



Re-opening the High Streets Safely Launch Programme

Consultation Summary Report

June 2020

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1.0 Background to the consultation

1.1 This report summarises the re-opening of the high street safely launch programme and its main findings. This report concerns the programme of activities which took place over a week period between 15 and 19 June 2020 in the following locations:

When	Where
Monday 15 June	Burton Joyce
	Ravenshead
Tuesday 16 June	Mapperley
Wednesday 17 June	Calverton
	Carlton Hill
Thursday 18 June	Netherfield
	Gedling
Friday 19 June	Arnold

1.2 The main purpose of these sessions was:

- to engage with businesses about their re-opening and if there are any interventions required (to sue the recently allocated European funding);
- visible presence on the high streets in the first week of the non-essential shops re-opening; and
- a PR opportunity to encourage visitors back into the town/local centres but in a safe way.

1.3 There were several activities occurring within this launch programme:

- EGR officers visiting each open business
 - Identifying if the business had a government Covid19 secure poster (or their own version);
 - If they had received the recent letter issued by the EGR team offering help and support; and
 - If there were any issues/further interventions required.
- EGR officers and neighbourhood wardens reviewing the pedestrian areas and potential pinch points or areas of vulnerability (to consider areas of interventions);
- PASC team undertaking a “deep clean” in each area (disinfecting and steam cleaning public realm over and above the normal cleaning work programme);
- Environment health officers available to provide support and guidance on premises/businesses being Covid19 secure; and
- Neighbourhood Policing Inspector was also advised of the visits and the future plan of getting people back into our town centres but still socially distancing. He advised that he would be looking at how he would deploy officers in to some of the busier areas, including Arnold Town Centre and Victoria Retail Park.

Re-opening the High Streets Launch Programme Consultation Report



2.0 Launch sessions – feedback

2.1 Over the course of the consultation, 450 businesses were visited over the seven town/local centres. Here is a summary of the feedback received from the businesses:

Location	Open		Covid19 Poster displayed	Letter Received	Additional Signage and Guidance
	Yes	No			
Burton Joyce	11	7	1	1	6
Ravenshead	8	8	5	3	6
Mapperley	39	51	1	12	29
Calverton	13	7		4	13
Carlton Hill	38	26	1	10	29
Netherfield	35	17	-	17	20
Gedling	19	15	-	10	11
Arnold	87	69	9	16	43
Totals	250	200	17	73	157

Arnold

2.2 Officers visited Arnold on the morning of Friday 19th June.



2.3 The main comments/issues to consider from this session are shown in Appendix A and include:

- Queues outside some shops,
 - Halifax – have put their own social distancing signs out on the floor (see below)
 - HSBC queues – using side street which works well (see below)
 - Queuing outside Boots – got a good system going (see below)
 - Asda queues – using side street which works well (see below)
 - Other include Stock Monster
- Potential environmental health matters identified in two premises.
- Front street/precinct area – real conflict with delivery vans, parked cars, pedestrians and shops with stalls outside – needs to be re-considered (see below)
- Arnold market – shoppers and pedestrians seem to be working well



Burton Joyce

2.4 Officers visited Burton Joyce on the morning of Monday 15th June.



2.5 The main comments/issues to consider from this session are shown in Appendix A.

Calverton

2.6 Officers visited Calverton on the morning of Wednesday 17th June.



2.7 The main comments/issues to consider from this session are shown in Appendix A and include:

- Potential conflict with the queues from the butcher when Greggs re-open



Carlton Hill

- 2.8 Officers visited Carlton Hill on the afternoon of Wednesday 17th June.



- 2.9 The main comments/issues to consider from this session are shown in Appendix A.



Gedling

- 2.10 Officers visited Gedling on a very wet Thursday afternoon.
- 2.11 The main comments/issues to consider from this session are shown in Appendix A.

Mapperley

2.12 Officers visited Mapperley on the afternoon of Tuesday 16th June.



2.13 The main comments/issues to consider from this session are shown in Appendix A and include:

- Parking at the rear of the Co-op/Boots – not able to pass another person keeping social distancing (shown below)
- Queuing outside Barclays Bank and merging with pavements and crossing. (shown below)
- Queuing at toy shop outside closed Greggs (shown below), and Post Office.
- One premise had no signs that social distancing measures have been considered
- Bus stops have potential to cause queues.
- Mapperley high street will be different once the restaurants open



Netherfield

2.14 Officers visited Netherfield on the on the morning of Thursday 18th June.



2.15 The main comments/issues to consider from this session are shown in Appendix A and include:

- Three premise had no signage or had issues that need further follow up
- A few of the businesses said they had no facility to print the posters and wanted us to give them the copies we had.
- Pinch points around the main pedestrian crossing areas (shown below)



Ravenshead

2.16 Officers visited Ravenshead on the afternoon of Monday 15th June.

2.17 The main comments/issues to consider from this session are shown in Appendix A and include:

- Pedestrian clusters

3.0 Launch sessions - other feedback collected

Empty/vacant shops

- 3.1 Whilst in the various locations, empty shops and business premises were noted with a view to compiling a database for future use and consideration. For more details, please see Appendix B.

Unopened shops

- 3.2 There are a number of shops and businesses which have yet to be re-opened and were included in the table in Appendix B. These will be closely monitored as part of the re-opening high street programme of work and a revised list of vacant shops will be prepared.

4.0 Communications

As part of this work programme, there was the opportunity to promote that the high streets were re-opened and the support the council was offering. There was a single social media post throughout this week (see below).

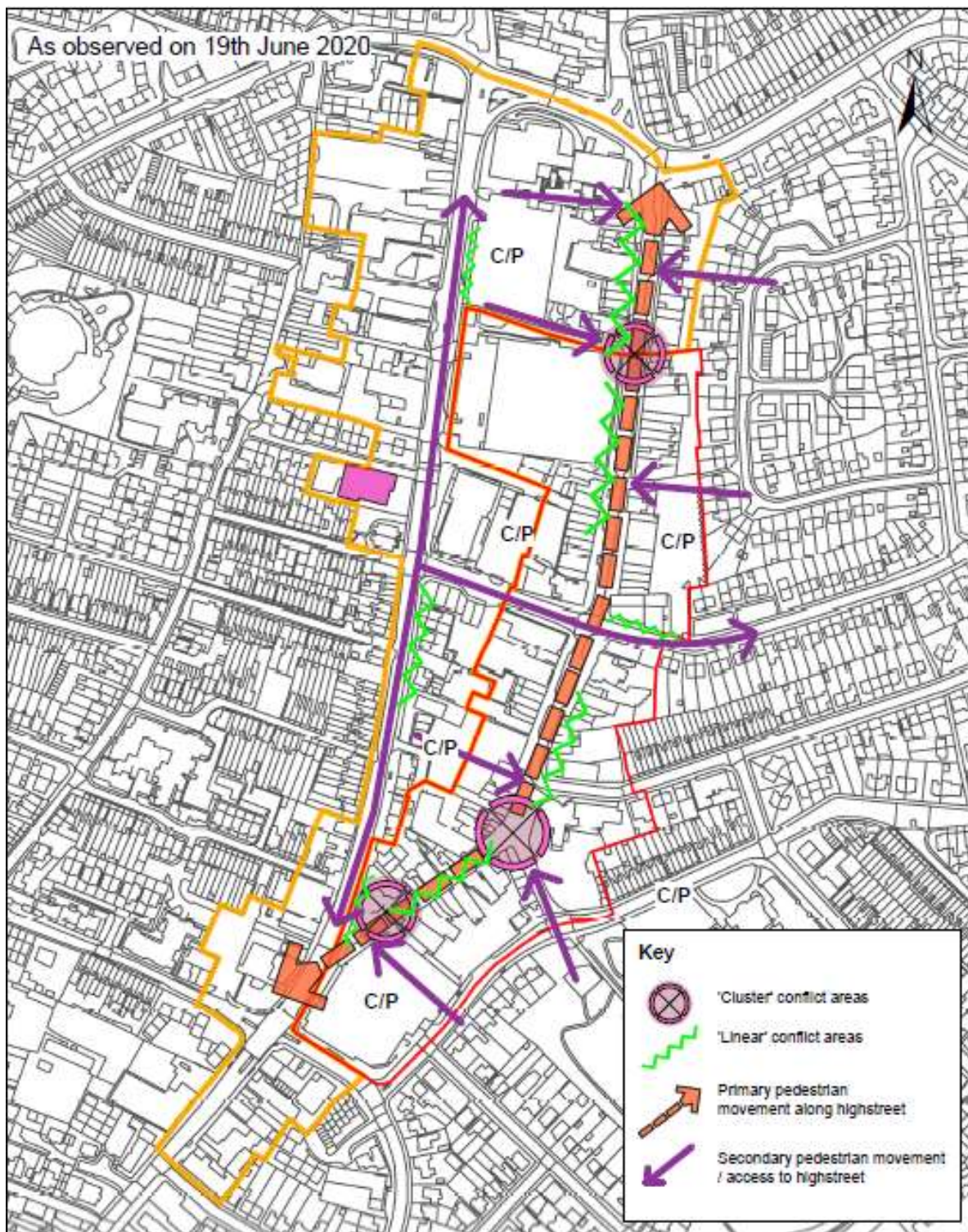


5.0 Next steps

There are a number of areas where there are queues or people and pedestrian pinch points which need to be reviewed as part of the re-opening the high streets work programme. This will also need to be monitored as the remaining shops and businesses re-open over the coming weeks this work will be reviewed in mid-July.

Appendix A: Observations Plan

Arnold



Scale 1:3,000 @ A4

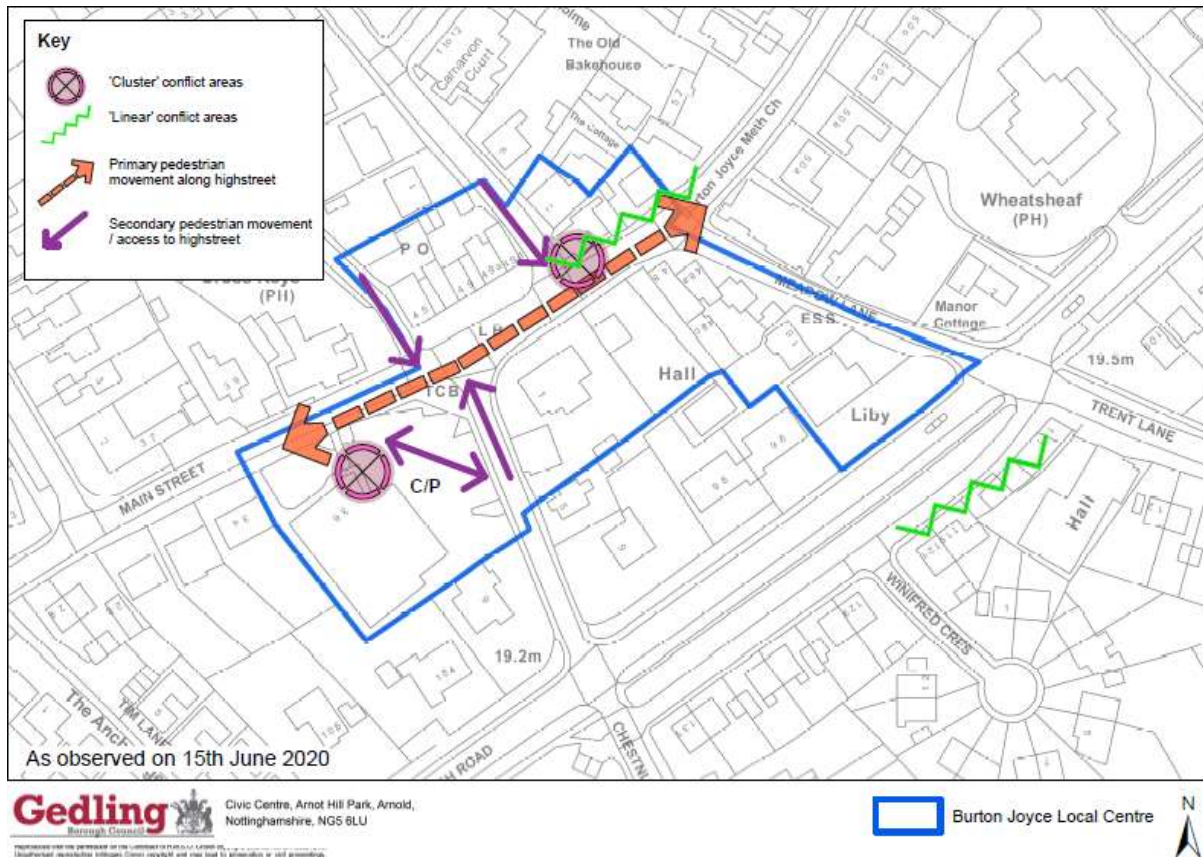
Gedling
Borough Council

Civic Centre, Arnot Hill Park, Arnold,
Nottinghamshire, NG5 8LU

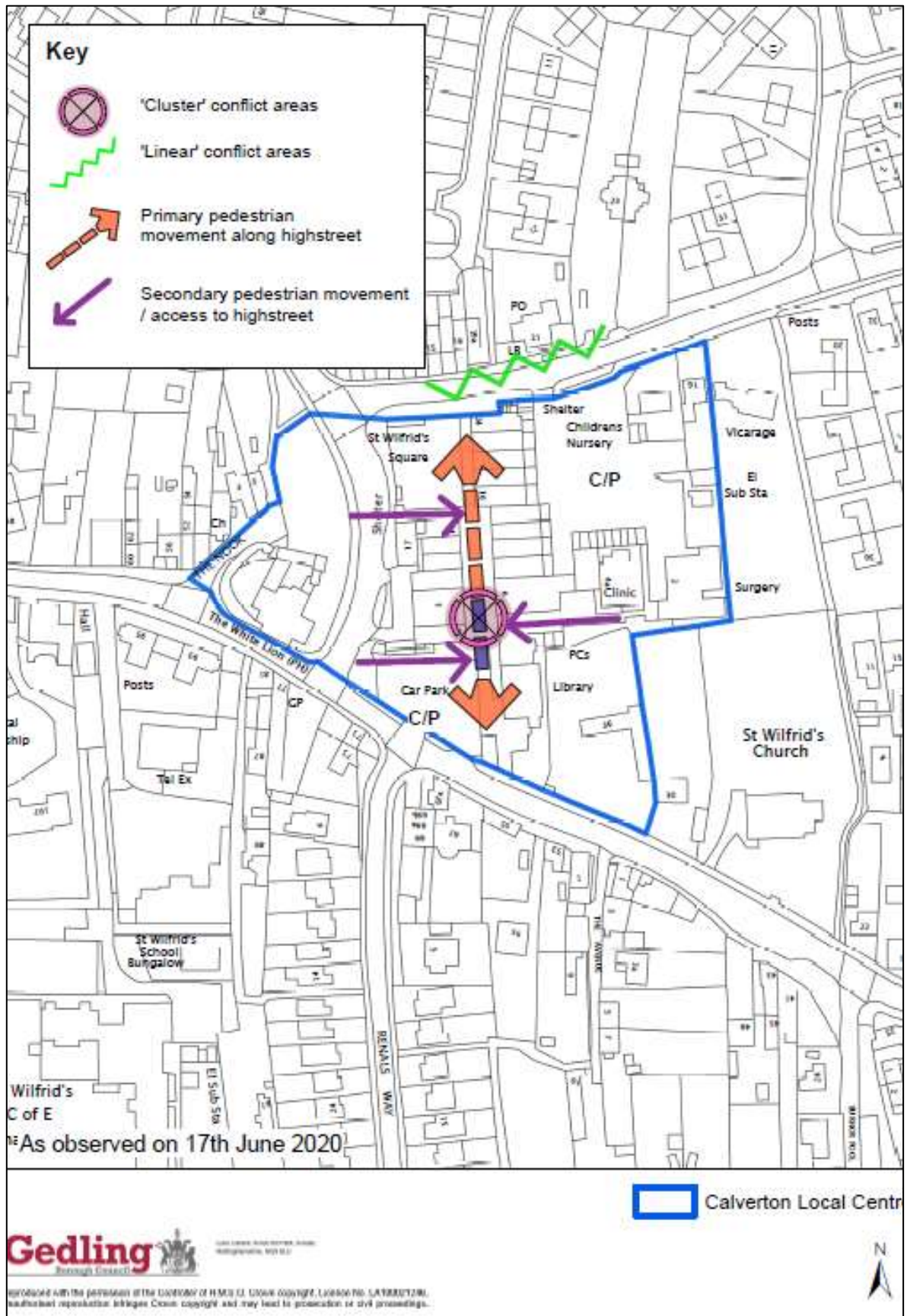
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Arnold Town Centre Primary
 Arnold Town Centre Secondary

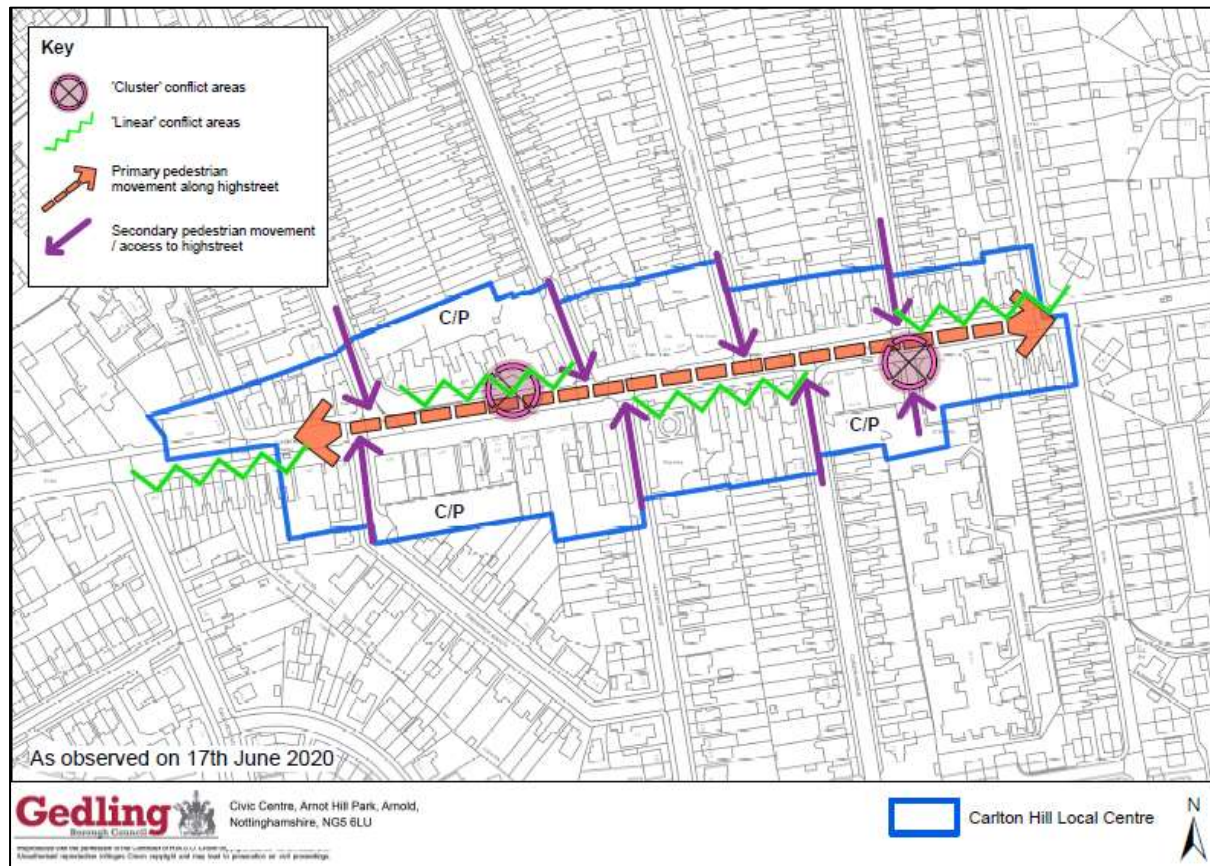
Burton Joyce

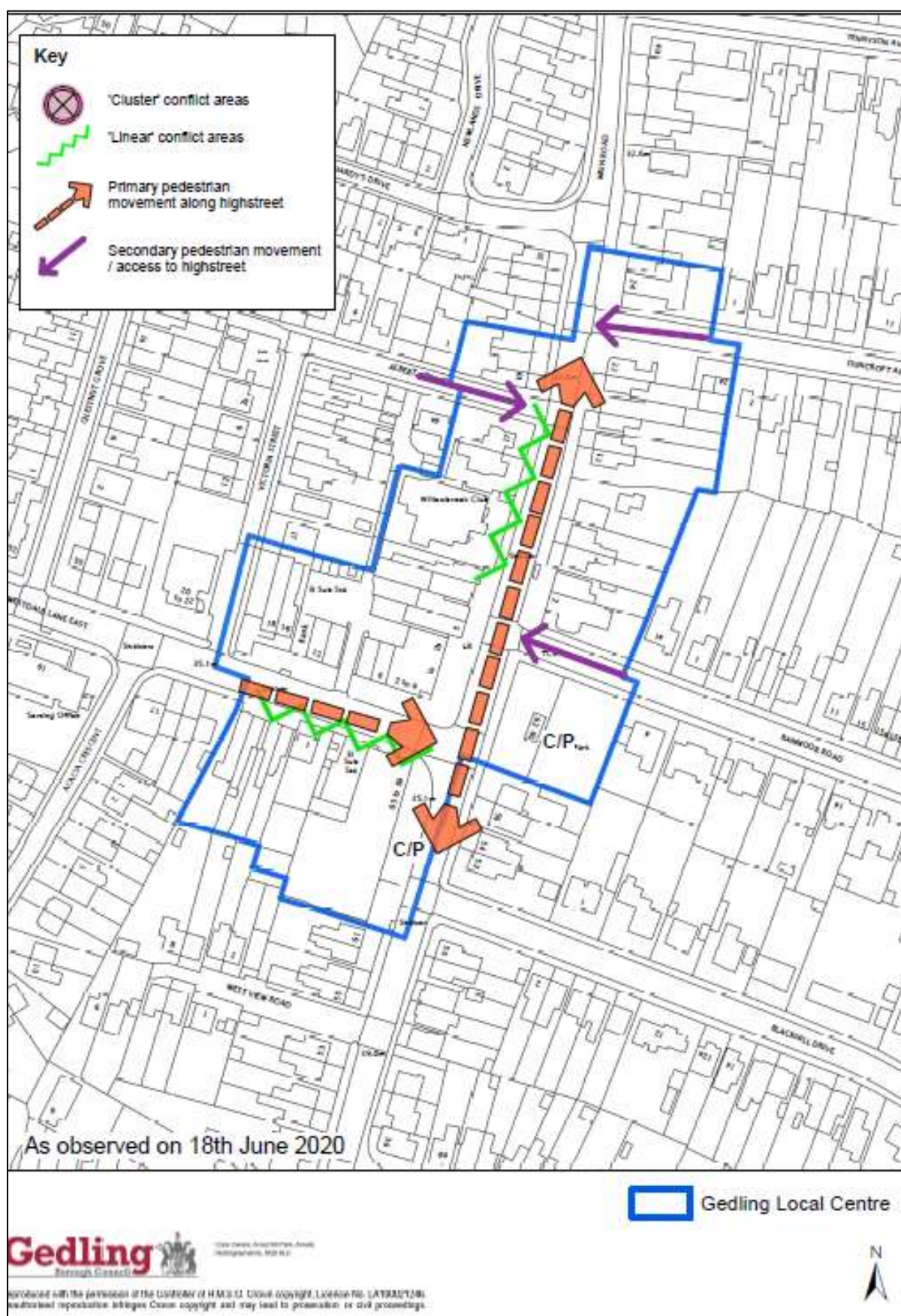


Calverton

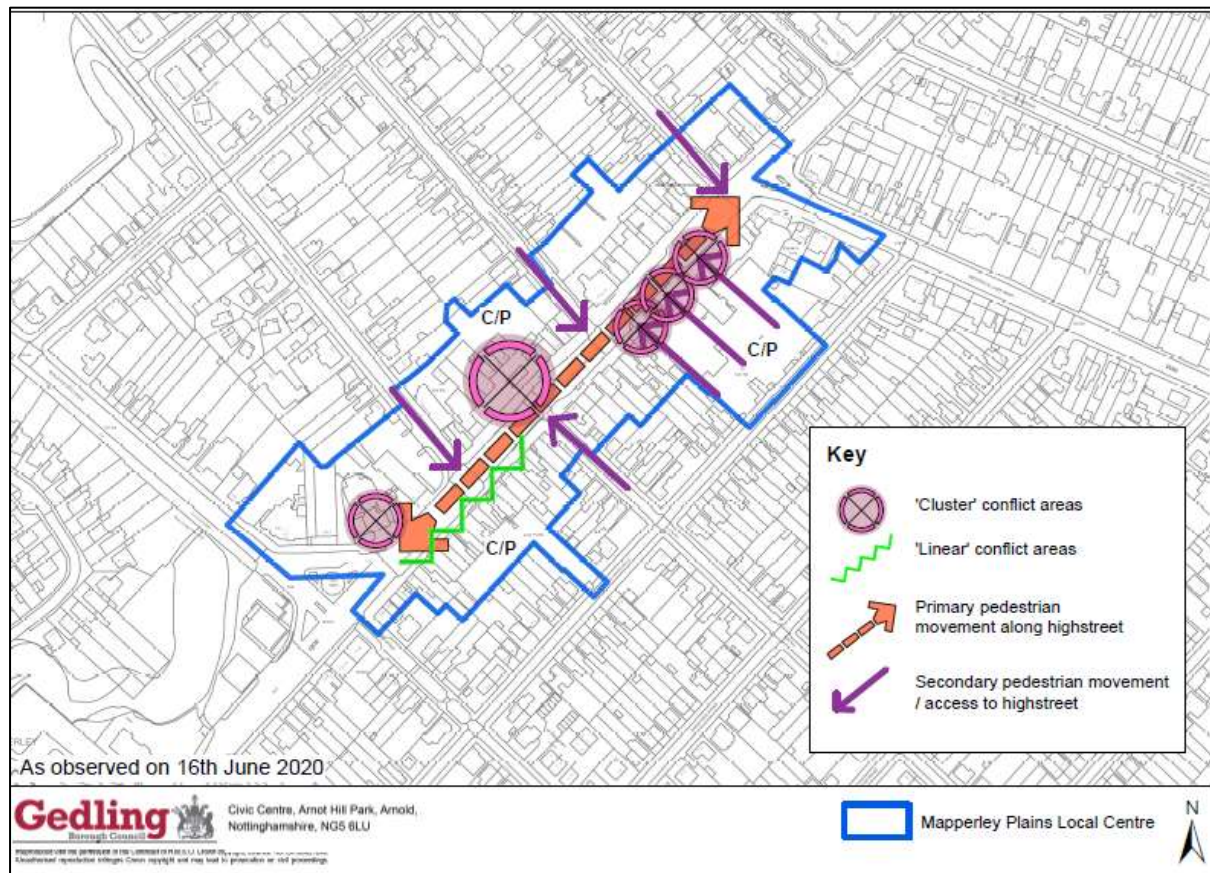


Carlton Hill

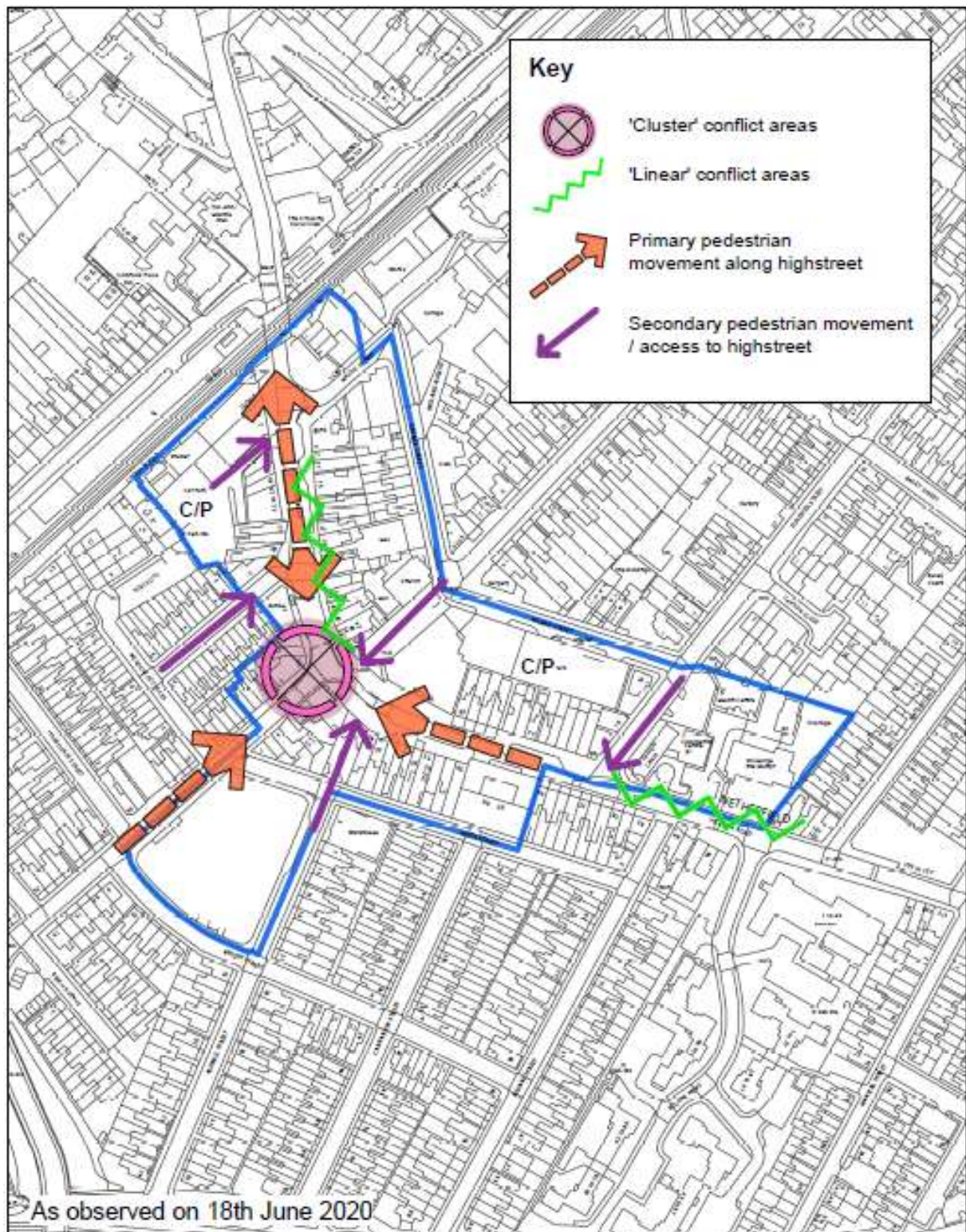




Mapperley

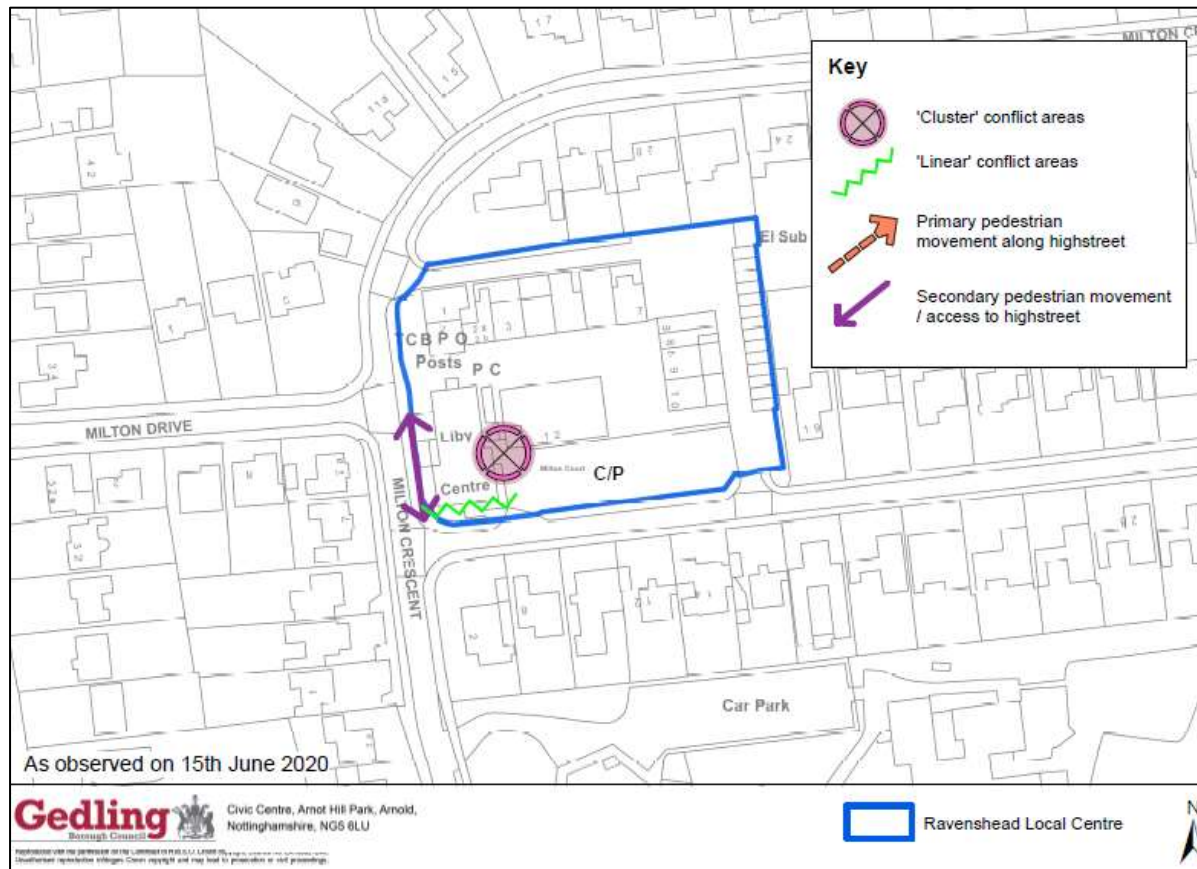


Netherfield



 Netherfield Local Centre

Ravenshead



Appendix B: Empty shops schedule

Location	Address	Other info
Arnold		
4	Front Street	
70a	Front Street	
91a	Front Street	
75	Front Street	
69	Front Street	
67	Front Street	
45	Front Street	
138-140	Front Street	
145	Front Street	
147	Front Street	
149	Front Street	
151	Front Street	
30	High Street	
30a	High Street	
1-5	Chapel Lane	
82-84	Nottingham Rd	
94	Nottingham Rd	
Carlton		
330-332	Carlton Hill	Rowley Hughes Thompson
358	Carlton Hill	Innes England (GF & 1 st Floor)
305c	Carlton Hill	NG 1366 sq ft)
PC	Albert Ave (old toilet)	
Gedling		
6	Westdale Lane	
Mapperley		
948/950	Woodborough Road	
918	Woodborough Road	
888	Woodborough Road	
884b	Woodborough Road	
	Woodborough Road	
	Woodborough Road	
Netherfield		
11	Victoria Road	
75	Victoria Road	
36-38	Victoria Road	
28	Victoria Road	
2a	Victoria Road	
2	Garnet Street	
garage	Wright Street	
15	Kenrick Street	