



Queueing and Social Distance Stickers Guidance



Queue Management

1. Queueing and access need to be managed in line with your own store wide policy and management plan, as well as wider town centre and if relevant, shopping centre guidelines.
2. Any queue will likely need to be formed **directly adjacent to the property** and not extend past the boundary of the property (unless you have agreement with your neighbours. You may be able to make use of a separate entry /exit point. You may also require active management such as a booking policy, a steward and / or signage. Also, don't forget to 'look after' your queue. **There must be** sufficient room for pedestrians to walk up the centre, or pass on the road (if closures/restrictions are in place).
3. We recommend that your considerations and approach are reflected in a store '**risk assessment**'. This should reflect the capacity of your property and space for queueing outside. Please see the business guidance at this link for more information on this:
<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/shops-and-branches>

When installing pavement stickers please take note of the following guidelines:

Before installing

1. Please observe the area in front of your business, and speak to neighbouring businesses to:
 - a. Agree queueing plans, and install pavement markers that suit the needs of both businesses.

- b. Agree a joint strategy for managing customers e.g such as a booking policy, a steward and / or signage.
- c. Consider a joint approach for queueing etc e.g hand sanitiser stations if your doors are very close, or perhaps 'busy times' vary and you can support each other.
- d. Take note of other things to avoid, risks or limitations e.g. roads and driveways, pedestrian crossings, cash machines, tactile paving etc (as below).

When installing:

1. The queue location should be **adjacent to the property**
2. Queueing / waiting points should be **measured 2m apart (or as advised by the government)**.
3. Markers should be used to **identify the area the people should stand / wait**.
4. If needed, tape can also be used to identify the start and end of queue for your business.
5. Avoid margining queues with the next business, if this may cause confusion for customers.
6. Queues should **not pass over roads** or result in people **standing in the road**.
7. Please ensure there is **room for some to exit the store** (and the neighbouring store) whilst maintaining 2m to the next person waiting.
8. Please ensure that your **queue does not limit the use of** pedestrian crossings, use of cash points, parking machines etc.
9. Please try to ensure there is 2m of **pavement space next to the queue for pedestrians to pass**.
10. Please **DO NOT install markers on any areas of tactile paving** (the yellow paving in place for disabled users), **or on a slope**.

Sticking the Sticker in Place:

Once you have identified the locations ...

1. Ensure the **area is a flat surface and dry**.
2. Use a cloth, broom or dustpan brush to **sweep away any dirt and dust** that may stop the sticker attaching.
3. Peel off the backing and **press or roll onto the pavement, being careful to press out the air and ensure all edges are firmly in place** (it's a bit like sealing a school text book).

Managing the Sticker Once in Place:

1. Please **check that the stickers daily, as you pass in and out of your business** to ensure they are fully secured, and do not lift or become a trip hazard.
2. If your stickers look as if they are **getting faded, worn out or damaged**, please email business@solihull.gov.uk to see if we are able to replace.