

COVID-19 information

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CORONAVIRUS

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YOURSELF
& OTHERS**

Leicester

Queue Management with Social Distancing

June 2020



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Background Information

Covid-19 Secure

The government's phased reopening plan enabled outdoor markets and car showrooms to open from 1st June and all other non-essential retail from 15th June provided the five tests are still being met and shops have been made COVID secure.

All shops and other retailers should meet the COVID-19 Secure guidelines to protect shoppers and workers and we would expect businesses to continually review their measures as the situation develops.

This guidance does not supersede any legal obligations relating to health and safety, employment or equalities and it is important that as a business or an employer you continue to comply with your existing obligations, including those relating to individuals with protected characteristics. It contains non-statutory guidance to take into account when complying with these existing obligations. When considering how to apply this guidance, take into account agency workers, contractors and other people, as well as your employees.

Social Distancing and Queuing Guidance

This plan supports the guidance around social distancing and queuing whilst in Leicester city centre and its neighbourhoods and acts as a source of guidance for businesses considering these measures.

This plan is aligned to the government's guidance on Covid-19 and the phased approach to the lifting of lockdown. If the guidance and government advice is changed at any point, then this plan will be amended accordingly, which may impact on some delivery timescales.

This plan explains the measures that are being taken to make our urban areas Covid safe. Key parts of these measures are underpinned by law, which sets out clearly what everyone must and must not do. The relevant authorities, including the police, have the powers to enforce the law – including through fines and dispersing gatherings.

Businesses will have the responsibility to manage queues outside their premises. The guidance plan will be owned by Leicester City Council and issued to businesses, advising them of their responsibilities to their customers and to public safety. This will contain guidance on social distancing and queue management including signage, barriers and security.

In the event of queue management concerns businesses may be contacted to review the measures they have in place to ensure the safety of customers and employees under the government guidance.



Queue Management

A queuing solution is needed in every industry, from retail to education, and this need will grow stronger as more visitors come to the city as businesses are allowed to reopen.

Queuing in the City and Neighbourhoods

Queuing for entry has resulted in long lines outside retail units. They are now becoming the norm as many stores introduce caps on the number of people allowed inside at any one time and put in place 'one in, one out' systems, which increase the queuing time for people waiting outside.

What

This guide will outline WHAT will help shops / retailers / business owners in the city to plan and execute queue management measures to meet current government guidelines:

- To enable a 2m social distancing queuing system between pedestrians and shoppers. This is to be maintained, wherever practical to do so, in high footfall areas such as streets and shopping areas.
- To put in place 2m social distancing and queue management pavement vinyls
- To manage impacts on social distancing from on-street queues for shoppers and other pedestrian users in shopping areas.
- To establish measures to increase safe pedestrian space availability within the public highway.
- To use barriers to support orderly queues, if required.
- To support safe cycling where safe and practical whilst avoiding conflict with queuing shoppers/pedestrians.

How

This section will outline HOW to plan and implement changes and should be reviewed as the situation develops and any changes in government guidance:

Consider Capacity & flow

- Limit the number of customers in the unit at any time. Please think about the number of people that can safely fit inside the establishment with a 2m distance between each person, including room for circulation. Instead of starting with the usual capacity and working backwards, start with zero and work your way up, bearing in mind any pinch points, dwell spaces, shop layout and customer behaviour.
- Look at how people walk through the shop and how you could adjust this to reduce congestion and contact between customers. Introduce queue management measures or a one-way flow, where possible.

Consider External Queue Management

- There are likely to be queues outside the establishment as capacity inside is reduced. These must be managed to ensure they do not cause a risk to individuals or other businesses.
- Ensure a 2.5m clear width from the queue is available for other pedestrians. If the pavement is less than 3m, there may be insufficient space to safely manage a queue. You must take into account obstructions that narrow the width of footway, such as street furniture, trees, bus stops, etc.
- Each premise should review its business operation, anticipated footfall and dwell time to assess how much queuing space they need.
- Consider queuing time. This can be determined by reviewing the difference between arrival rate and departure rate. This can fluctuate and change depending on business type and group arrivals.
- Place clear signage outside the store, explaining the social distancing measures in place that customers should follow.
- Limit the number of entry and exit points into and out of the unit. Consider having separate entrance and exit points if possible. Take into account reasonable adjustments for those who need them.
- If separate entry and exit points are not possible, consider marking a line on the floor or using signage to separate entry and exit space by a 2m distance. If this is not possible, use staff or stewards to monitor this manually.
- Consider use of barriers or rope and posts outside of shop units, which should be authorised by Leicester City Council.
- Consider whether temporary barriers should be available, in case it is necessary to stop people joining a queue.
- Manage your queues in front of your shop front, ensuring a 2-metre gap between people.
- Speak to nearby premises and work together to manage possible shared queuing areas.
- Encourage customers to shop alone wherever possible. Please bear in mind that this is not always possible.
- Businesses in shopping centres should discuss queue management with the centre management to determine the best way to avoid congestion.
- Schedule deliveries to avoid crowding in delivery areas and consider non-contact stock deliveries.
- Consider appropriate spaces for loading, unloading and deliveries, which can create pinch points in busy areas.

Consider Security and Safety

- Consider the use of queue marshals to ensure social distancing is observed by everyone waiting to go in. In some circumstances, this person may need to be Security Industry Act licensed. Consider floor vinyls to mark out where customers should stand while queuing.
- Consider whether additional security officers may be required to support staff. In an emergency, for example, an accident, provision of first aid, fire or break-in, people do not have to stay 2m apart if it would be unsafe.
- People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards, including washing their hands with soap and hot water.
- Consider suspending or reducing customer services that cannot be undertaken without contravening social distancing guidelines. This may include re-thinking how assistance is provided, for example, using fixed pairs of colleagues to lift heavy objects rather than a single colleague lifting with a customer.
- Consider reviewing your incident and emergency procedures to ensure they reflect the social distancing principles as far as possible.
- Where possible, encourage customers to avoid handling products whilst browsing. Encourage customers to use hand sanitiser or handwashing facilities as they enter the premises to reduce the risk of transmission by touching products.
- Remind customers who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines.

Consider Queuing Behaviours

- Customers may feel more anxious after the lockdown period visiting the city and entering establishments. By showing you are compliant with government advice and guidelines and ensuring your staff and any stewards are understanding, empathetic and fully briefed, you will make them feel more comfortable and confident.
- Keep communicating with your customers to keep them aware of any necessary layout changes, longer wait times, and notice of closing time to avoid any misunderstandings.



Free vinyl floor stickers



Fitting is simple, providing you take your time, as follows:

1. Measure out your social distancing so you know where each sticker needs to be placed. The positioning of the stickers must comply with government social distancing guidelines. Currently, the government advice is 2 m distancing.
2. Sweep, clean and dry the surface before applying the sticker. This is an important step because failure to do this may result in a poor outcome and the stickers not staying in place.
3. Do not put down if it is or has been raining and the surface is wet.
4. Bend back the vinyl, remove part of the backing sheet, apply a small area of the graphic to the floor and apply pressure as you rub down with a soft cloth. Gradually release the backing paper and work across the graphic paying particular attention to the edges of the vinyl to fix securely.

Help

This section will outline any places you can get HELP and support on these measures:

Advice and support are available from the following organisations:

Leicester City Council

- In first instance:
Economic Regeneration Team
EnterprisingLeicester@leicester.gov.uk

BID Leicester – City Centre only

- BID Ambassadors
info@bidleicester.co.uk

Useful Sources of Information:

Government Guidance:

- Safer Public spaces
- Working Safely
- HSE
Legionella risks during the coronavirus outbreak
- Working Safely During Covid-19 in shops and branches
- Food Standards Agency, Reopening checklist for food businesses during COVID-19
- Guidance for food businesses on coronavirus
- Hair and Barber Council Back to Work Plan
- Salon Guidelines COVID 19
- Beauty Sector, Preparing you Place of Work

General Advice:

- The Purple Guide
- Leicestershire Fire and Rescue Service, COVID-19 Advice for Businesses Reopening

This document is based on information that was available and correct at the time of going to print.

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