

# High Streets Recovery Task Force

## Terms of Reference

### **Purpose**

To take a collaborative approach to supporting the recovery of our retail and hospitality businesses that were impacted by the Covid-19 lockdown, by creating a safe and welcoming environment for everyone.

### **Membership of the Task Group**

Damian Roberts, Chief Operating Officer (Chair)

Karen Pengelly, Town Centre Manager, Business Improvement District (BID)

Dave Beddows, Manager of the Ashley Centre

Mayad Rassem and Steve Lucas, Epsom Square

Inspector John Vale, Borough Commander, Surrey Police

Nick Healey, Surrey Highways, Surrey County Council

Ian Dyer, Head of Operational Services (and Market Place) at the Council

Neil Hopkins, Communications Manager at the Council

Julia Owen, Economic Development Officer, at the Council

### **Our focus**

Ensure that the businesses (customer facing businesses including shops and hospitality) have access to or are signposted to the latest guidance and advice to create and manage a safe environment for their customers and staff

Encouraging ownership and cooperation by businesses for actively managing the safety of their queuing customers on the public footway and other shared public spaces

Explore options for keeping key public spaces safe where it is likely that the capacity of these spaces could be exceeded.

Support customers and visitors to the Town Centre to maintain their safety and wellbeing

Promote the Town Centre and High Streets across the Borough as a safe and welcoming places that is open for business and customers

## **Key outputs**

Overall action plan

Press communications promoting the joint work being undertaken by the Task Force to make the Town and High Streets safe and welcoming place for customers

On-line access/sign posting to latest guidance and emerging good practice for local businesses

Options for managing congestion (eg queuing in-store, staggered opening times for businesses, queuing from one direction ie from the left, or timed tickets to avoid the need to stand in long queues)

Specific advice to businesses in key locations regarding options for managing queuing by their customers in public spaces

A plan for dealing with those key shared public spaces in a consistent way where there is a greater likelihood that capacity will be exceeded

Communications Plan to underpin the above addressing both business communications and customer/resident communications (including agreed shared key messages (eg “let’s be socially safe”, consistent signage, posters, social media etc)

**The Task Force, is a “task and finish group” holding virtual meetings as required.**