

# City Centre Security: Frequently Asked Questions and Answers on proposals

## Vehicle Access Restrictions

*What type of access restriction will be in place and how will this be managed?*

The restricted streets will be signed as 'pedestrian and cycle zones' with automated bollards in place to prevent vehicular access. Access to the city centre will only be allowed via an intercom on a communication pillar. Our CCTV 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 traffic regulation order.

*I am disabled and need to park outside the shops. How can I do this if you are preventing access?*

To maintain necessary levels of security inside the pedestrian zones it will not be possible to park on-street, this includes blue badge holders. There are a number of dedicated disabled bays available within the streets surrounding the access restrictions, including some temporary additional disabled parking in response to Covid-19. The Council has also commissioned a pan-disability study which will advise on further mitigations to disabled parking provision.

Disabled bays for blue badge holders are available within Council car parks at Charlotte St (24 spaces), Avon St (11 spaces), Kingsmead Square (4 spaces), Broad St (4 spaces) and Manvers St (6 spaces). Further spaces are available in private car parks at Southgate (38 spaces) and Podium (13 spaces).

*I am a resident living within one of the restricted streets. Will I still be able to receive my food delivery service, parcels or other goods e.g. new washing machine during daytime hours?*

Food delivery services will not have access, and will need to be trolleyed or carried in from outside the restricted zone. Smaller parcels will need to be dropped at a collection point e.g. Amazon Dropbox or Collect+ located around the city centre and surrounding areas. For larger goods e.g. new washing machines you will need to apply for a 'one-time use' access permit, which you can apply for on the Council's website.

*How will I move to or from a property within one of the pedestrian zones once the new security measures are in place?*

You will need to apply for a 'one-time use' access permit, which you can apply for on the Council's website. Subject to approval, permitted vehicles will be required to show a copy of the approved permit to control room staff at the vehicle access point. Failure to present this document will prevent access.

*Will I still be able to pick up larger goods purchased in-store by car within the road closure area?*

No, you will need to find suitable parking provision outside of the restricted area or make arrangements with the store to deliver to your place of residence. *I live within one of the pedestrian zones. How will I receive medication through my chemist delivery service?*

Pharmacies and medical delivery services will need to find suitable parking provision outside the pedestrian zones at all times.

*I am a street trader that operates in Bath. When I can access my pitch location?*

Access will be provided before 10am to enable set up and after 6pm to dismantle your pitch. Should you wish to dismantle before 6pm you will need to do so utilising one of the loading bays outside the pedestrian zones.

*Where the roads have been restricted will the Council or private waste service providers continue collections at their normal times?*

Waste collections will remain the same, ensuring they are completed before 10am or after 6pm to suit the new restrictions.

*If I have a fault with one of my utility service providers and the road is closed how can they access my business or property to undertake repairs?*

Utility service providers will be able to gain access to make necessary repairs but will be required to provide a number of pieces of information to the Council's CCTV Control Room beforehand before access is granted.

*I am due to have work undertaken to my property; will trades people, who require a vehicle, have access while the road is closed?*

Between 10am and 6pm, a tradesperson will not be given access to any of the pedestrian zones and should park outside the restricted zone and carry or trolley in their required apparatus. However, if it is considered essential for the trader to have vehicular access, a one-time permit should be applied for via the Council's website by the resident/ business owner.

*I have a burst water pipe in my property, will an emergency plumber be given access?*

Access for emergency work on a property is permitted, but residents/ business owners will be required to provide one hour's notice to the CCTV Control Room, in addition to details of the tradesperson who will be attending.

*Will I be permitted to have a skip delivered/ removed from outside my property or have scaffolding erected/ dismantled on a restricted street?*

Yes. Subject to a successful request for a skip/scaffolding license, the Council's skips and scaffolds licensing requirements automatically provides for access. A number of pieces of information will need to be provided to the Council's CCTV Control Room beforehand before access is granted.

*Will I still be able to cycle through the restricted streets?*

Yes, where permitted and with caution.