**Reopening High Streets Safely – Evolving Action Plan**

**Background:**

The Government has made funding from the European Union Regional Development Fund (ERDF) available to South Lakeland District Council to support their business communities with measures that enable safe trading in public places and to offer safe, welcoming spaces. The fund is focused on high streets as well as public places at the heart of towns. The activity must support 4 stands of activity:

1. Support to develop an action plan for how the local authority may begin to safely reopen their local economies.

2. Communications and public information activity to ensure that reopening of local economies can be managed successfully and safely.

3. Business-facing awareness raising activities to ensure that reopening of local economies can be managed successfully and safely.

4. Temporary public realm changes to ensure that reopening of local economies can be managed successfully and safely.

**Aim of this Action Plan:**

To manage the reopening of the high streets and town centres in the South Lakeland District from 15th June 2020 through a range of activities to offer safe, welcoming spaces to the public and support the safe and successful reopening of local economies. The activity will:

* Support local businesses with practical interventions to enable safe trading in public places.
* Provide communications and public information activity.
* Provide business-facing awareness raising activity.
* Enable temporary changes to the public realm.

**About this plan:**

This action plan, and the agreed interventions, will evolve and adapt. Measures are likely to be in place for a considerable length of time and will need to change in line with Government advice, as lockdown measures are eased, more businesses reopen and visitors return to the towns in greater numbers. Should lockdown measures be tightened again, new measures may be required.

**Responsibilities and partnership engagement:**

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| **South Lakeland District Council** | Lead organisation and accountable body* Project management of delivery and funding
* Installation of non-highways signage and public facing information
* Lead public facing communications and messaging
* Agreeing the messaging to businesses
* Locality teams to support installation of interventions and be the ‘eyes on the ground’ to advise of ongoing changes
* EHO teams to advise SME businesses
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| **Cumbria County Council** | Highways authority* To lead on technical development and H&S assessment
* Installation of highways signage
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| **Town and Parish Councils*** Kendal Town Council
* Ulverston Town Council
* Lakes Parish Council
* Sedbergh Parish Council
* Grange Over SandsTown Council
* Lower Allithwaite PC
* Arnside Parish Council
* Windermere Town Council
* Kirkby Lonsdale Town Council
* Milnthorpe Parish Council
* Coniston Parish Council
* Hawkshead Parish Council
 | Advice and consultation about specific local measures requiredSharing the comms messages with the public and businesses |
| **Business Improvement Districts*** Kendal BID
* Ulverston BID
 | Advice and consultationSharing business information and messaging with members and contactsGathering feedback and issues |
| **Other business groups*** Kendal Futures
* Bowness & Windermere Forward
* Bowness & Windermere Chamber of Trade
* Sedbergh Economic Partnership
* Kirkby Lonsdale Community Interest Group
 | Advice and consultationSharing business information and messaging with their contactsGathering feedback and issues |
| **Market Organisers*** Kendal (SLDC)
* Ulverston Community Enterprise
* Ambleside
* Kirkby Lonsdale
* Farmer’s Market (Kendal)
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| **Lake District National Park Authority** | Shared approach to signage and comms/messages to both businesses and visitors in the Lakes towns (Bowness & Windermere, Ambleside, Hawkshead, Grasmere, Coniston) |
| **Yorkshire Dales National Park Authority**  | Consultation for Sedbergh initiative via role in Sedbergh Economic Forum |
| **Cumbria Tourism****The National Trust** | Information sharing with businesses and visitor communications / messages to ensure messaging aligns and consistent approach |
| **Cumbria Police** |  |
| **Strategic Partners** BERGGLEP Visitor Economy Recovery Group  | Information sharing with LEP and BERGG on work taking place in South Lakeland to reopen high street safely. Highlighting issues to take to Central Government. Action plan helps to deliver wider Visitor Economy Recovery Plan  |

**General principles:**

* The need to reopen the town centres and support businesses returning to profitability quickly must be balanced with protecting public health.
* Whenever possible, messages, communications and interventions will be generic across the district to speed up implementation.
* There will be some scope for a bespoke approach in supporting local initiatives via town centre partners, BIDs and town and parish council. Information sharing and the cross promotion of messages will be essential.
* Clear and concise messaging is key both for users and businesses.
* Messaging must be friendly, welcoming and reassuring in tone whilst raising awareness of social distancing and the need to stay alert.
* The focus for interventions will be on high traffic areas and specific known problem areas, such as narrow streets or yards.
* The activity will focus on Kendal and Ulverston first, before quickly rolling out the campaigns to the other towns. Early engagement with the other towns is essential.
* Liaise with Parish and Town Councils to explore ideas for temporary alterations to town and village centres in the later delivery phase.
* CCC highways team will be responsible for interventions on the highway and associated traffic management. Consistent signage and messaging is vital along with consideration about what is safe and practical to implement.
* CCC are aiming for a consistent message across the county with their activity.
* A communications and marketing campaign will inform residents of the new changes and how to interact with the town centre safely in a socially distant way
* Information will be provided to SME businesses, working with SLDC Environmental Health team, to advice on best practice and signpost to available Government information.
* SLDC’s Locality Teams will support the co-ordination of delivery of some of the town centre measures.
* All activities will be delivered within the guidance outlined by MHCLG in the Reopening High Streets Safely Fund.
* ERDF publicity requirements will be adhered to in all promotional materials.

**Outline timetable:**

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| **Phase** | **Towns** | **Date** | **Milestone** |
| 1 | District wide | 08.06.20 | Evolving Action plan developed |
| 08.06.20 | Communications plan developed and underway |
| Kendal and Ulverston (Principle Service Centres) | 15.06.20 | Awareness raising COVID-19 zone corex signs for vehicles in place at town entrances  |
| Toilets reopen (Booths & SL House) |
| Car park signage in place |
| Banners and pavement signage in place |
| Leaflets distributed (digitally) and in towns |
| 22.06.20 | Early reports back from Locality Teams re reactions/changes |
| Early July | Temporary public realm/highways actions in place |
| 2 | Bowness Windermere AmblesideGrasmere | 10.06.20  | Early engagement underway with LDNP & Parish Councils |
| 10.06.20 | Car park signage in place |
| 15.06.20 | LDNP Toilets reopenWTC reduced toilet facilities until at least 30.06.20SLDC Ferry Nab car park open, Braithwaite Fold and open as required in busy periods. Parish and Town Council toilet provision being confirmed.. |
| 22.06.20 | Communications and signage agreed with LDNP and underway for Lakes Towns |
| Bowness Windermere AmblesideGrasmere | Late June | DfT awareness raising COVID-19 zone corex signs for vehicles in place at town entrances |
| 3 | SedberghMilnthorpeKirkby Lonsdale Grange | w/c 29.06.20 | Early engagement underway on action plan and local initiatives |
| Hawkshead Coniston | Late June onwards  | DfT awareness raising COVID-19 zone corex signs for vehicles in place at town entrances. Other temporary interventions to be discussed with CCC. |

**Approach to interventions:**

* The interventions suggested will be reviewed are based on local knowledge, walkabouts and discussions with partners to inform the issues. Footfall counts and parking statistics will be monitored and used to adapt future action plan activities, and local knowledge ‘on the ground’ will be essential.
* The focus of the activities is to create a positive visitor experience in our town centres, while reminding visitors of the importance of social distancing, some behaviour changes and that the town centres will look and feel different to pre-COVID-19 times.
* Interventions will be ‘light touch’ initially to avoid creating unnecessary barriers. The team will aim to react quickly to change and introduce new measures to address issues as they arise.
* Highways signage will remind vehicles to slow down and raise awareness of, and urge consideration for, shared pedestrian spaces.
* Businesses will be encouraged via EHO/locality teams to manage queues within their own premises wherever possible. The County Council may need to intervene in queue management on the highway and footpaths for larger essential stores. Early engagement is needed with those businesses.
* The public may be concerned about the risks associated with crowded public areas. Social media and online messaging could include information related to dynamic spacing where social distancing may be appropriate even where spaces look busy (see High Street Task Force information).
* There is an opportunity to trial some new interventions that will support our towns and high streets in the longer term. Wider issues to support town centres could be considered such as traffic flow and pedestrian movements, increased cycling opportunities, click and collect and delivery services, digitisation and outdoor café culture.

**Benchmarking and monitoring:** (Info to follow.)

* Footfall counts – Kendal and Ulverston
* Car park stats
* Visitor research stats
* Ulverston and Kendal BID stats and surveys
* Traffic levels?
* Other measures?

**DETAILED ACTIVITY PLANS**

The generic district wide activity is detailed in each priority area, followed by additional town specific activity agreed with partners.

**2. Communications and public information activity to ensure that reopening of local economies can be managed successfully and safely.**

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| **District wide – Communications and public information activity (see full Communications Plan for details)** |
| **Activity** | **Description** | **When** | **Budget source** | **Responsibility** | **Progress** |
| Comms Plan developed | District Wide  | 8.6.20 | Existing | SLDC – RM | Completed |
| Launch integrated comms plan  | District wide activity to include: | 10.6.20 | Existing | SLDC - RM | Plan underway and being delivered |
| Press release | To local/regional media & interviews with portfolio holder | 10.6.20 | Existing | SLDC - RM | Distributed 11.8.20 |
| Dedicated website pages | Include cross promotion of local BID/town/parish council initiatives  | 8.6.20 | Existing  | SLDC – RM | Complete but to continually review/update |
| Leaflets | Written and designed | 8.6.20 | Existing | SLDC – PS/RM | Completed 11.6.20 |
| Printed – 10,000 total | 10.6.20 | Add ERDF | 2.5k first print run |
| Digital and hard copy distribution underway via locality teams | 10.6.20 | Add ERDF | distributed 15.6.20 onwards |
| Social media campaign live | ‘What to expect’ in town centres | 10.6.20 | Existing | SLDC - RM | Ongoing |
| Newsletter update  | Send to members/parishes | 10.6.20 | Existing | SLDC - RM | Comms Team news roundup sent weeklyArticle in South Lakeland News article on activities distributed to every SL household (56k copies) |
| Advertorial in Westmorland Gazette and The Mail | ½ page ad with linked social media activity | 11.6.20 | Add. ERDF | SLDC – RM | Ad space booked for w/c 15.6.20, social media advertising live 12.06.20 |
| Poster sites identified | Bus stops, supermarkets, vacant shops | 15.6.20 | Existing | SLDC/BIDs JR/PS/Locality | See town activity |
| Posters for businesses | To display in premises | 18.6.20 | Add ERDF | SLDC/BIDs/LDNP inside the park | See town activity |
| Promotion of key messages and info | Ongoing information sharing re local partners initiatives  | 12-14.06.20 |  | SLDC – RM  | Ongoing |
| Reminders of key messages | Continued social media drive  | 15.06.20 |  | SLDC - RM | Ongoing |
| Action plan distributed to partners and key stakeholders | Distributed to Cumbria LEP Visitor Economy Recovery Group, Cumbria Tourism, LDNP, YDNP, BERG | 15.6.20 |  | SLDC - JR | Ongoing – weekly updates to be circulated from 25.6 |

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| **Kendal – Communications and public information activity** |
| **Activity** | **Description** | **When** | **Budget source** | **Responsibility** | **Progress** |
| Highgate Banners – Lamppost  | Welcome/awareness raising messages x 8 banners, interspersed with 4 Kendal in Bloom banners | 22.06.20 | Add. ERDF | SLDC – JR/PS | 8 banners installed |
| Kirkland Banners | Welcome with awareness raising messages x 5 banners | On hold | Add. ERDF | SLDC/Kendal Futures | On hold. May not be required. |
| Town Hall Banner | As above | 22.06.20 | Add. ERDF | SLDC – JR/PS | Installed by SLDC |
| 100 A3/A4 window posters | Based on town hall and lamppost banners.  | 22.06.20 | Add ERDF | SLDC – JR/PS/Locality Teams | Designed. Printed w/c 21.6 Sites to be identified by locality teams |
| Visit-kendal.co.uk | Messages updated to reflect businesses are reopening  | 15.06.20 | Existing | Kendal Futures | Updated and ongoing |
| Kendal BID local initiatives | Window vinyls on key empty properties to promote Shop Local, Enjoy Kendal, Stay Safe messages | 29.06.20  | Add. ERDF | KBID | Funding offer sent. Initial artwork approved. Awaiting venue permissions &. Advertising consent app if needed. |
| Action plan shared with KTC, Kendal BID & Kendal Futures | Share action plan, CCC proposed traffic measures, CCC highways signage, LDNP poster – example, to be used across the park in various different forms, CCC – Shop Safely poster, Example business letter and risk assessment, residents leaflets, press release. | 15.06.20 | Existing | SLDC – PS/JR | Shared 15.06.20 |

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| **Ulverston – Communications and public information activity** |
| **Activity** | **Description** | **When** | **Budget source** | **Responsibility** | **Progress** |
| 600 external floor stickers | All Ulverston activity includes Choose Ulverston, UTC and UBID welcome, shop local and social distancing messages | 15.06.20 | Add ERDF | UTC/UBID | Completed and installed in shops and bus shelters |
| 250 A3 window posters | 15.06.20 | Completed and distributed to shops |
| 30 bollard covers | 15.06.20 | Completed and in-situ |
| Coronation Hall banner | 15.06.20 | Complete |
| Town banners x 5 | 17.06.20 | Complete – Leisure Centre, Swan St, Kendal entrance, bus shelters Barrow entrance, drill hall |
| Advert in Ulverston Now | 15.06.20 | Distributed end of June, circulation 6k |
| Triple signposts and inserts | Fitted around fingerposts and UTC lamps | 29.06.20 | Ordered and manufacture underway |
| Action plan and other useful information to be shared with UTC and UBID | Action plan, CCC proposed traffic measures, CCC highways signage, LDNP poster – example, to be used across the park in various different forms, CCC – Shop Safely poster, Example business letter and risk assessment, residents leaflets, press release.  | 15.06.20 |  | SLDC – P Straker | Shared by email 12.06.20 |

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| **Lakes Towns (in partnership with LDNP) – Communications and public information activity** |
| **Activity** | **Description** | **When** | **Budget source** | **Responsibility** | **Progress** |
| Online toolkit for businesses to access posters, logos, imagery and messages for their own use. | All Lake District activity includes Protect our local communities and respect social distancing messages, with Herdwick Sheep 2m distancing graphics. Toolkit and materials will be shared with businesses, and displayed in TICs, car parks and other key footfall locations. | 24.06.20 | Add. ERDF | LDNP/SLDC  | <https://www.lakedistrict.gov.uk/coronavirus/sldc-resources>And linked from SLDC business advice pages. |
| A2 posters printed and distributed. | 24.06.20 | LDNP delivering with support from SLDC locality teams |
| A3 Posters printed and distributed for businesses use |
| A-frames to house posters |
| Banners for railings and other external sites |
| Floor stickers and/or chalk stencils | Early July | To be assessed according to need at pinch points, around seating and hot spots. |
| Action plan shared with partners | Share action plan, CCC proposed traffic measures, CCC highways signage, LDNP poster – example, to be used across the park in various different forms, CCC – Shop Safely poster, Example business letter and risk assessment, residents leaflets, press release. | 11.06.20 | - | SLDC – JR | Shared with Windermere and Bowness Forward and LDNP 11.6.20Shared with Bowness and Windermere Chamber of Trade 16.6.20 |
| Action plan shared with Parish and Town Councils | Share action plan, CCC proposed traffic measures, CCC highways signage, LDNP poster – example, to be used across the park in various different forms, CCC – Shop Safely poster, Example business letter and risk assessment, residents leaflets, press release. | 11.06.20 | - | - | SLDC – P Straker | Shared by email with Coniston, Hawkshead, Windermere, Lakes Parish 11.06.20 |

**3. Business-facing awareness raising activities to ensure that reopening of local economies can be managed successfully and safely**

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| **District wide – Business facing awareness raising activities** |
| **Activity** | **Description** | **When?** | **Budget source** | **Responsibility** | **Progress** |
| Dedicated website page for business advise  | Including links to template risk assessments and latest Govt guidance | 08.06.20 | Existing | SLDC EH team | Complete and regularly updated as guidance changes |
| Health and Safety and Risk assessment advice letters | Letters to all businesses to advice about need for a risk assessment with links to guidance and content.2,530 letters to retailers followed by other businesses as guidance information becomes available from Govt.  | From 10.6.20  | Existing | SLDC EH team | Retail letter distributed 11/ 12.6.20Food service businesses letters distributed w/c 29.6.20 |
| Signposting  | To sources of information and advice  | From 08.06.20 | Existing | SLDC EH Team | Ongoing via web pages. |
| Advice and information | Help specific business with regularity requirements as required. Available on a priority basis | From 01.06.20 | Existing | SLDC EH Team | Ongoing  |
| Queuing issues/footfall hot spots | Locality teams to monitor and feedback to EHOs and impacted businesses.  | From 15.06.20 | Existing | SLDC Locality teams | Ongoing |

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| **Kendal – Business facing awareness raising activity** |
| **Activity** | **Description** | **When** | **Budget source** | **Responsibility** | **Progress** |
| Sharing messages and information | Partner organisations asked to share information with own networks | Ongoing | Existing | SLDC/KBID/KF | Shared with KF and KBID 12.6.20 |

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| **Ulverston – Business facing awareness raising activity** |
| **Activity** | **Description** | **When** | **Budget source** | **Responsibility** | **Progress** |
| Sharing messages and information | Partner organisations asked to share information with own networks | Ongoing | Existing | SLDC/UTC/UBID | Ongoing. |
| Support package for pubs, cafes and restaurants to aid evening economy | Floor stickers and posters to be distributed | 1.7.20 | Existing | UTC/UBID | Designed and materials being rolled out. |

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| **Lakes Towns (in partnership with LDNP) – Business facing awareness raising activity** |
| **Activity** | **Description** | **When** | **Budget source** | **Responsibility** | **Progress** |
| See comms activity which includes resources for businesses |  |  |  |  |  |

**4. Temporary public realm changes to ensure that reopening of local economies can be managed successfully and safely.**

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| **District wide – temporary public realm changes** |
| **Activity** | **Description** | **When** | **Budget source** | **Responsibility** | **Progress** |
| Car Parks | SLDC/LDNP car parks reopened with full charging | 15.06.20 | Existing | SLDC/CCC/LDNP | Majority open 08.06 charging to begin 15.06 |
| Car Park information signage | Social distancing messages | 08.06.20 | Existing | SLDC/LDNP/CCC | 76 signs in place across SLDC car parks |
| Car Park hand sanitisers | Next to car park machines as a key touch point | 08.06.20 | Existing | SLDC – Assets | Completed, and being monitored |
| Hand sanitiser units branded with ERDF logo | In key town centre locations for public use | 15.06.20 | Add. ERDF | SLDC – Locality  | Distributed in Kendal – 4, Ulverston – 3 15/16.06.20, Lakes towns – 4 locations to be agreed. Grange - 1 |
| COVID-19 Keep Your Distance signing | DfT signs to raise awareness of COVID-19 messaging at key junctions/traffic signals at town entrances | From 15.06.20 | Add. ERDF | CCC | Complete for Kendal, Ulverston, Bowness, Windermere, Ambleside, Grasmere Milnthorpe.  |
| Entry point signage (COVID-19 new road layout ahead) | Temporary Corex signs aligned to the TTROs (20mph, one-way, parking removal etc). | In line with town TTROs | Add ERDF | CCC | See TTRO plan for individual towns. |
| Signage stencils on footways in high traffic areas | To remind public about social distancing and highlight increased space/areas on footways where appropriate, eg, using road lanes etc | Early July | Add ERDF | CCC/SLDC/LDNP | To review if needed as footfall increases at pinch points and around seating. |

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| **Kendal – temporary public realm changes** |
| **Activity** | **Description** | **When** | **Budget source** | **Responsibility** | **Progress** |
| 20mph speed limit in Kendal town centre | Temporary Traffic Regulation Order (TTRO) for a 20mph speed limit on Kirkland and Highgate with gateway signs and additional pedestrian signs. | Early July | Add ERDF | CCC | On schedule for early July implementation |

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| **Ulverston – temporary public realm changes** |
| **Activity** | **Description** | **When** | **Budget source** | **Responsibility** | **Progress** |
| 20mph speed limit in Ulverston town centre | TTRO for 20mph speed limit from Coronation Hall to include Town Centre Streets (not Fountain St) plus from Soutergate roundabout to King Street and Queen Street to A590. | Early July | Existing | CCC | On schedule for early July implementation |
| Widen footways – New Market Street & King Street | Proposed displacement of residents parking to cone out bays to widen footways at pedestrian pinch points | Early July | Add ERDF | CCC | SLDC agreed to host displaced CCC resident permit holders (c30) in car parks - Buxton, Brewery, The Gill and Stockbridge. 25.6.20 |

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| **The Lakes Towns – temporary public realm changes** |
|  | **Activity** | **Description** | **When** | **Budget source** | **Responsibility** | **Progress** |
| **Bowness and the Glebe** | 20mph speed limit | TTRO for 20mph speed limit to include The Promenade North of Glebe Road, Kendal Rd north of Belsfield Road, Rayrigg Road to include the car park entrance and exit and Crag Brow towards Windermere to include North Terrace. | w/c 13.7.20 | Add ERDF | CCC | Being progressed by CCC |
| Cone out parking bays | TTRO for ‘no waiting at any time’ (NWAAT) north of Crag Brow on right hand side up to north and south terrace to aid pedestrian movements.(Loading/ unloading access to remain.) | w/c 13.7.20 | Add ERDF | CCC | Being progressed by CCC |
| Cone out loading bays | Cone out with restrictions loading bays outside Tesco Express and opposite Beatrix Potter. (Loading/unloading access to remain.) | w/c 13.7.20 | Add ERDF | CCC | Being progressed by CCC |
| Cone out 4 parking bays outside TIC on The Glebe, Bowness | To facilitate queues for TIC and toilets | w/c 13.7.20 | Add. ERDF | CCC | Being progressed by CCC |
| Signage Rayrigg Rd Car Park | To dilute/reroute pedestrian flows away from narrow pavements | 6.7.20 | Add ERDF | SLDC | Being progressed by CCC |
| Windermere | 20mph speed limit | TTRO for 20mph speed limit and parking restrictions. Ellerthwaite Square (south of town centre), east end of College Road and to include Elleray Road, High St, Victoria St, Crescent Road and Main St (plus other internal streets) but not A591. Loading/unloading access to continue as required. | w/c13.7.20 | Add ERDF | CCC | Being progressed by CCC  |
| Cone out parking bays | TTRO for no waiting at any time (NWAAT) on Main Street from Ellerthwaite Square and bottom 4 bays on Crescent Road to provide additional space for pedestrians. Loading/unloading access as required. | w/c13.7.20 | Add ERDF | CCC | Being progressed by CCC |
| Ambleside | Cone out parking bays | TTRO for Compston Road NWAAT for parking to cone out a traffic lane and NWAAT restrictions for parking at top end of Compston Road outside Co-op and other businesses. Loading/unloading access as required. | w/c20.7.20 | Add ERDF | CCC | Being progressed by CCC |
| Cone out loading bays | NWAAT for some spaces on Market Place north of The Slack and on Lake Road north of Kelsick Road junction to provide additional space for pedestrians. Loading/unloading access as required. | w/c20.7.20 | Add ERDF | CCC | Being progressed by CCC |
| 20mph speed limit | TTRO for 20mph speed limit to include A593 north of Wansfell Road and Rydal Road to north of the Rydal Road car park entrance and the A591 Lake Road until it meets Wansfell Road plus all streets found within that area and Milan’s Park. | w/c20.7.20 | Add ERDF | CCC | Being progressed by CCC |
| Grasmere | One-way system | TTRO for a one-way system extending from Stock Lane car park at the south to Broadgate car park on the north side. | w/c20.7.20 | Add ERDF | CCC | Being progressed by CCC as part of central government’ |
| Close College Street to traffic | Closed with access only to include deliveries, loading and unloading. Includes loss of on street parking (disabled parking bays exempt) to enable pedestrian access and queuing outside shops. | w/c20.7.20 | Add ERDF | CCC | Being progressed by CCC |
| Remove parking on Broadgate | To allow for one-way traffic and pedestrians to use the highway adjacent to Co-op and shops. (Loading/unloading access allowed.) | w/c20.7.20 | Add ERDF | CCC | Being progressed by CCC |
| Remove parking outside Gingerbread Shop | Allows for queuing and pedestrians to pass, plus vehicles would find it difficult to access bays in one-way system. (Loading/unloading access allowed.) | w/c20.7.20 | Add ERDF | CCC |  Being progressed by CCC |

**5. Other temporary public realm interventions to consider**

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| **District wide – other possible measures to consider** |
| **Activity** | **Description** | **When?** | **Budget source** | **Responsibility** | **Progress** |
| Seating | Stencils around seating areas to remind the public about distancing. |  | Add ERDF | LDNP/SLDC PS/JR/Locality Teams | See if required as footfall increases. Locality teams to report back. |
| Toilets | Toilets to be reopened where possible. Gaps in provision assessed | 15.06.20 - ongoing |  | Town and parish councils working with SLDC/LDNP |  |
| Kendal CTS adapted and information published online | 15.06.20 | Existing | SLDC/KF | 3 new CTS venues recruited from 4.7.20 reopening of hospitality businesses |
| Hand sanitizers where appropriate  | Consider need for provision of additional facilities in key locations | 21.06.20 | Add ERDF | SLDC  | Hand sanitisers in place and monitoring and need for others is ongoing |
| Street cleaning  | Providing reasonable and visible presence – town centres and public areas with additional cleaning of key touch points, seats, handrails, bins etc. | 15.06.20 - ongoing | Existing | SLDC | Ongoing and locality team reporting back issues |
| Public transport hubs – rail and bus stations | Liaise with public transport operators to assess usage levels | From21.06.20 | Existing | SLDC Locality teams |  |
| Reassurance marshalls | To patrol The Glebe, Bowness, to reassure the public and monitor issues with social distancing. Supervisor and two SIA. |  |  | SLDC/LDNP? | To discuss with partners – currently not in budget. Not eligible for ERDF funding |