

Welcome back to Carlisle

Advice for businesses and shoppers

STAY LOCAL



SHOP LOCAL

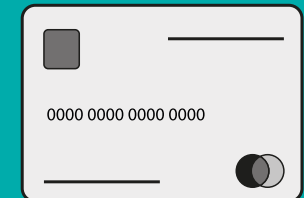
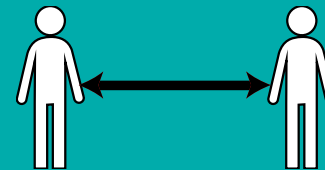
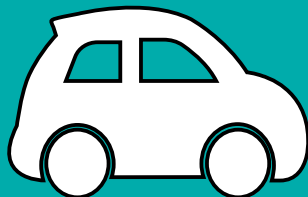
Carlisle City Centre

From Monday 15 June, non-essential stores in England will be able to reopen.

To make sure we are prepared, we are working with Cumbria County Council's highways team, Cumbria Police and local businesses to identify the pinch points in the city centre and support public safety.

Within this information pack we have information on:

- Guidance for businesses.
- Advice for shoppers.



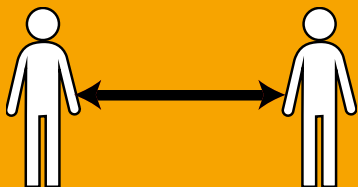
Guidance for businesses

High street retailers and department stores, including book shops, electronics retailers, tailors, auction houses, photography studios, indoor markets, and shops selling clothes, shoes and toys, will be allowed to open their doors again provided they follow the COVID-19 secure guidelines set out by the government in May.

Retailers will need to take certain steps to protect customers and staff, including limiting the number of customers allowed inside at one time, placing protective coverings on large items such as sofas which may be touched by passing shoppers, and frequently checking and cleaning objects and surfaces.

Employers should also display a [notice](#) visibly in their shop windows or outside their store to show their employees, customers and other visitors that they have followed this guidance.

The guidance for people who work in or run shops, branches, stores or similar environments is [available here](#).



Guidance for businesses

Five steps to working safely

[The government has devised these five steps for working safely.](#)

Make sure you read all the guides relevant to your workplace. Each guide has specific actions for businesses to take based on these steps. Further guidance will be published as more businesses are able to reopen.

1. Carry out a COVID-19 risk assessment

Before restarting work, you should ensure the safety of the workplace by:

- Carrying out a risk assessment in line with the HSE guidance.
- Consulting with your workers or trade unions.
- Sharing the results of the risk assessment with your workforce and on your website.

Once you have completed the necessary steps, display this poster within your business to reassure your customers and staff. Giving confidence that you have taken steps to minimise the risks from Covid-19 could be vital for your business as it will mean your staff are happy to work there and your customers to shop and visit. It also shows that you are taking your responsibilities seriously.

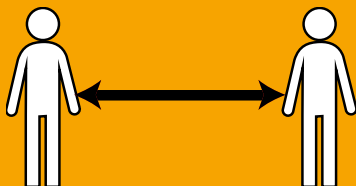
[Download the Covid assurance self-certification poster.](#)

However, do ensure you have completed everything before displaying the poster to avoid giving false reassurance.

2. Develop cleaning, handwashing and hygiene procedures

You should increase the frequency of handwashing and surface cleaning by:

- Encouraging people to follow the guidance on hand washing and hygiene.
- Providing hand sanitiser around the workplace, in addition to washrooms.
- Frequently cleaning and disinfecting objects and surfaces that are touched regularly.
- Enhancing cleaning for busy areas.
- Setting clear use and cleaning guidance for toilets.
- Providing hand drying facilities - either paper towels or electrical dryers.



Guidance for businesses

3. Help people to work from home

You should take all reasonable steps to help people work from home by:

- Discussing home working arrangements.
- Ensuring they have the right equipment, for example remote access to work systems.
- Including them in all necessary communications.
- Looking after their physical and mental wellbeing.

4. Maintain 2m social distancing, where possible

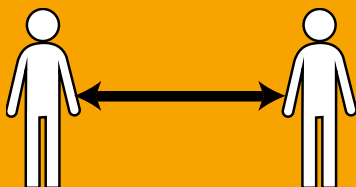
Where possible, you should maintain 2m between people by:

- Putting up signs to remind workers and visitors of social distancing guidance.
- Avoiding sharing workstations.
- Using floor tape or paint to mark areas to help people keep to a 2m distance.
- Arranging one-way traffic through the workplace if possible.
- Switching to seeing visitors by appointment only if possible.

5. Where people cannot be 2m apart, manage transmission risk

Where it's not possible for people to be 2m apart, you should do everything practical to manage the transmission risk by:

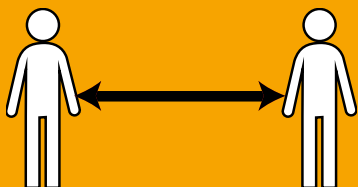
- Considering whether an activity needs to continue for the business to operate.
- Keeping the activity time involved as short as possible.
- Using screens or barriers to separate people from each other.
- Using back-to-back or side-to-side working whenever possible.
- Staggering arrival and departure times.
- Reducing the number of people each person has contact with by using 'fixed teams or partnering'.



Guidance for businesses

Some useful links are as follows:

- [Carlisle City Council Environmental Health guidance.](#)
- [COVID-19 Secure guidelines](#) - Guidance to help employers, employees and the self-employed understand how to work safely during the coronavirus pandemic.
- [Cleaning your workplace safely.](#)
- [Guidance for people who work in or run shops, branches, stores or similar environments.](#)
- [Coronavirus outbreak FAQs: what you can and can't do.](#)
- [Coronavirus \(COVID-19\): Safer Public Places - Urban Centres and Green Spaces.](#)



Advice for shoppers

When visiting the city centre please plan ahead. Think about how you will be travelling and if you're driving, where you'll park and what route you'll take into the city centre.

Carlisle's city centre is a safe place to visit and as it is pedestrianised, provides lots of space for social distancing. There is likely to be queuing at shops, so please look out for signage and follow the guidance. This is for your safety.

Remember to Stay Local and Shop Local. Please support our independent traders.

[Please read our online FAQs](#) for more information on car parking, toilet provision, hand sanitising, cycling provision and markets.

How to keep safe?

Please follow safe distancing measures and look out for signage. We are also asking people to be aware of all the latest public safety messages.

- Do not leave home if you or anyone in your household has symptoms.
- Only visit shops with people you live with.
- Maintain 2 metre social distancing at all times wherever possible.
- Wear face coverings in enclosed public spaces where social distancing isn't possible including public transport.

- If possible, use hand sanitiser or handwashing facilities when entering premises (to reduce the risk of transmission by touching products while browsing).
- Keep contact to a minimum and try to use contactless payments if available.
- Some shops will need to limit the number of customers, so you may be asked to queue outside.
- Shop alone where possible, unless you need specific assistance.

All Carlisle City Council car parks are open and charges are in place (free parking is available in the following car parks for NHS staff, care workers and NHS volunteer responders involved in the Coronavirus response: Castle Car Park; Sands Centre Car Park; Caldew Riverside Car Park; Viaduct Car Park and West Walls Car Park).

When using the car parks, customers are advised to follow social distancing guidance and if possible, pay by card or contactless rather than use cash and park in alternate bays. The majority of our car parks provide contactless payment options including credit/debit card, mobile phone using MiPermit, Apple Pay and Android Pay.

Overnight closures of Caldew Riverside, Castle and West Walls car parks have been reinstated. This prevents access or exit from the car parks each evening from 8pm to 6.30am the next day in Caldew Riverside and Castle car parks. West Walls car park closes between 11pm and 6.30am.

The locations of car parks can be found at: www.carlisle.gov.uk/parking

