

SALISBURY CITY COUNCIL



Environmental Services Team Update

Marc Read – Head Of Environmental Services
29th September 2025

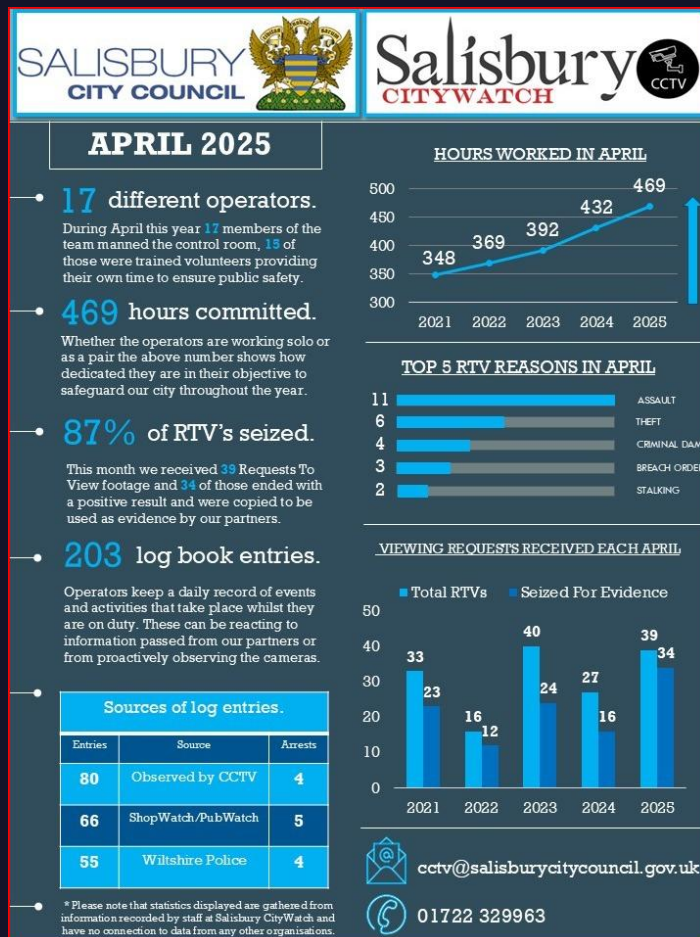
- Facilities team now at ‘full strength’ and working to address historic issues while ensuring our estate is fully operational and compliant.
 - Including ensuring we have all the required certification in place for our estate, such as EICR’s and Gas Safety certificates
- Inspections conducted at all residential and commercial properties owned by SCC over the last few months.
 - Identified issues being rectified.
 - Leases being reviewed to ensure all parties are adhering to their agreement.
- Pro-active inspections now taking place across sites operated by SCC. No longer focusing on reactive work, now working towards identifying potential future issues before large costs become involved.
- All Council operated properties utilities usage and costs being reviewed. Anomalies being identified and companies questioned to ensure the Council is receiving the best value for money.
- Diving deeper into fire risk assessments to ensure our sites are safe for all users
 - New fire doors installed at Portway, Bishopdown, Harnham and Hudson Field Pavilions to protect service users.
 - New evacuations plans and associated maps being drawn up for all SCC operated sites.

Pre-Planned Maintenance

- Covers identified required work for both SCC operated properties as well as leased residential and commercial properties (where we are responsible for exterior fixtures).
- £200,000 budget
 - £158,212.35 of work currently quoted and at various stages of completion.
 - Remaining £41,787.65 provisionally allocated but awaiting formal specifications and quotations.
- Examples of Preventative Maintenance works included within PPM;
 - Testing of Market Square Electrics (x3 a year) – ensure all working for large events.
 - Clearing of gutters and drains across multiple SCC properties – preventing leaks.
 - Clearing and cleaning of Crematorium roof – preventing build up of leaves and potential leaks.
- Examples of Larger projects included;
 - Repair of Sash windows in Guildhall Banqueting Hall and Crown Court.
 - Replacement of failed roof on Rampart Road Store (leased property).
 - Clearing of Cold Harbour Allotment Ditch.
 - Replacement of failed roof on Victoria Park Bowls Club.

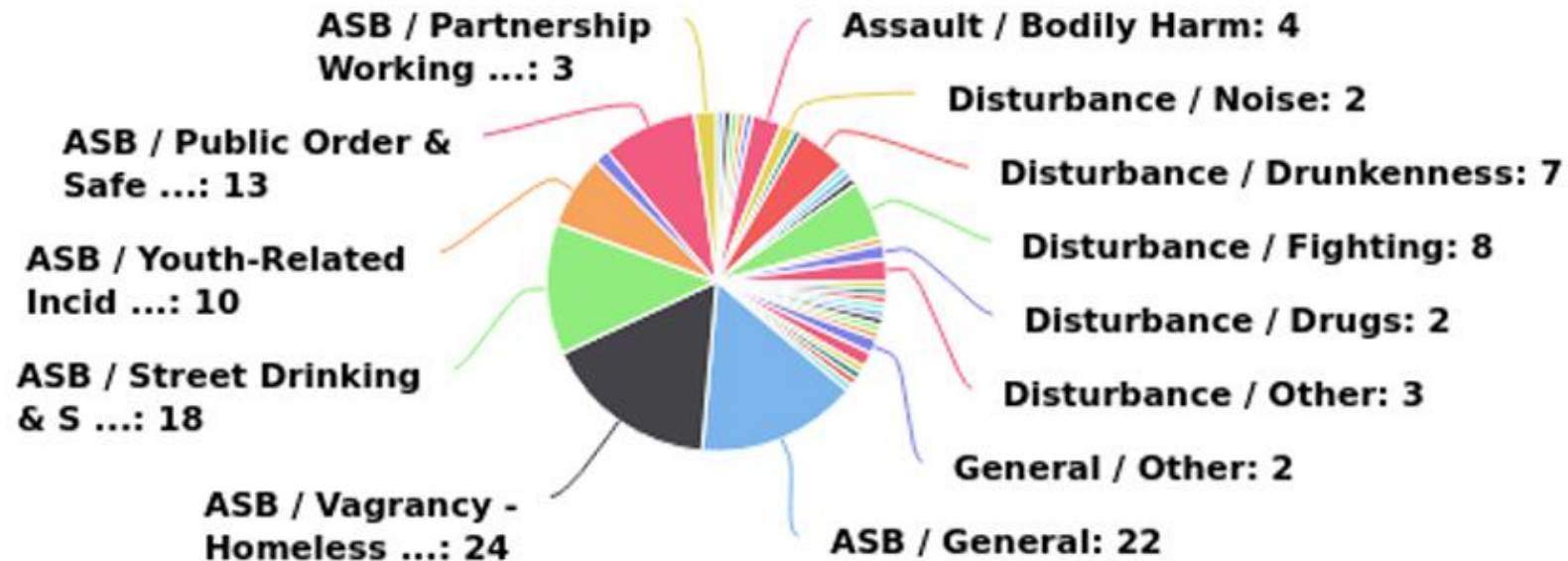
- Introduced a new base risk assessment template with the aim of bringing us more in line with other organisations and what is considered the industry average.
 - Positive feedback about ease of use.
 - Enables staff to break down risks further to understand control methods.
 - New procedure where all new risk assessments need to be seen by the Health and Safety Facilities Supervisor.
- Introduced an online incident reporting procedure
 - Aim to encourage more staff to complete while on the move.
 - Improve ease of reporting – no longer reliant on paper copies.
 - All near misses required to be reported as well.
 - QR codes being displayed at SCC managed sites and provided to operational staff.
 - Since introduction, received more than three times online versions than paper.
- Met with Occupational Health regarding air monitoring (diesel particulate) for the Depot and Health Monitoring for our operational staff (Streetscene and Grounds)
- Security of all SCC operated sites being reviewed
 - Understanding who is in our buildings and when for safety and fire compliance.
 - Protecting SCC staff.

CCTV – April 2025



- **April 2025 activity:** 203 logbook entries recorded at Salisbury CCTV. These are entries and records made by CCTV Operators.
 - 80 CCTV incidents -observed by operators on duty, resulting in 4 arrests.
 - 66 ShopWatch/PubWatch incidents – calls to CCTV via the radio system, either shops or pubs, resulting in 5 arrests.
 - 55 Wiltshire Police incidents involving CCTV, leading to 4 arrests.
 - **13 arrests** in total.
- **RTVs (Requests To View):** 39 received; **34 seized as evidence (87%)** — the strongest April conversion in five years. This is CCTV footage seized by the police for evidential purposes.
- **Workload:** **469 hours** worked in April — highest April on record.
- **Staffing:** **17 different operators, 15 of them volunteers (88%),** highlighting strong volunteer contribution.
- **Trend notes (Jan 2023–mid-2025):**
 - The number of different operators shows a gradual downward drift from early-2023 levels, despite peaks in hours worked.
 - Salisbury City Council CCTV now has less volunteer operators, but those volunteers are working more hours.
 - 2025/6 CCTV Volunteer recruitment is underway.

AEC | ASB Patrols - Salisbury Incident Analysis 01-07-2025 - 31-08-2025



Incident Category

01-07-2025 - 31-08-2025

Community Incident Report — Jul & Aug

Source: incident summary table provided.

Scope: All categories shown; months July–August.

Executive summary

- **Total incidents:** 144 across two months (Jul 78 → Aug 66, –15.4%).
- **ASB-related incidents:** 92 (≈ 64% of all incidents).
- ASB volume was **steady to slightly up** (Jul 45 → Aug 47, +4%), while **non-ASB fell** (Jul 33 → Aug 19, –42%).

Top categories (two-month totals)

Category	Total	Share
ASB / Vagrancy – Homelessness	24	16.7%
ASB / General	22	15.3%
ASB / Street Drinking & Substance Use	18	12.5%
ASB / Public Order & Safety Threats	13	9.0%
ASB / Youth-Related Incidents	10	6.9%
Disturbance / Fighting	8	5.6%
Disturbance / Drunkenness	7	4.9%
Assault / Bodily Harm	4	2.8%

ASB Wardens – Key Points

Month-on-month (Aug vs Jul) 2025

The biggest single driver is ASB linked to vagrancy/rough sleeping (24 incidents), followed by ASB – General (22 incidents). Together these account for the bulk of recorded activity.

Disturbance/Fighting/ASB and Public Order increased notably in August, no doubt due in part to the warmer weather, though reports of assaults on persons were stable across both months.

Overall takeaway: patrol demand is being pulled primarily by vagrancy/rough sleeping and broad ASB, with spikes in fighting in August; violence levels remained steady and low relative to ASB totals.

Crematorium & Cemeteries

Cremation Figures & Income

- Current cremation figures are 13% below target as of end of August, resulting in an income shortfall of £53,416.
- Officers have been proactive in reducing the deficit by bringing forward the increase in cremation fees and charges (September instead of October). Together with seasonal trends, this is expected to reduce the shortfall as the year progresses.

Operational Efficiency Improvements

- Talks are underway to change the pre-heat configuration of our cremators, which will significantly reduce fossil fuel usage, improve efficiency, and lower costs.

Staff Development & Training

- Mary Stanistreet is undertaking her CTTS (Crematorium Training Technician Scheme) Assessment, enabling her to become legally qualified to operate cremators.
- A new Crematorium & Cemeteries Officer, Nic Mackie, has recently joined the team and is settling in well.

Parks & Open Spaces Grounds Maintenance

Residential Areas

- The residential grass cutting team is currently undertaking the fourth cutting cycle throughout the parish. The schedule for these rounds is subject to seasonal growth and weather conditions.

Parks and Open Spaces

- Mowing operations have begun in designated long grass areas within the parks and open spaces, with a focus on meadow management.
- The team has also been carrying out clearance and maintenance tasks at the allotments.
- Minor tree works have been conducted to address structural issues and improve access.
- Specifically, vegetation along the ditch at Cold Harbour allotments has been pruned.

Sports and Recreation

- The gardening team has completed the line marking of all football and rugby pitches in preparation for the new season.

Upcoming Works

- Hedge cutting is scheduled to begin shortly in parks, open spaces, and residential areas.

Parks & Open Spaces - Volunteers

The new Churchill Gardens volunteer group has reported a highly successful outcome for the wildflower areas that were seeded in the spring. These pictures were taken by a volunteer of these areas.



This rare Bee Orchid was discovered at Fisherton Wildlife Meadow



Parks & Open Spaces - Volunteers

Salisbury City Council are responsible all riverbanks on our owned or managed land.

In a collaborative effort, Salisbury City Council officers and the Salisbury Wildlife Group completed riverbank repairs upstream of the Five Rivers Health and Wellbeing Centre, opposite the Salisbury River Park.



Parks & Open Spaces - Volunteers

The project utilised a bio-engineering technique known as willow spiling, where willow branches were woven around chestnut stakes to stabilise the bank and prevent further earth erosion.

Previous repair attempts had been unsuccessful due to damage caused by dogs accessing the river. To resolve this, the team constructed a formal 'dog dip' with dedicated steps to manage access points and protect the newly stabilised riverbank from erosion.



Parks & Open Spaces - Volunteers

The new steps are designed to combat the problem of bank degradation, ensuring the long-term success of the repair and providing a controlled entry point to the water.



Parks & Open Spaces - Trees

Following a successful tree planting initiative last year, which saw a high survival rate despite hot weather, a new planting program is being launched. Out of over 300 trees planted, only a small number failed to establish.

The forthcoming planting season will focus on replacements and new additions across the city and will include:

- Replacement trees: A total of 106 trees are on the replacement list. This includes areas such as Montgomery Gardens and the Folly, where significant ash die-back has occurred.
- Chiselbury Grove: At least 120 whips will be planted to replace over 40 Ash trees being removed due to disease.
- Memorial trees: Approximately 15 memorial trees will be planted in dedicated locations.
- Additional planting: Plans include planting 286 additional trees. Of this total, 120 are whips and hedging.
- The combined total for this season's efforts will be approximately 527 trees. The new planting aims to ensure the long-term sustainability of the tree stock and contribute to the Council's aim of increasing the cities green canopy.

Key Figures May–August 2025

- Fly-tipping: 169 incidents– 55.5% increase compared with last year
- Bag removals: 48 bags– 75.9% decrease compared with last year
- Fly-posting: ~100 posters removed across the parish– Joint work with Wiltshire Highways to educate offenders



23/09/2025



Operations & Improvements

Underpasses:

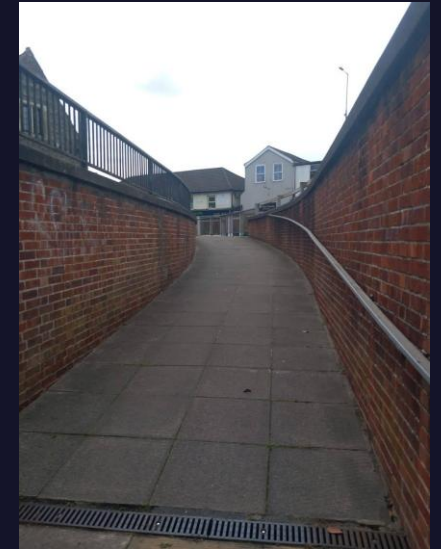
- Deep cleaning, graffiti removal, and weeding in all underpasses.
- Weeding: Completed in areas including Devizes Road, Wilton Road, Folly Lane, North Street, plus daily work by the City Barrow Team City Centre.

Operations:– Electric buggy now assisting with bin emptying– Reduces heavy loads and travel time for barrow team– Frees up staff for more weeding and litter-picking– Especially effective at weekends during high litter periods.

- Additional benches have been installed in Pinewood Open Space and the Folly. Benches with arms have been installed in line with the recommendations from the DIGS audit.
- Parks: High visitor numbers thanks to good weather; team working hard to maintain cleanliness daily.



23/09/2025





Thank you

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