# Spaces for People, Shops and Businesses

PERTH & KINROSS COUNCIL




## Guidance and Support for Reopening of Shops and Businesses

Perth & Kinross Council wishes to help support the reopening of shops and businesses recognising that this must be done in a way that minimises health risks and limits potential transmission of coronavirus (COVID-19). Physical distancing will be required for the foreseeable future.

The purpose of this guidance is to provide advice and support to shops, leisure facilities and other businesses wishing to reopen as lockdown restrictions are eased.

The Council has helped promote and allocate funding available to businesses and is now developing further actions to support economic recovery and renewal. Immediate actions will focus on promoting business and services which are open and available, improving both physical and digital access and maximising space available for business use.

This guidance outlines what businesses can do to ensure the safe reopening of premises, how they can promote themselves to customers and adapt digitally and opportunities to occupy and use adjacent space on a temporary basis.

During the last three months, we've seen more than ever how important space in our streets, towns and city are for people. The way we promote our city and town centres and business offers to customers and manage space is going to become even more important as we start to come out of the lockdown and need to maintain physical distancing.

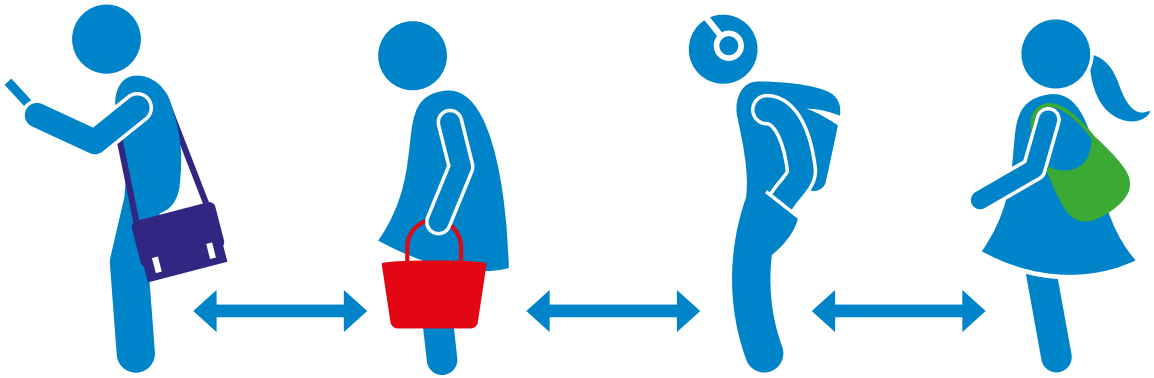
As more and more people return to the streets, it is imperative that we let them know what services are available, how these can be accessed and work together to assist economic recovery.

# Your Responsibilities As a Shop/Business

## Premises Management

As individual shop/business owners and operators, you will be responsible for controlling and managing access and queuing for all customers both outside and within your premises in accordance with the most up-to-date government guidance on physical distancing, which can be found here.

You must remain DDA compliant at all times.



# Your Responsibilities As a Shop/Business (continued)

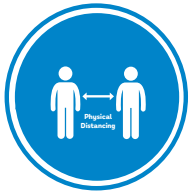
Actions may involve:



limiting the number of individuals allowed to enter at any one time;



reorganising your premises to enable physical distancing such as, for example, introducing a one-way system for entry and exit if possible;




ensuring that those partaking of activities (shopping, eating and drinking, watching a performance) are appropriately spaced out;




implementing revised queuing arrangements outside buildings and at tills/toilets and changing rooms.

This may require the use of tape or paint to mark distances on the ground to help people comply with physical distancing regulations.

Some premises may need to work together on plans for combined queuing arrangements;



enhanced cleaning regimes;



recommending the use of contactless payment systems wherever possible.

# Your Responsibilities As a Shop/Business (continued)

## Health and Safety

Health and Safety information for businesses is available on how to operate safely and guide those who are returning to work. The information covers areas such as the correct use of PPE, documenting risk assessments and applying physical distancing in the workplace.

Further guidance is available for food business operators and their employees. It aims to assist the food and drink sector in following government guidance on infection prevention and control measures against COVID-19. It describes comprehensive measures for preventing the spread of COVID-19 which should be applied by food manufacturing, processing and retail, as well as those food service and catering businesses.



# Your Responsibilities As a Shop/Business (continued)

## Alternative Business Solutions

Shops and businesses may also wish to consider alternative arrangements to assist safe business operation and trading involving pre-booking timeslots for customers accessing premises or online sales and click and collect services.



# What the Council Will Do To Support You

## Business Promotion and Support

The Council can provide information on local marketing and social media channels that are being supported by the Council to help businesses promote themselves to customers and visitors.



The Council can also advise on card-based digital loyalty programmes that are being used to encourage people to use local services and supplies as well as providing business intelligence to help them target and promote these to customers.

The Council currently can also provide businesses with support and information on any longer-term proposals for the repair, improvement and conversion of property and we would be happy to discuss any proposals that are considering this.

To find out more or discuss how the Council can assist please contact:

PlaceDevelopment@pkc.gov.uk

# What the Council Will Do To Support You (continued)

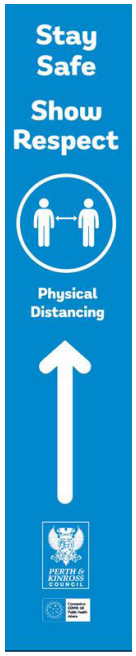
## Access to City and Town Centres for Customers, Workers and Visitors

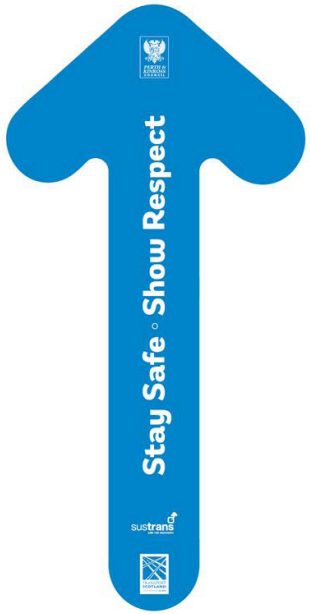
The Council is responsible for ensuring the safety of the transport network and public spaces to ensure people can access and, where necessary, wait to enter premises safely.

Like other Councils, we are adapting our streets and public spaces to make it easier and safer for people to access shops, workplaces and other services, whilst maintaining physical distancing.

We are making it easier for people to walk and cycle safely and ensuring there is adequate space to allow them to do so, reflecting advice from the Government that these are the best forms of transport to use for physical distancing.

Information on these measures can be found here.




**Key to the success of any changes is the ongoing support, understanding and patience of all.**

**We therefore ask that businesses refrain from using pavement space unnecessarily (putting out advertising boards and other form of 'street clutter' for example) to ensure adequate space is available for movement and queuing.**

# What the Council Will Do To Support You (continued)

## Access to Shops and Business Premises for Collection and Delivery

The Council is also seeking to work with businesses in relation to the allocation of on-street space for assistance with servicing and pick-up & delivery as part of the temporary reallocation of road space.

We are suggesting that as far as possible service access and customer collections are operated on a consistent basis and follow arrangements that already exist in some restricted areas where access for vehicle is only permitted before 11.00 am and after 4.00 pm to maximise space available for people. We are asking shops and businesses that any existing or new rules on loading are complied with and options for such activities to take place during quiet periods are investigated.

Please also ensure delivery drivers refrain from parking on pavements which limits the space available to people.



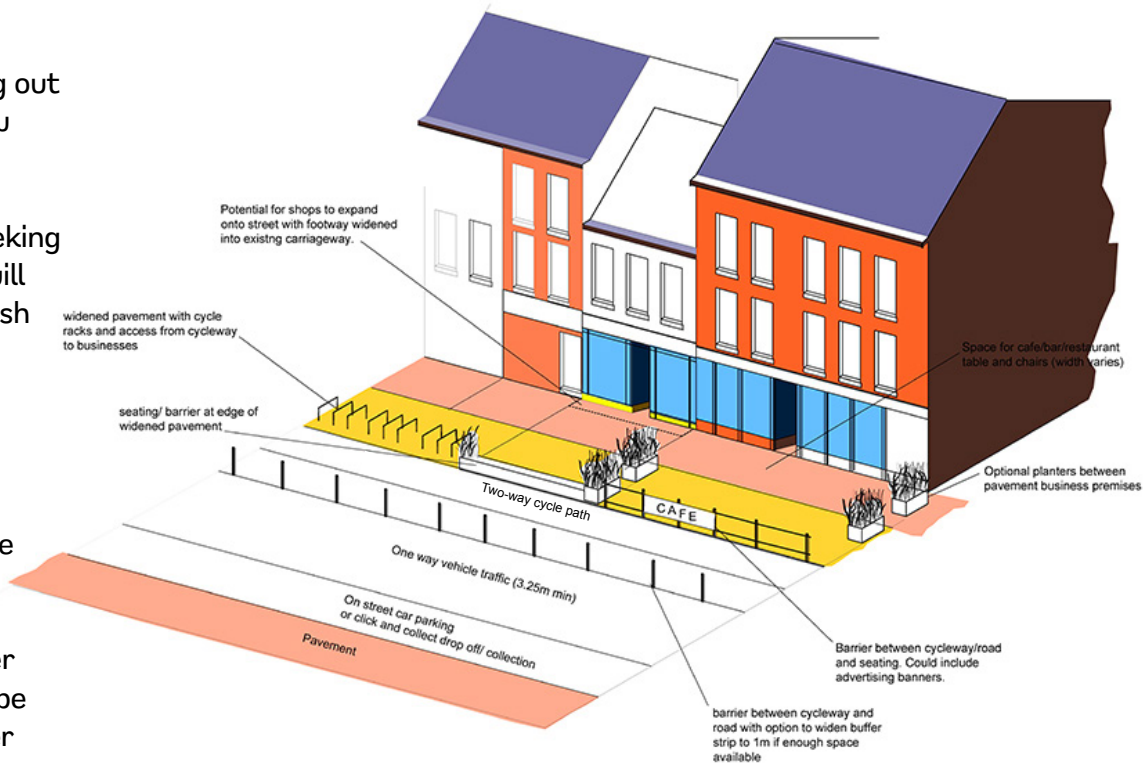
# What the Council Will Do To Support You (continued)

## Occupation of Space for Use by Shops and Businesses

The Scottish Government's COVID-19 Route Map for coming out of Lockdown will, as part of the next stage of Stage 2, allow pubs and restaurants to open outdoor spaces with physical distancing and increased hygiene measures in place. This guidance is intended to provide information for premises seeking to take up this opportunity as a later part of Phase 2 and will be reassessed as we move into Phases 3 and 4 of the Scottish Government's COVID-19 Route Map.

Please check Government guidance for dates in relation to phasing of the easing of lockdown restrictions.

The Council recognise the capacity of premises is likely to be reduced, and that there may be opportunities for activities, particularly eating and drinking, to spill out onto the street or other public areas, such as small car park or park. Larger premises may require overflow areas and there may be scope for temporary occupation or outdoor performances in larger open space areas.



# What the Council Will Do To Support You (continued)

The Council is keen to be supportive and will aim to accommodate occupation of space on a temporary basis subject to certain criteria in relation to its use and operation, type of structures and where it can be achieved safely within the space available. We are prepared to support this and set aside normal processes recognising the need for action but set within the need to ensure public safety. On this basis we would ask businesses to consider the following to ensure as far as possible that temporary proposals are safe and consistent with normal practices to allow them to be supported and potentially be made more permanent in the longer term.







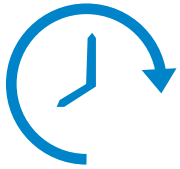


# What the Council Will Do To Support You (continued)

## Planning



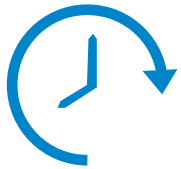
The use of outdoor areas and any associated marquee/awning structures will see the requirement for planning permission deferred for a period of some 6 months (until 31 January 2021) but we ask that businesses and shops contact us with proposals with evidence that they are consistent with the criteria in this guidance (see details at end). Continued use and retention of structures beyond this period would require planning permission.



The hours of operation of the outdoor seating area shall be restricted to between 8.00 am to a maximum of 10.00 pm.



No music, amplified or otherwise, shall be permitted in the outdoor seating area at any time.



All furniture associated with the pavement cafe including tables, chairs and screens shall not be laid out before 8.00 am and shall be removed each day by 10.30 pm.

# What the Council Will Do To Support You (continued)

## Building Standards

All structures must be:

- designed and constructed in accordance Temporary Demountable Structures - Guidance on design, procurement and use, from the Institute of Structural Engineers;
- securely anchored as necessary;
- made of fire-retardant material;
- accessible with no raised floor and designed to permit convenient access to all potential users, including those who suffer from mobility impairment.

Structures erected within the curtilage will require a building warrant unless they are:

- erected 1m from the adjacent boundaries and do not exceed 30sqm in floor area; or
- erected for less than 28 days;
- the requirement for a warrant will be deferred for 28 days.

Structures erected outwith the curtilage, ie in the streetscape, will require a building warrant however this requirement will be deferred for 28 days. Where a building warrant is required, a prioritised service will be available, if requested.

Further information on Planning and Building Standards can be found here.

# What the Council Will Do To Support You (continued)

## Licensing

- If an outdoor area is not already licensed for sale and consumption of alcohol, the Licensing Board will welcome applications for occasional licences from existing premises licence holders. For any other circumstance including one-off events or gatherings not associated with a licensed premise, please contact Licensing to discuss further.
- An occasional licence, if granted, will permit sale and consumption of alcohol in a designated area.
- This will only be for premises covered by any easing of lockdown when it happens.
- The Board will process applications as quickly as possible but please contact Licensing immediately regarding your application.
- A licence application will be required for every 14-day period.
- There will need to be a layout plan to accompany each application.
- On-sales requests should be for a maximum of 8.00 am – 10.00 pm, with alcohol sold and consumed from 11.00 am only.
- The Board will publish more information about this shortly and will discuss individual circumstances as and when they arise.

The link for Licensing applications with Perth & Kinross Council is here.

# What the Council Will Do To Support You (continued)

## Occupation of Outdoor Space for Business Use - Design Principles

As highlighted earlier in this guidance, the Council recognises the challenges associated with implementing physical distancing measures for customers and maintaining enough capacity to ensure your business remains economically viable.

Each business is different, and the circumstances you face will be unique. Whether your business is located on Perth High Street or tourism offering in Highland Perthshire, there will be challenges in how you can provide additional capacity without impacting on other businesses or members of the public.

In terms of general design guidelines:

- Be respectful. Outdoor seating areas should be kept within the curtilage of your existing premises and kept under supervision. Furniture should remain visible and residential amenity should be respected.

- If seating areas extend beyond the curtilage of your own property, then you should have the consent of any neighbouring property(s) to extend in front of their frontage.

- The Council is receptive to temporary furniture being placed in the carriageway, where it is deemed safe enough to do so.

- The needs of other footway users to maintain physical distancing must be respected. This includes ensuring enough space for possible queuing.

- Where extended or widened footpaths have been created by the Council to allow for physical distancing, seating areas should be in these areas rather than immediately adjacent to the frontage of a premises, particularly if queuing is expected. This is to ensure safe pedestrian flow.

- A clear route (eg of around 2 metres) must be maintained to allow other footway users to pass the outdoor seating area without obstruction. Staff should be suitably trained in crossing the footway to serve customers, particularly those carrying hot food or beverages.

- Emergency exit routes from your own or a neighbouring property must never be obstructed.

- The location of permanent street furniture should be considered in any design (eg bins, benches, bus stops).

# What the Council Will Do To Support You (continued)

- Any perimeter enclosures over 1 metre should be partially 'see-through' in order to maintain visibility of activity.
- Seating and tables should be of a reasonable quality, and continuity of design with any surrounding premises is encouraged. Appropriate landscaping and "greening" is also encouraged.
- Any temporary furniture should be easily accessible, and this includes for wheelchairs and prams. If the furniture is placed in a location where there isn't a kerb, access levels need to be installed to maintain the required access for wheelchairs.
- All furniture and fixtures must be removed and stored inside each evening, and not be fixed into the street or pavement surface.
- Furniture (including any umbrellas) must be 'weatherproof' and able to withstand high winds and uneven surfaces.
- Suitable arrangements for the storage and collection of refuse must be made.
- Heaters and additional external lighting are discouraged unless a formal risk assessment has been undertaken and submitted to the Council for approval.
- External public address systems or amplified music will not be acceptable.
- Marquees, gazebos or freestanding canopies will be acceptable. Where these are used, it is important that entry points are permanently open, to aid ventilation of the space.
- All notices required in terms of Consumer Protection/ Environmental Health legislation must be displayed.

# What the Council Will Do To Support You (continued)

In terms of placement guidance:

- Placement of any temporary street furniture in the carriageway should not be blocking access to a junction.
- There should be a minimum buffer of 1 metre at the front and rear, to protect people from the parking of motor vehicles.
- The placement of temporary street furniture should be located a minimum of 5 metres from entry point into street, to enable turning circle of buses and HGV's.
- The slope of the street is less than 5%.

Please be aware that utilising an outdoor space on the pavement, street or public greenspace does not imply an exclusive right to the area, and the Council reserves the right to gain access to the area, eg for cleaning, maintenance, repairs or for any events etc. This also applies to organisations such as Statutory Undertakers.

# How to Progress Your Proposals

Although the Council is prepared to defer normal planning and other processes to allow proposals to be developed and implemented quickly, we ask that you discuss your proposals with neighbouring property owners and provide us with details and discuss them in advance of implementing any work.

Maintaining information on any areas/structures that are being occupied is essential. This will help ensure these can be considered within the context of the overall efficient management of city, town centres and other areas to ensure there are no adverse impacts on accessibility and movement and people who are working or living in the area.

We also may be able to provide further support and assistance to help you implement proposals or consider alternatives by helping source and fund materials and labour.

Please contact us at PlaceDevelopment@pkc.gov.uk and provide:

- Name of businesses and contact name
- Business address
- A description and/or sketch/photo(s) of proposed use/area/ intended structures/furniture/proposed period of occupation
- Start date and predicted end date

**Any proposals which do not align with the above may risk enforcement action being taken and the use being suspended.**




If you or someone you know would like a copy of this document in another language or format, (on occasion, only a summary of the document will be provided in translation), this can be arranged by contacting the Customer Service Centre on 01738 475000.

You can also send us a text message on 07824 498145.

All Council Services can offer a telephone translation facility.

www.pkc.gov.uk *(PKC Design Team - 2020)*