

Re-opening Malmesbury Town Hall

General Guidelines



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Introduction

In response to the global Coronavirus pandemic, and in accordance with UK government lockdown guidelines, Malmesbury Town Hall was closed for all but emergency and background maintenance activity in March 2020.

This document defines a plan for re-opening the Town Hall as the government starts to relax lockdown restrictions and the local community returns to normal social activity.

Strategy

We will adopt an incremental approach to re-opening the Town Hall that follows the release and update of Government regulations and guidelines for the different types of functions that our facilities normally accommodate. A phased opening of the Town Hall will allow lessons to be learnt and acted upon as we proceed, that may be specific to the peculiarities of the building and its use.

Changes to the way the Town Hall facilities are used will be considered to mitigate the burden of changes to setup configurations (E.g. seating layouts) and additional cleaning routines.

Scheduling of activities in the Town Hall will be arranged to avoid clashes between different groups. Staggering the start and end of sessions in this way, may lead to a reduction in overall capacity.

A Town Council working group, tasked by the MTC Townhall and Facilities Committee, will oversee the planning and implementation of this strategy, working closely with the regular MTC staff.

Plan Development

The plan for Town Hall re-opening will comprise a collection of documents, which are listed as follows:

General documents

- General Guidelines (This document)
- Risk Assessment template

Activity Specific Guides

- Bar Operation
- Cinema
- Café

Room Specific Guides

- Tourist Information Centre
- John Bowen Gallery
- The Old School Room
- Assembly Room
- Wesleyan Room
- Malting Hall
- Hobbes

As the COVID-19 lockdown is relaxed and use of the Town Hall increases, only those documents that are relevant to the proposed use at a point in time will be issued/updated. This the plan will be completed incrementally in-line with the opening strategy.



Priorities

This list is a best estimate at the time of issue, and the relative ordering will be then be reviewed and modified according to government guideline updates and changing local circumstances.

Area/Activity	Status	Comments
GROUND FLOOR		
MTC Office	Open	Mixed with virtual home working
HEALS Office	Open	Ad-hoc access through Market Lane entrance
Old School Room	Open	Food Delivery/Bikes?
Blood Donation	Open	
Jackdaw Café	Open	Initially as a takeaway outlet, then as a Cafe from 4 July
Car Park	Open	Only for MTC permitted use
New public toilets	Open	
Town Hall toilets (downstairs)	Open	Needed for Café opening
Fire Exits	Open	As needed basis
Tourist Information Centre (TIC)	Open	Target 2 days per week
Museum	Closed	Current target: Sept opening for 1 day/week
Gallery	Closed	Potential clash with the queue for the downstairs toilets. Minimal interest from exhibitors until later in the year.
Cleaner cupboards	Open	MTC staff only
Boiler Room	Open	MTC staff only
FIRST FLOOR		
Stairs and Lift	Open	Core requirement for any first-floor event
Town Hall toilets (upstairs)	Open	Core requirement for any first-floor event
Fire Exits	Open	Core requirement for any first-floor event
Societies	Closed	Slimming world. Test case?
Bar	Closed	Future operation of the bar TBD
Assembly Room	Open	Open for the Cinema Movies@Malmesbury
Wesleyan Room	Partial	Open for Blood donations, managed in conjunction with the blood donation service
Malting Hall	Partial	Used for blood donations
Hobbess	Closed	
Events	Planning	
Social Functions	Closed	
Wedding Ceremonies	Open	Ceremony only, no bar or refreshments
Sports/Dance activities	Partial	Some activities returning
Council Meetings	Closed	

General Facilities

This section describes equipment, facilities modification and operating procedures that are relevant to all activity in the Town Hall during the opening period and for the duration of the COVID19 pandemic.



Personal Protective Equipment (PPE)

The objective for the use of PPE in the Town Hall is to protect our staff *and* our community from potential infection, therefore:

- We require visitors to cleanse their hands on their way in – an alcohol sanitation station on the way into the building at all entrances.
- We put up clear directions to toilets (when open) and hand-washing facilities. Instructions on thorough hand washing should be at all hand wash basins for staff and public. Lever taps, motion sensor or one-push taps are preferable, otherwise we will need to provide paper towels to turn taps off and a pedal bin for disposal.
- Staff should have pump action soap and alcohol gel in the office for use after washing hands and we should probably provide staff with some form of moisturiser.
- Perspex (or other) shields around customer facing desks and counters with a toe-line marked out so that visitors don't stand immediately over the TIC desk.
- We put up cough hygiene posters up as reminders, with well-marked bins for used tissues below the poster.
- Staff should have relevant instruction in donning, doffing and disposal of PPE safely.

Face Masks

Our Policy for the use of facemasks by individuals in the Town Hall will depend on the category of user that they fall into.

Category	Policy
Staff	Always required to wear facemask unless alone in the building ¹
Councillors	Comply to the same standard as Town Hall staff ¹
Tenants	Comply to the same standard as Town Hall staff ²
Contractors	Comply to the same standard as Town Hall staff ²
Hirers (Host)	Always required to wear facemask ²
Hirers (Attendees)	Always required to wear facemask ²
Public	Facemasks are recommended but not required ²

¹ Masks provided by MTC. Two standards will be available, 1) Airtight filter masks for high protection, 2) Washable masks for regular users, 3) disposable masks for occasional visitors.

² Provision of masks by the individual or their organisation

Gloves

Gloves will be made available to MTC staff for specific tasks as defined in the cleaning regime standards (tbd). Other users of the Town Hall will not be required to use gloves.

Covid19 Specific Bins

Pedal bins for the disposal of tissues will be placed in public areas for general users of the Town Hall. These bins will be emptied by the MTC cleaning staff.

Clinical bins for the disposal of PPE will be placed in non-public areas for the specific use of MTC staff. These bins will be emptied by a cleaning contractor.

Perspex screening

Initially to be provided at the main reception and TIC reception desks. The bar and other areas will be considered in future issues of this plan.



Flat screen for straight desk



Angled sides for curved desk

Hand Sanitisers



Free standing units will be sited at entrance points to the Town Hall and may be used in other locations if wall mounted units cannot be used.



Wall mounted units will be placed at junctions between Town Hall areas such that users can use them as they transition from one area to another

Visors and Aprons

Purchased for MTC staff as required. Cleaning staff will provide their own equipment.

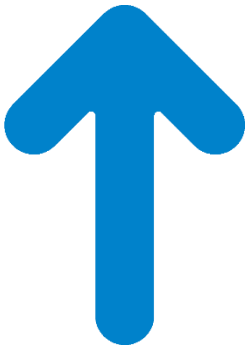


Signage

- Priority movement at doors and pinch points



- Traffic flow symbology



Different colour arrows may be used to denote traffic flow to different locations

- No entry/no waiting areas - TBD
- General information signage - TBD

Social distance management

- Use of one-way system
- 'Policing' key areas
- Activity Lead Responsibilities

Conditions of entry for the public

- Stated conditions on notice boards
- Use of hand sanitisers

Cleaning Regime

We need a regime of regular cleaning of touch points during the day. Door handles/push plates, counter tops, handrails, etc. Disinfectant should be used with single-use paper towels, which should be disposed of in a pedal bin. This is in addition to the regular cleaning routine.

PPE should be worn for cleaning – single use apron (sadly plastic) or a tabard that is worn once and then laundered, gloves and a mask, preferably also with eye protection.



We should put cleaning schedules in place for:

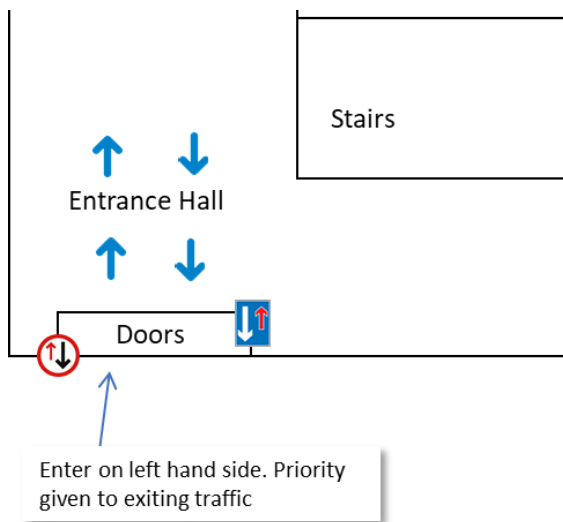
- General background regular cleaning
- Related to activities and specific use

We should also define cleaning responsibility split (MTC staff, Activity leads)

Pedestrian traffic guidelines

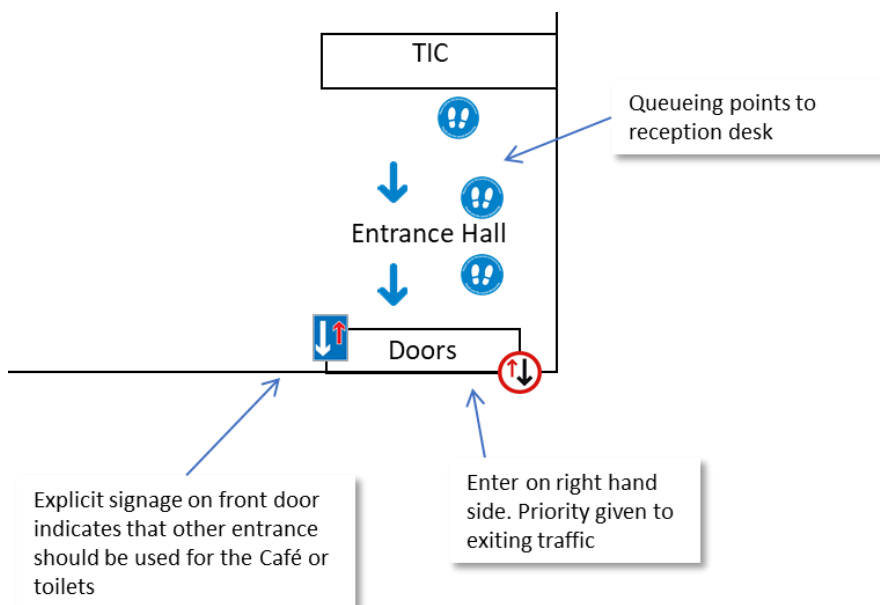
Front Doors

Both sets of main doors will be used at the front of the building with signage and traffic markings to indicate their proper use.



Main Door

Used to access the Café, downstairs toilets and all areas on the first floor.



TIC Door

Used for TIC, general enquires and ticket sales and for the Museum

Internal Doors

Where possible, doors will be propped open to facilitate easy movement. This will only apply to Fire doors that have self-closing catchments.



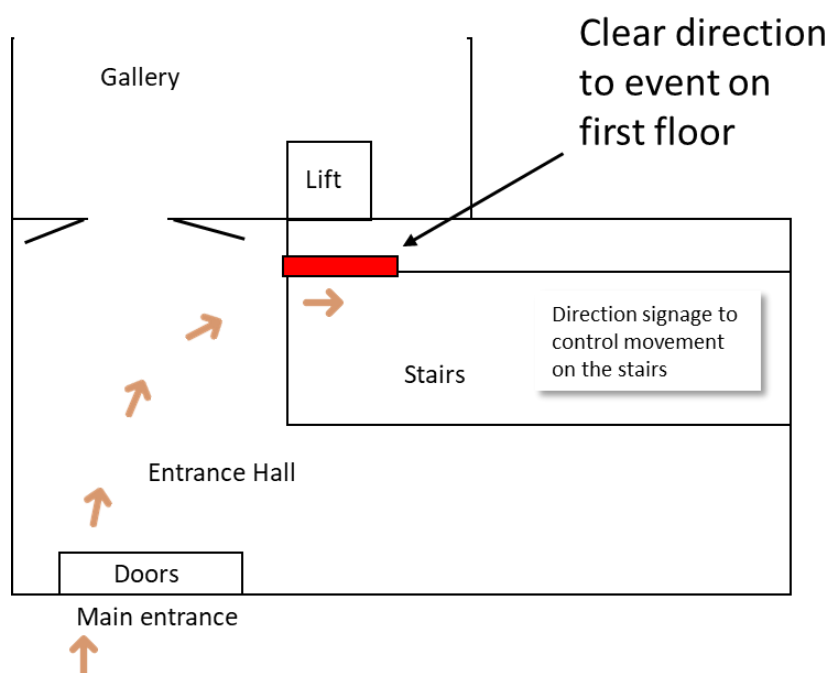
Fire Escapes

Health and safety regulations covering fire doors always remain in effect. For events on the first floor of the Town Hall, it shall be permitted to use the Market Lane fire exit as an exit route for participants at the end of an event, if the main entrance area is busy. This will prevent a clash of pedestrian traffic and ensure that social distancing is more easily observed.

Stairs

The main Town Hall entrance will be used for all events taking place on the first floor. To date there has been no backed-up queue for the café so there should be no clash using this entrance.

To ensure prompt traffic flow, a large, prominent sign (with arrow) at the bottom of the stairs will direct participants directly to the first floor.



Traffic flow on arrival at main entrance

The stairs will have markings and signage to indicate which side to walk on and who has priority where it narrows.

Lifts

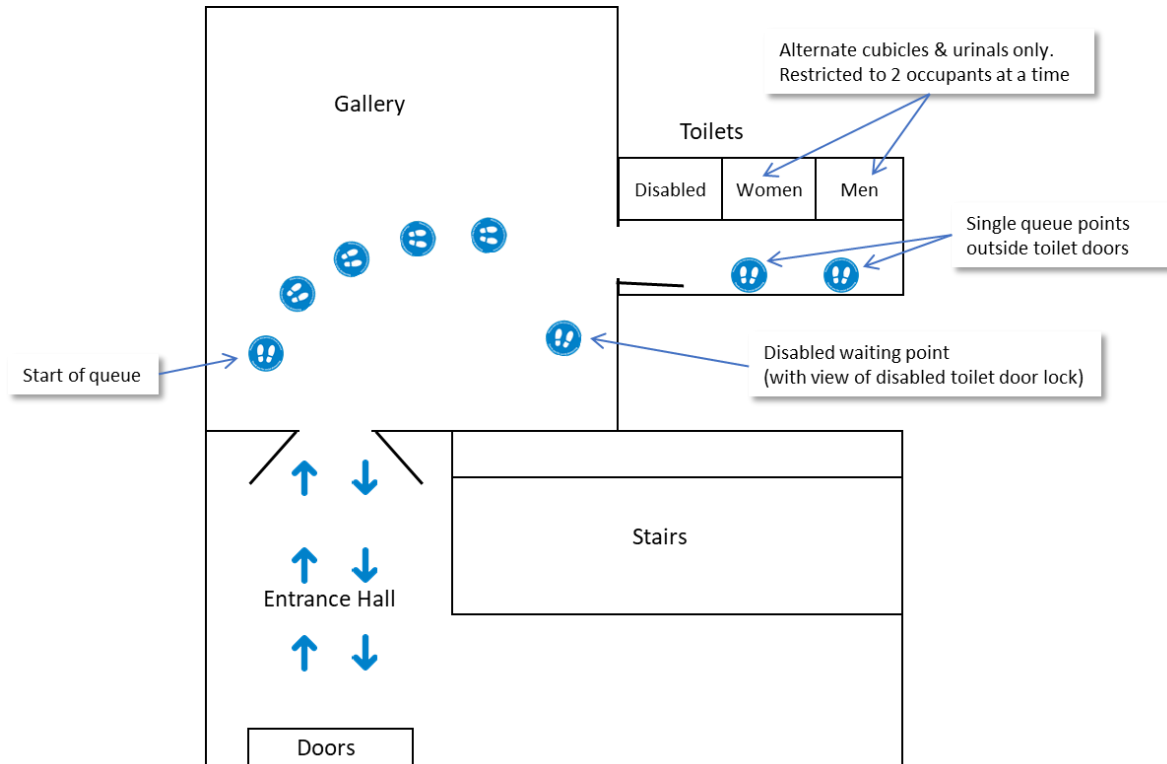
Audience members requiring use of the lift may do so but will be advised to use hand sanitiser on entry and exit of the facility (wall mounted units will be available).



Toilets

Ground Floor

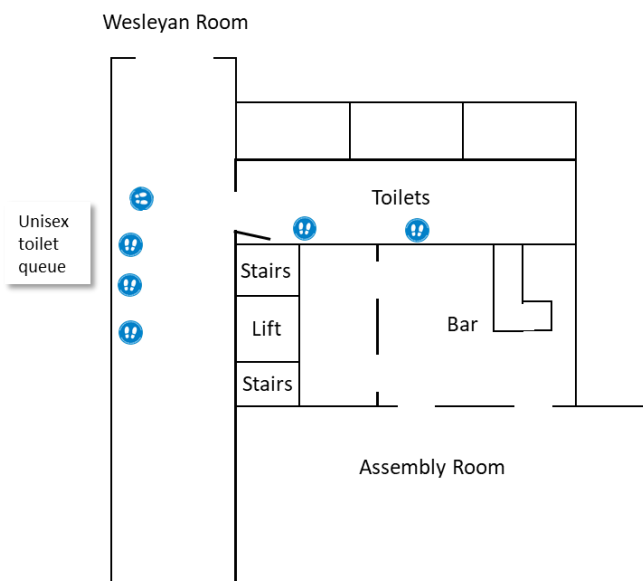
The downstairs toilets will be open whenever the Town Hall is open and is available as a convenience for general members of the public as well as participants in events on the ground floor (including the café).



A socially distanced queue for the downstairs toilets will be marked out in the John Bowen Gallery'

First Floor

The first-floor toilets will be available for participants in events on that floor only.



The main first floor corridor is wide enough to accommodate a queue whilst allowing traffic from all first-floor locations to pass it safely and join the end if required.

If possible, the automatic closing mechanism on the cubicle doors will be removed/disabled so that it is easier to determine if a cubicle is occupied



Track and Trace

The responsibility for recording contact details for participants at an event (in accordance with Government guidelines) lies with the event organiser.