



TO AID SOCIAL DISTANCING WE ARE ASKING PEDESTRIANS TO

PLEASE KEEP LEFT



St. Ives



ST IVES TOWN EMERGENCY SAFETY PLAN 2020: CORONAVIRUS RECOVERY

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INTRODUCTION

As we emerge from lockdown and try to return to some kind of normality in our lives, jobs and businesses, it will be even more important to safeguard our residents and visitors.

The potential is clearly there - the virus remains and is no less deadly or infectious than at the start of 2020. Only around 5% of the UK population are thought to have been infected and even for them immunity is not guaranteed.

The evidence is that the vast majority of people are still potentially susceptible. In short, if we lift all safety measures, we could be back to where we were in February. Many businesses in the town might not survive a second lockdown. That is why the best way to support the economy is by ensuring that the town is a safe place for local people and visitors.

The streets in the town centre are narrow and, in the busy summer months, there are hundreds of people moving on foot. Even in a normal year, pedestrians are in conflict with vehicles, crushing onto the pavements to allow them to pass. It is very difficult to maintain social distancing even to one metre.

One measure to tackle this is to remove all but the most essential vehicles from the busiest streets in order that shoppers can move more freely and better maintain social distancing. Many towns and cities across the country have – or are bringing in - road closures to create additional space in areas of high footfall. Across Cornwall this is happening in towns like Truro, Falmouth, Newquay and others – and many of these towns have wider streets.

Traffic restrictions in the town are being introduced from **11am on Monday 29th June**. They will operate from 11am until 4pm every day and will be monitored and evaluated each week during the crisis. To reduce disruption, there are a number of exemptions and dispensations to enable essential traffic movement during these times.

But we are still urging people to try to access the town on foot between these times with cars being used for essential travel only.

Details can be found in the St Ives COVID-19 Safety Plan, which is on the Town Council's Facebook page and website <https://stivestowncouncil-cornwall.gov.uk/summer-covid-19-safety-plan/>

We appreciate that this will cause some inconvenience. But we have tried to minimise this as much as possible. At the heart of this plan is the need to help minimise the risk of infection and to support our businesses by helping them to trade safely. Public Health is the over-riding concern above other considerations.

No plan is perfect, especially given the unique configuration and circumstances of St Ives. But to do nothing would be cavalier and irresponsible; it would increase the risk of infection. Some may say this plan goes too far; others that it does not go far enough. We understand both points of view but feel that this plan supports a resumption of economic activity in a way which enables us to do so as safely as we feasibly can.



Photo: Greg Martin

As public bodies, we are expected to follow government advice. This requires Councils to identify temporary interventions related to social distancing in urban centres, and especially in those areas where high levels of footfall are expected, such as St Ives. To that end we have worked closely with the business community, through BID and others to bring about this plan.

We welcome the feedback from many businesses, which has been positive and practical and focused on solutions, rather than problems which the plan inevitably poses.

Ultimately, the plan will only succeed if the local community and our visitors support its necessity and its approach. Everyone can contribute to the monitoring and evaluation of the plan by posting comment to the dedicated Face Book page set up for the purpose at <https://stivestowncouncil-cornwall.gov.uk/summer-covid-19-safety-plan/>

A: BACKGROUND

In common with many towns and villages across Cornwall. St Ives has been developing a plan to prepare for the gradual re-opening of the town.

The plan for St Ives reflects the town's almost unique challenge of accommodating 220,000 visitors (and this is on top of a higher number of day trippers) with a resident population of approximately 11,000. Some local views are that the scale of this challenge is so great that it is impossible to implement any safety measures effectively. However, Cornwall Council and the Town Council along with other statutory bodies have a duty of care to local people and in following clear Government advice, doing nothing is not an option.

This plan has been introduced in anticipation of the large increase in people and vehicles during the Summer. Its central aim is to keep everyone

living in and visiting in the town safe. Public safety is at its heart.



Photo: Greg Martin

Government Guidance

A central principle of the plan is to ensure that, as far as possible, the Town follows all Government guidance. This includes guidance for public bodies in managing town centres and public spaces, guidance for businesses, employers and individuals. A summary of the guidance (as at the 23rd June) is as follows:

For public bodies managing town centres and public spaces

The Government guidance: *Safer public places: urban centres and green spaces* requires that public bodies identify the key design issues and potential temporary interventions related to social distancing in urban centres and green spaces. This is especially in those areas with the densest development and where high levels of footfall are expected. In areas of high footfall, the guidance is to:

- Assess the key social distancing **issues, potential conflicts and risks**.
- Consider the interventions that can be made to **mitigate and reduce** the social distancing issues, level of conflict, and risk.
- Consider the **statutory and legal implications** and liaise with statutory bodies.
- Consider the **implementation of temporary** physical interventions, timings and procurement implications that will be suitable in the public realm.
- Consider the **management of spaces** and interventions including:
 - a) guiding movement through the spaces
 - b) the potential need for any enforcement measures such as at entrance areas, to supervise and assist

For businesses

- Only trade where it is possible to keep staff and customers safe
- Complete risk assessments of premises
- Establish new ways of working to protect your staff and customers
- Limit numbers on your premises to maintain social distancing
- Introduce physical measures and PPE and cleaning procedures to limit the spread

For Individuals

- Practice social distancing at 1 plus (and 2 where possible) metres, wherever possible
- Wear face coverings on public transport and (where appropriate) in public spaces
- Establish arrangements with one other household
- Shield vulnerable and at-risk groups by staying home
- Stay home and self-isolate if you and members of your households have symptoms

Key Dates

Some key dates for the re-opening of towns and services have already been implemented. Currently, the rules are that:

- **From 15th June.** non-essential retail businesses have been able to trade and [guidance](#) has been produced.
- **From 4th July:** it is proposed that hospitality businesses, including self-catered holiday accommodation will open. This will also include some leisure activities and weddings, sports activities, libraries, places of worship, playgrounds cinemas and museums. It also means that pubs, bars and restaurants can re-open.

The expectation is that, now rules are relaxed for travel within the UK and holiday accommodation providers re-open offering overnight stays, the Town will be far busier. Many people who might usually travel abroad for holidays will head to the UK coast and St Ives is a favourite destination. There are already indications that bookings accommodation in the town are high, if not at capacity. Added to the sheer size of numbers of people, the geography of the town is challenging. The central area in St Ives is built with narrow roads and lanes and many roads have no pavements. The town centre with retail, restaurants, cafes and galleries is mainly located down Tregenna Place, High Street, Fore Street and the Wharf around the harbour. This is the busiest area in the town and where people tend to spend a lot of time when not on the beaches.

In any busy Summer period, there are already a number of issues created by a conflict between pedestrians, traders, buskers, ticket sellers, dogs, outdoor seating and vehicles (large domestic cars, buses and delivery vehicles) trying to navigate the limited available space. But this year, it will be very challenging to socially distance in this environment, especially given that local businesses will be seeking to maximise every opportunity to increase trade with advertising boards and staff, tables and chairs outdoors.

Even though the Government has reduced the social distancing rules 1 metre plus (with 2 metres where possible), measures will still be required in busy and confined spaces such as St Ives

A partnership approach to emergency safety measures

Representatives from key partner organisations: Cornwall Council, the Town Council and the St Ives Business Improvement District have worked together to develop a plan to keep the town safe and introduce emergency measures to anticipate the increasing number of people in the town.

This partnership has considered the risks and challenges faced by everyone living and staying in the town this Summer. It concluded that emergency safety measures were needed to enable businesses to re-open and for residents and visitors to be able to move around the town with any degree of social distancing. They have considered the key principles set out in Government

guidance *Safer Public Spaces: Urban Centres and Green Spaces*. Businesses are keen to re-open when they can and are looking for advice and support to do this.

The objectives of the plan are

- Public safety and protection – this is paramount and at the heart of the plan
- To separate, as far as possible, vehicles and pedestrians
- Create the maximum possible level of open space, free from obstacles and barriers to enable people to move freely and create some degree of separation



Photo: Greg Martin

- To recognise and manage the potential conflicts between different groups using and working in the town (residents, visitors, business owners, commercial traffic and tradespeople).
- To convey clear simple health messages and promote important principles around health, tolerance of others and well-being.

The population of the town rises so dramatically in the Summer months (and is constrained in such a dense street pattern) that it is proposed that significant traffic measures are required to enable those travelling on foot to socially distance. The measures proposed centre upon:

1. a vehicle free zone in the centre of town and
2. a clear pedestrian route around the centre.
3. other initiatives to keep the streets as clear as possible from obstacles (advertising, outdoor seating, managed queueing)

Consultation

Following publication of the draft consultation plan, the views of residents, community organisations and businesses have been sought. There has been discussion with businesses and harbour users on how arrangements may be managed. In response to comments, a number of changes to the final plan have been made. These are set out below.

B: DETAILED PROPOSALS

1. Vehicle Free Zone Aim: to remove vehicles from the busiest area of town to enable a safer environment for social distancing	
1.1	The roads are too narrow to accommodate people and vehicles in a time when social distancing is needed. Although the 2 metre rule has been reduced to 1m plus, the narrowness of the streets is likely to mean vehicle controls will be needed.
1.2	It is proposed that the vehicle free zone will run through the Summer months until the end of the season in September. Early intervention will ensure that teething problems and any necessary modifications are resolved prior to the main Summer season and the school holidays. Following consultation, the proposed start date is 11am on Monday 29th June to allow a week's introduction prior to the Government's proposed date for self-catering accommodation to open.
1.3	The proposed road closure will start from the Tregenna Place and Gabriel Street junction (or library corner as it is known locally). The barrier will run across Tregenna Place, opposite Wetherspoons. This will keep the three-road junction at library corner flowing and maximise the ability of vehicles to leave without entering the zone. Any vehicles entering the zone from Windsor Terrace, Bedford Road & Back Street would go around Market Square and leave the town via St Andrew Street. Chapel Street would also be closed to traffic, to avoid rat-running, Drillfield Lane would be made one-way in a southward direction, and there would be no right turn into Tregenna Place from Bedford Road. Some high-sided vehicles, which present at the bottom of Bedford Road may either turn right at the bottom of Bedford Road or be allowed through as the camber of the road at St Andrews Street will prevent their exit.
1.4	The need for further measures at Tregenna Hill will be monitored, as pavements and the carriageway are narrow. The proposed restrictions will reduce traffic levels on the hill and make traffic flow more smoothly. There may also be fewer pedestrians, due to restricted capacity on trains and buses/fewer departures and arrivals from the bus and train stations.

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| 1.5 | The hours of restriction will be 11am until 4pm, 7 days a week. This will enable the maximum number of commercial vehicles to enter without requiring a pass. |
| 1.6 | Passes will be issued to all residents who have a home in the zone, provided they have the vehicle registered at the address. Other passes will be issued on an exceptions basis for carers, fishermen and emergency workers, including RNLI and refuse collection. For businesses and other traffic who need essential access on an occasional basis between the restricted hours, they can register their details at the Town Council and these can be checked at the road closure point and allowed through. All businesses and residents are encouraged, wherever possible, to make only essential journeys. The exceptions policy will be maintained by the Town Council and kept under regular review. |
| 1.7 | The road closure will be staffed at all times by a security company with trained personnel, who will be in radio contact with the Town Council office. A mobile marshal will direct traffic away from the restricted zone further up Tregenna Hill or the Stennack to prevent queuing and towards carparks. |
| 1.8 | Road signage will be provided throughout. The attached appendix shows the approximate location and type of signage. The precise locations will be decided on site during installation. |
| 1.9 | CORMAC's maintenance team will carry out a maintenance run on a daily basis. Partners will monitor arrangements on a rota system and record issues which need early resolution and review the closure on a weekly basis. |

Wider Implications

2.0

Car Parks

There are a number of car parks that fall within the proposed zone.

The **Sloop car park** is a short stay car park. Vehicles, which enter the town before 11am, will still only be able to stay for the maximum of 3 hours. Vehicles will be able to exit the car park after that time as Fish Street will not be affected. During the hours of restriction, the carpark will still be in use and will be available to those with an exemption pass including for tradespeople and deliveries. Enforcement will still check the validity of tickets.

Smeatons Car Park is an all-day car park owned by the Harbour Authority. This carpark will remain open as normal but will only be accessible before 11 am. Cars can exit the car park as they do not need to enter the vehicle free zone.

Porthgidden and Wheal Dream car parks are permit only. Parking services are contacting residents who have a permit to inform them of the vehicle free zone rules. Permanent residents with vehicle registration documents can request a pass. Vehicles can exit this car park as normal.

The Island and Trenwith long stay car parks. Cornwall Council have not yet set a date to introduce the barriers. There are no pre-booking systems in place. But a weekly ticket can be bought on-line, order to allow people to park their car all week and travel on foot.

3.0

Exceptions and Concessions Fishermen

Need access to work based on tide times and, therefore will be an exception. There are currently 16 boats and fishermen who have permits for Smeaton's Pier. Named fishermen will be given a pass.

Cornwall Council parking enforcement officers need access to empty cash machines of cash or for maintenance and would need occasional access. Limited parking will be available at the town council offices for rounds on foot.

Residents

Residents should be advised that deliveries to their properties would need to be outside these times. The use of the Guildhall as a central drop off zone is offered. Access will be granted for deliveries for any residents on the vulnerable residents list. Communications need to address any vulnerable residents in restricted streets who are wholly dependent upon taxi transport. It is proposed that these individuals would have dispensation.

Residents who have parking within the restricted zone can apply for a permit to gain access and entry within the restricted times. Passes can be obtained from the Town Council upon receipt of a copy of a V5C car registration document and will be issued with a car registration number.

Emergency Services

All emergency vehicles will be exempt. This will include RNLI vehicles and coast watch volunteers. Any tradespeople needing access for emergency repairs etc will be able to have access on the gate.

Holiday Accommodation

The road closures will affect holiday makers arriving at their properties, in particular they would only be able to unload luggage outside of the restricted period. Holiday companies have been asked to contact their guests with arrangements as soon as possible. This should cover arrival times, drop offs to their accommodation, left luggage arrangements, the impact on any click and collect grocery deliveries. They will need to be advised clearly in advance.

BID and the Town Council are liaising with accommodation companies. Wherever possible, they have been asked to propose solutions, such as drop off points for luggage at the Guildhall or minibus shuttles, staff working on foot, an agreement for occasional access for vehicles at the gate. Limited numbers of passes

will be given for essential daily access. Companies are asked to contact the town council to agree arrangements for their business.

Buses

Local bus companies (St Ives bus Company & Royal Buses) have been consulted. The location of the barrier on Tregenna Place should ensure that their routes are not affected. However, any additional congestion at Royal Square will need to be monitored. Apart from as above for specific drop offs of vulnerable residents and shuttle services for the arrival of visitors, it is proposed that there are no general concessions for taxis operating within the zone.

Commercial deliveries

Businesses have been asked to arrange their deliveries and waste collections outside of restricted times. This has been part of the consultation with businesses via BID and reflects the later start time of 11am. Exceptions for specific deliveries will need to be notified to the town council or, on a one off basis, addressed at the barrier.

Refuse collection and other services: This vehicle free zone has been discussed with the CC contract manager who is planning for vehicles to only have access occasionally. Most operations will be done before 11am. During the day public waste bins to be emptied and stored at the sloop. It is proposed that bin lorries will need to be given permits to enter the restricted zone for occasional use only.

Essential Home Care Services

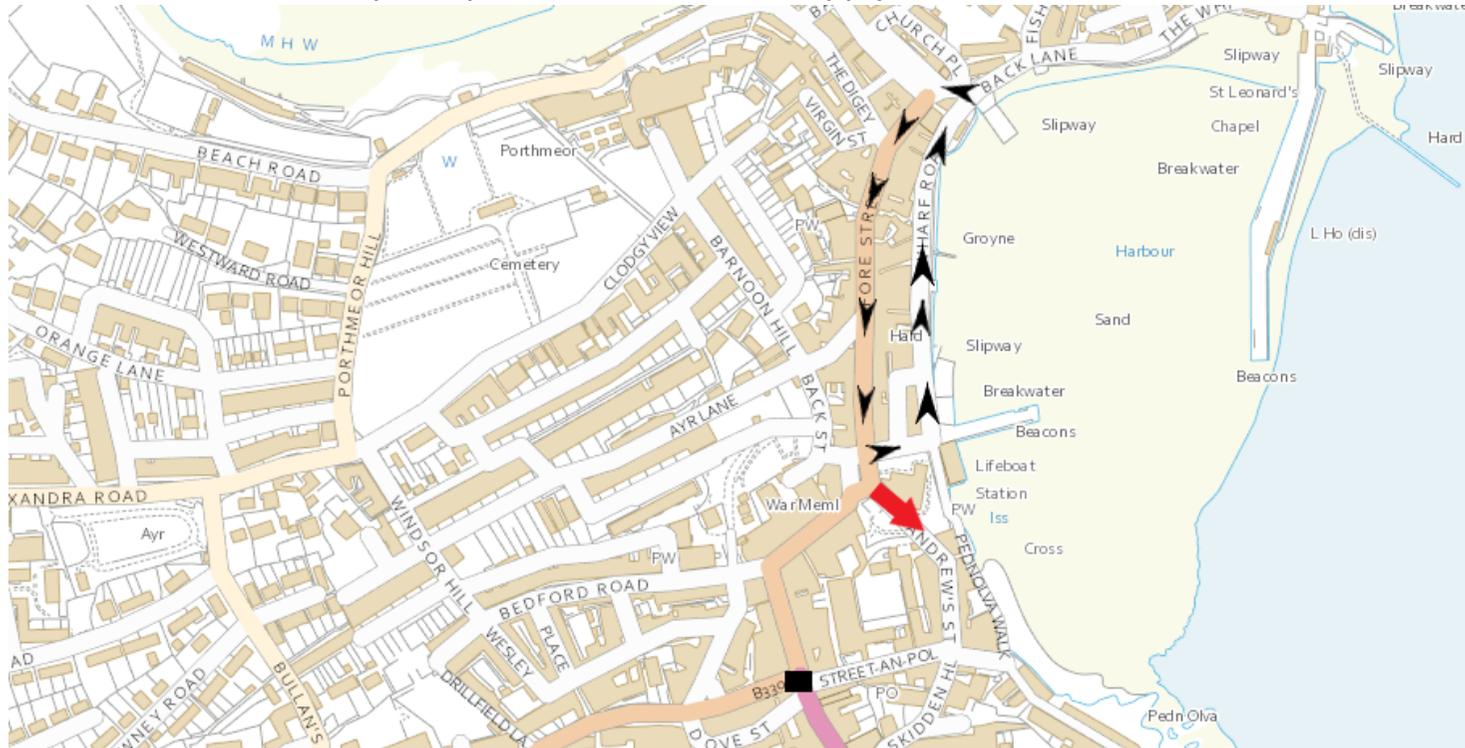
Employed carers will have a pass to access the zone. Friends and family carers can obtain a residents' pass (if the person they are caring for is within the zone) or register with the Town Council for occasional access.

Town Council offices

Street an Pol is not within the zone. The Guildhall and the left luggage facilities at the library will be available for luggage/ parcel drop off or collection.

Map

Black square shows the road closure point on Tregenna Place, at the junction with Library Corner. The red arrow shows the exit point for any vehicles who entre the vehicle free zone at any other point. Black arrows show the roads in which the keep left pedestrian route will apply.



2. Keep Left Pedestrian Route

Aim: to provide a workable route that enables safer social distancing.

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| 2.1 | Even with a reduction of the social distance rule to 1 metre, the roads are too narrow to accommodate people mingling and walking without any guidance, along with queuing for shops and takeaways. Following consultation with businesses, the pedestrianisation has been amended. A keep left pedestrian zone will operate alongside the vehicle free zone for the same length of time. |
| 2.2 | Keep left will be in operation in all the main shopping streets and include the Wharf and the Harbour. It is recognised that this would not have the same force as road closures and requires good will and co-operation so positive messaging is critical. A signage plan has been developed and will include banners, temporary floor paint with stencils and all businesses will be asked to display a keep left sticker. Stickers will be available from BID or Council offices. |
| 2.3 | The BID and the Town Council are keen to recruit volunteer street guides to focus on positive engagement, offering help and advice in a non-confrontational manner. Anyone interested in helping by becoming a street guide during the summer should contact BID. |

3. Other Issues

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| 3.1 | It is essential that the space in the town centre and in this zone in particular, is kept as clear as possible to enable social distancing and so:

Keeping the streets clear of obstacles There is very limited space to social distance, even with traffic removed – and even if the social distance restriction is reduced to 1 metre. All businesses are asked to remove A boards and advertising from pavements and roads. |
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3.2	<p>Despite national guidance supporting tables and chairs outdoors, this is only where it is safe to do so. In key hotspots (Wharf Road, Fore Street etc), no tables and chairs should be on the highway, apart from those with existing licences.</p>
3.3	<p>Boat trips/surf board hire booking. In previous months, the Town Council and the Harbourmaster have been working with the boatmen and ticket sellers to develop a code of practice and manage ticket selling along the harbour. Should guidance permit pleasure trips with groups of 6 or fewer, some of the voluntary code of practice principles -in terms of limits to the number of ticket sellers, ID and signage - should be observed. Ticket sellers should make every effort to ensure that they do not cause hindrance or obstructions to pedestrians and will maintain social distance at all times. Concession areas have been identified which can be utilised by ticket sellers.</p>
3.4	<p>Trading in the streets No hair braiders, tattoo traders, street traders, or buskers will be permitted in the Harbour, Wharf Road and Fore Street. If government guidance changes to permit hair braiding and henna tattooing during the Summer season, there is scope for a small number of licences to be granted at West Pier. This will be done through the harbour master.</p>
3.5	<p>Dogs The number of dogs has risen in recent years. Dogs on leads in the main streets can also be a challenge to social distancing and households with dogs often need more space to move around. The Town Council, Cornwall Council and partners are working with dog groups to promote responsible dog ownership, reduce dog fouling and keep dogs off the beaches during July and August. Dogs on beaches and in towns creates additional congestion. It is hoped that a dog action group will produce advice cards and explore better dog waste facilities.</p>
3.5	<p>Handwashing and cleaner streets The Town Council will monitor the public convenience cleaning contract carefully to review levels of cleaning, to ensure it is adequate and will introduce end of day inspections. All businesses are being encouraged to supply their own hand sanitiser. Additional commercial stocks will be procured and held at</p>

3.6	<p>the Guildhall. There is limited room for additional public hand sanitiser stations but is proposed that some are installed outside every public convenience.</p> <p>Enforcement Resources</p> <p>There are a number of powers which can be used to enforce activities on public land. Partners are still discussing the enforcement strategy and options including enforcing the byelaws, highway and planning powers and work with the police. A multi skilled enforcement officer will be working in the town again this Summer and will commence from Wednesday 1st July, jointly funded by Cornwall Council, the Town Council and BID.</p>
3.7	<p>Communications</p> <p>Communications and the stay safe message will be shared positively and all partners will be working to ensure details of the plan are shared with residents and key interest groups (businesses, harbour users, visitors). All information can be accessed from partner websites, facebook pages. Adverts will be placed in the local press and a leaflet and guide are being printed.</p>

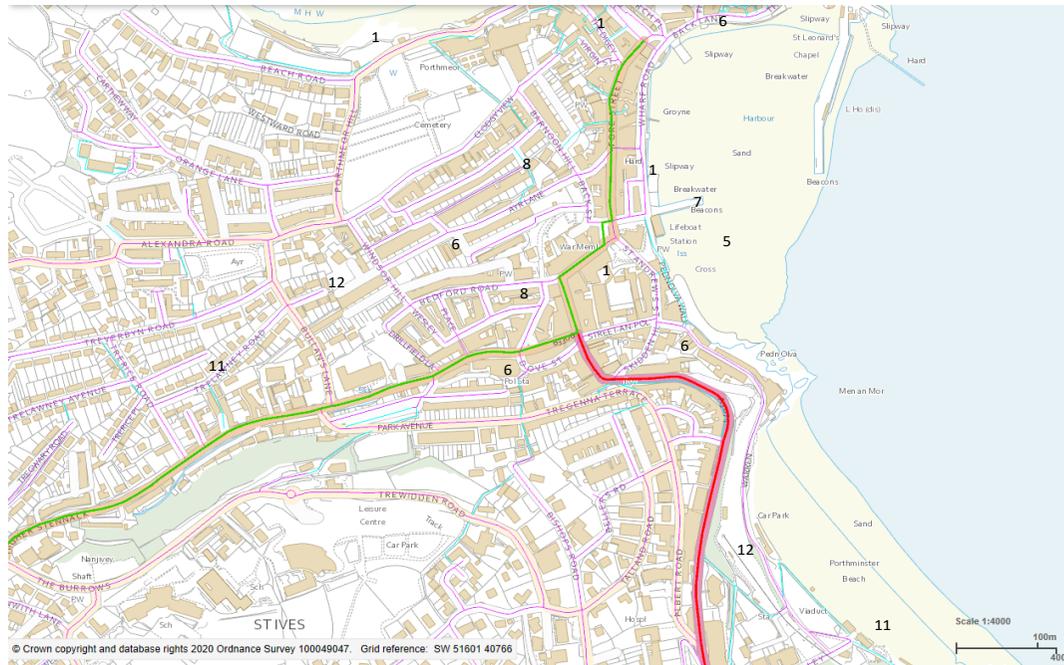
C: TIMESCALES AND REVIEW

The proposals will be brought in from 29th June. As the focus is wholly on public safety, the intention is to keep them in place for the Summer season (until the end of September) when levels of visitors and the summer population in the town start to fall. However, the plan is dynamic and will be reviewed regularly and altered as necessary. Events which trigger a review would include

- Fundamental operational difficulties which cannot be overcome
- Revisions to Government guidance
- Any change in the public health outlook in Cornwall and/ or the infection rate
- A lower than anticipated level of Summer population or emptier streets.

APPENDIX: HIGHWAY SIGNAGE LOCATION PLAN

Information Classification: CONTROLLED



D: Partner organisations
Cornwall Council
St Ives Town Council
St Ives BID