

SHOP



STAY



Reopening Westminster's hospitality sector

Business guidance document
for outdoor dining



City of Westminster

Contents

- 04** Kit of parts
- 08** Considerations and responsibilities for businesses and landowners
- 10** Licensing requirements
- 11** Noise and music
- 12** Advertising and signage
- 13** Enforcement
- 14** Managing social distancing
- 15** Marshalling and access
- 16** Waste management
- 17** Freight, servicing and deliveries



In order to support the hospitality sector, gain additional space in which to operate with social distancing rules in place, Westminster City Council are planning on temporarily widening pavements and closing some roads at certain times to facilitate outdoor dining. A summary of these proposals can be found here: [westminster.gov.uk/sites/default/files/hospitality_businesses_recovery_plan_brochure.pdf](https://www.westminster.gov.uk/sites/default/files/hospitality_businesses_recovery_plan_brochure.pdf)

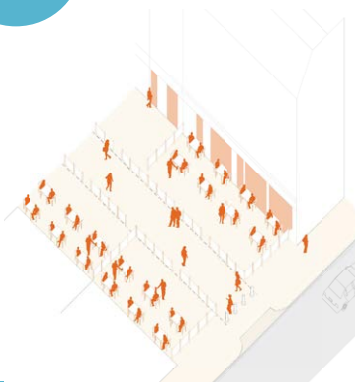
This document is intended to provide a single point of reference for business, drawing together guidance on aspects such as street furniture, licensing, advertising, waste and safety that businesses will need to consider when reopening and operating outdoor dining as part of the council's hospitality schemes.

Kit of parts

Three different typologies have been proposed for streets that are part of Westminster Council's hospitality schemes. Please note that this kit of parts does not apply if you are not part of one of the schemes listed in westminster.gov.uk/sites/default/files/hospitality_businesses_recovery_plan_brochure.pdf

These include:

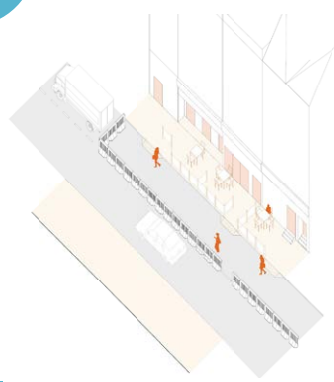
1



Extension of outdoor seating areas

In focused areas, this layout will extend the hours of timed closures to support dining within the carriageway areas.

2a



Temporary footway widening works: Type 1

Outdoor dining against building frontages will be better enabled via widened footways, allowing social distancing between diners and pedestrians.

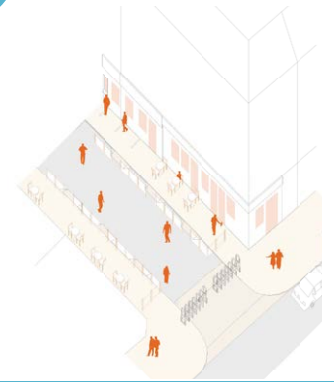
2b



Temporary footway widening works: Type 2

Outdoor dining in new areas of widened footway, with the footway retained for pedestrians.

3



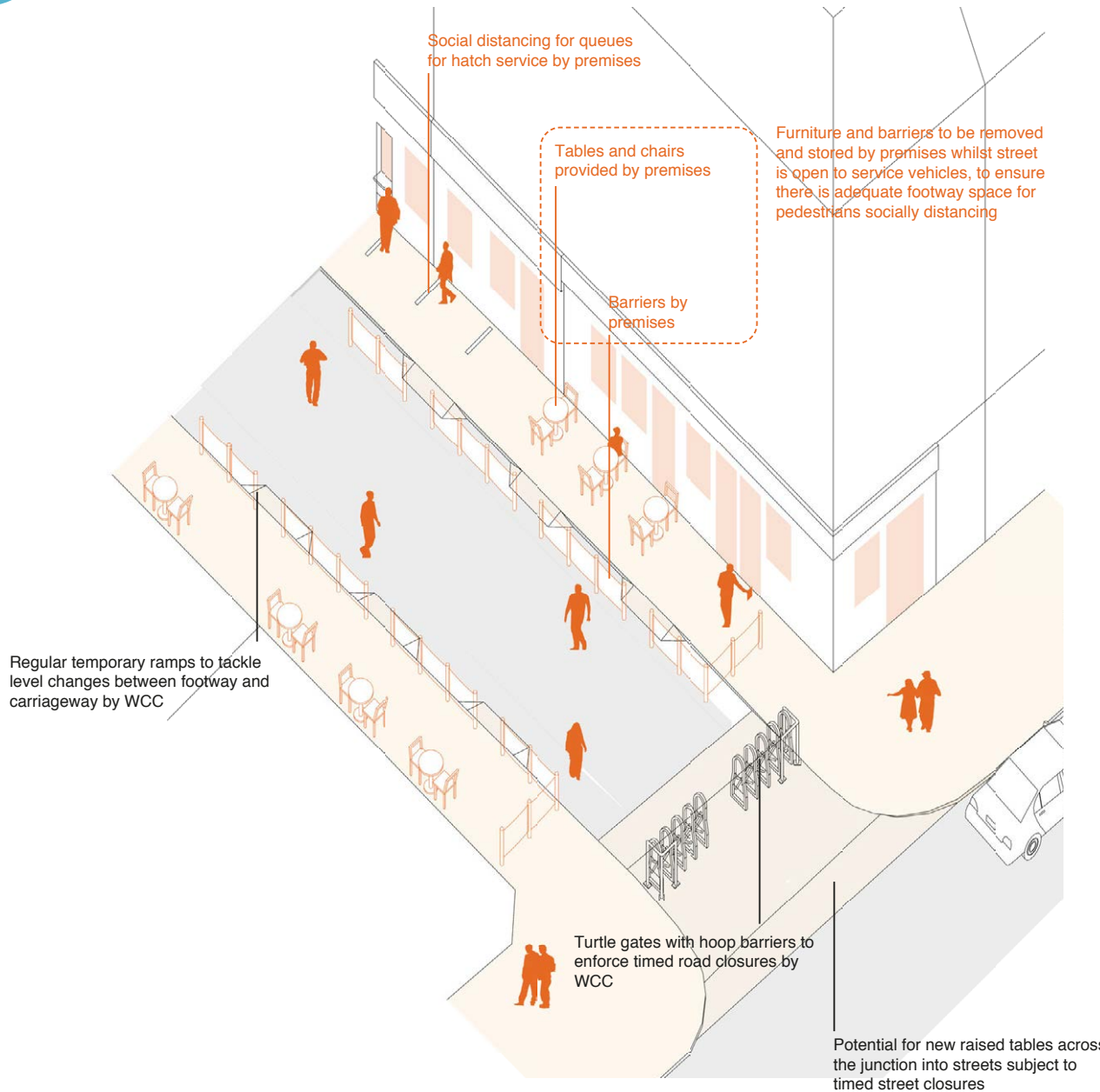
Timed closures to vehicles

Supporting dining against building frontages with pedestrians able to make use of the temporarily closed carriageway to increase space for dining and circulation within social distancing guidelines.

3a

Timed closures to vehicles

Supporting dining against building frontages – with pedestrians in the temporarily closed carriageway.



Westminster City Council actions / interventions:

- Install turtle barriers to enable road closures
- Manage road closure hours / operation of Turtle Barriers
- Install ramps at kerbs

Premises actions / interventions:

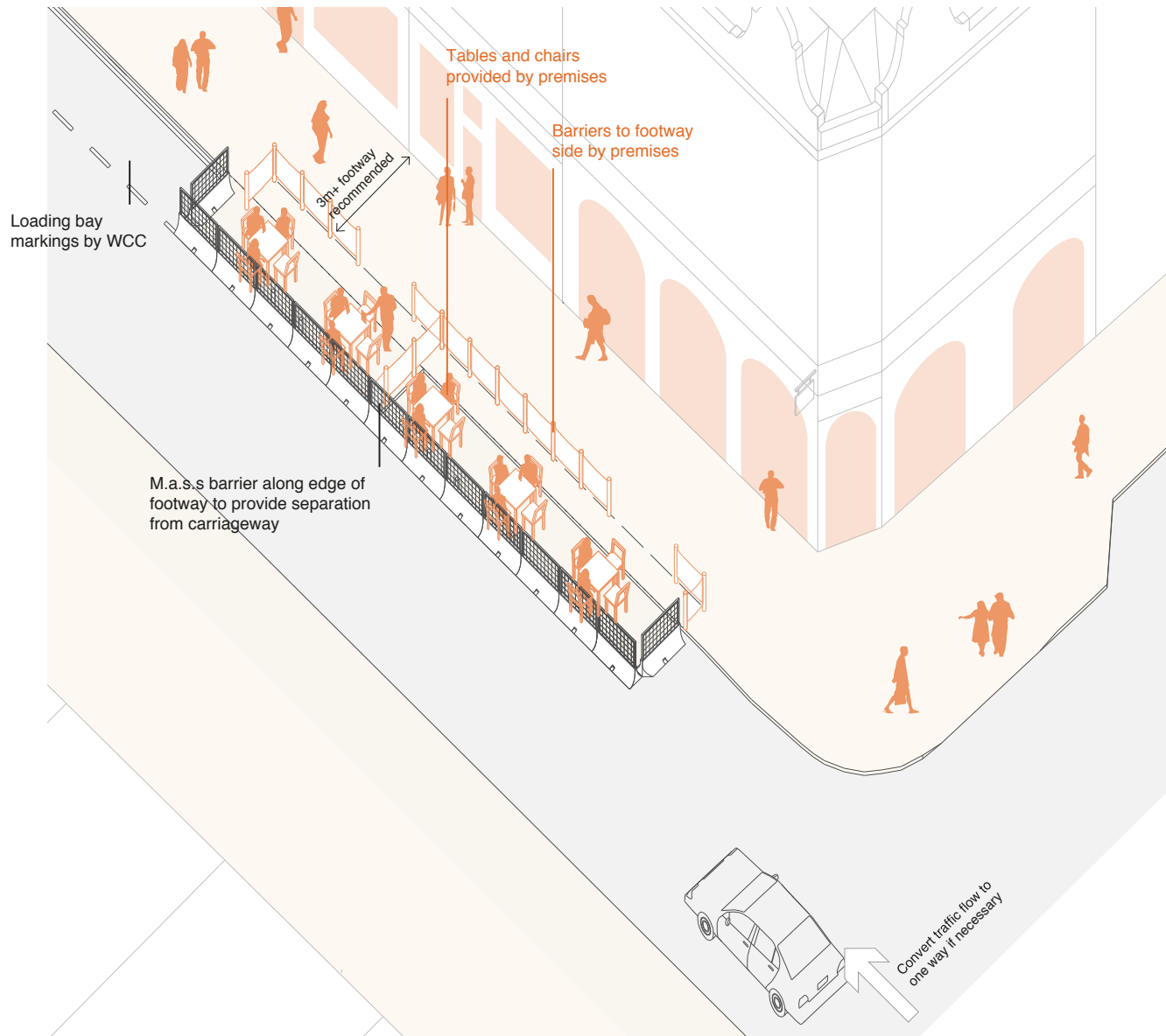
- Apply for any required licenses or permissions for tables and chairs on the public highway (new legislation expected)
- Liaise with adjacent premises to understand their demands for space
- Provide separation between patrons and pedestrians to support appropriate social distancing
- Supply tables and chairs



2b

Temporary footway widening works

Outdoor dining in new areas of widened footway, with the footway retained for pedestrians.



Westminster City Council actions / interventions:

- Install m.a.s.s barriers to create separation from carriageway
- Road markings
- Install ramps at kerbs

Stakeholder actions / interventions:

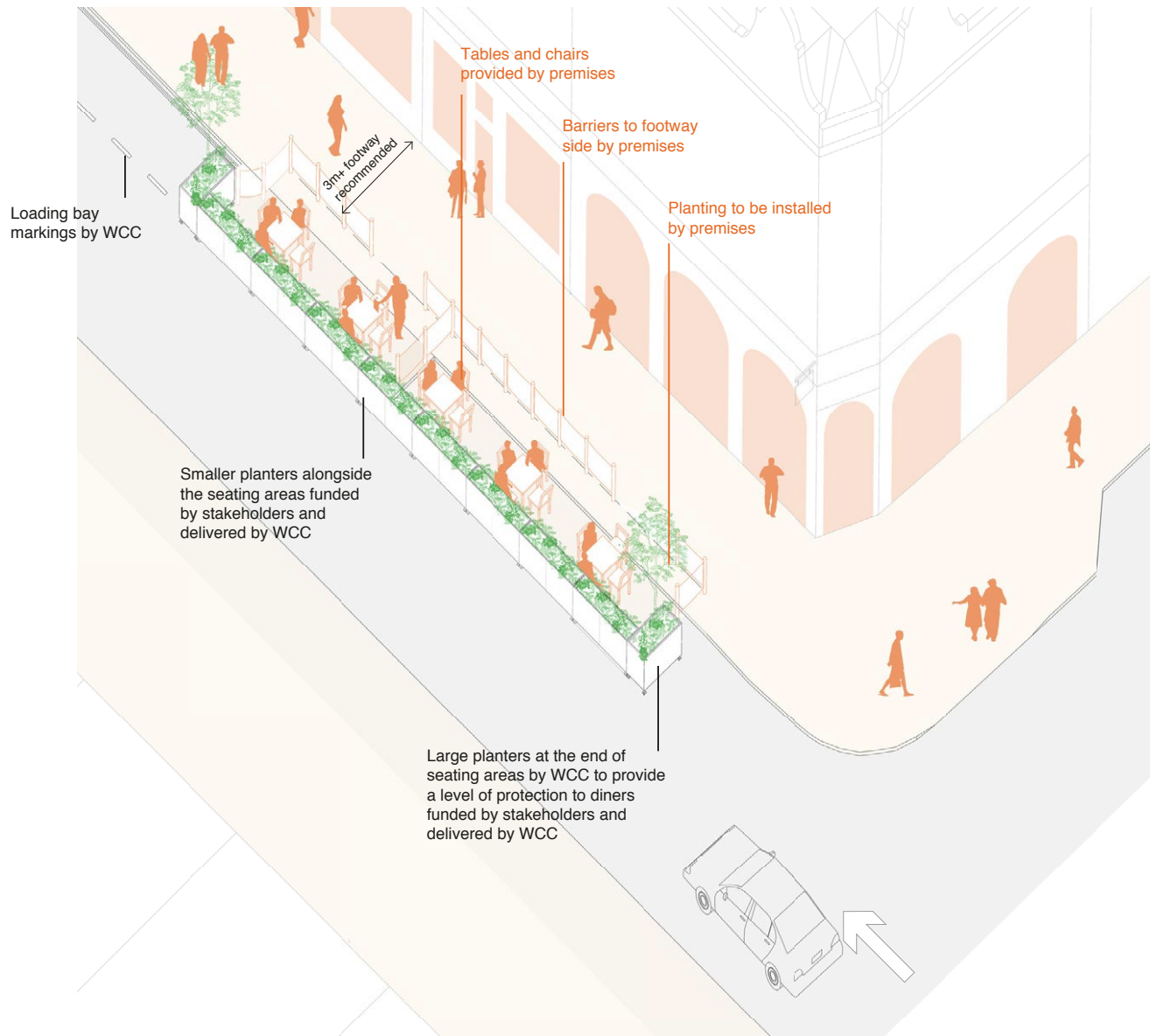
- Apply for any required licenses or permissions for tables and chairs on the public highway (new legislation expected)
- Liaise with adjacent premises to understand their demands for space
- Provide separation between patrons and pedestrians to support appropriate social distancing
- Supply tables and chairs



2b

Temporary footway widening works

Outdoor dining in new areas of widened footway, with the footway retained for pedestrians.



Westminster City Council actions / interventions:

- Install new planters and barriers (to be funded by stakeholders)
- Adjust road markings if required

Premises actions / interventions:

- Provide funding for replacement structures
- Apply for any required licenses or permissions for tables and chairs on the public highway (new legislation expected)
- Liaise with adjacent premises to understand their demands for space
- Provide separation between patrons and pedestrians to support appropriate social distancing
- Supply tables and chairs



Considerations and responsibilities for businesses and landowners

Social distancing and Risk Assessments

The onus is on individual businesses to implement and enforce social distancing. Refer to Managing social distancing section.

A COVID Risk Assessment is a legal requirement for all businesses to undertake. This must be completed prior to opening.

Further information can be found at [gov.uk/coronavirus-business-reopening](https://www.gov.uk/coronavirus-business-reopening) and [gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery](https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery)

Furniture

As all furniture and equipment must be removed and stored at night, use tables and chairs which are easily folded or stacked. Choose furniture, which is strong, stable and durable enough for heavy use and is easily wiped down and dried after rain or cleaning.

Crime Prevention

Every table should be fitted with Chelsea Hooks to reduce the potential for bag snatches and dippers. Signage must be present at all establishments warning patrons of the risk of bag thefts and dipping. These should be displayed where they are clearly visible to all members of the public. Staff must be trained and directed to actively warn customers of the risks of crime and advise customers to move any bags hanging on the backs of chairs or on the floor to use the Chelsea Hooks.

Planting

Any additional planter boxes and planting introduced by businesses must be maintained in good condition.

Umbrellas

No umbrellas overhanging the carriageway will be permitted and they should not interfere with vehicle sight lines and traffic signs. Umbrellas should be free of advertising in a plain canvas material, capable of being folded down and removed when weather permits, and stable enough to withstand strong winds. Any form of gazebos or temporary shelters are not permitted as these have the risk of reducing natural surveillance or creating congregation points.

Service and Storage

- Tables and chairs must be supplied by businesses and taken within the premises before 11pm when roads reopen – see Licensing. If tables and chairs are unable to be taken within the premises they must be safely stored and locked within the street.
- Table service must be provided to all patrons to ensure social distancing is complied with. New licenses for outside drinking cannot be supported.
- Premises will be responsible for street maintenance and cleanliness of the street trading area unless the responsibility is accepted by a BID or landowner.
- Premises must ensure that they are appropriately covered with insurance.



Toilets

Under the business's COVID risk assessment (specific to each business), use and access (including queuing) of the WCs should also be reviewed. WCs should be made accessible to customers in line with the risk assessment. Please use the following link for further advice: [gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery#takeaways-2-3](https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery#takeaways-2-3)

The installation of temporary toilets on the street will be continually reviewed and installed if necessary.

Heating

No heaters of any kind will be permitted.

Lighting

Given the time of year it is hoped that natural lighting and ambient streetlight will provide sufficient levels to accommodate outdoor dining. In instances where localised lighting is required for businesses for either practical reasons or safety considerations the following should be considered:

- Avoid any cables on the footpath/street. Cable covers will be required in all locations.
- Cables overhead should be avoided. In instances where they are needed the height of these will need to ensure it does not impinge on emergency vehicle access and to be high enough from pedestrians reach.
- The direction and height of the lighting will need to be considered so that it does not cause any light pollution into residential premises.
- If required, free standing lighting should be suitable secured.
- If electrically powered these will need to be suitable for outdoor use.
- Ideally plastic covered lights to be used to prevent breakages as these will encounter a lot of wear and tear.

Health Act 2006

Any business operating will need to comply with the Health Act 2006 and ensure any outdoor smoking area is not considered substantially enclosed.

Further advice can be found on pages 9 &10 of [cieh.org/media/1258/implementation-of-smokefree-legislation-in-england-guidance-for-council-regulatory-officers-second-edition.pdf](https://www.cieh.org/media/1258/implementation-of-smokefree-legislation-in-england-guidance-for-council-regulatory-officers-second-edition.pdf) and [smokefreeengland.co.uk/what-do-i-do/quick-guide](https://www.smokefreeengland.co.uk/what-do-i-do/quick-guide)

Businesses should also be mindful of where customers are allowed to smoke as if permitted directly under a residential window this may cause an annoyance or nuisance to the occupier.



Licensing requirements

Tables and chairs

Central Government are aiming to pass into law a new Business and Planning Bill the w/c 6 July 2020. The Bill will introduce 'pavement licences' a temporary fast-track process for business to obtain permission to place tables and chairs outside for customers.

It is expected that the Bill will ensure that where a temporary pavement licence has been granted, any necessary planning permission required by the council is automatically deemed to have been granted. So, businesses that have been granted a pavement licence will not need to apply to the council for planning permission.

The outdoor seating proposal is a temporary measure and none of the consented licences will be valid after 30 September 2021. Applications have a five-day consultation period and a 14-day determination deadline. If a response is not provided in this window, the application is deemed to be consented.

Ahead of this bill coming into force, businesses can still apply for a tables and chairs license via Westminster City Council's new fast-track application process if they intend to open on the 4 July: westminster.gov.uk/fast-track-use-outdoor-space-hospitality-sector

All updates to the licensing process will be available on the councils website via this link.

Sale of alcohol

Although the government is proposing introducing new legislation to allow all premises that are authorised to sell alcohol 'on' the premises to also have 'off' sales, this legislation is not law yet. Therefore, premises that open on the 4 July and do not have 'off' sales as part of their premises licence, or do not have a Temporary Event Notice (TEN) in place will not be permitted to sell alcohol to take away. If you are intending to reopen your premises on the 4 July, and you expect your customers to use outside spaces, or to take away alcohol, it is strongly recommended that you check your premises licence to see if allows you to do this activity, or if you already have a TEN in place. City Inspectors will be visiting premises that are open and checking compliance with Premises Licences. They will also be asking business about their COVID Risk Assessment. If venues are found to be trading in contravention of their licence, they will be asked to cease trading. If you are unsure that your licence allows 'off' sales, please contact the Licensing Advice Line on **020 7641 4141**.

TENs can be applied for here: westminster.gov.uk/fast-track-use-outdoor-space-hospitality-sector



Noise and music

The council are fully supportive of helping businesses in this recovery period; however, businesses will still need to be mindful of their surroundings and ensure that their reopening and outdoor dining is conducted in such a way that the local neighbours including near-by residents and businesses are also respected. We are therefore not permitting any additional outdoor entertainment under the Fast Track Tables and Chairs Scheme or under a Temporary Event Notice. We also request that no noise generated inside the premises shall emanate from the premises nor vibration be transmitted through the structure of the premises which gives rise to a nuisance. Loudspeakers should not be located in the entrance lobby or outside the premises building. Compliance of current permissions is still expected, and enforcement will still be taken if necessary.

As well as entertainment causing an issue, customer noise can also cause a disturbance especially later into the evening. Please ensure that any customers drinking and/or smoking outside the premises do so in an orderly manner and are supervised by staff so as to ensure that there is no public nuisance. Please also ensure your customers leave in an orderly manner.

The business may also wish to consider making the manager's telephone number easily available if neighbours have reason to complain to encourage a good line of communication.

If neighbours do suffer with problems they can report noise and anti-social behaviour via our Report It webpage at the link below: **westminster.gov.uk/report-it**

Reports can be made 24/7 and will enable our officers to attend and witness the noise levels.



Advertising and signage

Any new advertising and signage applied to barriers which enclose tables and chairs, or any other area on the highway, will require express advertisement consent from Westminster City Council.

The council will not be providing any advertising guidance as part of the Hospitality Scheme. The display of unauthorised adverts is a criminal offence and any breaches will be investigated by the Planning Enforcement Team.

Should businesses wish to apply for advertisement consent they can do so here: [westminster.gov.uk/advertisement-consent](https://www.westminster.gov.uk/advertisement-consent)

As a rule, advertising must not be illuminated in any way and will be subject to the standard conditions in schedule 2 of the government's guidance on outdoor adverts regulations.

These are:

- 1** No advertisement is to be displayed without the permission of the owner of the site on which they are displayed (this includes the highway authority, if the sign is to be placed on highway land);
- 2** No advertisement is to be displayed which would obscure, or hinder the interpretation of, official road or rail signs, or otherwise make hazardous the use of these types of transport;
- 3** Any advertisement must be maintained in a condition that does not impair the visual amenity of the site;
- 4** Any advertisement hoarding or structure is to be kept in a condition which does not endanger the public, and;
- 5** If an advertisement is required to be removed, the site must be left in a condition that does not endanger the public or impair visual amenity.



Enforcement

Our key focus is to ensure the hospitality sector is reopened safely, that businesses are supported, and that the needs of our residents are at the heart of our plans.

Key principles of our enforcement plan will include:

- 1 Ensuring premises comply with the conditions and times of their various authorisations;
- 2 Reviewing social distancing measures implemented by premises, including customer management;
- 3 Enforcing on waste collections and litter to keep streets clean;
- 4 Managing Noise and Public Nuisance, both from the premises using tables and chairs and those providing off sales which leads to people drinking on the street;
- 5 Addressing congestion caused by road closures or unlicensed street trading (tables and chairs).

Our enforcement approach will be in line with our corporate enforcement policy, and we aim to support businesses getting back on their feet. We will use an escalating enforcement model, where we are accurately capturing the details of the premises causing complaints, and the actions taken. Business will initially be given advice and guidance on how they should operate to comply, and they will be given the opportunity to implement the advice or make necessary changes. If premises persistently fail to comply or are generating large numbers of complaints or concerns, we will look at enforcement action.

The lead enforcement officers will be the City Inspectors. Shifts will be altered to better resources busy times and Inspectors will be proactively monitoring locations that are expected to be busy or receiving complaints.

Complaints can be made via the council's online reporting system: westminster.gov.uk/report-it



Managing social distancing

There is an onus on businesses to ensure social distancing guidelines are always being implemented and adhered to, particularly when people are seated in a restaurant/bar or queuing outside. The items below summarise the key considerations.

Queuing

The council has produced a detailed guide to support businesses reviewing queuing arrangements for their respective premises. Download the guide here: westminster.gov.uk/sites/default/files/guidance_for_queue_management_with_social_distancing.pdf

Key considerations include:

- The premises will be responsible for enforcing social distancing amongst patrons.
- Physical queuing is to be avoided where possible. Bookings and reservations via online platforms or telephone should be encouraged to prevent prolonged dwelling.
- Where queuing and waiting is unavoidable the premises will be responsible for the safety and management of the queuing / waiting area and the queue size should be limited to the number of people that can safely stand within the premises frontage while abiding by social distancing regulations.
- Markings should be put in place to provide direction to patrons – see signage toolkit.
- Queuing must only occur within the boundary set by the premise's frontage. Queues should not impact upon neighbouring premises. You should take this into account when determining how much outdoor space you wish to allocate to tables and chairs.
- Ensuring that you consider inclusive mobility by factoring in how disabled people will be able to safely navigate around whatever measures you wish to put in place.

Seating in restaurants or bars

All seating should be arranged to comply fully with government social distancing guidelines. Currently this is 2m which can be reduced to 1m+ if mitigation measures (such as screens between diners) can be effectively introduced.

Signage toolkit

The council has produced a signage toolkit for use by Westminster businesses to help them open and operate safely. This includes a variety of stickers and signage to help enforce social distancing, manage queues and highlight sanitizer points. Download the toolkit here: westminster.gov.uk/sites/default/files/reopening_business_pack.pdf

Free bespoke support and guidance

The Westminster Business Unit is offering bespoke support if you need help and guidance on a range of issues, including getting advice on preparing for reopening. Please email businessunit@westminster.gov.uk or call **020 7641 2070**

Other sources of information

The Food Standards Agency has guidance for food businesses looking to operate during the COVID-19 pandemic. Sector guidance has been provided to help employers, employees and the self-employed understand how to work safely in the food sector: [food.gov.uk/business-guidance/reopening-checklist-for-food-businesses-during-covid-19](https://www.food.gov.uk/business-guidance/reopening-checklist-for-food-businesses-during-covid-19)



Marshalling and access

- As part of these proposals Westminster City Council will install barriers (or other measures approved by the council) at various locations across the borough in order to facilitate road closures for outdoor dining. The council will be working with organisations including majority landowners, Business Improvement Districts or individual businesses to assume responsibility for management and daily operation of the barriers.
- The responsible organisation will be required to ensure the roads are closed to normal traffic at times specified by the timed closure. They will also be responsible for managing the entry of the following exempted vehicles/activities during these times:
 - Emergency vehicles
 - Vehicles involved in building operations, highways maintenance, statutory undertakings or duties etc
 - Refuse vehicles
 - Road-sweepers
 - Royal Mail vehicles
 - Residents requiring access to/from off-street parking areas
 - Disabled driver/passenger access
 - Vehicles subject to a specific Westminster City Council disregard for that location.
- The barriers provided would need to be marshalled permanently throughout the closure period to ensure access is managed and maintained. Marshalls should be suitably qualified for the task with appropriate PPE provided.
- Clear and unobstructed access for all emergency vehicles requiring access has been designed into the plans, with all new barriers and bollards positioned to ensure this access can be maintained. It will be the responsible organisation's duty to ensure this access is always maintained unobstructed to ensure response times are kept to an absolute minimum if first responders attend incidents within the footprint.
- The responsible organisation should also be ensuring that furniture is not positioned in a manner that will impede this access and / or items are able to be swiftly moved if access is necessary.



Waste management

Westminster City Council will continue to offer a full waste and recycling collection service from outside premises throughout this period. Where the council's larger trucks cannot gain direct access, collections will be made via smaller electric vehicles that can work safely in the closed-off streets. Up to date information on waste and recycling collections in your area can be found via the council's website using the link below: westminster.gov.uk/recycling-and-rubbish

To assist us, business and residents are requested to:

- Whenever possible the use of other collection time-bands outside of 11am–11pm is encouraged. Most streets have two or three collections every day.
- Households should also continue to present their waste and recycling in the agreed locations during the existing collections times and outside of 11am–11pm whenever possible.
- Request suppliers take items such as pallets, kegs, shrink wrap, empty boxes and crates back when they deliver supplies.
- Where possible, change the times when cleaners or contractors operate in your building, avoiding the need to present waste in the 11am–11pm closure period.
- Switch from using single-use plastic waste and recycling bags to wheelie bin collections. Bins should be stored in a suitable in-door storage space, not on the street. These bins can be collected outside the 11am–11pm closure.
- Avoid presenting waste and recycling bags where it can cause obstruction. Waste should not be thrown onto big mixed piles. Please keep different coloured waste bags (red, blue etc.) separate from each other.
- Businesses and residents are encouraged to reduce the need for waste and recycling collections in the first place. For advice on waste reduction please visit: clean-streets.westminster.gov.uk/8-tips-to-reduce-business-waste

Customers using private waste collection services need to speak to their contractor, prior to re-opening, so that they can ensure that their waste will be collected. This conversation needs to consider the changes to road layouts/closures and agree a suitable location and time for the waste to be collected from. The collection times for these locations needs to be adhered to. When using marked waste or recycling bags (unmarked waste bags will be enforced against as fly tipping), these must not be over-filled and must be secured in a way that waste does not escape from the bag or cause staining on the highway.



Freight, servicing and deliveries

Information for businesses, landowners and BIDs

DO

- **DO** inform your suppliers of the change in circumstances and that your business is open and ready to receive goods and services. If you are in an area where the proposed street closure will be from 11am do either supply a set of keys to your suppliers or have a member of staff on site from 8am to accept deliveries.
- **DO** refer them to the council's website link that explains the changes and contains a map of the affected areas: [westminster.gov.uk/sites/default/files/hospitality_businesses_recovery_proposal_brochure.pdf](https://www.westminster.gov.uk/sites/default/files/hospitality_businesses_recovery_proposal_brochure.pdf)
- **DO** work with neighbouring businesses, your landowner and, if applicable, your local Business Improvement District (BID) see lbhf.maps.arcgis.com/apps/Viewer/index.html?appid=237ed1dd26c84045a04cd02d91c7b93f and crossriverpartnership.org/projects/clean-air-better-business

To balance the amenity of local areas and to ensure that we minimise traffic, we are asking businesses to consolidate deliveries and freight. This will help keep noise disruption to a minimum, keep congestion from returning to unacceptable levels and maintain our improved air quality. Here are some suggestions you should consider.

- **DO** consider collective procurement - this is where a group of businesses jointly purchase goods and services from a number of carefully selected suppliers. For example, the order of stationery for one business is combined with those of other local businesses so deliveries arrive together, on a single vehicle. This may work for you if your businesses share a building or landowner. A major benefit of collective procurement is that it increases buying power and usually results in lower prices.

- **DO** reduce and consolidate deliveries by sharing suppliers or by using suppliers from one source which is already consolidated (e.g. New Covent Garden Market) so that the number of delivery trips can be reduced, see crossriverpartnership.org/projects/clean-air-better-business
- **DO** consider using suppliers and delivery companies that use zero emissions transport such as cargos bikes, small electric vans and portorage schemes, etc. for the 'last mile' delivery, see crossriverpartnership.org/directory or contact Askhighways@westminster.gov.uk
- **DO** consider nominated carriers – this is where a delivery company is selected by a business to deliver all their goods from all their suppliers. While this solution is not suitable for all types of businesses, its effectiveness is increased if businesses located in a specific area work together and agree to use the same nominated carrier for all their deliveries and collections. It eliminates the problem of many carriers duplicating each other's routes with partially-filled trucks or vans.
- **DO** consider bunching orders – this is a simple solution that does not involve a major change in the way goods are bought. Simply, you agree with your supplier that, regardless of the number of orders placed during a given time period, the supplier only makes the delivery on a given day or date. Individual orders are 'bunched' so they arrive together, on a single vehicle. This reduces the overall number of trips needed and associated emissions.
- **DO** consider the 'upstream supply chain' – the sharing of transport resources through collaboration between businesses and businesses and their landowner/BID can lead to a reduction in trips as well as financial and environmental savings.
- For more information see content.tfl.gov.uk/rethinking-deliveries--summary-report.pdf



DON'T

- **DON'T** forget that the temporary closure of streets (until approximately the end of September 2020) required due to the COVID 19 pandemic must not make things worse for residents, neighbouring businesses and the safe movement of people and traffic. Therefore, businesses, landowners and BIDs must respect local regulations and all businesses still need to comply with any local Planning, Licensing and Highways restrictions on the times at which deliveries are made.
- **DON'T** use this an opportunity to retime your deliveries to very late at night or very early in the morning. The council's proposals are that streets are closed to traffic from 11am at the earliest and until 11pm at the latest. The recent extension of the Congestion Charge Zone from 7am–10pm every day, including weekends, is unlikely to result in earlier deliveries as most deliveries are already made between 7am–11am. If it is absolutely necessary for you to retime your deliveries then please contact the council as your planning permission, licence or highways regulation may mean that your hours of delivery are conditioned.
- **DON'T** forget that businesses with permission for 'out of hours' or 'shoulder deliveries' should comply with TfL's Retiming Toolkit – content.tfl.gov.uk/retimingguide.pdf and TfLs Code of Practice for Quieter Deliveries.
- Businesses and communities can access information and guidance in relation to COVID-19 from official government resources and in relation to CRP's projects: crossriverpartnership.org/covid19
- Businesses and communities can access information and guidance in relation to CRP's Healthy Streets Everyday project. The programme is helping to aid London's' COVID response by enabling walking and cycling through initiatives such as school streets and car-free zones: crossriverpartnership.org/projects/healthy-streets-everyday
- **DON'T** forget that the council's loading/unloading time limits for commercial delivery vehicles still apply. For more information please refer to westminster.gov.uk/loading-and-unloading which includes clear guidance on the 20 minutes and 40 minutes 'grace period' concession for deliveries.



Information for Freight, Logistics and Delivery Companies Deliveries / servicing by van or HGV on Movement Strategy streets

- The council's COVID 19 Movement Strategy has led to the implementation, in a very short space of time, to a wide range of:
 - 1 Pedestrian space widening schemes in key retail, food and beverage, hospitality areas;
 - 2 Marked cycle routes and increased cycle parking;
 - 3 Fully pedestrianised areas which include timed road closures, e.g. in Covent Garden and Soho, and;
 - 4 The installation of many plastic barriers, cones, metal 'turtle gates and temporary signage
- Over 70 of these temporary (until approximately the end of September 2020) schemes are being implemented and over 50 of these involve outdoor dining and tables and chairs. Please bear in mind that these schemes were installed at very short notice through the use of new Government powers and so were not pre-consulted through the usual Traffic Management Order (TMO) process. If you have any concerns about these please contact us at movementstrategy@westminster.gov.uk where each enquiry will be logged and responded to.
- They are also being regularly reviewed and updated so please check our website westminster.gov.uk for any latest developments. Also please refer to westminster.gov.uk/westminster-reopens and westminster.gov.uk/fast-track-use-outdoor-space-hospitality-sector for information about our response to the needs of the Hospitality Sector and our approach to outdoor dining and tables and chairs, respectively.

If you deliver, collect or undertake local servicing with a van or HGV to any business or resident affected by the above, please **DO** the following.

- **DO** visit the site yourself to appreciate what measures are on the street. Seeing the changes on the ground; preferably in person but also virtually, will give you a far better perspective on the changes than looking at a plan or diagram. For example, in respect to turning circles, road width, nearby on-street loading and unloading bays, etc.
- **DO** speak to your customers, clients, account and business managers etc. to see if deliveries can be consolidated, reduced, times and consignment sizes amended to suit the new arrangements (see above). Do ask businesses and customers in those areas that have proposed street closures from 11am to either supply keys or have a member of staff on site from 8am to accept deliveries. Also ask them to see if more storage space can be used which could reduce the number of journeys required.
- **DO** look for gaps in our temporary barriers where traffic cones are placed – as these are 'Loading Only Zones' which are deliberately spaced to allow on-street deliveries to continue in a safe and compliant way. Please put cones back into place after you have completed your delivery.



- **DO** please look to find available kerbside space/designated loading bay close by, for example around the corner – if the kerbside space outside your delivery location is not accessible by a line of barriers, etc Do come prepared with a sack-truck for onward deliveries by foot from the vehicle to the door. For commercial vehicles the council will generally give 20 minutes casual observations for loading / unloading and do make it clear this is what you are doing.
- **DO** take time to acclimatise – the number of pedestrians is likely to rise daily as the city recovers from the COVID 19 lockdown; some businesses will re-open earlier than others and changes will need to be made on the ground to respond to resident and business requests. Where possible, we wish to encourage freight, deliveries and servicing consolidation and would welcome positive input from yourselves to achieve this.
- **DO** please remember that normal Parking, Waiting, Loading and Waiting conditions still apply for all other roads across Westminster. For more information please refer to **[westminster.gov.uk/loading-and-unloading](https://www.westminster.gov.uk/loading-and-unloading)** which includes clear guidance on the 20 minutes and 40 minutes 'grace period' concession for deliveries.
- If you have any questions or have particular handling needs on any of these streets please **DO** email **movementstrategy@westminster.gov.uk** where all enquiries will be logged and advice will be supplied in return.



Useful contacts

- For advice regarding issued Penalty Charge Notices (PCNs) visit [westminster.gov.uk/parking-tickets](https://www.westminster.gov.uk/parking-tickets)
- For any highways management enquiries, contact Askhighways@westminster.gov.uk
- To apply for suspensions of bays for removal vehicles, skip deliveries and building materials deliveries, visit [westminster.gov.uk/suspensions-dispensations-and-skips](https://www.westminster.gov.uk/suspensions-dispensations-and-skips)
- For Oversize/Abnormal Loads advice, visit [westminstertransportationservices.co.uk/pageContent/index.php?page_id=3&type=1](https://www.westminstertransportationservices.co.uk/pageContent/index.php?page_id=3&type=1)
- The London Lorry Control Scheme (LLCS) that grants permits for overnight and weekend access and deliveries: [londoncouncils.gov.uk/services/london-lorry-control](https://www.londoncouncils.gov.uk/services/london-lorry-control)
- Visit TfL's guidance on deliveries across London [tfl.gov.uk/info-for/deliveries-in-london/](https://www.tfl.gov.uk/info-for/deliveries-in-london/) which includes a useful link to receive TfLs weekly Freight bulletin.



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