

REOPENING NEWCASTLE

Supporting Businesses, Employees and Customers

18 MAY 2020

Newcastle Reopening

Introduction

NE1 has been working with Newcastle City Council (NCC) and other partners on a phased plan to support business, employees and customers as C-19 lockdown restrictions are lifted. The most recent Government guidance (issued 11th May 2020) provides a framework and further detail to refine this. This pack contains information to support businesses in making the necessary preparations to welcome back staff and customers. As the situation changes so too will the official guidance.

1

GOVERNMENT AND INDUSTRY GUIDANCE

- Links to help you find guidance published by the Government, NCC and professional bodies.

2

NE1'S ACTIVITIES

- A summary of our actions so far and next steps.

3

BUSINESS SUPPORT

- Information to help you get back to work, including wider coordination with neighbouring businesses and NCC.



GOVERNMENT AND INDUSTRY GUIDANCE

Newcastle Reopening

Government and Industry Guidance

For all of us, making sure the City Centre is a safe place for staff and customers must be our primary focus. The links below, from the Government, NCC and several other professional bodies (though not exhaustive) offer guidance on how to reopen your businesses safely:

Government:

Sector specific workplace guidance -

<https://bit.ly/CV19WorkingSafely>

Workplace Notice:

Government guidance includes a 'Covid-19 Secure' notice you should display in your workplace having adopted the required measures -

<https://assets.publishing.service.gov.uk/media/5eb959f5e90e0708370f97f9/staying-covid-19-secure.pdf>

Cabinet Office:

The UK Government's Covid-19 Recovery Strategy -

<https://www.gov.uk/government/publications/our-plan-to-rebuild-the-uk-governments-covid-19-recovery-strategy>

FAQs:

These explain what you can and can't do with effect Wednesday 13th May 2020, based on the new guidance -

<https://bit.ly/CV19FAQs>

NCC: Support for business - <https://bit.ly/35YO1ui>

Revo: Considerations for exiting lockdown - <https://bit.ly/2T6DhVu>

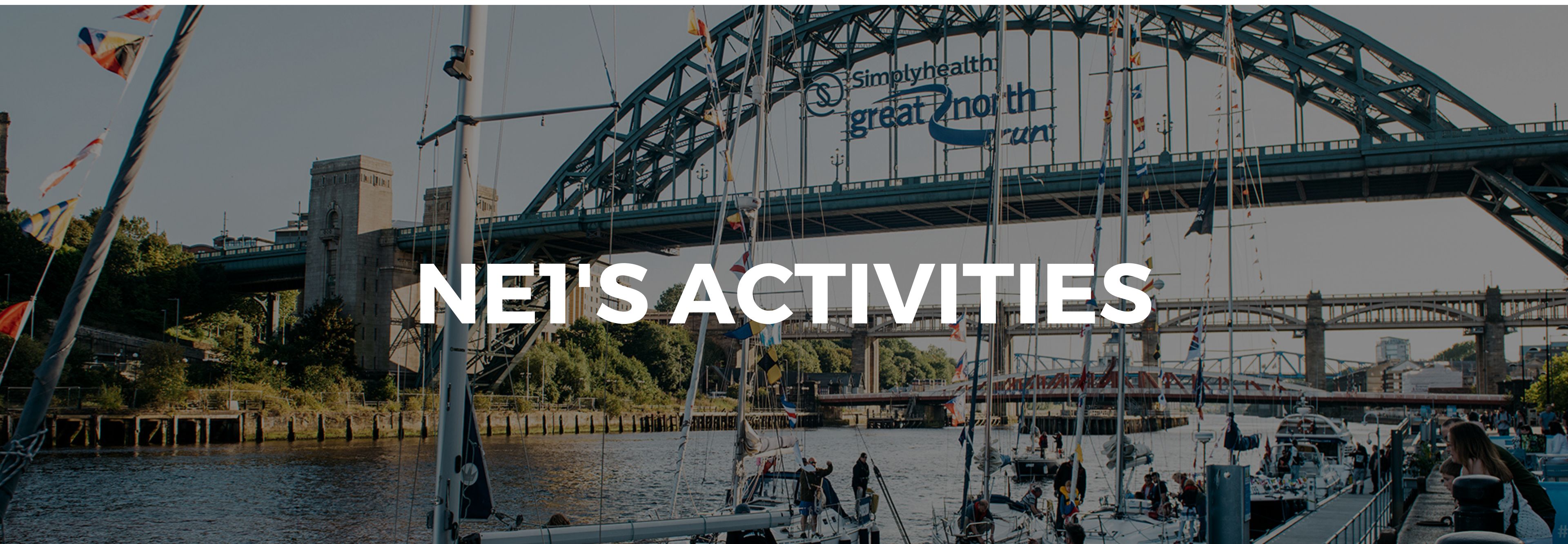
Cushman & Wakefield: Apply for a copy of 'Recovery Readiness: A how-to guide for reopening your workplace' - <https://cushwk.co/2Wwwwewaw>

British Retail Consortium: 'Social distancing in retail stores and warehouses' - <https://bit.ly/2WxfXIF>

North East Growth Hub: <https://bit.ly/2X2vKbc>

Health & Safety Executive: Covid-19 latest information and advice - <https://bit.ly/2WZpnFz>

NET1'S ACTIVITIES



Newcastle Reopening

NE1's Activities

NE1 is adopting a four-stage process – Crisis, Pre-recovery, Recovery and Transformation:

CRISIS	PRE-RECOVERY	RECOVERY	TRANSFORMATION
<ul style="list-style-type: none">• Financial Support – Helping eligible businesses access C-19 Government support.• Communications – Keeping businesses up to date with Government guidance.• Lobbying – #RaiseTheBar and highlighting shortfalls in business support packages.• Webinars – To help businesses navigate furlough and access to finance.• Marketing – Support for businesses still trading over lockdown.• Premises Security – Daily premises security checks.• Grainger Market – Helping introduce local delivery services for traders.	<ul style="list-style-type: none">• Coordinate - Working with businesses and NCC on a coordinated plan to create a safe environment for employees and customers.• Sector Groupings – Establishing sector working groups to identify issues and focus response.• Safe & Clean – Increased NE1 Street Ranger and Clean Team presence.• Marketing & Promotion – Supporting businesses trading during lockdown and as businesses reopen.• Economic Feedback - Gathering and disseminating economic data to inform policy.	<ul style="list-style-type: none">• Promote and celebrate – When lockdown restrictions are lifted promote and deliver projects and events to help strengthen consumer confidence.• Lobbying – continuation of financial support packages and further measures as required.• Diversify - Work with businesses to adapt to the needs of consumers.• Planning - Encourage greater flexibility in Planning, including use class changes, to encourage investment in the city centre.• Sector Groupings – Maintain working groups to refine and evolve support and investment.	<ul style="list-style-type: none">• Working with our partners to drive the city's future direction of travel.• Help attract Inward Investment.• Restore and further develop the city's unique commercial and cultural strengths.• Work with partners to create a more sustainable city.• Lobbying – Review of business rates system and further investment required to drive economic growth.

BUSINESS SUPPORT



Newcastle Reopening

Business Support

Helping get business get back to work

RISK ASSESSMENT

You will need to review your workplace Risk Assessment (RA) so that you are Covid-19 secure. The links above include guidance details about how to approach this. There are many organisations offering help and advice in this area, including Lycetts (riskservices@lycetts.co.uk) who have provided a download template at:
<https://www.lycetts.co.uk/wp-content/uploads/2020/05/updated-risk-assessment.doc>.

PPE

Any requirement for PPE, or other physical measures, to keep staff and customers safe, will emerge from the results of your RA. To help with PPE supplies we have identified suppliers who you may choose to approach:

- TTS FM: <http://www.ttsfm.co.uk/home> and info@ttsfm.co.uk South Shields based and preferential rates available for NE1 businesses.
- Social Distance Kits - www.socialdistancingkits.co.uk, quote 'NE1' for 10% off.

TRANSPORT

The Tyne and Wear Metro will return to a normal daytime service frequency from Monday 18th May 2020. As a partnership NE1, NCC and Nexus will be asking employers to stagger work start times to facilitate social distancing on the network. Other changes, including to roads and cycle ways, will be phased over time to test what works first using temporary infrastructure.

MANAGEMENT OF THE PUBLIC REALM

With social distancing the city will look different. On key routes, social distancing pavement graphics will be installed and some pavements will also be widened to accommodate social distancing. With on-street queuing expected, NE1 will assist in coordinating this with your neighbouring businesses and NCC. If you need assistance please contact Mark Sumner, Retail Core Manager, T: 07843704107 E: mark.sumner@newcastle1ltd.com

OPENING TIMES

A method of staggering shop opening times, and advertising these, may be needed to smooth customer arrivals over the day and make maximum use of available parking and public transport capacity.

Newcastle Reopening

Business Support

SECURITY & ACCESS	Businesses will be responsible for managing customer access/egress and queuing into their premises. If you would like help organising this please contact the Retail Core Manager, details above.
CLOSED PREMISES CHECKS	NE1 Street Rangers will continue to check external business premises daily. Please let us know if you would like your premises to be checked. Contact Adam Telford, Street Ranger Manager, on 07435782767 or email streetrangers@newcastlene1ltd.com
MARKETING	If you would like us to promote news about your business through our social media channels, please contact Ben Whitfield, Head of Marketing and Events, at ben.whitfield@newcastlene1ltd.com
DELIVERIES	Many businesses are offering customers the option to deliver their shopping. We are working to expand this facility. Please contact Tariq Albassam on 0191 235 7095 or email tariq.albassam@newcastlene1ltd.com if you can offer a delivery service or would like to use one.
SIGNAGE	<p>Should you decide that your business requires signage, the following businesses are currently offering discounts for NE1 businesses who need bespoke social distancing signage, wayfinding, floor vinyls or public information posters:</p> <ul style="list-style-type: none">• Photoline - print@photoline.co.uk, quote 'NE1' for 10% off• Bang On print - hello@bangonprint.co.uk, quote 'NE1' for 10% off• Rapid 9 Signs - sales@rapid9signs.com, (discount rate TBC)• Social Distancing Solutions - www.socialdistancingsolutions.co.uk
COORDINATION	Until we all become more accustomed to these new circumstances plenty of coordination will be required, particularly where customers are concerned – for example to avoid choke-points and reduce queuing. Please keep in touch and let us know what you're doing (e.g sales), planning or may need help with. In this way we can all work together to give people a positive and enjoyable experience in our city.

We are here to help. If there is anything else you would find useful during the recovery process please get in touch. If we can help we will.



THANK YOU

Contact details for the NE1 team:

Chief Executive: Adrian Waddell E: adrian.waddell@newcastlene1ltd.com

Communications Director: Stephen Patterson E: stephen.patterson@newcastlene1ltd.com

Operations Director: Tariq Albassam E: tariq.albassam@newcastlene1ltd.com

Head of Marketing: Ben Whitfield E: ben.whitfield@newcastlene1ltd.com

Retail Core Manager: Mark Sumner E: mark.sumner@newcastlene1ltd.com
T: 07843 704107

Street Ranger Manager: Adam Telford E: streetrangers@newcastlene1ltd.com
T: 07435782767

General Enquiries: info@newcastlene1ltd.com

www.newcastlene1ltd.com