

COVID-19 information

**Prevent the spread**

CORONAVIRUS

**PROTECT  
YOURSELF  
& OTHERS**

Leicester

COVID-19 Re-Opening  
the City Plan

June 2020



# Foreword

The devastating impact of the coronavirus pandemic on people's lives, communities and the local economy is not something any of us could have predicted.

We have all faced an unprecedented level of disruption to our lives.

These challenging times have required an extraordinary response from the city council and partners across the city.

Fortunately, we were prepared – not for the heartache – but for the need to ensure that we could keep essential services running, reach out and support our local communities and help protect the vulnerable.

Our emergency plans, which we hoped we would never need, provided resilience. The support of businesses, organisations and individuals across the city has been invaluable.

And while we continue to live with the threat of coronavirus, we can now begin to look towards the gradual re-opening of our city.

This new recovery plan is designed to support the reopening of more shops, cafes, public space and places of interest in the city centre and in neighbourhood shopping centres over the coming weeks.

It has been developed by the city council working with key partners such as BID Leicester, and closely follows national guidance.

This will be a vital step towards restarting our local economy and returning to public life in Leicester, whether that is people going shopping, meeting friends for a coffee, exercising in a park or visiting a library or museum.

Like all recovery work, this plan begins to prepare us for a time beyond the worries, concerns and restrictions of the huge challenge we have all been facing.



It does not yet mean that we are free to do as we please. We continue to live with the threat of coronavirus and we must be mindful that measures to restrict our lives further may need to return.

However, it does provide us with a valuable opportunity to use what we have learned so far and transform our public spaces to be even better in the future.

Through this plan and the continuously developing recovery work that is taking place across the council, I am pleased that we can now cautiously welcome people back out into Leicester's wonderful public realm and the places they know and love.

I wish our retailers well as they welcome old and new and old customers to their shops, cafes, bars and market stalls.

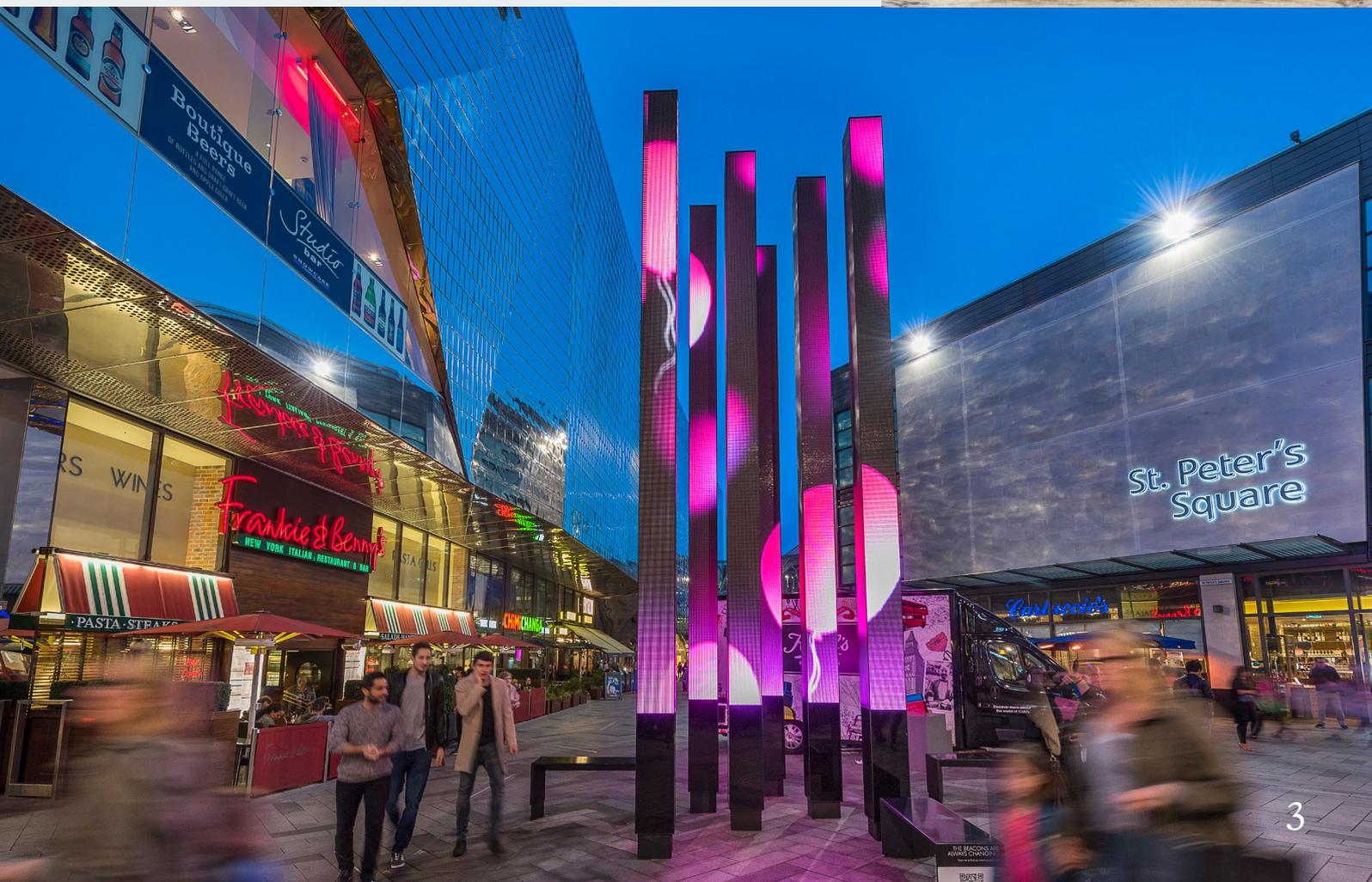
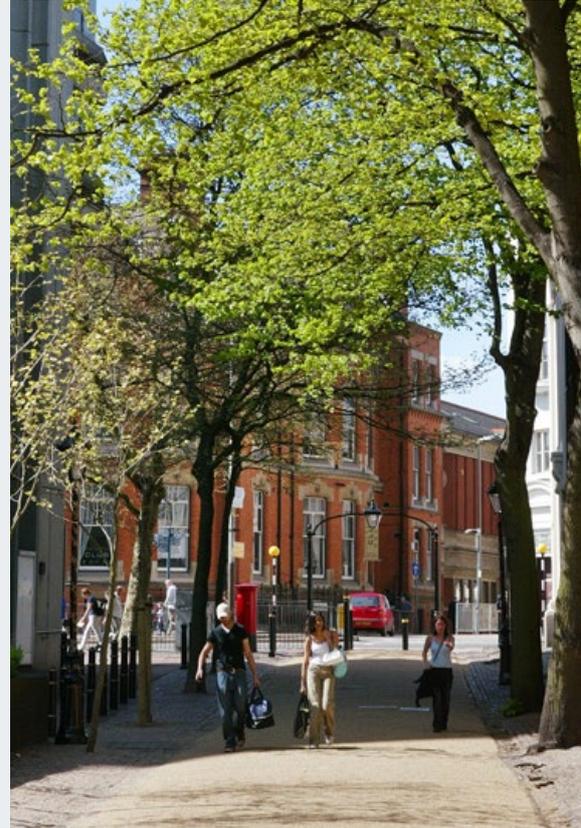
It feels good to say that Leicester is open for business.

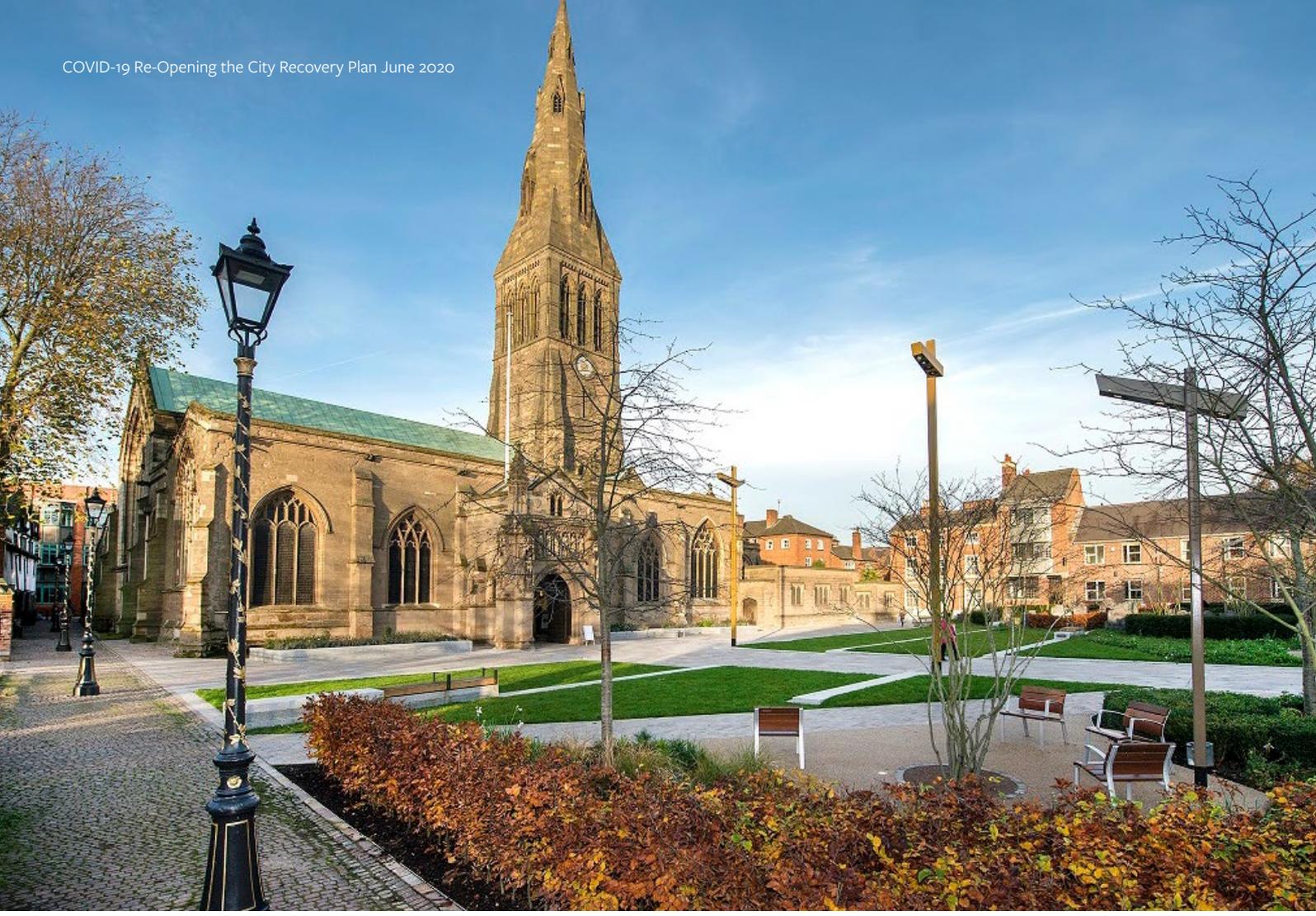
**Leicester City Mayor, Sir Peter Soulsby**

A handwritten signature in black ink, appearing to read 'P Soulsby', written in a cursive style.

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## Introduction

Like most years 2020 in Leicester started with all the optimism and anticipation of what was to come from a new year having left 2019 behind with many successes and positive things to reflect on. We of course now know however, as the previous year was ending a virus called COVID-19 had started to spread around the globe and was soon to affect all our lives.

This plan focuses on the recovery or re-opening of Leicester's city centre and neighbourhood business economy and public realm areas following a colossal local resilience effort by Leicester City Council and ours partners to keep our city going as the virus hit our area.

It is worth noting in putting this plan together whilst recovery is our destination there may be points where we have to pause and readjust our approach depending on any changes presented by the threat of COVID-19 and Government and public health guidance and/or legislation.

## Crisis, Pre-Recovery, Recovery & Transformation

Every journey needs a starting point and as the city's businesses, public realm and public places start to re-open this plan navigates from crisis and pre-recovery, through recovery and into transformation. It's focus is on the immediate future as businesses and public spaces start to re-open over the next few months but in order to recover it is important to acknowledge what has happened and also see from this how we might transform how things are done to come back even better than before.

# Section 1: Crisis and Pre-Recovery

## The Current Impact of COVID-19

On 23rd March 2020 the country went into “lockdown” and all businesses, except those who were offering essential services had to close.

People who would normally be unhindered in their daily lives found themselves having to work from home and stay there in the interests of containing the virus.

All points where the public might gather were closed except for places like parks, which were left to local discretion.



### Parks Stayed Open:

In Leicester we kept our parks open believing for people to social distance and exercise space was needed. Our “parks estate” consisting of 12 key parks (9 district parks and 3 country parks), plus 156 smaller parks and open spaces have remained open throughout the COVID-19 pandemic. In order to achieve this parks staff have worked tirelessly to support the public in accessing these important green spaces whilst avoiding gatherings and ensuring social distancing. They have also supported the safe exclusion of certain higher risk facilities from use such as play areas, outdoor gyms and ball courts. Whilst sometimes challenging to maintain the use of the city’s parks has enabled many people to “escape” from the confines of their homes to take important exercise and receive some benefit to their overall mental well-being.

Whilst the city’s parks stayed open all libraries and leisure centres closed as they did nationally.

### Key Services Were Sustained:

Key services such as cleansing and waste management were prioritised and sustained, despite staff being just as vulnerable to COVID-19 as the rest of the population. These key workers worked and continue to work alongside those services on the frontline, working in hospitals, other healthcare facilities and essential services.

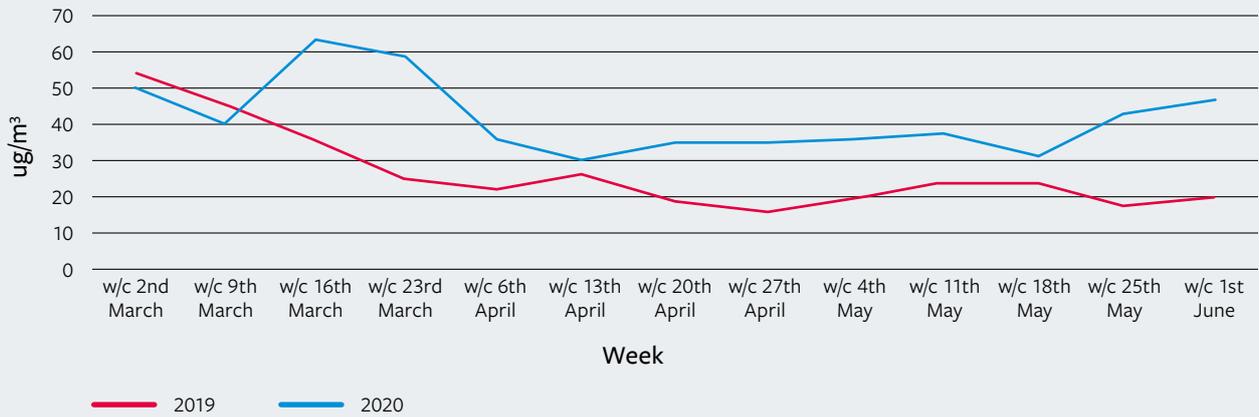
Many businesses were forced to furlough staff and companies were supported wherever possible with business grants facilitated by the city council. The losses by businesses and the city economy continue to be calculated and are judged to be significant.



### Air Quality Improved:

Changes in the public's behaviour was seen in many ways including significantly reduced car usage and improvements in air quality in Leicester.

**Vaughan Way – NO<sup>2</sup> Weekly Average**  
**Early March – first week in June**



### Homelessness Reduced:

Whilst people were told to stay at home some people found themselves vulnerable to homelessness. However, the city council was able to respond and offer 204 people emergency accommodation.

For a city as vibrant and people focussed as Leicester the streets became eerily silent as all, but essential retail businesses closed on the days leading up to and after 23rd March 2020. Public gatherings were prohibited, and the city's well-rehearsed programme of festivals and events had to be put on hold.

Leicester went into hibernation just as the spring was starting at the end of March 2020 but with that a significant resilience effort across the council and with partners took place.



## A Resilient City Response:

Leicester City Council responded with partners to the crisis through its business continuity and emergency planning arrangements, working within the city and across Leicester, Leicestershire and Rutland. Whilst core services were maintained new service provision to support the coronavirus regulations had to be introduced. For example, the city council’s regulatory services team took on new responsibilities to monitor and provide guidance around business compliance with respect to business closures and advice was provided regarding social distancing in the work place.

The council reached out to communities and the public by introducing support and advice to ease financial hardship and homelessness, and by providing crisis support, support for businesses, foodbanks, hot food provision, shielding medically vulnerable residents, providing free school meals and helping people access much needed medicines

and medical supplies. A key role of directing and referring people to where and who was best placed to help them was facilitated by a dedicated support team who were accessible through a dedicated COVID-19 email address. The role of volunteers became a key part of the approach which showed the real community spirit of Leicester whilst the NHS, hospitals, public health services and adult social care worked tirelessly on the front-line. As their vital work went on services in the city council found other ways to reach communities through on-line provision such as through the council’s library service and indeed leisure services that promoted ways people could keep well and active. Throughout the pandemic people were kept informed through a dedicated COVID-19 update service/ newsletter for the city that was accessible through **www.leicester.gov.uk/yourleicester** and videos provided by the City Mayor and members of his Executive.



## Sticking to our principles

In developing this re-opening plan for the public realm and public spaces and to support businesses it has been important to develop a set of core principles for all involved to follow. They involve:

1. Profiling with the public the need to always consider the threat of COVID-19 in managing daily life.
2. Ensuring COVID-19 mitigation steps run through all arrangements for planning the “re-opening” of the city centre and the city’s neighbourhoods.
3. Ensuring all appropriate routes for communicating key messages are utilised.
4. Ensuring wherever possible decisions are informed through an intelligence led/data informed approach that makes the most of transformation opportunities.
5. Ensuring challenges are addressed in partnership and that plans are adjusted in accordance with Government and public health guidance.
6. Ensuring good governance is in place reporting to the City Mayor and Executive Leads which includes appropriate scrutiny by the council’s Scrutiny Commissions.



## Section 2: Recovery and Re-Opening

Using the core principles embedded in this document the council and partners have developed key actions to manage the re-emergence of public life in the city centre and neighbourhoods covering:

**Transport** – Reshaping the city’s transport network and supporting positive environmental changes in people’s travel behaviour.

**Clean and Safe** – Ensuring when people return to the public realm they are stepping into clean, cared for spaces that are well managed, so that people can feel confident and safe to be in them.

**Open for Business** – Supporting the re-opening of non-essential retail in the city centre and in neighbourhoods, and the phased opening of other sectors as advised by the Government and public health specialists.

**Places to go and things to See: Council Public Buildings, Parks, Art and Events** – Supporting the return of people to places and things of interest to them.

### A) Transport

Please also see: <https://www.leicester.gov.uk/media/186689/covid-19-transport-recovery-plan-may-2020.pdf>

#### **We know as the City’s public realm re-opens:**

Hundreds of people travel into Leicester city centre every day. In doing so it is vitally important to ensure that they can do this as effectively and efficiently as possible and through use of the best environmental modes of transport available to them.

## Our re-opening plan includes:

### City Centre

**A1: Ensuring people can travel into and exit the city centre as efficiently and effectively as possible, using the best environmental modes of transport possible – starting with walking and cycling first.**

Examples of our commitment to re-opening the public realm and public spaces with partners include:

- Extending the existing extensive city centre Pedestrian Priority Zone early by providing interim safe space pedestrianisation for cycling and walking of Haymarket and Church Gate following completion of the Mansfield Street bus link road in the summer. Permanent repaving will be phased thereafter.
- Introducing immediate traffic controls to support cycling and walking at Belvoir Street/Pocklington's Walk junction and Granby Street to support local shops by 15th June 2020.

**A2: Ensuring use of taxis in the city are well regulated and supported.**

Examples of our commitment to re-opening the public realm and public spaces with partners include:

- Providing advice to taxi drivers on ways to help mitigate against COVID-19, with a view to ensuring passengers have confidence in the cleanliness of the taxi they are using.
- Exploring with private hire drivers and operators the use of screens in private hire vehicles to support social distancing measures.
- Introducing social distancing markers in taxi queues.



### Neighbourhoods

**A3: Ensuring people travelling on foot or in a wheelchair or mobility vehicle can social distance in local shopping areas when using pavements.**

Examples of our commitment to re-opening the public realm and public spaces with partners include:

- Widening narrow pavements where practical and providing good signage and information to help people keep a safe distance apart and support local businesses.

Initial schemes include:

- Queens Road - completed
- Belgrave Road - completed
- Narborough Road – by 15th June
- Green Lane Road – early July
- Additional schemes will be confirmed following feasibility work

## City Centre and Neighbourhoods

### A4: Providing suitable places to park cars or bicycles.

Examples of our commitment to re-opening the public realm and public spaces with partners include:

- Provision of safe and secure cycle parking at workplaces, transport hubs, city centre locations and district centres.
- Bringing all car parks and on-street parking back into full operation by 1st June with continued free use for NHS and care workers with a council approved pass. In doing this cashless payments will be encouraged.
- Newarke Street car park will be reopened with a new AutoPay system, which allows drivers to register online and then uses number plate recognition technology to confirm payment. The system removes the need for drivers to queue or handle payment machines.

### A5: Providing safer cycling and walking routes around the City.

Examples of our commitment to re-opening the public realm and public spaces with partners include:

- Delivering a mile, a week over ten weeks of new and extended pop-up cycleway and paths by reallocating road space and providing additional safe segregation measures on existing cycleways to better connect people to workplaces and other destinations.

Initial schemes include routes on:

- Saffron Lane/Aylestone Road key worker route – completed
- London Road inbound – completed
- Hinckley Road inbound - completed.
- Abbey Park Road - Belgrave Circle to Abbey Park – completed
- London Road, Hinckley Road and Glenfield Road outbound cycle routes
- Establishing safe segregated cycle links to Beaumont Leys industrial and retail centres
- Additional radial route links to be confirmed.
- Light segregation schemes on existing cycleways starting with Aylestone Road.



### A6: Ensuring travel by bus and train is able to function well across the City.

Examples of our commitment to re-opening the public realm and public spaces with partners include:

- Delivering practical measures advised by Government on travelling safely and socially distancing when on buses and at bus stations and stops.
- Providing good information with operators on bus services on-line and at stations and stops.
- Restarting park and ride services at Enderby and Meynell's Gorse from 1st June 2020 and review options for alternatives to our Birstall service whilst this is operating as a COVID-19 testing centre.

### A7: Ensuring car travel is efficient and effective when in use around the City.

Examples of our commitment to re-opening the public realm and public spaces with partners include:

- Aiming to keep traffic levels and speeds managed down to improve safety and minimise congestion and air pollution.
- Continuing to focus Leicester City Council traffic wardens on providing advice and guidance and supporting residents parking zones.
- Facilitating and promoting remote working and learning to reduce peaks in traffic and crowded public transport.

## B) Clean and Safe

### We know as the City's public realm re-opens:

The levels of cleanliness in the city centre and other shopping centres are already good and have been improved as footfall has dropped. However, in April 2020 fly tipping increased by 56% compared to 2019. Leicester in recent years had seen some significant falls in fly tipping however, this recent increase goes against this trend.

Leicester's City Centre and Leicester's neighbourhoods are predominately safe places however, from time to time they get interrupted by anti-social or criminal behaviour.

The Coronavirus Act 2020 provides certain responsibilities (subject to change) to local authorities and the police.



### Our re-opening plan includes:

#### City Centre and Neighbourhoods

##### B1: Ensuring the streets are clean and cared for spaces which people can feel confident to visit.

Examples of our commitment to re-opening the public realm and public spaces with partners include:

- Utilising street washing machines in the application of disinfectant where this is useful in city centre and in the neighbourhoods as part of their programmes of work.
- Introducing a rolling programme of city centre street furniture and bin washing with disinfectant that improves confidence around the use of these items.
- Using regulatory powers where necessary to tackle the incorrect disposal of waste within public places.

##### B2: Disposing of waste safely and tackling fly tipping.

Examples of our commitment to re-opening the public realm and public spaces with partners include: -

- Continuing to ensure weekly kerbside refuse and recycling collections and fortnightly garden waste collections are maintained.
- Returning the city's free bulky waste collection service to full capacity by July 2020.
- Delivering a first rate 7 days a week service at Gypsum Close Household Waste Recycling Centre (HWRC) which opened on 20th May 2020.
- Re-opening Freeman's Common HWRC on 15th June 2020.
- Targeting and leading intelligence lead campaigns in the city centre and neighbourhoods to tackle fly tipping.





**B3: Ensuring the city centre and the city’s neighbourhoods feel safe places to be in, whether during the day or at night.**

Examples of our commitment to re-opening the public realm and public spaces with the police include:

**Daytime**

- Delivering, via the police, partnership “days of action” to help give additional reassurance to the public whilst targeting individuals involved in street-based drug and/or alcohol misuse or involved in other behaviour that causes concern.
- Providing a reassuring uniformed presence in Leicester city centre and in neighbourhoods by City Wardens and Civil Enforcement Officers.
- Providing businesses with advice and guidance on managing their queues on the highway

**Night-time**

- Working supportively with venues to help them open in accordance with COVID-19 safety advice
- Providing via the police an evidence-based patrol plan focussed on intelligence which will target key locations and premises in the city centre.

- Ensuring a focus and effective use of the city’s Public Space Protection Order for street drinking and use of new psychoactive substances.

**B4: Ensuring a confident regulatory response to COVID-19 related concerns, whether through education or enforcement.**

Examples of our commitment to re-opening the public realm and public spaces with partners include:

- Ensuring that those businesses/premises that must remain closed do so and take appropriate enforcement action where necessary.
- Ensuring through the council’s regulatory services team that guidance is provided on coronavirus related legislation as and when it is updated to ensure licensed premises are assisted in remaining up to date on their legal requirements.
- Reviewing current regulatory policies to ensure they are in line with government guidelines and do not disproportionately restrict progress to recovery.

## C) Open for Business

### We know as the City’s public realm re-opens:

Essential retail such as food retailers and pharmacies have been open throughout “lockdown”. Outdoor markets and car showrooms can open from 1st June 2020 and dentists from 8th June 2020. Non-essential retail and places of worship for private prayer will be permitted to reopen from 15th June 2020 with more phased re-openings to come. The work associated with this re-opening plan will continue as each phase emerges in order to ensure businesses and our communities are supported throughout.

Leicester benefits from a vibrant local economy supported by both large and small retail outlets across all sectors and shopping centres.

BID Leicester in partnership with city centre businesses will also fund and deliver a plan to complement this plan.

The impact of COVID-19 on the tourism sector has been devastating and it is important to focus efforts on its recovery.



### Our re-opening plan includes:

#### City Centre

**C1: Working with BID Leicester, Highcross and Haymarket shopping centres and businesses across all sectors to support the safe reopening of the city centre economy and gaining consumer confidence by adhering to the required safeguarding measures to protect against further spread of COVID-19.**

Examples of our commitment to re-opening the public realm and public spaces with partners include:

- Ensuring business support is available to businesses across the city and its neighbourhoods to provide advice and guidance on keeping customers and staff safe.
- Providing an advice pack to businesses on queuing systems, safe working and risk assessments.
- Providing activities linked to the City’s Retail Area Improvement Scheme such as the Shop Improvement Grant Scheme.
- Launching of the BID Leicester city centre gift card scheme to lock in spend to the local economy, offering the public a choice of Leicester city centre retail, leisure, food, drink and entertainment venues in which to redeem.
- Working with Highcross and Haymarket shopping centres to support their phased reopening plans from the reopening of non-essential retail from 15th June 2020.

**C2: Working with the tourism sector through a Tourism Recovery Framework to create and promote the city as a safe place for people to visit and spend their leisure time.**

Examples of our commitment to supporting tourism businesses and re-opening the public realm and public spaces with the Place Marketing Organisation include:

- Supporting and signposting tourism businesses to the help they need to start and continue with their economic recovery.
- Stimulating consumer demand for the local tourism offer in Leicester and Leicestershire.
- Profiling the Visit Britain/Visit England “Stay Safe” Industry Standard/Quality Mark.



## City Centre and Neighbourhoods

### **C3: Providing the best opportunities for businesses to thrive outdoors as well as indoors, working with licensing regulatory bodies.**

Examples of our commitment to re-opening the public realm and public spaces with partners include:

- Developing where possible new spaces or enlarging areas for existing street cafes to enable restaurants, cafes and bars to retain a viable sales level.
- Considering the temporary greening of new spaces to create attractive shared spaces.
- Putting in place more litter bins, cleansing and hygiene measures where appropriate to support the creation of new street café areas.

### **C4: Working with stall holders and traders on Leicester and Beaumont Leys markets to help bring back the vibrancy of these important trading spaces.**

Examples of our commitment to re-opening the public realm and public spaces with partners include:

- Continuing to support Leicester Market following its reopening for non-essential traders from June 1st (whilst noting the market has remained open for essential retail throughout “lockdown”)
- Continuing to support Beaumont Leys Market following its reopening for non-essential traders from 3rd June 2020. The car boot sale and market on a Sunday are remaining closed at this time.

- Supporting the return of other non-essential traders to Leicester and Beaumont Leys Markets from 15th June 2020.
- Putting in place social distancing measures, advice to traders, sanitiser points and continuing marketing support through a strong social media campaign.
- Offering an initial 50% discount to assist traders with respect to stall rental when first reopening. This will be reviewed in the coming weeks.

### **C5: Ensuring retail outlets and shopping centres in neighbourhoods and the city centre are aware of the measures required to help staff and customers combat the threat of COVID-19 and in order to keep up to date on recovery work relating to COVID-19.**

Examples of our commitment to businesses re-opening and the public realm and public spaces with partners include:

- Providing a generic email address ([EnterprisingLeicester@leicester.gov.uk](mailto:EnterprisingLeicester@leicester.gov.uk)) for businesses to contact to obtain advice on ways to safely re-open their facilities.
- Providing via the council’s regulatory services team key facts and information to be utilised in communications promoting the safe re-opening of the city.
- Provision of business packs to businesses to help guide them through the process of re-opening.



**C6: Ensuring that concerns relating to those retail outlets and shopping centres that do not have adequate social distancing measures in place are appropriately responded to.**

Examples of our commitment to re-opening the public realm and public spaces with partners include:

- Liaising with shopping centres to understand the measures they have in place.
- Providing ‘whole city’ advice and support via the council’s regulatory services department in partnership with the police and other key agencies and in line with up to date government guidance.
- Providing a response to any concerns raised relating to those businesses that do not have adequate social distancing measures in place by providing further advice and support in line with the government guidance.

**C7: Ensuring Leicester City Council managed workspaces are supported regarding safeguarding measures associated with COVID-19.**

Examples of our commitment to re-opening the public realm and public spaces with partners include:

- Working with Leicester City Council managed workspaces to inform, advise and support tenant businesses with the required safeguarding measures to protect against further spread of COVID-19.
- Informing and advising the council’s managed workspace tenants on the business support offer available.
- Ensuring buildings are fit for purpose and meeting COVID-19 requirements.

## D) Place to go and things to see: Council Public Buildings, Parks, Festivals and Events

**We know as the City’s public realm re-opens:**

Throughout the period of “lockdown” Leicester has been able to keep its parks open however the council’s public buildings had to close. These buildings included libraries, museums and leisure centres. The council’s events programme also went on hold.

The re-opening of libraries, community centres, museums and leisure centres really will start to herald a return to public life in public spaces. This will only be done cautiously and with the appropriate COVID-19 safeguarding measures in place. Council events will only take place again with the right measures in place and when safe to do so.

**Our re-opening plan includes:**

**City Centre and Neighbourhoods**

**D1: Working to restore the full parks service.**

Examples of our commitment to re-opening the public realm and public spaces with partners include:

- Ensuring that public toilets in parks re-open by 22nd June 2020 and include the adoption of COVID-19 safe operating practises.
- Providing tennis courts open for use by the public from 13th May 2020.
- Opening parks services ball courts, outdoor gyms and play areas in line with Government guidance.



**D2: Working to re-open council public facing buildings.**

Examples of our commitment to re-opening the public realm and public spaces with partners include:

- Re-commencing the Home Library Service in June 2020 to ensure delivery of books to customers who are unable to leave their homes.
- Re-opening the library service for controlled book borrowing, computer use and enquiries in a phased way at the earliest during July 2020 and following Government guidance and sector led guidelines.
- Putting in place work to re-open community centres for re-opening (anticipated to be after the summer) but with reduced capacity required by social distancing measures and dependent upon government guidance.
- Continuing a phased re-opening of sports service provision in line with national guidance and social distancing measures having reopened the golf course and other outdoor sports provision including bowls and tennis.
- Progressing assessments/plans through the council's sports services team and museum service to ensure social distancing and safe systems of work are in place for when it is appropriate to open leisure centres, gyms and museums.
- Keeping open four Children, Young People and Family Centres (Braunstone, Saffron, Woodbridge and Beaumont Leys) to deliver essential midwifery and health visiting services. The phased re-opening of further CYPF Centres will progress during July and the subsequent months.

**D3: Bringing public places back to life by showing the vibrancy of Leicester through art, entertainment and events (where possible).**

Examples of our commitment to re-opening the public realm and public spaces with partners include:

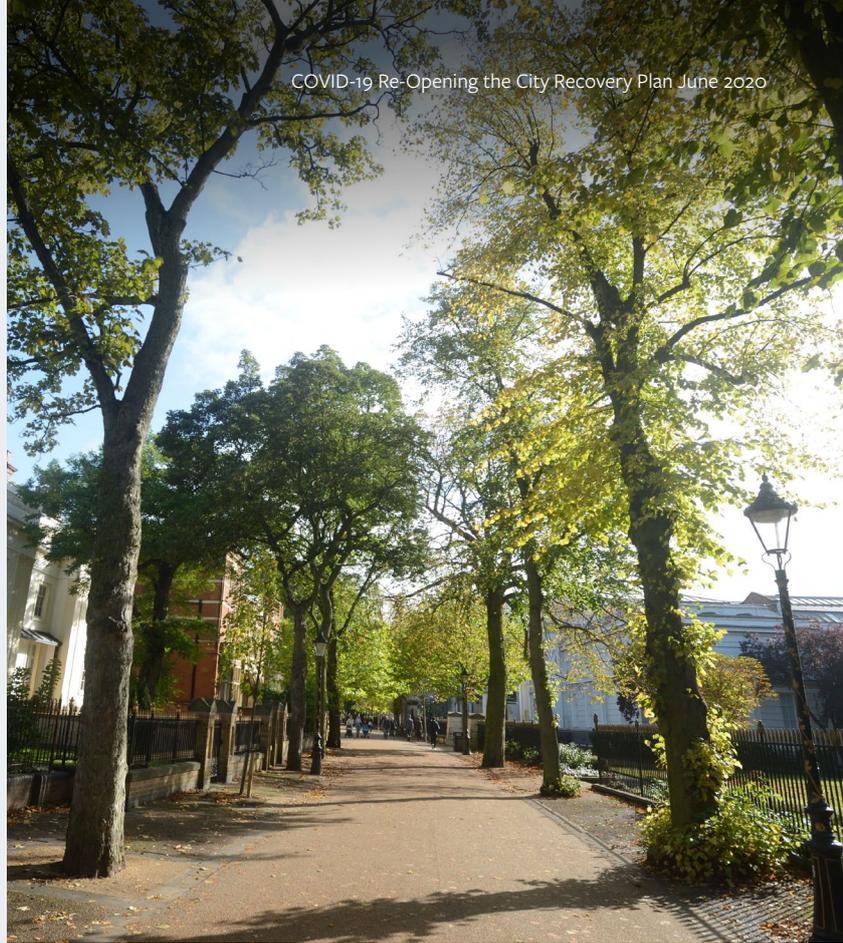
- Developing proposals to reanimate the high street and open spaces.
- Embedding social distancing measures into crowd safety management arrangements so that as easing progresses events can be safely accommodated.
- Developing proposals for events based on roaming street art performance.
- Supporting theatre's, museums, sports venues, cinema's, including other forms of leisure with their plans for phased re-opening whilst adhering to COVID-19 Government guidance.



# Section 3: Transformation

**Taking the opportunity to transform Leicester by making the most of the re-emergence of public life in the city centre and in neighbourhoods.**

There is a once in a life-time opportunity to transform how the city centre and the city's neighbourhoods operate and exist as public spaces. It is important to seize the moment to try to make the most of this. Whilst not the focus of this plan public service development opportunities have emerged because of having to face the impact of COVID-19. This plan provides the chance to profile some (but by no means all) of the transformation work Leicester City Council is involved in:



## Transforming Travel

Going the extra mile to help transform travel in the city and the opportunities to walk and cycle as the first choice for getting to places.

Examples include:

- Publishing our new Leicester Street Design Guide and aligning designs for permanent street improvements with transport recovery strategies.
- Connecting Leicester with ongoing highway improvements to support and encourage sustainable and efficient public transport, cycling and walking.
- Providing on-line maps of our commuter cycle routes and self-guided leisure walks and cycle rides. See [www.choosehowyoumove.co.uk](http://www.choosehowyoumove.co.uk).

## Tackling Street Lifestyles and Homelessness

Leicester has benefitted from a multi-agency “street lifestyle” project that has proved effective in helping tackle begging, rough sleeping and on-street drug and alcohol abuse. This project has facilitated a significant reduction in the number of cases of individuals that have persistently presented on Leicester’s streets with these behaviours. The City’s Street Lifestyle Operational Group is to support a next steps strategy for tackling rough sleeping.



### Keeping up Cleansing Standards

Cleansing Services and the City Warden team will be proactively working to maintain a clean and welcoming city, ensuring fly tipping and graffiti continues to be managed and high cleansing standards are retained, including a surface street washing and gum removal programme, alongside an educational and enforcement campaign.

### Preventing Violent Crime

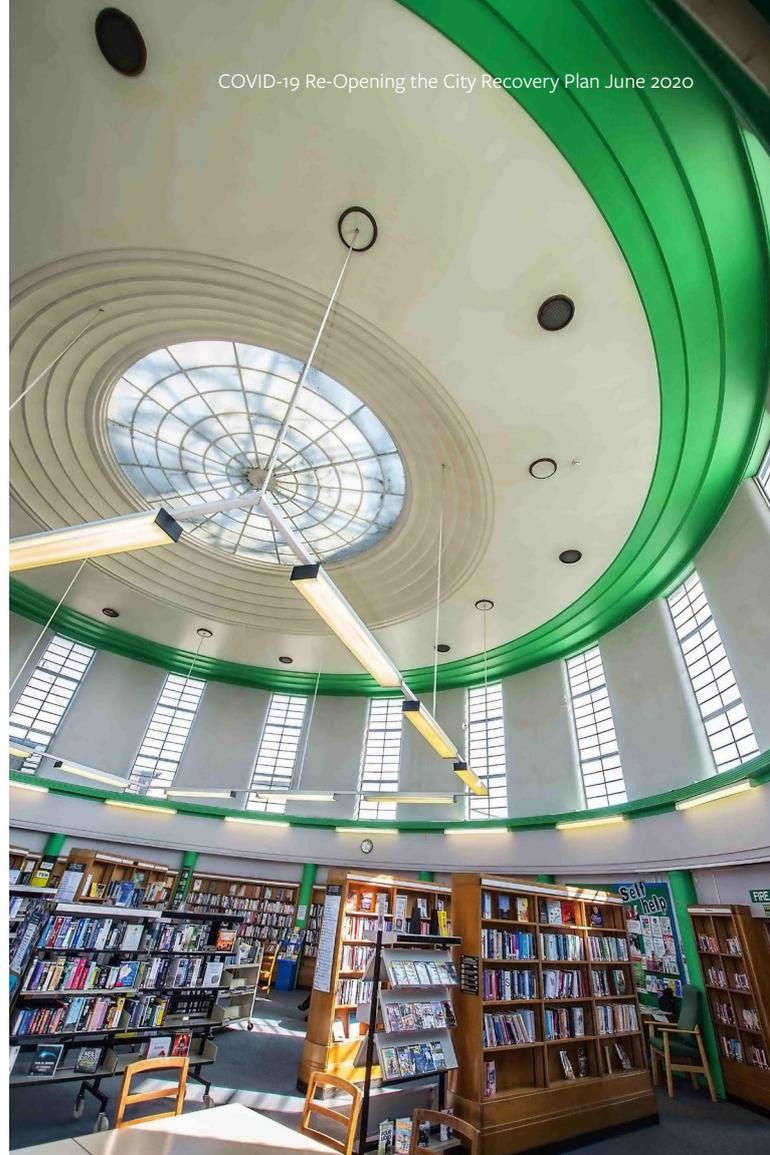
The city during the pandemic has experienced a fall in public place violence. As the city re-opens, we need to do everything to prevent violence by tackling its root causes. Leicester City Council is developing a knife crime strategy and this work will continue. The council will also continue to work with the Violence Reduction Network in the Police and Crime Commissioners Office. Projects such as the Violence Intervention Project at the Leicester Royal Infirmary Emergency Department will be reaching out to young people to offer opportunities for change away from violence.



## Transforming Business

Many businesses transformed the way they worked during “lockdown” and will be looking at new business models for the future. Leicester City Council and its partners will look to support businesses through a number of areas of work including:

- Providing a point of contact for all businesses through the council’s economic regeneration service and referrals through to relevant services as appropriate such as regulatory services or the LLEP Business Gateway Growth Hub.
- Continued support for businesses in Leicester City Council owned and managed workspaces in line with expansion of this provision in the city.
- Webinars / activities supporting businesses to review / refocus their business, support in addressing new challenges i.e. new websites, new ICT models etc.
- Support for businesses looking to grow and/ or diversify working in partnership with the LLEP Business Gateway Growth Hub.



## Making the most of the On-line Offer

### Within Library Settings

Continuing to provide an expanded virtual library service to improve access to a wide range of books and reading for all ages and interests. By providing a full online joining system and a far wider range of e-books, e-audiobooks, e-magazines and e-comics the council will build on the increase in demand for these resources.

### Museums Service

The council’s museums service is bringing collections and educational resources to audiences digitally with family activities on the council’s website and regular social media posts. A new museum website will be launched at the end of July 2020.

### Sports Services

The council’s Sport Services Team will continue to grow its virtual audiences through the existing Active Leicester

social media channels. The **#KeepingLeicesterActive** campaign is providing daily updates on the Active Leicester channel with tips on maintaining positive physical and mental health during the pandemic. Over the coming months a new digital platform will be provided, where members can stream exercises classes from home.

### The Open Data Platform Resource Map (Smart Cities Initiative)

The city’s new Open Data Platform Resource Map provides information about the support available to help people cope with the COVID-19 crisis and its aftermath. The map summarises information about resources and support services provided by organisations across the city, and provides information on the type of service, location and contact details. Providers of similar services and resources may add their information and a short description of their offer via an electronic form.

COVID-19 information  
**Prevent the spread**

