



Winchester
City Council



BACK TO BUSINESS

Getting the district's high streets back on their feet



New ways of working and shopping

We know that businesses across our district are busy putting in place careful plans to welcome back their customers. Reopening your business will involve some new ways of working and also some extra checks.

We are here to help you apply all the relevant guidance so together we can limit the spread of COVID-19 – and to also offer you useful tools to allow you to provide all important reassurance to your staff and customers.

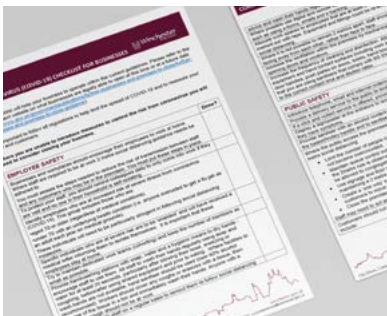


Workplace guidance

The UK government, in consultation with industry, has developed '[COVID-19 Secure guidance](#)' to help ensure workplaces are as safe as possible.

To help you check that you've got all you need in place to meet these requirements, we have produced the following support pack:

CHECKLIST



A handy re-opening checklist for businesses

[Click here](#)

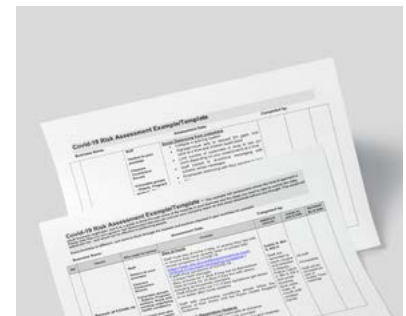
COVID-19 SECURE GUIDANCE



A template to help you implement the COVID-19 Secure guidance

[Click here](#)

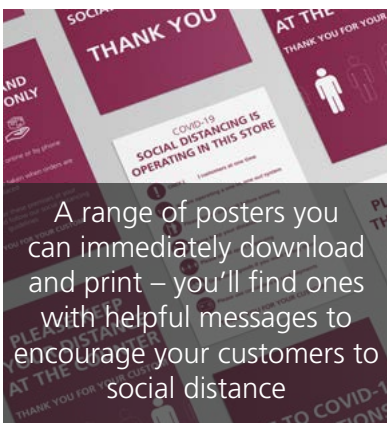
RISK ASSESSMENT



A template risk assessment with example content

[Click here](#)

POSTERS



A range of posters you can immediately download and print – you'll find ones with helpful messages to encourage your customers to social distance

[Click here](#)

USEFUL ADVICE



Useful advice on choosing the right hand sanitisers and surface disinfectants

[Click here](#)

HEALTH & SAFETY EXECUTIVE



Health & Safety Executive guidelines on how to maintain social distancing and protect workers

[Click here](#)

You can help reassure your customers by displaying the [COVID-19 Secure poster](#) in your premises.

If you need advice contact us at EHealth@winchester.gov.uk or 01962 848 097.

Social distancing – preparing your premises

You'll be planning carefully how to ensure your staff and customers can move around your business premises whilst maintaining social distance. These are some key points to remember:

1. Assess how many people can be in your premises with a two metre distance between each person, including space to move around
2. Think about pinch points, dwell spaces, customer behaviour and the position of any infrastructure
3. Once you have decided on the maximum capacity for your premises, signage can help guide your customers

These are options you may wish to consider that will help things run smoothly, depending on the needs of your business:

- A one-way system to minimise the cross flow of people at entrances
- Allocating, where you are able to, different doors for entry and exit
- Having staff monitor numbers within the store – and help manage the entry and exit points
- Markings on the floor or signage to maintain social distancing
- Defining a socially distanced holding area to manage entry queues or exit flows
- Familiarising your staff with the new ways of working by running through the protocols with them in the space, well before you open
- Providing hand sanitiser
- Remembering to ensure your emergency exits remain accessible at all times

Planning a queuing area

Your queuing system will be unique to your location and your surroundings – these prompts may help:

- Design a system that takes the local area and streetscape into account
- Factor in the needs of neighbouring properties and organisations especially those that also need to be planning queuing systems too – try working together to compromise up front so your opening hours are not affected by issues arising
- If your queue is going to be situated on a pavement that is under three metres across, you will need to seek the advice of [Hampshire County Council](mailto:roads@hants.gov.uk) at roads@hants.gov.uk
- You will need sufficient space for a queue, and an additional 2.5 metres of pavement space for passing pedestrians
- Queuing space cannot be near roads it could create a hazard by forcing people onto the path of oncoming cars
- Consider a stewarding plan to ensure efficient management of the queuing process. You should also consider whether markings, vinyl stickers and temporary signage are appropriate in order to manage your queue. A queue management plan and full risk assessment will need to be carried out
- Assess your anticipated footfall and the time people may need to queue for especially at busier times – adapt your system if required – this may include informing people at the back of the queue that they may wish to return later
- Consider the needs of all your customers, including anyone who may require extra help, including those in a wheelchair, with impaired vision or those who may have hidden disabilities and find queuing challenging
- Consider residential properties which are accessed in the area that a queue might form. If your business is situated close to a domestic residence please discuss your plans with the occupants. We have created a poster to place on the doors of properties affected which may be of use [here](#)

Our district's high streets

We want to help people to return with confidence to our high streets.

To help pedestrian flows and queue management in Winchester city centre we have located signs and painted a guideline along shop frontages with stencilled footprints marked on the pavement to support social distancing.

In addition, Winchester shoppers will see council staff along with the Business Improvement District Rangers out on the streets. We will be available to offer advice to visitors and to ensure social distancing measures are working well.

We are also working with parish and town councils and local chambers of commerce to support businesses in our market towns and villages. If you're looking for advice in your centre email grants@winchester.gov.uk.



Legionella – important reminder

When buildings have been closed or had reduced occupancy for some time, water system stagnation can occur due to lack of use and this increases the risks of an outbreak of Legionnaires' disease.



Useful advice leaflets on Legionella

[Click here](#)



The Health & Safety Executive website has detailed guidance on managing Legionella risks during the outbreak and how to protect your teams and customers when the water system is reinstated or returned to use.

[Click here](#)



We have produced a Legionella checklist

[Click here](#)

If you require further advice, please contact Winchester City Council's Environmental Health service at:

EHealth@winchester.gov.uk

Travelling to our town centres

Most of our car parks have cashless payment options so you can pay by phone. We're encouraging people to park in one of our outer ring car parks and walk in.

In Winchester, the best value option is Park & Ride costs only £2.80 to park all day if you arrive after 10.30am.

We are also asking people to consider 'Park & Stride' using a signposted walk from the St Catherine's or Barfield sites alongside the River Itchen. This picturesque route takes about 15 to 20 minutes to reach the city centre but does include a set of steps.

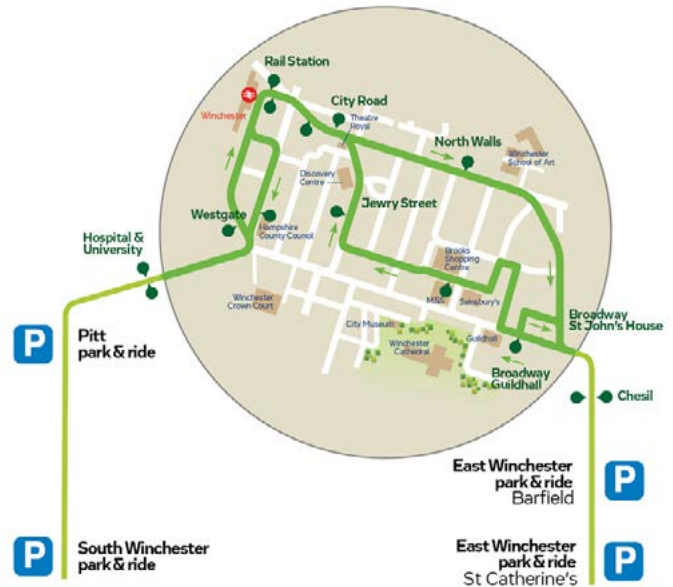
Park & Ride services are running a full timetable with buses every seven minutes at peak times.

Support our drivers by:

- Waiting for others to get off the bus before boarding
- Using contactless to pay if possible
- Sitting with at least two metres between passengers

Remember that people must now wear a face covering on public transport. You can find out much more including a step by step guide on how to make a face covering [here](#).

If you are visiting one of our market towns or villages you can find parking options [here](#).



Helpful links

Winchester Business Improvement District

[Click here](#)

Coronavirus guidance and support

[Click here](#)

Shops and branches – working safely during coronavirus

[Click here](#)

Guidance for employers and businesses

[Click here](#)

HIGHWAYS GUIDANCE

The purple guide

[Click here](#)

Safety at Street Works and Road Works – A Code of Practice:

[Click here](#)

Health & Safety Executive Coronavirus

[Click here](#)

Contact information

Winchester City Council Environmental Health team

Email: EHealth@winchester.gov.uk

Tel: 01962 848 097

Winchester City Council Economy team

Email: EcoDev@winchester.gov.uk

Tel: 01962 814 915

Hampshire County Council Highways team

Email: roads@hants.gov.uk

Winchester Business Improvement District (for city centre businesses only)

Email: enquiries@winchesterbid.co.uk

Tel: 01962 841 000