

(CCC) Market's closure**Response:**

1. Do you have any evidence of the number of people gathering around the market square (photographic, lists, track and trace evidence)?

As part of the measures to prepare for the reopening of the city centre, following the end of lockdown on 2 December 2020, the Council has been working with staff across its services in a City Centre Re-opening team. This team is made up of staff across the Streets and Open Spaces, Environmental Health, Markets and Community Services. The team log issues, complaints and actions that arise daily.

This information, along with information on Covid-19 infection rates and outbreaks shared from the County Council's public health team, and the City Centre footfall data from Cambridge BID (Business Improvement District), as well as our own car park occupancy data, is used to monitor the situation on the ground and this is reported weekly by the Council's Bronze Team.

Some of this data is publicly available on the following links

- Cambridge BID footfall data (weekly counts) <https://www.cambridgebid.co.uk/footfall>
- Covid infections rates by local authority area – this is a copy of the data that the County Public Health team share locally as part of their wider outbreak management briefings https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/948389/East_of_England_epidemiological_charts_data_set_2020-12-28.ods

2. Do you monitor the Covid situation of the indoor businesses that have remained open around the city centre?

Yes. The City Council does monitor the Covid situation of the indoor businesses, in terms of restrictions compliance and associated issues/ risks involving staff from Environmental Health, Public Realm Enforcement and contracted Covid marshals service. This has included providing advice and guidance to businesses. The Council has worked closely with the Police and Cambridge BID in its business engagement work.

3. Do you employ three full time market managers?

The Market Management Team is within the Environmental Services section of the City Council. The current Team structure is as follows: one Market and Street Trading Manager post (1 full-time equivalent (FTE)) and three Market Officer posts (2.6 FTE). Currently, of the three Market Officer posts (2.6 FTE), 1 FTE post is vacant; 1 FTE is filled by a secondment and the third (0.6 FTE) has had their hours increased on a fixed term basis to provide 1 FTE capacity.

4. What plans has the council made since the lock down in 2020 to make the market square covid safe (lay out of stalls, in/out customer systems monitoring numbers, one-way systems)?

Measures that were put in place from 2nd December include additional signage, barrier systems, hand-sanitisers around market, additional Covid Marshals. Messaging measures included VMS Screens, Media, Social Media, and Radio messages emphasising 'Hands, Face, Space', public tannoy system from the Guildhall with pre-recorded messages and positive active engagement with the public.

5. Has the council received any government funding specifically to keep businesses covid

safe and how was this money spend?

Cambridge City Council has received a Government Covid Funding to be used for the purposes of helping to reduce Covid transmission in the City Centre. This money went towards the cost of social distancing signage, public messaging systems, Covid Marshals, barriers and floor markings.

Cambridge City Council has used a fund of 59k from Central Government to be used for Covid 19 enforcement measures and was also used for employing covid marshals.

The City Council has also accessed a fund of 150k from Public Health and the County Council to be used for the purposes of outbreak management, communications, and contact tracing. Some of this has gone towards funding a Covid 19 prevention officer, targeting businesses.

The City Council has received £110K from the Government's Re-opening High Street Safety Fund (available 1st June 2020 – 31st March 2021) to fund Covid safety measures in city centre and local neighborhood centres, including queue management floor/ window stickers, signage, videos and banners and marshals.

The attached summaries give detail of the spending against these cost centres.

6. Did you get involved in training and supervising the 'Covid Marshals' that were deployed at the last market before its closure?

The City Council employed a company to carry out Covid safety marshalling work. A steward's brief is attached. Directives were daily and weekly reviewed following log information and feedback from Council staff and public.

7. Is it true that you are delaying the reopening to Monday to avoid a surge in people supporting the market?

The Market was reopened when the Council was satisfied that there were the necessary Covid safety management measures in place following an independent risk assessment that was carried out on how to reopen the market safely. The Council decision was subject to securing the Cambs and Peterborough Director of Public Health support for the Risk Assessment and associated re-opening plan and management measures.

8. What health and safety procedures are holding up the reopening?

An independent risk assessment was carried out and used to develop a re-opening plan and associated measures. In order for the risk assessment and resulting plan to be fully comprehensive and robust, this involved engagement with external stakeholders, including market trader representatives, Public Health, Police and Cambridge BID. The risk assessment and associated re-opening plan was signed off on 15th January and the market re-opened on 18th January.

Cambridge City Centre Reopening

H&S Briefing for Marshals for period 2 Dec to 11 Jan

As a Covid Marshal your role is to support Cambridge City Council's reopening strategy by advising members of the public on social distancing and other Covid secure measures in public areas. In addition to supporting the Council to ensure Covid secure high streets and urban centres the role will also provide support and a visible presence in areas of night-time economy.

Command Structure

Bronze Command – City Council Manager
CN Security Supervisor

Alert your supervisor who will direct you at all times. The supervisor may decide to escalate to Bronze and the Police if necessary.

Staff Welfare Rest Places

Day – The Guildhall, Basement Market Square, Cambridge, CB2 3QJ
Night – Hobbs Pavilion, Park Terrace, Cambridge, CB1 1JH

Your role may include:

- Promoting social distancing, encouraging public compliance with Covid-19 public health measures
- Explaining Covid-19 Secure guidelines
- Directing pedestrians and monitoring capacities within shopping centres, high streets and other key high foot fall areas.
- Distributing face coverings in key areas; information and advice; reminding members of the public to wear face coverings when entering areas and in relation to business premises where this is required.
- Checking and promoting visibility of COVID-19 Secure messaging
- Facilitating to help prevent mixing between groups in night-time economy areas
- Encouraging social distancing in busy night-life areas

Please note: Marshalls have no power to stop entry of the public and can only encourage and advise, barriers can be used but they can't stop entry. If the area

needs to be closed this is under the authority of the Police who would need to be present.

Car Park Marshalls – Please note that your role is NOT to manage vehicles in any way. Your role is just to advise and manage the flow of pedestrians by the lift and stair areas on the pedestrian routes only, and to encourage social distancing and wearing of masks in enclosed spaces. If the lifts are busy you may need to encourage diversion of pedestrians down the stairways which has better air circulation.

Market Square Marshalls – Your role is to encourage social distancing, help manage queues, and observe and monitor the build up of pedestrians and crowd congestion. If we are in the extreme scenario where we need to restrict access to pedestrians to the area you will need to put barriers across and follow instructions. Full restriction is only allowed with police presence and authority. There may be other market marshalls in the market. Their role will be to liaise with the market traders, your main role is observing from each entrance to the market.

General

- Protect yourself by keeping distance, washing your hands and covering your face when indoors.
- Be aware of where other stewards are based
- Be aware of emergency and crowd control procedures
- You must always operate 2m social distancing and be a role model for the guidance.
- Wear your face covering or mask whilst on duty.
- Familiarise yourself with the zone/area you are working in. This will help you inform the public as well as being able to further assist in the event that any restrictions or emergency measures are put in place.
- Make sure you know where your nearest welfare facilities are located (toilets, sinks, hand sanitiser, gloves, rest areas etc)
- Ensure you inform your Supervisor if you go on break or have to leave your position for any reason.
- Make sure you are familiar with the latest guidance on protecting crowded spaces – link below
<https://www.gov.uk/government/publications/crowded-places-guidance>
and report anything suspicious to your Supervisor.
- You are not expected to enforce the Government Covid regulations – enforcement can only be carried out by Police or Local Authority Officers – Your role is to provide advice, guidance and direction to the public and report any issues to your Supervisor

- Do not challenge or engage in any verbal or physical conflict with any members of the public. If you have any concerns, please escalate these immediately to your Supervisor
- Staff working night shifts should not be working alone. However, remember that you must maintain social distancing
- If you notice anything that could present a hazard to yourself, your colleagues or a member of the public, please inform your Supervisor.

Make sure you understand your role and responsibilities – if anything is unclear or you have questions, please speak to your supervisor

Make sure you fully understand the chain of command and the procedures to follow if you need to escalate a situation or report an issue to your Supervisor

PPE, Uniform and Equipment

You will be given the following PPE:

- Gloves
- Mask
- Tabards

You will be asked to use Lollipop Signs. These are to be of help and displayed to people as a friendly reminder to keep 2 metres distance.











