

Residents Focus Group

NOVEMBER 16TH 2023



Objective

To identify how you currently feel about;

1. The cleanliness of the streets in Salisbury City Centre
2. Communication from Salisbury City Council

and understand how you think it could be improved.

Councillors want to listen to the views of local residents to inform their budgeting decisions.



Who attended?

438



61



13

All residents who provided their email address in their response to the survey were invited to register their interest.

Registered their interest.

Were invited to attend. A careful selection process ensured that the focus group accurately represented a cross-section of those who responded to the survey.

Key priorities for Salisbury residents were identified from the survey results.

Topics for discussion were selected, by the leaders of the Council from these priorities.

The focus group was independently run and facilitated.



Q 1. What have been your observations of the **cleanliness of the streets** within the Salisbury Parish areas over the last 12 months?

Attendees **reported** the following...

Pavements - Pavements are uneven causing trips & falls and accessibility issues for wheelchair/pushchair users. Dog mess is more of an issue on the outskirts of the city and pigeon mess is an issue below the bridge on Fisherton Bridge. There is often vomit on the pavements on Milford street in the morning at the weekends. This is normally cleaned up fairly quickly. There is a lot of scaffolding on pavements.

Bins & Litter - The streets in Salisbury are generally very clean and there has been a marked improvement over the last 12 months. Whilst the city centre is normally clear of litter, it is more of an issue further from the city centre e.g. Devizes Road. There is a lack of litter bins outside of the city centre (this was also mentioned in regard to dog mess). Bins often overflow in parks and green spaces. The new bin stores are a positive addition (majority view) but that the locations caused an obstruction (minority view).

Underpasses -The underpasses do become littered and bins overflow. Graffiti appears to be getting worse.

Leaves -At this time of year, leaves block drains and cause 'flooding' issues.

Weeds/Long grass - Sometimes there needs to be a better balance between rewilding and effective management of weeds & long grass. Areas within the city are looking unkempt and unmanaged which impacts the way residents and visitors feel about the city.

General - The process for reporting issues to Salisbury City Council is not clear. Use of an app like 'Fix My Street' would be helpful. Clearing up after the Charter Market is very good.



Q 2. In relation to **street cleaning**, what would make the biggest difference to you as a resident of Salisbury?

Attendees told us that they would appreciate **MORE...**

- bins in green spaces, bigger bins or emptying bins more frequently
- steam cleaning of greasy pavements and removal of chewing gum
- education about littering in local schools
- regular cleaning of graffiti (perhaps provide a specific graffiti wall or area)
- careful grass strimming in the cemeteries and tidying up of grass/weeds after strimming
- street art, it's great
- accountability from local business tenants for cleanliness of the area outside their shop
- even pavements
- visible authority to deter littering
- agile response to weather conditions e.g. diverting resource to leaf clearing if heavy rain is forecast
- enforcement for littering & not clearing up dog mess

It was also suggested that chemical weedkillers be reinstated and that reporting or logging issues should be easier.

Q 3. In relation to **communication from Salisbury City Council**, what does 'well informed' mean to you?

Attendees told us that being '**well informed**' means...

- Knowing where to find information easily and who to speak to about issues or concerns
- Having access to 'live' updates, e.g. if the market is not on due to poor weather
- Being clear on who is responsible for what
- Having an Information Office where the staff are able to provide the information required
- Being signposted towards all relevant methods and sources of Salisbury City Council communication
- Proactively being provided with information about things I am not aware of ('I don't know what I don't know')
- Being aware of how Salisbury City Council is representing Salisbury residents in discussions with Wiltshire County Council
- Being aware of progress on big projects in and around the city
- Having easy access to minutes of Council meetings



Q 4. What would you like **Salisbury City Council**, to inform you about and how?

What ?

- Areas of accountability Salisbury City Council v's Wiltshire County Council - Perhaps a 'Directory of Responsibility'
- Big projects and developments e.g. River Park Project, Fisherton Gateway, City Hall
- Events
- Markets
- Council meetings
- Strategic plans
- Any roadworks that may impact residents or visitors
- Signposting to other methods of communication e.g. Experience Salisbury email
- Live updates - e.g. a scrolling banner on website if market is cancelled

How?

- Website navigation could be improved in order to find key information more easily - Use of video explainers would help to build connections
- Social media - Facebook, Twitter, Instagram
- Salisbury Journal - Print and online. One request for weekly updates to be shared via the Journal
- Email updates
- Printed leaflets for quarterly updates & seasonal event information. Leaflets in dispensers outside Guildhall
- Engaging notice boards, 'A' boards & digital boards
- Billboards
- Informal coffee chats with Councillors outside of more formal Council meetings

Thank You

to all attendees for your constructive feedback and active participation