

*A3* **OWNER** 

**GBET** team **CHAMPION** 

**GBET Team** 

**BELT** 

TEAM

**GBET Team** 

**QTRAK** 

START DATE

15<sup>th</sup> July 2020

**REV REV DATE** 

- Due to the COVID -19 lockdown, Galway Businesses have concerns regarding safety, business stabilization and recovery, and how best to move forward in the 'new' normal. They need to be safe, keep others safe and be successful, in adapting businesses to meet new requirements. Individual businesses have/are implementing and adapting per current guidelines and policy.
- There are challenges that exist, that are outside of the control of the businesses, and need to be considered by local council and key partners. Not all challenges affect all businesses to the same
- This document proposes to articulate those key concerns, analyze them and identify proposals for review by local council and key partners. Data has been collected from local businesses in a series of meetings through May and June of 2020.

### **Problem Statement**

Preparing to live with COVID-19 in Galway city and county presents significant challenges for businesses. These challenges need to be addressed in a cohesive way that provides optimal solutions for a diverse range of businesses and their key stakeholders, ie Staff, Customers/Clients, suppliers, service providers.

## M M0 – Measure Strategy:

- M1 Who provides input on the current state (List the businesses and stakeholders we need to reach
- M2 How to gather the current state? (List mechanisms considered and finally what was used to understand the challenges)
- M3 Current State (Raw feedback received from the businesses; Note: at the end of this section, call out the key learning around where support is needed)

## M1 – Who provides input on the current state?

Galway Chamber Galway Chamber members Representatives of key stakeholder groups Mobility Team County Council City Council Representatives from disability groups

# M2 - How to gather the current state?

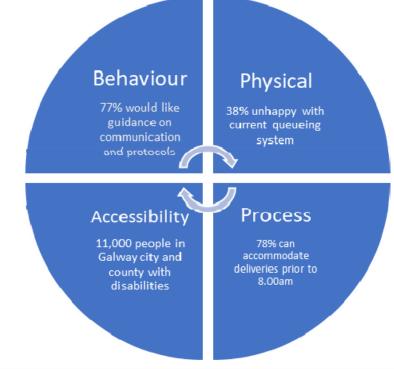
Medtronic Webinar with businesses 16<sup>th</sup> June 2020 Medtronic Webinar with businesses 24<sup>th</sup> June 2020

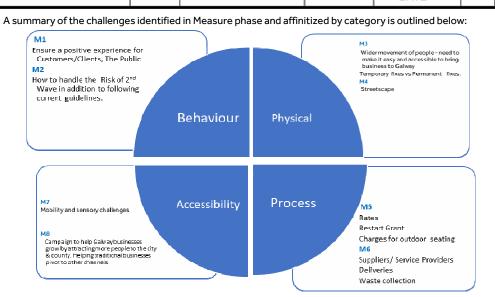
Meetings with Chamber and Medtronic Galway Business Engagement Team – multiple Feedback from the Galway recovery Forum - provided by Galway Chamber

### M3 - Current state

	Theme	Challenges
1	Customers/Clients, aka The Public Ensure a positive experience	Access and queueing challenges Weather challenges Awnings Outdoor seating
2	How to handle the Risk of 2 <sup>nd</sup> Wave in addition to following current guidelines.	Need mitigation controls in place to diminish the risk of a 2 <sup>nd</sup> wave. Maintain hierarchy of controls in individual businesses (Social distancing, hand hygiene, cough etiquette) Anticipate increased people traffic once schools/colleges return and Christmas shopping begins
3	Temporary fixes vs Permanent fixes	What changes are temporary and What changes are permanent? What can be reviewed
4	Streetscape	Small streets open to traffic. Listed buildings and associated constraints Footpaths in need of upgrading. Permanent bollards at Forster st.
5	Financial Rates Restart Grant Charges for outdoor seating	What are the waiver terms Push applications for restart grants What are the charges for outdoor seating Will there be rebates to be made to businesses who have already paid.
6	Suppliers/ Service Providers Deliveries Waste collection	Opening and closing times of pedestrianized streets.
7	Mobility and sensory challenges	Multiple representations on behalf of people with limited mobility and sensory issues to be considered when making adaptations. Height of sanitizing stations. issues caused by perspex and masks for people with audio and visual impairments. etc
8	Campaign to help Galway businesses grow by attracting more people to the city & county. Helping traditional businesses pivot to other channels.	More pedestrianization More outdoor seating Make it easy to get around town

Looking at the raw data, the model below provides a lens to understand the categories of challenges being faced by the businesses.





8 high level challenges highlighted above, do we need to go after all of these to make an impact on the current state for the businesses? If no, which ones do we need to go after? For the ones we are going after.

Where do we have to help with a specific solution vs. a process to arrive at the solution?

Is there a mechanism we can consider that will help the businesses come up with the right solution for their specific challenge and the extent to which this is hurting them? Eg. Is there a template we can make available that businesses fill out to understand what they can do to address the challenge. This will help having to think up a specific challenge to each one



