



REOPENING GUIDANCE

15 June



INTRODUCTION

To help support businesses and organisations across Kingston Borough who are planning to reopen over the coming weeks, we have collated an overview of the projects and services we are implementing to help ensure customers and employees are confident in returning and have a pleasant, welcoming experience.

This document has been developed in partnership with the Kingston Chamber of Commerce and in line with Government advice and guidelines on reopening. 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 reopening 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 and support our businesses and high streets over the coming weeks.

If you have any feedback or suggestions, please contact your Neighbourhood Manager at neighbourhood_management@kingston.gov.uk.

PROTECTED WALKING AND CYCLING LANES

Kingston Council has created a number of temporary walking and cycling routes to help make public spaces safer and aid social distancing in busy areas. These are located at:

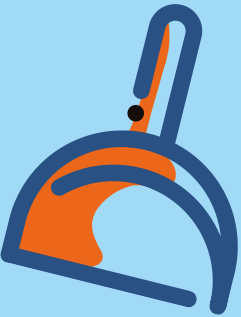
- Clarence Street (Wilko to Kingston Station)
- Fairfield North (from the pedestrian crossing east of bus garage to Wheatfield Way)
- Wheatfield Way (northbound side from College Roundabout to Ashdown Road)
- Kingston Bridge
- Worcester Park (under the railway bridge)

We are actively monitoring all of these sites and can modify schemes as required.

Similar measures will be introduced in other locations across the borough in the coming weeks. For the latest information please visit www.kingston.gov.uk/getting-around-rbk.



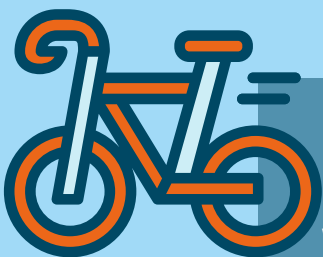
FACILITATING SAFER STREETS AND SPACES



We have continued to keep the streets clean and waste collections have been maintained throughout. We will monitor busy areas to ensure our high streets remain clean and we can direct resources where they are needed.

SUPPORTING PEDESTRIAN FLOWS

In order to clearly signpost areas for customers to queue as well as access to premises we can offer floor stickers and social distancing signage for across the borough. Queuing should be directly outside the premises along the building frontage. Pedestrians will be encouraged to consider routes around street 'pinch points'.



CYCLING

We welcome cyclists to our high streets, but we will encourage them to walk where the roads are busy or narrow to ensure all customers and visitors are able to use spaces with plenty of room. Cycle parking is available across the borough and we are working to introduce more spaces in alternative locations to accommodate more cyclists.

SOCIAL DISTANCING SIGNAGE

We are introducing signage and guidance across the borough 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, or more than 1 metre where 2 metres is not possible
- Please use contactless payment where possible
- Be patient and be kind, things may take a little longer
- Help us take care of each other

STREET STICKERS, POSTERS, STREET DIRECTIONS AND DIGITAL ASSETS WILL ALL BE AVAILABLE FOR INTERNAL AND EXTERNAL USE. IF YOU REQUIRE ANY OF THE SIGNAGE ASSETS FOR YOUR OWN PREMISES, PLEASE CONTACT US DIRECTLY AT NEIGHBOURHOOD_MANAGEMENT@KINGSTON.GOV.UK

WE'RE HELPING YOU STAY SAFE IN KINGSTON

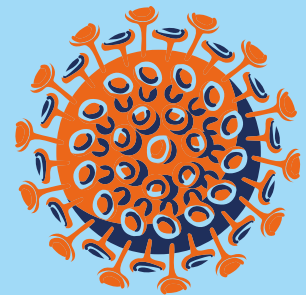
**In Kingston together.
It takes all of us.**

MANAGING YOUR CUSTOMER QUEUES

Shopkeepers and businesses have a responsibility to prioritise the safety of customers and staff. We recommend you consider the following as you plan for managing your external queue and welcoming clients and customers back into the town centre:

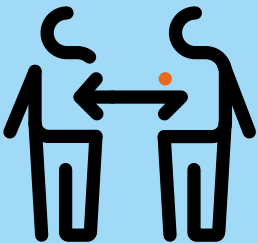
1

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



2

Ensure there is 2m space for pedestrians to walk past and around your queue, or 1m+ where 2m is not possible, and maintain social distancing. If the pavement is less than 3m, then there may be insufficient space to safely manage a queue.



3

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



4

Keep your queue in front of your building frontage and ensure customers queue with 1-2m social distancing. We can provide you with floor stickers to assist with this.



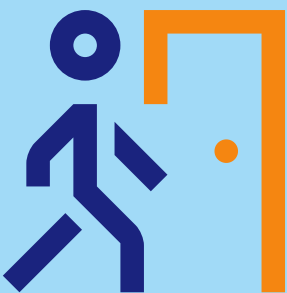
5 Establish the capacity for your queue and ensure the end point of the queue is marked clearly. Use queue 'traffic lights' to highlight to customers if your queue or premises is at capacity: e.g. Green — Open, Red — Please come back again shortly.

OPEN



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 visit [Heatwave Plan for England - GOV.UK](https://www.gov.uk/government/publications/heatwave-plan-for-england).



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

9 If you are able to open your toilets please ensure your cleansing routines and public health messages are clear. Information about the council's public toilets can be found at bit.ly/RBKpublictoilets.

KINGSTON COUNCIL SUPPORT AND SERVICES

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

KEEP IN TOUCH

Visit www.kingston.gov.uk/rbknewsletter to sign up to our resident newsletter

Visit www.kingston.gov.uk/COVID-19-business to sign up to our business newsletter



[@kingston_council](https://www.instagram.com/kingston_council)



[@RBKingstonCouncil](https://www.facebook.com/RBKingstonCouncil)



[@RBKingston](https://twitter.com/RBKingston)



[Royal Borough of Kingston](https://www.linkedin.com/company/Royal+Borough+of+Kingston)



[Kingston Council](https://www.youtube.com/kingstoncouncil)



[/KingstonCouncil](https://www.youtube.com/kingstoncouncil)

GOVERNMENT ADVICE AND FURTHER GUIDANCE

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 Places: 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](#)
- [Support for Kingston businesses](#)

FREE ONLINE COURSES AND LEARNING

- [Skills Toolkit \(HM Government\)](#)
- [Open Learn \(Open University and DWP\)](#)
- [Future Learn \(Various universities\)](#)



IN KINGSTON BOROUGH TOGETHER it takes all of us

