



18/05/2020

VERSION 1

TRURO REOPENING

A SAFE & SUSTAINABLE RETURN FOR OUR COLLEAGUES AND CUSTOMERS

Truro City Council | Truro BID | Visit Truro



VISIT TRURO

OVERVIEW

Truro City Council, Truro BID and Visit Truro are starting initial plans to welcome our colleagues and customers back to Truro, once government guidance allows us to do so – We are working together with businesses, partners and Cornwall Council to help create a safe, secure and sustainable reopening.

1: GOVERNMENT & INDUSTRY GUIDANCE ON SAFELY REOPENING BUSINESSES

- Guidance from World Health Organisation, UK Government & Cornwall Council
- Guidance from industry bodies

2: TRURO OPERATIONS AND COMMUNICATIONS

- Operations: Proposed activity and initiatives that will be put in place across Truro working with various partners to ensure safety procedures for a safe reopening
- Communications: Increased and clear communications to both businesses and the public for a safe and sustainable reopening

3: RECOMMENDATIONS FOR OUR TRURO BUSINESSES

- Trading hours
- Queueing procedures and social distancing measures
- Health and safety procedures
- Staff training and wellbeing

GOVERNMENT AND INDUSTRY GUIDANCE

As we start to prepare to reopen stores and businesses, health and safety measures and social distancing restrictions will continue to be necessary in order to minimise the spread of COVID-19. The below links offer guidance on how to reopen your business safely.

WORLD HEALTH ORGANISATION:

[Getting your workplace ready for COVID-19](#)

PUBLIC HEALTH ENGLAND:

[Guidance for employers and businesses on coronavirus \(COVID-19\) - GOV.UK](#)

HEALTH AND SAFETY EXECUTIVE:

[Guidance on health and safety at work - HSE](#)

DEPARTMENT FOR BUSINESS, ENERGY, AND INDUSTRIAL STRATEGY:

[Social distancing in the workplace during coronavirus \(COVID-19\): sector guidance - GOV.UK](#)

BRITISH RETAIL CONSORTIUM

www.brc.org.uk

[Guidance on Social Distancing in Stores and Warehouses](#)

CORNWALL COUNCIL

[Coronavirus \(COVID-19\) support is available to businesses](#)

MIND

[Mental Health & Wellbeing support](#)

TRURO'S OPERATIONS PLAN

Our top priority is to provide a safe and secure city for our customers and colleagues, and to restore confidence in Truro as a destination. To support a safe reopening, we have focused on our street operations and effective communications.

OPERATION	ACTIVITY
CLEANSING	We will be working with Cornwall Council Highways, Cormac, and Biffa to investigate the possibilities of increased street cleaning to enhance the cleanliness of the city and provide reassurance through increased visibility.
SIGNAGE	We are seeking permission from Cornwall Council to place signage across our city to promote social distancing as well as highlighting pinch points and narrow walkways and opes.
QUEUEING GUIDES	We have requested that the relevant parties provide social distancing floor stickers for the pavements outside stores. This will enable social distancing and provide uniformed system though out the city for safe queueing.
ROADS AND PUBLIC TRANSPORT	<p>We are working with Cornwall Council Highways and Cormac to explore the possibility of road closures and traffic reduction to support Government social distancing measures for as long as they are recommended.</p> <p>We have also requested that Cornwall Council Highways explore the potential for additional bicycle parking in the city centre to facilitate an alternative way for colleagues and customers to get into the city.</p>

OPERATION	ACTIVITY
<p>PUBLIC SPACES</p>	<p>Truro City Council's Parks Department will continue to maintain and monitor all parks and gardens ensuring they are safe for the public to enjoy. Following government guidelines, play equipment and outdoor gym equipment remains currently closed off.</p> <p>Floral hanging displays in the City Centre will be going up in the coming weeks and will be to the normal high standard we have come to know.</p> <p>CCTV is in operation and will continue to record activity in the city center.</p>
<p>PUBLIC CONVENIENCES</p>	<p>The Leats and The Green toilets have been open throughout the pandemic and cleaning regimes have been increased. There will be a staggered re-opening of the remaining facilities when they can be recommissioned, and increased cleaning regime can be maintained. Social distance signage will be in place.</p>

TRURO COMMUNICATIONS

We are working with businesses, partners, and Cornwall Council to communicate and reassure the public, both colleagues and customers, that we have appropriately prepared for a safe and sustainable reopening.

BUSINESS COMMUNICATION

- This is understandably a concerning time for everyone, including businesses. Truro BID recognise this and we want to support you however we can. We will continue communications with businesses via [Truro BID website](#) and the [Truro BID Facebook page](#) to ensure you are updated regularly with any government and industry news. Please also visit our specific [coronavirus page](#).

COMMUNITY COMMUNICATION

- Truro City Council and Visit Truro are doing all it can to maintain essential services running and communities safe. We will continue to provide information, advice and guidance to Truro residents and businesses via the Visit Truro [Coronavirus Useful Community Information Page](#), [Visit Truro Facebook page](#) as well as [Truro City Councils website](#) and [Facebook Page](#).

RECOMMENDATIONS FOR TRURO BUSINESSES

Providing a safe city for our customers and colleagues is our top priority. We have some recommendations to ensure constancy, safety, and sustainability throughout Truro.

OPERATION	ACTIVITY
<p>TRADING HOURS</p>	<p>We recommended that retailers discuss with their neighbouring stores, the potential of staggering opening hours to ease queueing, promote social distancing and allow phase travel for employees and customers. Later or staggered opening hours will also allow for early morning deliveries.</p> <p>We also recommend specific hours for returns and refunds.</p>
<p>QUEUEING PROCEDURES AND SOCIAL DISTANCING</p>	<p>We recommend that businesses discuss their queueing procedures with their neighbouring business, in order to work together to successfully queue and promote social distancing.</p>
<p>HEALTH AND SAFETY MEASURES</p>	<p>Please ensure that your store has sufficient social distancing measures in place. Read the British Retail Consortium's guidance for stores and warehouses as well as the UK Government's COVID-19 Secure Guidelines, for guidance and support of employers, employees and the self-employed to understand how to work safely during the coronavirus pandemic including in offices and contact centers, restaurants (offering takeaways and deliveries) and shops.</p> <p>We recommend also providing hand sanitiser at the entrance of your stores for customers to use upon entry and exit.</p>

OPERATION	ACTIVITY
STAFF TRAINING AND WELLBEING	<p>We recommend that all your staff are inducted on their first shift back to be made aware of any new rules, regulations, and guidance that your business puts in place. These may include:</p> <ul style="list-style-type: none"> - Personal Hygiene guidance and what personal protection equipment (PPE) will be provided for staff. - New procedures on cleaning of surfaces, product, and payment methods. - Recommendations for staff wellbeing during working hours and break times. <p>Please refer to the UK Government's COVID-19 Secure Guidelines.</p>

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THANK YOU