

ETCAG Questions 22 July 2020

1. When are you going to reopen Market Street and High Street to vehicles?

The road closures have been made through a Temporary Traffic Regulation Order, which covers the period of Monday 15 June 2020 to Wednesday 21 April 2021, or until such time that social distancing measures are no longer considered necessary, whichever is the sooner. The council will continue to liaise with recognised bodies and all those who use, live and work in the town centre to collect data and evaluate activity in order to guide and inform activity during this period, implementing changes as necessary.

2. What are the protocols regarding access to market street and high street by emergency vehicles?

The layout of the barriers and signage in the town centre is designed to ensure a high level of compliance with the road closures whilst enabling emergency services to gain access to Market Street and High Street when needed. EBC have been in contact with Hampshire Constabulary to discuss the arrangements, and this information has also been provided to all blue light services.

3. What is the response by HCC regarding points 1 & 2 and Hampshire Fire & rescue, Hampshire Constabulary and Hampshire Ambulance Service regarding point 2?

Hampshire County Council have given their support to the scheme.

Hampshire Constabulary have been engaged throughout the project this has included correspondence with the local roads policing unit and neighbourhood policing team, no objection has been raised to the closures.

Hampshire Fire and Rescue service and Hampshire Ambulance Service have been informed of the closures and no objection has been raised.

4. What are you doing about cleaning and sanitising the public benches, bins, postboxes, toilets and other common touch points in the town centre?

The Council has undertaken risk assessments for all cleaning activities, this resulted in an increased cleansing of the public toilets and parking machines in the town centre. UV light kills the virus on surfaces and so the benches and other street furniture is naturally cleaned by sunlight. Government advice to the public is to limit touch points while out and about, to wash hands or use hand sanitizer regularly.

The Ticket Machines in the town centre car parks were cleaned twice a day, 7 days a week during the lockdown period, this has now reduced is undertaken once in the morning and again in the afternoon.

High Street and Market Street are both cleaned everyday, by the town centre street cleansing team. Benches in the town are cleaned every 6 weeks and rubbish bins are cleaned once a week, or as and when required.

The post-boxes are the property of Royal Mail and so are not included in the Councils cleaning schedules.

The public toilets at the bus station reopened on 15 June, these are currently deep cleaned twice per day, once in the morning and again in the afternoon, and are checked every hour between 8am and 4pm. This is increased from the standard cleaning rota of once per day. In addition, hand sanitising stations have been provided and paper towels to replace the air dryers. In the gents the cubicles are available, as the urinals have been covered to ensure social distancing.

5. When are the promised 3 weekly reviews of the temporary road closures being discussed and how is this info being fed back to ETC residents, businesses, workers and users?

Cllrs have reviewed the extent of the road closure twice since it came into effect; this has resulted in a decision to make amendments to the parking provision in the town centre which will be coming forward shortly. The majority of measures focus on the creation of additional disabled bays provided across the town centre but also includes the provision of a ‘drop off / pick up’ space which allows a maximum 15 min stay, free of charge on Leigh Road close to the junction with Station Hill.

6. What are the EBC statistics on town centre footfall since the road closures on June 15th; how are they calculated; when and in what format will we receive them?

Footfall in the town centre is collated using a network of Geo-Sense footfall sensors. Footfall in the town centre has increased by 32% since the 15th June when the closure came into effect. However, this remains well below the 2019 levels as can be seen in the table below:

| Day of week | Week commencing 01/06/2020 | Week commencing 08/06/2020 | Week commencing 15/06/2020 | Week commencing 22/06/2020 | Week commencing 29/06/2020 | Week commencing 6/7/2020 | Week commencing 13/7/2020 | June 2019 Average |
|--------------|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|--------------------------|---------------------------|-------------------|
| Mon | 6286 | 5933 | 7774 | 7227 | 6873 | 7504 | 8301 | 17476 |
| Tue | 6278 | 6134 | 7135 | 7108 | 6370 | 7862 | 8380 | 17045 |
| Wed | 5386 | 5895 | 7609 | 6841 | 7680 | 7657 | 8561 | 17559 |
| Thu | 6317 | 6074 | 6273 | 7318 | 7312 | 8175 | 8527 | 17641 |
| Fri | 6088 | 6066 | 7678 | 7158 | 7677 | 8873 | 9196 | 18057 |
| Sat | 5151 | 5910 | 7089 | 6626 | 8819 | 8629 | 5059 | 18011 |
| Sun | 3568 | 3845 | 4508 | 4154 | 5327 | 5416 | 5513 | 11887 |
| Total | 39074 | 39857 | 48066 | 46432 | 50058 | 54116 | 53537 | 117677 |

7. What compensation is available from EBC to help town centre businesses meet their rent obligations whilst the ‘temporary’ road closures remain in effect?

The Council is not offering compensation to businesses whilst the road closure is on place. Whilst we are unable to intervene in private arrangements between landlords and tenants, we are doing everything we can to improve the visitor experience to the town centre and generate increased footfall as a result. Following the introduction of new legislation on Thursday 23 July, the Council is

currently working on the new application and guidance for Pavement Licences and hope to be able to offer businesses a three- month licence for tables and chairs, free of charge.

8. Is a cancellation of 2020/21 BID payments from town centre businesses proposed while the ‘temporary’ road closures remain in effect?

No, the BID levy will not be suspended while the closure is in place. The BID performs a much needed role in representing all of the Businesses in the town centre and has been working hard to provide help and support to businesses during the lockdown and to help shops to reopen safely.

9. What are EBC’s plans for allowing ALL town centre businesses adversely affected by the road closures to put tables, chairs, planters & A boards on the pavement and roads?

Any furniture placed on the Highway has to be licensed, this is a statutory requirement to ensure that all road users are kept safe.

On 23 July the government enacted new legislation for **Pavement Licences**, this allows food and drink retailers to apply for a licence which only requires a 7- day public consultation period rather than the usual 28 days which is required for Tables and Chairs licences under the Highways Act.

Non food and drink retailers can still apply for a **Tables and Chairs Licence** under the Highways Act but the 28 day consultation period will still be required. The application form and guidance notes for Tables and Chairs can be found on our website here: <https://www.eastleigh.gov.uk/business/doing-business-in-eastleigh/licensing-permits-and-registration/tables-and-chairs-on-the-highway>

10. What plans are in pace to allow residents affected by the road closures, including the disabled and less mobile, to park outside their homes, have their bins emptied and access taxi and delivery services?

Residents within the area of the closure who do not have off road parking or access to the service roads (Mitchell Road, Hanns Way and Wells Road), have been offered a free permit for the Mitchell Road Car Park for the duration of the closure.

Deliveries which cannot be made on foot can continue to be made during the closure. Additionally, we are happy to make arrangements for staff to attend and the barriers to be opened to allow this should access be needed. Residents wishing to do should contact the Council on 023 8068 8000, ideally giving 24 hours’ notice.

Waste collections are unaffected and continue to be made for both businesses and residents in the town centre.

11. Clarification of EBC generated road closure surveys. Who is responsible for ensuring all businesses received the official business survey? Who was responsible for the public survey and how was the bid logo allowed to be used? Why are EBC directing the media to an unofficial poll on a FB page?

The Council has been gathering feedback on the scheme via a number of routes, this includes:

- Direct Correspondence from Businesses, residents and visitors etc.
- Sustrans 'Space to Move' survey, which is available to the general public
- Business survey, the first of which was sent out by Eastleigh BID on behalf of the Council, we are aware was not received by all business and are currently visiting businesses in the town centre to talk to them about the closures and gather up to date contact information.
- Borough News Online Edition – a simple yes/no survey was included in the online edition of the Borough News asking the public if they thought the closures are a good idea. The image used as the heading to this survey was taken from the branding for the Shop Safely in Eastleigh town centre, which has been developed in partnership with the BID and included the BID logo.

The Council has not signposted the media or the public to any polls run through Facebook.

12. Moving forward; we request a fortnightly meeting with the EBC regarding the temporary road closure reviews, their impact on existing businesses, residents, workers and users of the town centre shops and services

Whilst we are happy to respond to any questions and to gather feedback on the closures from businesses the BID is the only representative body that is recognised by the Council as representing the interests of Town Centre businesses. The BID works alongside the Council and is included in all of the discussions regarding the town centre and as their membership includes all of the businesses in the town centre, that they are able to represent views fairly.

Additionally, the direct liaison with traders has proved extremely valuable in understanding personal views on a 1-1 basis. This work is not yet complete but it will continue on an on-going basis in order that the views of all are current, heard and contribute to the long-term well-being of the town centre and the Borough as a whole.

Therefore, moving forward, all direct dialogue will be undertaken through the BID or with individual traders.

The Council will continue to actively seek feedback from businesses, residents and visitors and engage with the public to gather their views.