retail shops can open from Monday, 15 June. However, businesses must make sure they have put the appropriate social distancing measures in place, completed a risk assessment and that their shop is safe for customers.

Our Information Officers will initially be present in our town centres, helping visitors as well as businesses remain safe.

JULY
Possible re-opening of additional food and leisure outlets, such as hairdressers, gyms and restaurants.

Other resources

Before opening, you must carry out a risk assessment to identify the safest practices of working, and the best ways to serve customers.

For the latest advice:

Kent Police has issued some useful guidance for businesses on staying secure during Covid-19:
www.cpni.gov.uk/staying-secure-during-covid-19-0
Recommended measures

• Frequent cleaning of surfaces, screens and pay points
• Increased deep cleaning
• Regular hand washing
• Encouraging contactless payments
• Installing plastic screens between cashiers and customers
• Limiting numbers of customers
• Providing staff with face coverings, gloves, sanitiser
• Social distancing floor markers
• Implementing ‘one way’ walking systems
• Having hygiene stations for customers
• Closing of changing rooms and toilets
• Longer returns policies
• Removing seating in stores, and spacing seating for diners
• ‘Quarantining’ stock that has been handled by customers
• Having more payment points
• Offering socially distanced takeaway, collection or delivery options

Managing queues

Due to social distancing practices, customers may have to wait to enter, browse or be served, which may result in increased queues.

Make sure your business has a plan for safely operating and managing the flow of people.

We recommend that where possible queues run flush with the front of your premises and are limited to your shop front to prevent merging.

Monitoring and managing queues is the responsibility of the business. You will need to assign personnel to manage your queues and limit the amount of people who are waiting.
Toilets

If your business offers toilet, changing or baby feeding facilities to customers, you will not be able to provide these upon re-opening. Medway’s public toilet facilities will be available. These will be regularly cleansed and sanitised.

Marking pavements

If you wish, you may mark the pavement outside of your business, to assist you in managing the flow of customers in and out of your shop or business. Please use tape as this can be easily removed, or adjusted, when social distancing guidance allows.

We recommend:

• The tape is yellow or yellow/black (it does not have to be a particular brand).
• Limiting any markings to the area directly outside your property and in line with your property boundaries.
• Taking account of, and working with, neighbouring businesses to ensure a harmonious and safe environment for all.

As we are undertaking enhanced cleansing of the surfaces in the high streets, the tape may experience wear and tear. Therefore, please monitor the tape lines and replace when needed. If social distancing rules are sufficiently relaxed, you may be asked to remove the tape.

Please note, responsibility for the tape and any maintenance lies with the shop or business.

If you have already installed social distance markings on the pavement, which are not in line with the above, unless it is causing a critical situation or issue, we will not ask you to remove them, but we do ask that if you decide to use further markings, you follow the recommendations in this guidance.
High street layouts

Due to the need for social distancing and people needing to queue to enter shops and businesses, objects on the highway, such as advertising boards and products is discouraged during this period. Such items will cause more obstruction and may lead to people getting hurt or products getting damaged, therefore we ask that you observe this request.

Some areas are narrower than others and could be particularly problematic. Minimising objects outside your premises will enable a better flow of customers to support trade.

We will work with you to monitor the situation to resolve any issues causing concern.

Receiving deliveries

Businesses are encouraged to arrange deliveries outside of peak trading hours to maximise the space outside of their premises and facilitate social distancing.

In pedestrianised areas, please arrange deliveries during the times the road is open to vehicles.

Covid-19 secure

To reassure the public and your staff that you are doing all you can to reduce transmission and provide a safe environment, you should display this government statement to confirm that you have completed a risk assessment, and have considered and carried out any necessary changes to your premises, operations and working practices.

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

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

Who to contact: Your Health and Safety Representative (or the Health and Safety Executive at www.hse.gov.uk or 0300 003 9447)
Toolkit

To support your business to reopen safely, Medway Council has produced a free toolkit. You can either print your own posters or email: tcm@medway.gov.uk and we will send them out to you.

The posters support a friendly and welcoming customer experience and complement existing signage across Medway.

KEEPING YOU SAFE
Please keep social distancing
Protect yourself and others

KEEPING YOU SAFE
Prevent the spread of Covid-19. Keep washing your hands

KEEPING YOU SAFE
If you are experiencing any of these symptoms
Please return home and follow government guidance

KEEPING YOU SAFE
Please use contactless payment if possible
What we’re doing to keep our town centres safe

• The council’s car parks are open and offer a cashless payment option provided by RingGo to reduce risk of infection. Payment machines will be cleaned regularly for those choosing to pay by coins.

• An enhanced cleaning of all high streets will be carried out before 15 June 2020, we will then maintain our high-level cleansing standard.

• Our Information Officers will initially be present in our town centres, helping visitors as well as businesses remain safe.

• Public toilets will be cleaned regularly throughout the day and hand sanitiser dispensers have been installed.

• Bins will be emptied and sanitised regularly.

• Litter picks will be carried out to keep the streets clean.

• Some benches will be taped off to help comply with social distancing measures.

• Social distancing and directional signage is being installed to remind all visitors to social distance.

• Regular social media updates will be shared assuring visitors and detailing the measures we’ve taken to ensure our high streets are a safe place to visit.
Other considerations

If you’re an employer, or someone in control of a premises, such as a landlord, we’d like to remind you that under health and safety law you have a duty to understand and manage legionella risks.

Legionella bacteria can cause serious illness, such as Legionnaires’ disease, which is a type of pneumonia. It can also cause other types of flu-like illness such as Pontiac fever.

You must carry out risks assessments on all water systems.

For more information, please visit: www.medway.gov.uk/legionella

Keep in touch

Please let us know how you’re getting on with these additional measures so we can continue to adapt to this changing environment.

To keep up to date with all the latest guidance: www.medway.gov.uk/signup

If you have any videos, photos or additional information upon re-opening that you would like to share with the public, please send to: communications@medway.gov.uk

www.medway.gov.uk

Follow us  Facebook  Twitter  Instagram  @Medway Council updates

Information correct as of 11 June 2020 for the latest updates please visit: medway.gov.uk/coronavirus