

Canterbury city centre security

A total of 105 automated, manually-retractable and static bollards will be installed around the city centre from July 2019. This is in response to counter-terrorism police advice on protecting our city from hostile vehicle attacks. The automated bollards will be connected directly to the council's CCTV control room via a camera and intercom and will be operational in the autumn - allowing us to strictly control vehicle access to the pedestrian zone.

How can I gain access to the city centre?

Access to the city will only be allowed via the intercom at one of the automated bollards sites. This will apply 24 hours a day. Our control room staff will respond to the intercom and have the final say on who can gain access. It will only be granted to vehicles specified in the existing traffic regulation order.

At the exit points, the bollards will lower automatically.

Unless you fall into one of the categories in the lists below, you will not be able to enter the city centre in a vehicle at any time.

The **pedestrian zone** operates between **10.30am** and **4pm** every day.

Those with **24-hour access** include:

- Residents and others with City Centre Access Permits
- Emergency services
- Medical practitioners such as GPs or midwives
- Main vehicles involved with weddings or funerals in the city centre
- Armoured security vehicles

Between 4pm and 10.30am (**outside of the pedestrian zone hours**), those with access include:

- Deliveries to businesses and residents and collection of trade waste
- Blue Badge holders
- Royal Mail vehicles collecting from the post office and letterboxes
- Roadworks contractors and the utilities
- Delivery of large theatrical equipment to the Marlowe Theatre

Am I eligible for a City Centre Access Permit and how do I apply?

Residents are eligible for a permit if their only access to private parking at their property is via the pedestrian zone. They will be asked for full details to demonstrate this when applying. Applications can be made using our online form by visiting canterbury.gov.uk/citycentreaccess.

All existing City Centre Access Permit holders must apply for a new permit by visiting canterbury.gov.uk/citycentreaccess. Existing permits will not allow you to gain entry to the pedestrian zone.

The small number of businesses who currently have a City Centre Access Permit will need to contact us directly to discuss future arrangements. Please email annabelle.pennell@canterbury.gov.uk

How will a tradesperson gain access to my premises during the pedestrian zone times?

Between 10.30am and 4pm, a tradesperson will not be given access to the pedestrian zone.

Outside of these hours, a tradesperson will need to apply for a permit. Visit canterbury.gov.uk and search for tradesperson waiver.

If the need for access between 10.30am and 4pm is unavoidable, the property owner will need to discuss this with our control room on **01227 781879**.

How will the emergency services be affected?

We have been working closely with the police and the fire and ambulance services throughout this process. They will have special access to the city centre and have a direct link to our control room.

What about Blue Badge holders between 10.30am and 4pm?

Blue Badge holders will still be able to access the Orange Street car park, as this is outside the pedestrian zone.

What about online deliveries?

Delivery drivers will not gain access between 10.30am and 4pm. Check the options with your provider. They may include in-store collection or pick-up points as well as out-of-hours delivery



Crowded places bollard installation

- Location of automatic bollards
- ① Out only
- ⑥ In and out
- ⑦ In and out
- ⑧ Out only
- ⑨ Out only
- ⑪ In only
- ⑫ Out only
- ⑬ In and out
- ⑭ In and out
- ⑱ In and out
- Location of fixed bollards