

DRAFT Reopening High Streets/Town Centres Action Plan

Support for reopening	Actions	Partners
<p>Management of town centre/high streets including social distancing</p>	<p>Areas of concern identified on walk around RTW on 29/05/20.</p> <p>Locate Street Marshalls/Ambassadors at the following key locations (to wear T-shirts rather than uniformed):</p> <ul style="list-style-type: none"> - Grosvenor Road (Tesco, Post Office, Poundland) - Camden Road/Monson Road - Calverley Precinct - Mount Pleasant Road (Station, Sainsburys, Hoopers) - High Street/Chapel Place - RVP making their own arrangements <p>Safe Town Radio/Shopsafe:</p> <ul style="list-style-type: none"> - Encourage use by businesses to report issues - Radio use by Marshalls above <p>Police also preparing plan and including preparation of Dispersal Orders (if needed)</p> <p>Use of CCTV monitoring as appropriate at locations including:</p> <ul style="list-style-type: none"> - Fiveways - Calverley Precinct <p>Plans for other towns and villages being led by parish and town councils with support from TWBC, Kent Police and KCC</p>	<p>RTWT BID</p> <p>Safe Town Partnership</p> <p>TW Street Pastors</p> <p>JS Secure (private contractors) – SIA Trained</p> <p>TWBC Staff</p> <p>KCC – Community Wardens</p> <p>Police – PCSOs, Specials</p> <p>Parish and Town councils</p>
<p>Signage and equipment for businesses and public realm to support social distancing and aid queuing</p>	<p>Re-opening Kit provided by RTWT and being re-purposed by TWBC for other towns and villages.</p> <p>Public realm social distancing/public health signing</p> <p>Some businesses will make (or have already made) their own signs for internal purposes</p> <p>Assist businesses with signage and equipment to aid queue management:</p> <ul style="list-style-type: none"> - Tape (TWBC to procure) - Barriers/Cones - Temporary signs (external and internal) - Work with RTWT and KALC on reopening kit 	<p>Businesses</p> <p>RTWT BID</p> <p>TWBC Publications</p> <p>TWBC Facilities Team</p>

	<p>Agree queuing protocol where necessary – mark out queuing areas and pedestrian areas with tape where required:</p> <ul style="list-style-type: none"> - Calverley Precinct - Monson Road - Chapel Place <p>Discussions taking place with North Farm businesses.</p> <p>Parish and town councils to lead on arrangements in their areas.</p>	
Street cleansing and floral displays	<p>Enhanced street cleansing before opening up and daily review to include bins and street furniture.</p> <p>Summer floral displays to be in place.</p>	<p>TWBC Streetscene</p> <p>TW in Bloom/Parks Team</p>
Parking	<p>Parking enforcement re-commencing in town centres across the Borough (notification has been given to parish and town councils and to residents via social media).</p> <p>Steps to minimise the risk of Covid-19 transmission in our car parks including:</p> <ul style="list-style-type: none"> - Campaign to encourage pay by phone - Remove cash option on payment machines - Bay suspensions adjacent to payment machines - Decommission banked machines to enable social distancing - Exploring option of automatic doors in Torrington car park - Anti-Bacterial coating on surfaces in car parks - Temporary signage and floor markings as required - Meadow Rd to remain closed 	<p>TWBC Parking</p> <p>RTWT BID</p> <p>RVP (British Land)</p>
Traffic and pedestrian management	<p>Pedestrian/pavement one-way markings:</p> <ul style="list-style-type: none"> - Camden Road and possibly Monson Road - Chapel Place - Arrangements in other town centres to be discussed with and led by parish and town councils. <p>Traffic Management Schemes to be discussed/agreed with KCC and funding sought from HMG:</p> <ul style="list-style-type: none"> - Camden Road closure at Calverley Road - High Street – one-way southbound - Grosvenor Road - Pop-up cycle route, Major Yorks Road - Modal filter at Grosvenor Bridge - Modal filter at Reynolds Lane (Southborough) to allow safer walking and cycling 	<p>Kent County Council</p> <p>TWBC ED and Parking Teams</p> <p>RTWT</p> <p>Parish and town councils</p>

	<ul style="list-style-type: none"> - Measures to improve A26 Cycle Route - Commercial Road (Paddock Wood) one-way Northbound - 20mph restrictions in town centres - Measures in Grove Hill Road and Nevill Street to be considered as part of a phased 2 list of schemes <p>Signing needed at pedestrian crossings re social distancing e.g.</p> <ul style="list-style-type: none"> - Church Road/Crescent Road junction - Nevill Street to Pantiles 	
Public Transport	<p>Contact with bus and rail operators re issues arising.</p> <p>Exploring a virtual meeting of the Public Transport Forum</p>	<p>Southeastern, Arriva, Go Coach, Nu-venture ,Brighton & Hove, Autocar ,Stagecoach KCC</p>
Public Toilets and other TWBC Facilities	<p>Confirm list of open public toilets and implement appropriate cleansing regime.</p>	<p>TWBC Facilities Team</p> <p>TWBC Property Team</p>
Promotion & Marketing	<p>What's Open Guide</p> <p>Visit Tunbridge Wells website and social media</p> <p>Parish and town councils</p> <p>Info re public toilets</p>	<p>RTWT BID</p> <p>ED Team</p> <p>Visit Kent/TSE</p>
Digital signposting to business support and advice	<p>Information on TWBC website to signpost businesses to sources of support and guidance as they make decisions about reopening</p> <p>Business Social Media</p> <p>RTWT support and advice to their members</p> <p>Discussions with representatives of businesses</p>	<p>TWBC ED and Comms Teams</p> <p>K&M Growth Hub</p> <p>Other Business Groups e.g. FSB</p>
Daily Catch-up & review	<p>Round-up meetings at the end of each day from 15 June to end June as required with representatives of key shopping areas.</p>	<p>TWBC</p> <p>RTWT BID</p> <p>Businesses from across town</p>

		<p>Police</p> <p>Safe Town Partnership</p> <p>CSU</p> <p>Parish and town councils</p>
<p>Communications</p>	<p>Reopening letter to businesses</p> <p>Email address for enquiries: Business@tunbridgewells.gov.uk</p> <p>Business phone call for Q&A</p> <p>Covid-19 Working Group</p>	<p>TWBC ED & Comms Team</p> <p>RTWT BID</p> <p>Parish and town councils</p>