

SALISBURY CITY COUNCIL



Environmental Services Team Update

Marc Read – Head Of Environmental Services
8th December 2025

Facilities

- Facilities team continuing to uncover and address historic issues across the estate
 - Making sure all compliance is in date (EICR's, Gas Safety certificates)
- Inspections conducted at all residential and commercial properties owned by SCC
 - Leases reviewed to ensure agreements are met
 - Rent reviews conducted, leases updated
 - SCC responsibilities adhered to and actioned where appropriate
- Team continues to carry out weekly inspections of all SCC operated sites, including toilets, pavilions and staff operated buildings.
 - To ensure service standards are upheld, with any issues immediately raised with appropriate contractors.
 - Written scheme for the control of legionella developed
- All utility bills reviewed, anomalies identified and all nearly resolved.
 - All services being brought into one supplier to ensure best value for money.
- Working towards being proactive not reactive
 - Work taking place to map out our assets, i.e. market square electrics
 - Inspections carried out to identify issues early.
- Working towards reopening of market square toilets

- 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 for review of risk assessments
- 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.
 - More online reports received than paper since introduction
- Exploring occupational health options to ensure operational staff health is monitored
 - Health Surveillance (HAVS, audiometry, lung function, skin assessments)
 - Noise Surveys – to ensure the PPE we have available is appropriate
 - Exposure monitoring for the Depot – to review exposure to diesel particulate
- Security and Safety of all SCC operated sites being reviewed
 - Understanding who is in our buildings and when for safety and fire compliance
 - Signing in system's being explored
 - Protecting SCC staff
 - Considering lone working policy
 - Reviewing fire wardens training

Pre-Planned Maintenance

All this year's pre-planned maintenance work is now scheduled with our contractor.

The following table shows the work that will be conducted, whether the task is complete, or when the work is planned to commence.

- and track progress effectively. The "Status" column indicates whether a task is "Complete," "In Progress," or "Scheduled" (for future completion), allowing for easy monitoring and adjustment of plans as needed.

Pre-Planned Maintenance

Location/property	Task	Anticipated commencement date	Completed
Tollgate Depot	Fill and level vehicle inspections pit	Oct	✓
Rampart Road store	Replace felt on flat roof	Aug	✓
Rampart Road store	Replace shutter door	Dec/Jan	
Coldharbour allotment	Reinstate drainage ditch	Nov	✓
Guildhall	Replace sash window in Banqueting Hall room	Nov/Dec	
Guildhall	Clean solar panels	Nov	
Market Square	Test/inspect electric's	Sept, Dec, Mar	
Caravan and campsite	Replace water heater	Oct	✓
Butcher Row	Replace wood on benches outside info centre	Nov/Dec	

Pre-Planned Maintenance

Location/property	Task	Anticipated commencement date	Completed
Market Square toilets	Service sewage pumps	Nov/Dec	
Tollgate Road Depot	Structural report and drawing for retaining wall	Nov/Dec	
Castle Road carpark	Structural report and drawing for retaining wall	Dec/Jan	
St Clements Churchyard	Structural report on wall	Dec	
Morning Star (old bowls club building Victoria Park)	Replace 4 external walls and frames	Nov	✓

Pre-Planned Maintenance

Location/property	Task	Anticipated commencement date	Completed
St Martins Churchyard	Structural report on walls	Nov	
Harnham Slope	Topographic survey of steps and bank	Oct	✓
All SCC buildings	Service rainwater goods	Sept - Mar	

Pre-Planned Maintenance

The Coldharbour allotment drainage ditch has been reinstated. The end of the pipe which connects to the road drain has been exposed. The ditch has been excavated creating a defined channel for water to flow down to the river.



Pre-Planned Maintenance

Tollgate Road Depot

This picture shows the footprint of the old vehicle inspection pit which is now filled and levelled with a screed finish.



CCTV – May 2025




MAY 2025

- 16** different operators.

During May this year **16** members of the team manned the control room, **13** of those were trained volunteers providing their own time to ensure public safety.
- 378** hours committed.

Whether the operators are working solo or as a pair the above number shows how dedicated they are in their objective to safeguard our city throughout the year.
- 70%** of RTV's seized.

This month we received **27** Requests To View footage and **19** of those ended with a positive result and were copied to be used as evidence by our partners.
- 135** log book entries.

Operators keep a daily record of events and activities that take place whilst they are on duty. These can be reacting to information passed from our partners or from proactively observing the cameras.

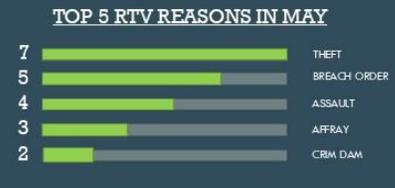
Sources of log entries.

Entries	Source	Arrests
59	Observed by CCTV	8
44	ShopWatch/PubWatch	2
32	Wiltshire Police	5

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- In May 2025, Salisbury City Council CCTV operated with 16 team members, including 13 volunteers, committing 378 hours to public safety.
- The control room processed 27 Requests to View (RTVs), with 70% (19 cases) seized as evidence. Operators logged 135 entries, primarily from CCTV observations (59), From ShopWatch/PubWatch radio system (44), and Wiltshire Police (32), resulting in 18 arrests. Theft, breach of order, and assault were the top reasons for RTVs, reflecting continued focus on crime prevention and community safety.

CCTV – June 2025



JUNE 2025

- **17** different operators.

During June this year **17** members of the team manned the control room, **14** of those were trained volunteers providing their own time to ensure public safety.

- **350** hours committed.

Whether the operators are working solo or as a pair the above number shows how dedicated they are in their objective to safeguard our city throughout the year.

- **80%** of RTV's seized.

This month we received **25** Requests To View footage and **20** of those ended with a positive result and were copied to be used as evidence by our partners.

- **175** log book entries.

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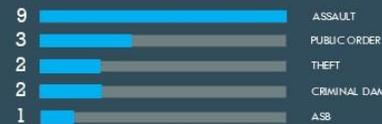
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TOP 5 RTV REASONS IN JUNE



VIEWING REQUESTS RECEIVED EACH JUNE



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- In June 2025, Salisbury City Council CCTV operated with 17 team members, including 14 volunteers, dedicating 350 hours to public safety. The team processed 25 Requests to View (RTVs), achieving an 80% success rate with 20 cases seized as evidence.
- Operators recorded 175 logbook entries, mainly from CCTV observations (69), From the ShopWatch/PubWatch radio system (74), and Wiltshire Police (32), which contributed to 17 arrests. Assault, public order offences, and theft were the most common reasons for RTVs, highlighting continued efforts to address crime and maintain community safety.

CCTV – July 2025



JULY 2025

- 16** different operators.

During July this year 16 members of the team manned the control room, 13 of those were trained volunteers providing their own time to ensure public safety.

- 383** hours committed.

Whether the operators are working solo or as a pair the above number shows how dedicated they are in their objective to safeguard our city throughout the year.

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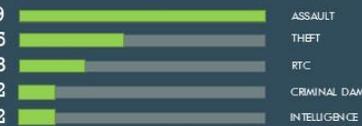
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HOURS WORKED IN JULY



TOP 5 RTV REASONS IN JULY



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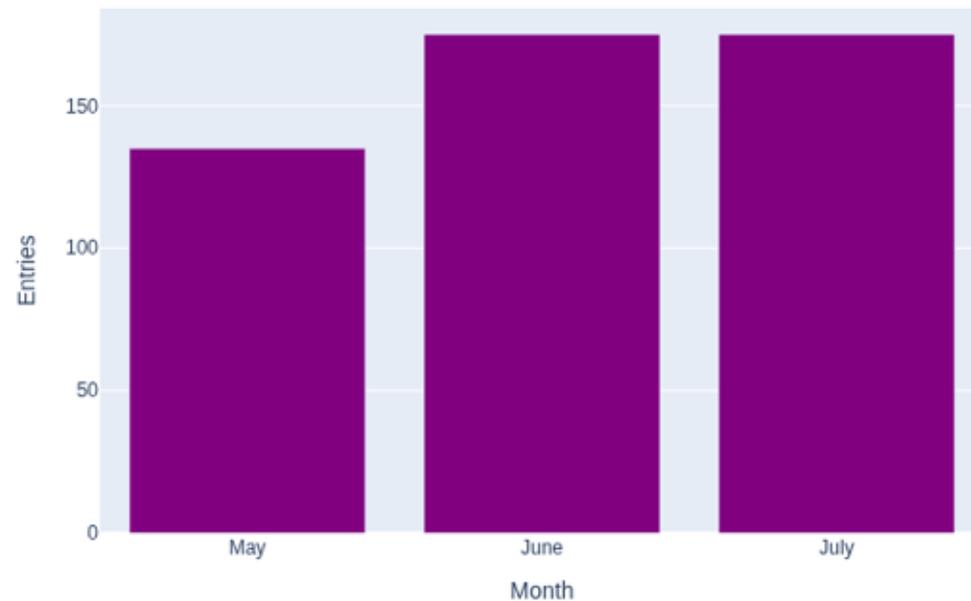


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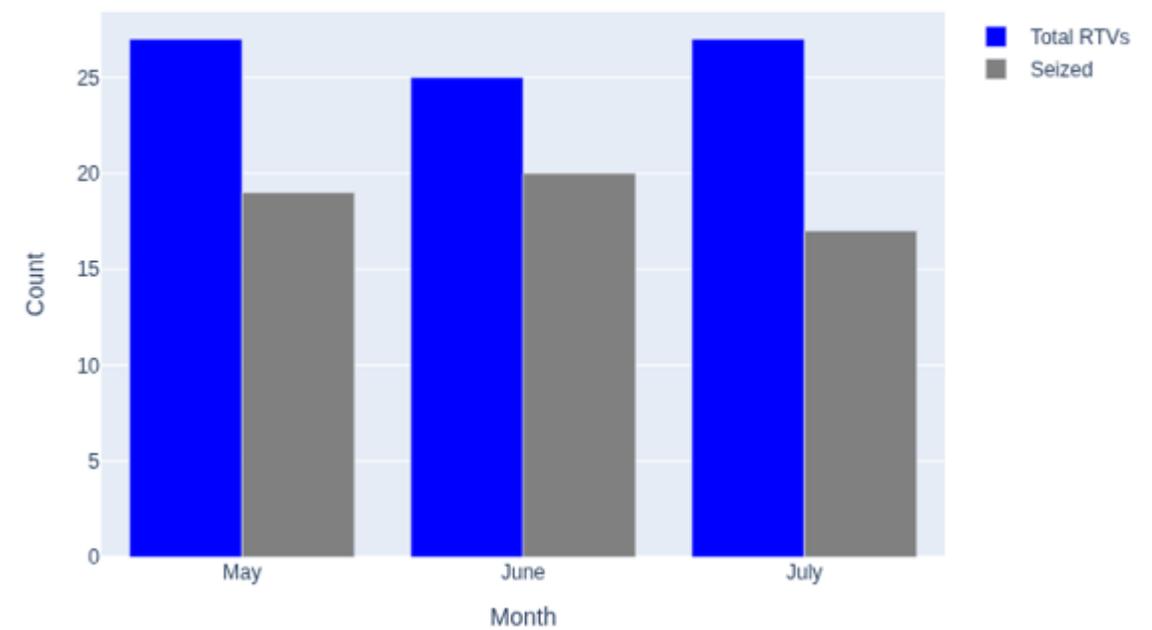
- In July 2025, Salisbury City Council CCTV deployed 16 operators, including 13 volunteers, who committed 383 hours to public safety. The team handled 27 Requests to View (RTVs), with 63% (17 cases) seized as evidence.
- Operators logged 175 entries, mainly from CCTV observations (63), From the ShopWatch/PubWatch radio system (84), and Wiltshire Police (34), resulting in 8 arrests. Assault and theft were the leading reasons for RTVs, alongside incidents involving road traffic collisions and criminal damage, reflecting ongoing efforts to tackle crime and maintain community security.

CCTV – May/June/July 2025

Log Book Entries per Month

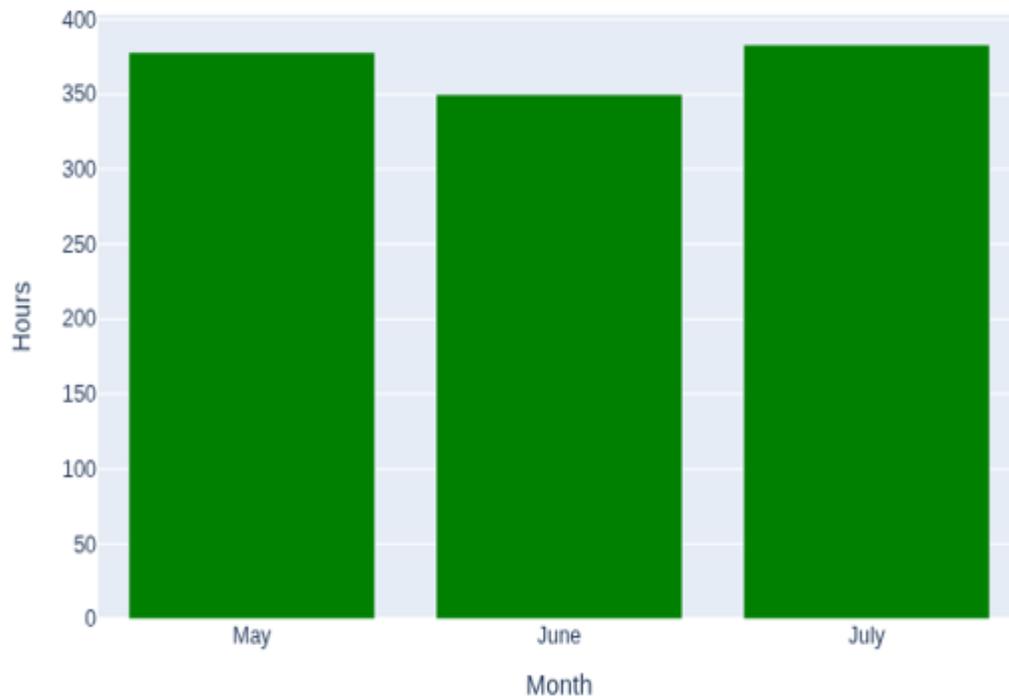


RTVs and Seizure Rates



CCTV – May/June/July 2025

Hours Worked per Month



Top Request To View CCTV Reasons

- **May:** Theft, Breach of Order, Assault, Affray, Criminal Damage
- **June:** Assault, Public Order, Theft, Criminal Damage, ASB
- **July:** Assault, Theft, RTC, Criminal Damage, Intelligence

Key Insights

- Volunteer engagement remains strong, supporting public safety.
- June showed peak efficiency in evidence seizure and collaboration.
- Assault and Theft dominate CCTV intervention reasons.
- Arrests linked to CCTV observations were highest in May and June.

CCTV – camera updates

- C7/C8 – High St and Silver St, to be upgraded to a TandemVu PTZ camera giving us a 180 static view plus Pan/tilt/zoom
- C13/C15 - new HD PTZ camera (high traffic areas)
- C11- upgraded to a 4 in 1 fixed camera plus PTZ giving us total cover of Milford Street area for nighttime economy
- New Network video recorder (NVR) for our deployable cameras – giving better connectivity and availability for additional cameras
- Maltings Park – upgraded to TandemVu PTZ (area of high ASB)
- 10 vital city centre cameras upgraded to 60Ghz for enhanced connectivity and no drop outs



CCTV – Good News

• City Centre Incident Highlights Enabled by CCTV Operator Contributions (June–Nov 2025)

- **A. R – Breach of Bail (17/06)**
 - Located via CCTV after city-wide alert
 - Served Community Protection Notice; escorted out
 - Commendation for coordinated response
- **S. B – Sentenced (05/08)**
 - 38 weeks custody + £187 surcharge
 - Result of strong partnership and detailed reporting
- **Bulk Thefts & Arrest (06/08)**
 - Multiple thefts (Sainsbury's, Tesco, Waitrose)
 - Arrest of AP after violent resistance; Taser deployed
- **Cathedral Close Threat (09/10)**
 - J. B acting aggressively
 - Rapid police response: incident resolved
- **Robbery at Bradbeers Bus Stop (22/10)**
 - 16-year-old victim assaulted
 - 2 female suspects arrested: Section 35 dispersal
- **Rimmer Theft & Arrest (12/11)**
 - Wanted for high-value watch thefts
 - Arrested after stealing items worth £122.94
 - Excellent intel sharing and teamwork



ASB Wardens and ASB - Key Points



Since May 2024, Salisbury City centre has faced persistent antisocial behaviour (ASB) linked to street drinking, disorder, and theft in hotspots such as Queens Street, Market Walk, Guildhall Square and The Maltings. A multi-agency response introduced a Public Spaces Protection Order (PSPO), enhanced patrols delivering around 2,400 extra hours, ASB Wardens, CCTV upgrades, and ASB Hotspot funding.

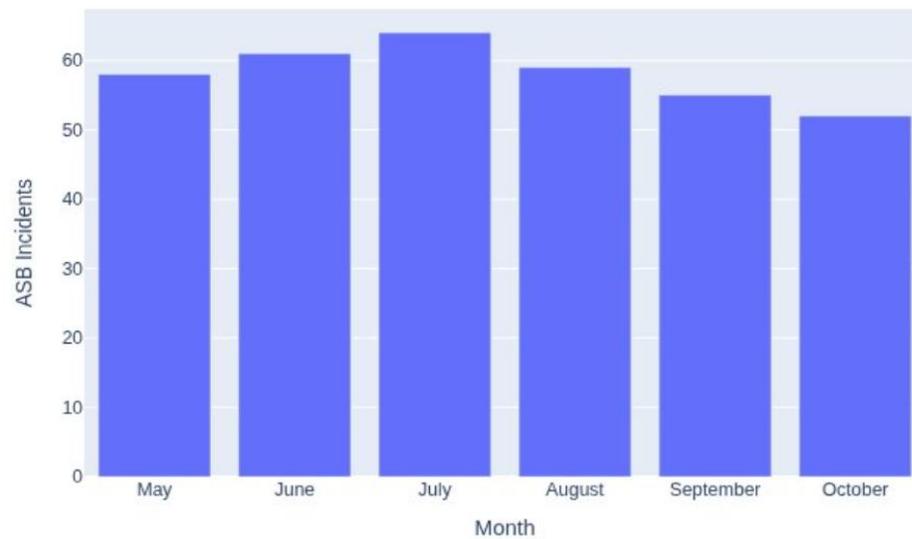
By July 2025, 28 PSPO fines had been issued, and July alone recorded 283 incidents.

With all partners now using the DISC (intelligence-sharing platform), information sharing and action taken is at an all-time high, strengthening enforcement and partnership effectiveness.

ASB Wardens

Monthly ASB Incidents (May–Oct 2025)

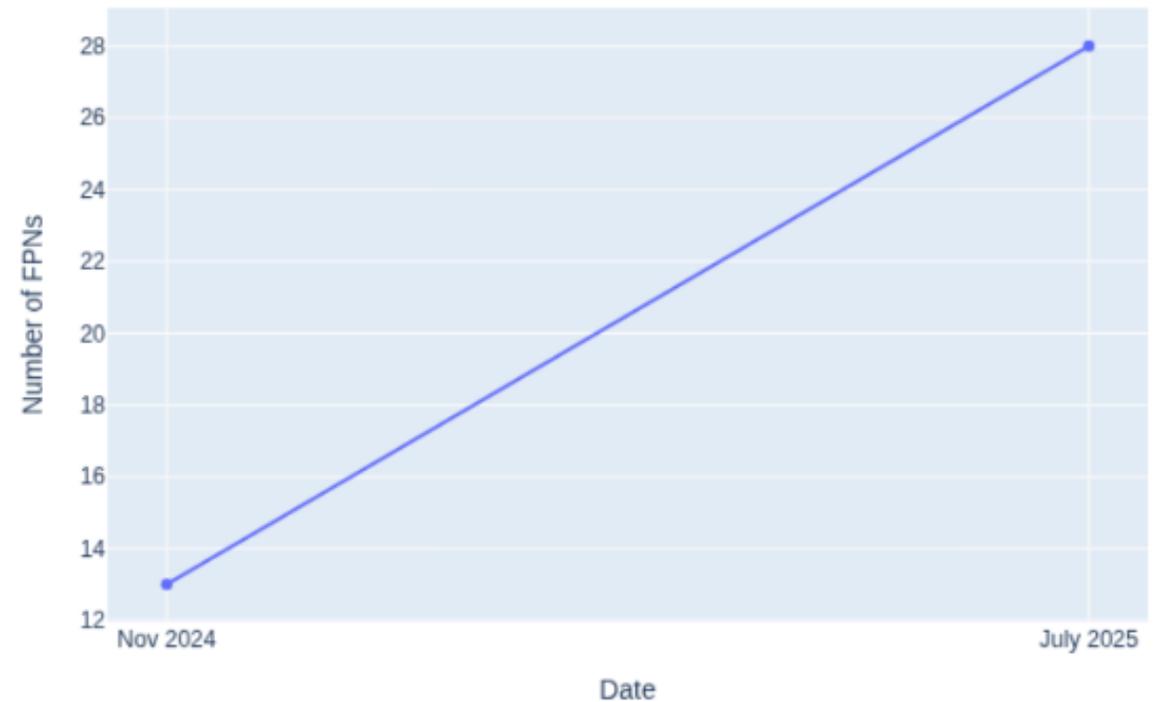
Monthly ASB Incidents in Salisbury City Centre (May–Oct 2025)



FPN's for breaches of PSPO

3. FPNs Issued Over Time

- Public Spaces Protection Order (PSPO) introduced May 2024
- Targets street drinking, catapults
- Fines: £100 for PSPO breaches
- 13 FPNs issued by Nov 2024, 28 by July 2025



Crematorium & Cemeteries

Cremation Figures & Income

- Current cremation figures are 11% below target as of end of September, resulting in an income shortfall of £68,244. This has reduced from 13% below target at the end of August and vindicates Officers proactive efforts in reducing the deficit by bringing forward the increase in cremation fees and charges (September instead of October). Together with seasonal trends, this shortfall is expected to continue to reduce as the year progresses.

Operational Efficiency Improvements

- Works booked in 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 has completed her CTTTS (Crematorium Training Technician Scheme) Assessment, enabling her to become legally qualified to operate cremators. She joins Neil Lucas (Crematorium & Cemeteries Manager) and Russ Owen (Crematorium Technician) as staff legally able to operate our cremators.
- All other Crematorium Officers will go through the training in 2026/27 to give further resilience to the team against staff vacancies and sickness.

Parks & Open Spaces

Team and task update

As the winter months begin, teams have shifted their focus to essential seasonal tasks, specifically hedge pruning, tree planting, and leaf clearance.

Tree Planting

The Parks Officers have placed an order for new tree stock with our supplier. To prevent storage issues and allow adequate time for planting, the trees will be delivered in batches to the Depot yard.

First Delivery Date: December 8th

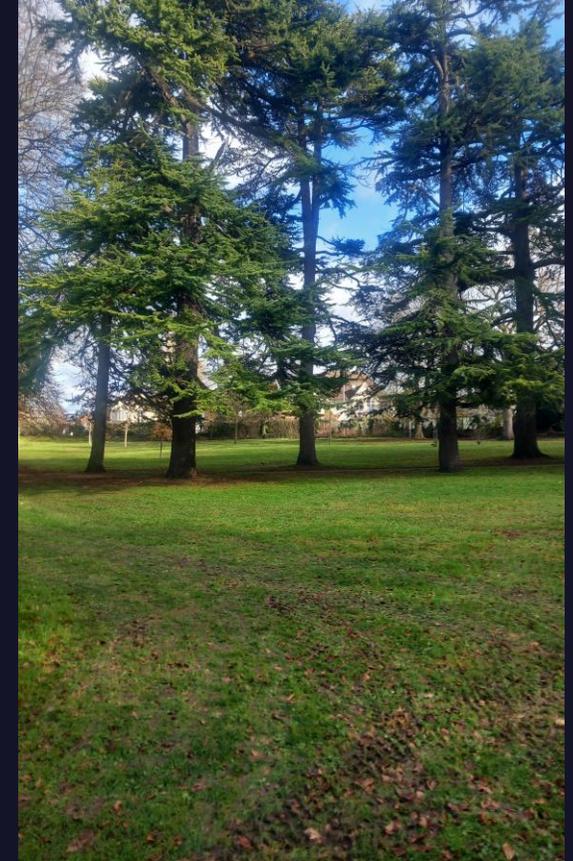
Planting Commencement Date: December 9th

Projected Completion: Mid-February

Planting efforts will be ongoing throughout the winter season until completion.

Parks & Open Spaces

Many deciduous trees within our parks have now shed their leaves. Clearance works are underway, and the teams have successfully completed the initial phase of leaf removal at Queen Elizabeth Gardens and Victoria Park.



Parks & Open Spaces

Hedge maintenance is currently underway. The residential grounds maintenance team is working in the Harnham area and will continue pruning hedges across the remaining wards within the parish throughout most of the winter months.



Parks & Open Spaces

New plants have been installed in the tubs located around the Crematorium. Sustainable species were carefully selected to provide visual interest and structure during the winter months, while also offering vibrant colour during the summer season.



Parks & Open Spaces

The football pitch at Victoria Park, which was rendered unusable earlier in the season due to damage from the summer drought, has been fully restored. Following reseeding efforts by the ground's team, the pitch has recovered and is now available for matches. The final preparations, including mowing and marking, have been completed.



Streetscene - Autumn Priorities

- Leaf Clearance is well underway across all routes. All available staff are assisting sweepers to clear leaves from highways.
- Teams on Market Square and Guildhall Square early each morning (except Market Days).
- Weeding is still being tackled daily by our barrow staff within the ring road.
- The Roving Team, when not leaf clearing, are continuing to weed and litter pick the parish



Streetscene-Partnership Working

Tent/Encampment removal

The team continue to work closely with the Police, Wiltshire Council Rough Sleepers Team, and CCTV Manager (Keith Jackson) with a focus on removing litter, drug paraphernalia, and clearing tents once individuals are housed.

Key areas: Arts Centre, Culver Street car park, Lizzie Gardens, Churchill Gardens/Newbridge Road.



Streetscene - Report and Response



- Improved Response and Community Reporting
- Reports have reduced by 31% year-on-year
- Indicates improved on-street intervention and faster team response before public reporting.
- Major increases in fly tipping occurred in **May, June, July, August, September, and October.**
- The biggest proportional rise was **October (+193%).**

	2025					2024					
	UN-LABELLED BAGS TO STREET	LABELLED BAGS TO STREET	FLY TIPPING	STREET LITTER AND CLEANSING	TOTAL		UN-LABELLED BAGS TO STREET	LABELLED BAGS TO STREET	FLY TIPPING	STREET LITTER AND CLEANSING	TOTAL
Apr	24	0	24	41	89	Apr	30	5	28	29	193
May	4	0	46	56	106	May	45	2	30	26	164
Jun	12	1	44	82	139	Jun	45	2	23	19	89
Jul	10	0	45	68	123	Jul	66	3	30	82	181
Aug	18	3	34	58	113	Aug	35	1	26	28	90
Sep	5	7	46	45	103	Sep	65	3	0	54	122
Oct	26	0	41	44	111	Oct	26	1	14	39	80
Nov					0	Nov	17	2	30	60	109
Dec					0	Dec	3	13	28	58	102
Total	99	11	280	394	784	Total	332	32	209	395	1130

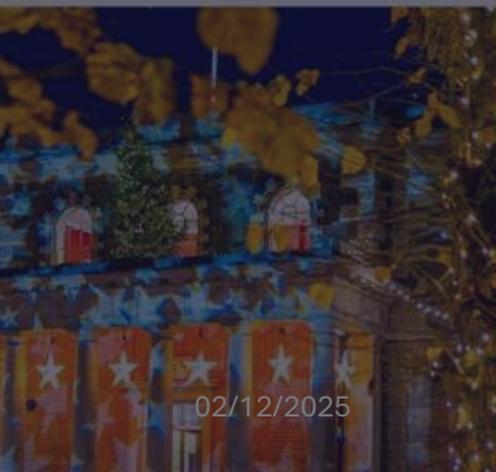


Thank you

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SALISBURY
CITY COUNCIL



02/12/2025



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TOP 5 RTV REASONS IN MAY



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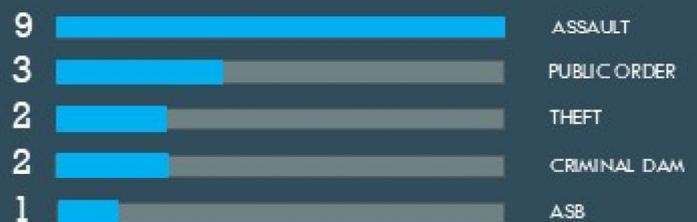
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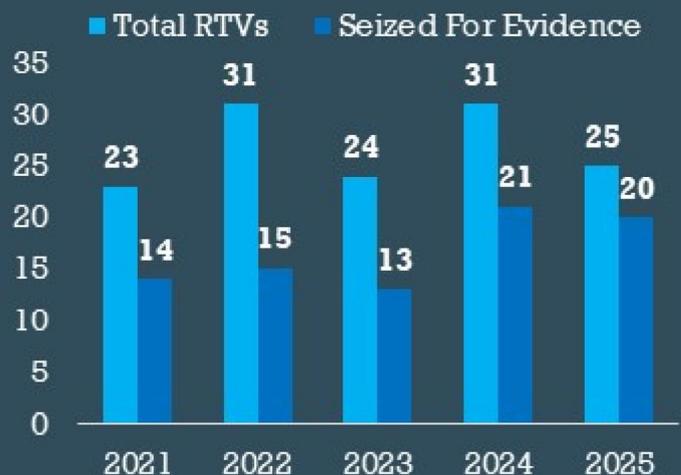
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HOURS WORKED IN JULY



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