

SALISBURY CITY COUNCIL



Environmental Services Team Update

Marc Read – Head Of Environment & Deputy CEO

13th April 2026

On-Call Programme



NUMBER OF WEEKS
ELAPSED SINCE
PROGRAMME START -
52

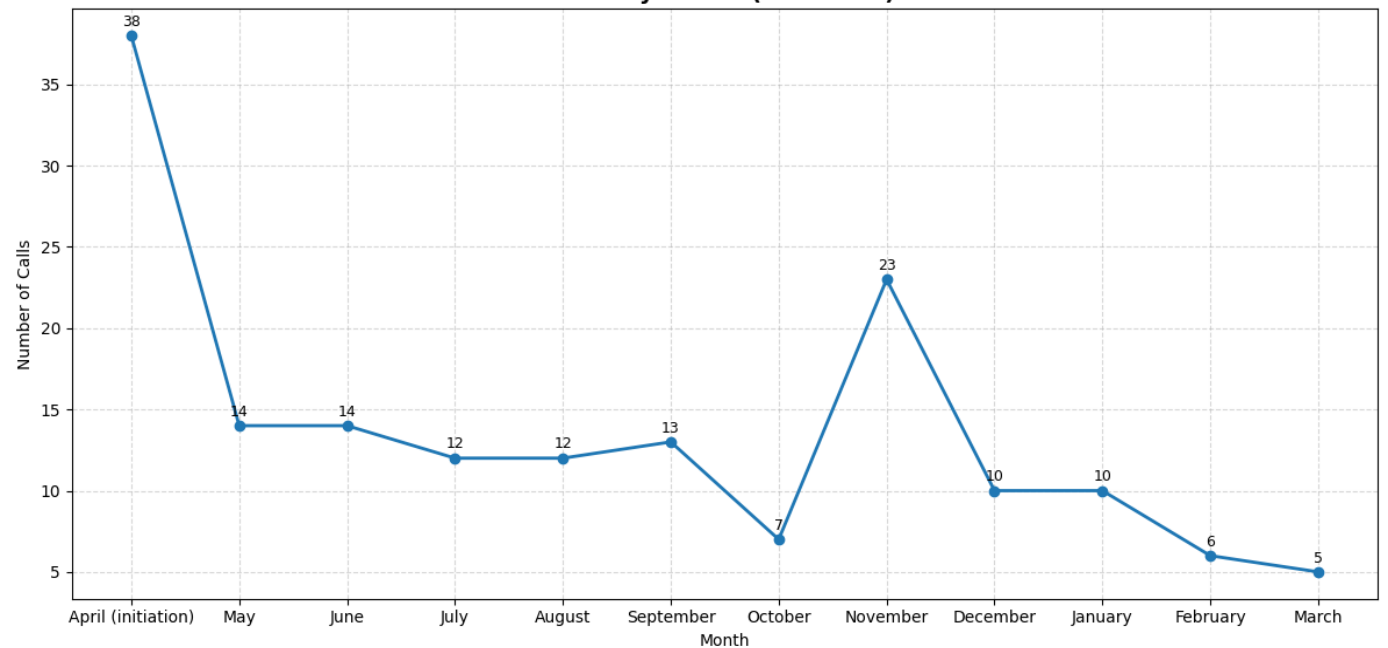


TOTAL NUMBER OF
CALLS - 164



AVERAGE NUMBER OF
CALLS RECEIVED PER
WEEK- 3.15

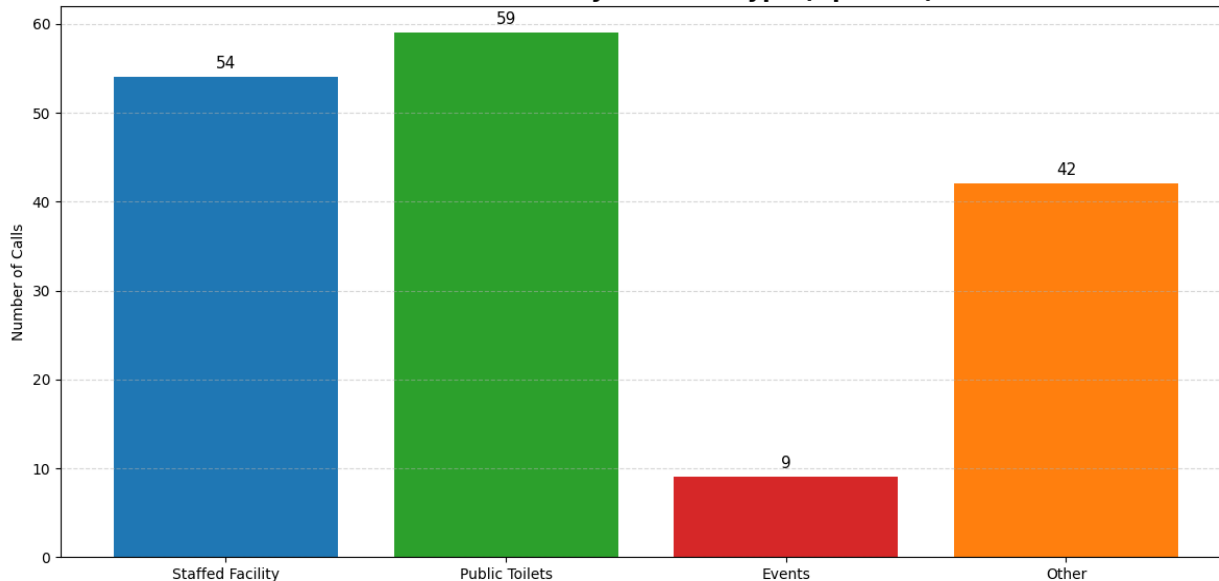
Calls by Month (New Data)



On-Call Programme

What's Changed Since Programme Initiation

Number of Calls by Location Type (Updated)



Instructions given to Security Company	No longer calling before attending sites, just post visits
Instructions given to cleaners r.e processes	Better communication to our cleaning contract managers, fed down to their staff resulting in less calls to the on-call manager
Addressing common calls and associated issues	Such as market square toilet access/door control
Weekly emails to on-call managers	To ensure as much information given as possible, If I know, they'll know!
Manual Frequently Updated	Whenever Sean has access (is on-call) and updates mentioned in the on-call weekly email. All new scenarios and occurrences added

On-Call Programme

Has the on-call programme been a success?

- Examples:
 - Christmas Market Electrical Issues
 - Summer Events – toilet issues...
 - Building Alarms
 - Assault at Coach Station
 - Storms – parks on standby



On-Call Process

- Security Company – gatekeep and signpost
- On-Call Manager – decides on best course of action

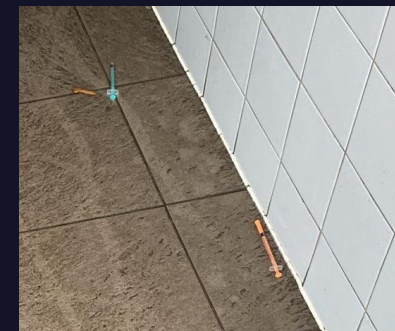
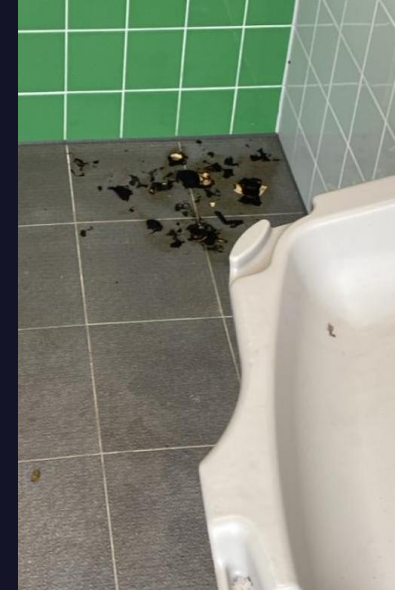
SCC Out of Hours Number – 01722 346485

- What can be logged through this?
 - Emergency issues – where there is a threat to health or safety. For example:
 - Fire
 - Dangerous electrical issues
 - Damaged play equipment that could cause harm
 - Fallen tree on SCC land
- Any other information should be logged in the usual manner to the appropriate team:
 - Facilities – facilities@salisburycitycouncil.gov.uk
 - Parks – parks@salisburycitycouncil.gov.uk
 - Streetscene – streetscene@salisburycitycouncil.gov.uk

Facilities



- Commercial properties
 - Review of leases
 - New fees and charges
 - Water...
- Toilets...
- Pro-Active Inspections
- Compliance Certificates
- PPM Routine



Health & Safety

- Exams...
- Health Monitoring Programme Implemented
 - Spirometry
 - Audiometry
 - HAVS
- Air Monitoring
- First Aid and Fire Warden/Extinguisher Training



Pre-Planned Maintenance

Preplanned Maintenance (PPM) 2025/26



Pre-Planned Maintenance

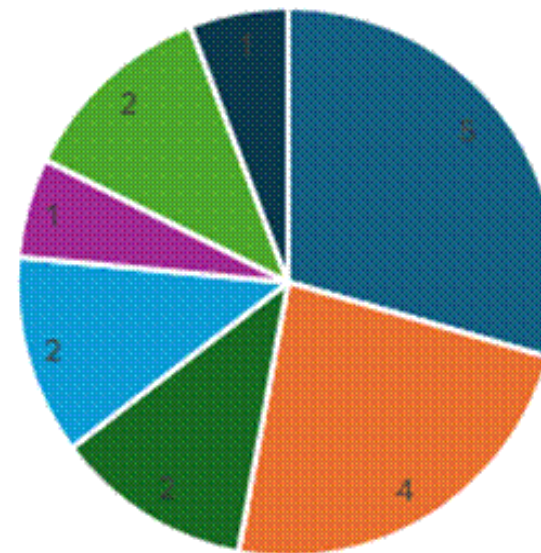
During the 2025/26 fiscal year, we successfully executed a comprehensive schedule of 22 preplanned maintenance initiatives. This programme was designed to balance immediate operational reliability with long-term infrastructure sustainability.

Item number	Maintenance item	Objective	Item number	Maintenance item	Objective
1	Reinspection of year 1 buildings for PPM schedule	This is a crucial task for ensuring the ongoing accuracy of the PPM schedule.	12	Replace Rampart Road store shutter	Addressing this maintenance item enhances the security of the store and safety of the user.
2	Accessing new sites and updating PPM schedule	Expanding and updating the PPM schedule to include new sites ensures comprehensive coverage.	13	Replace wood on benches outside info centre and paint metal work.	This task contributes to a welcoming and accessible public space.
3	Fill inspection pit in floor of Depot	This work addressed a potential safety concern and has improved the functionality of the depot.	14	Clear Guildhall roof sumps and drains.	This task ensures the roof drainage assembly provides an unobstructed path for discharge to prevent water rising under the led flashing
4	Replace Rampart Road store roof	Addressing this maintenance item has improved the store's protection from weather elements and restored asset integrity.	15	Clear guttering on SCC buildings.	Ensuring proper drainage around roofs helps prevent water damage.
5	Clearing Cold Harbour allotment ditch	This lowers the impact of flooding on the allotments and Kingsland Road and protects neighbouring properties.	16	Service Market Square sewage pumps	Regular servicing of these pumps prevents breakdowns and maintains hygiene standards.
6	Replace sash window in Guildhall Banqueting Hall	Addressing this maintenance item contributes to the preservation of the Guildhall.	17	Drawings for a replacement retaining wall at the depot and ground investigation report	This report will help determine the surrounding environment and provide drawings and recommendations for a replacement wall.
7	Clean solar panels on Guildhall roof	Maintaining the efficiency of the Guildhall's solar panels is important for sustainable energy practices. It is also a safety requirement set by our insurance provider.	18	Structural report of carpark wall by Rugby Club	This report will help determine the condition and necessary maintenance of the car park wall.
8	Cleaning haunched gutter on cathedral porch at Bournehill Gardens	Ensuring proper drainage in this area of the Cathedral Porch helps prevent water damage.	19	Structural report of St Clements churchyard wall	This report will help determine the condition and necessary maintenance of the churchyard wall.
9	Safety checks on Market Square electrics	Addressing potential electrical hazards is vital for public safety.	20	Replace 4 doors and frames on old Bowls Club building (Morning Star)	This work addresses the functionality, security and appearance of the building.
10	Replacement campsite water heater	This work ensured the campsite remained operational and continues to be profitable for SCC.	21	Clear Crematorium flat roof, sumps and gutters.	Ensuring proper drainage around the roof helps prevent water damage.
11	Structural report of St Martin's Churchyard Wall	This report will help determine the condition and necessary maintenance of the wall.	22	Topographic Survey of Harnham Slope steps	This survey will be used to inform the future design of the steps.

Pre-Planned Maintenance

Volume of PPM tasks conducted at each type of site

SCC staff buildings: 30%
Commercial properties: 25%
Parks and open spaces: 11%
Street assets: 11%
Closed churchyards: 11%
Public toilets: 6%
Allotments: 6%



■ SCC staff buildings ■ Commercial properties ■ Parks and open spaces
■ Street assets ■ Public toilets ■ Closed Churchyards
■ Allotments

Pre-Planned Maintenance

Examples of work

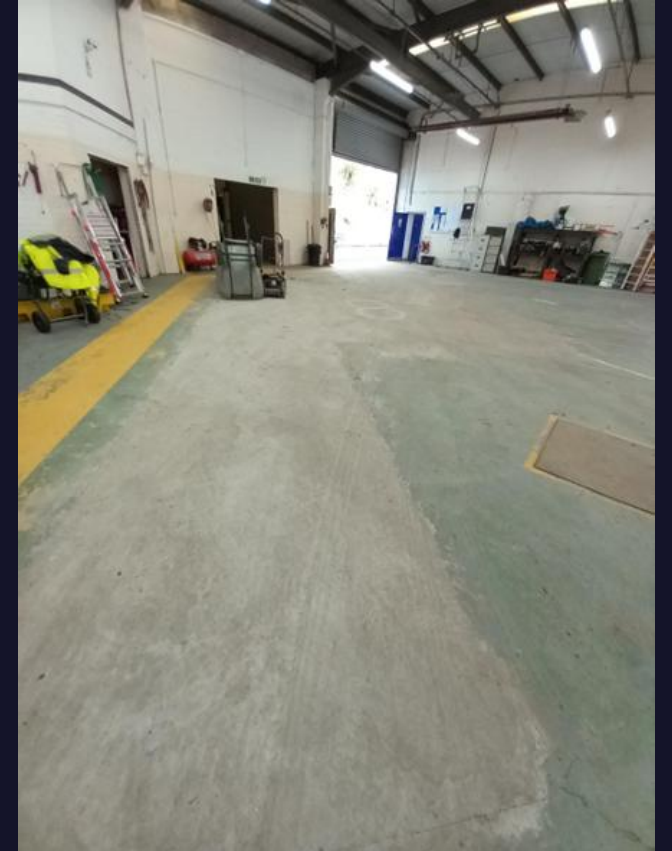
Pre-Planned Maintenance

Benches outside of the Information Centre



Pre-Planned Maintenance

Depot Inspection Pits



Pre-Planned Maintenance

Guildhall Banqueting Hall Replacement Sash Window



Pre-Planned Maintenance

Rampart Road Store



Pre-Planned Maintenance

Coldharbour Allotment Ditch



Pre-Planned Maintenance

Victoria Park Old Bowls Club Building (Morning Star Facility)



Pre-Planned Maintenance

Servicing the Market Square Toilet Sewage Pumps



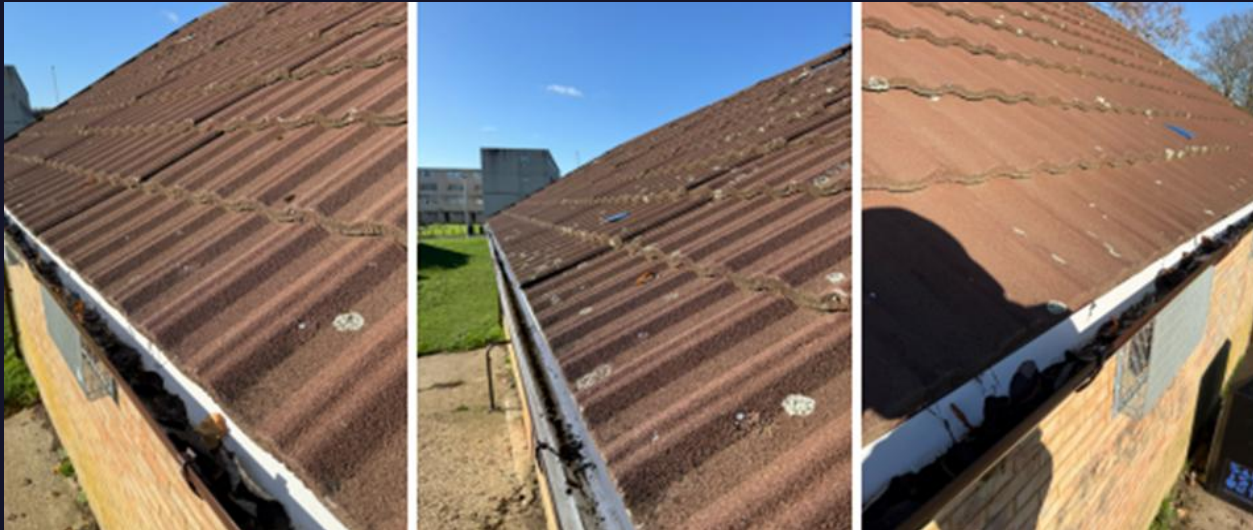
Pre-Planned Maintenance

Cleaning Solar Panels - Guildhall Roof



Pre-Planned Maintenance

Clearing/cleaning guttering on SCC buildings Bishopdown Sports Pavilion

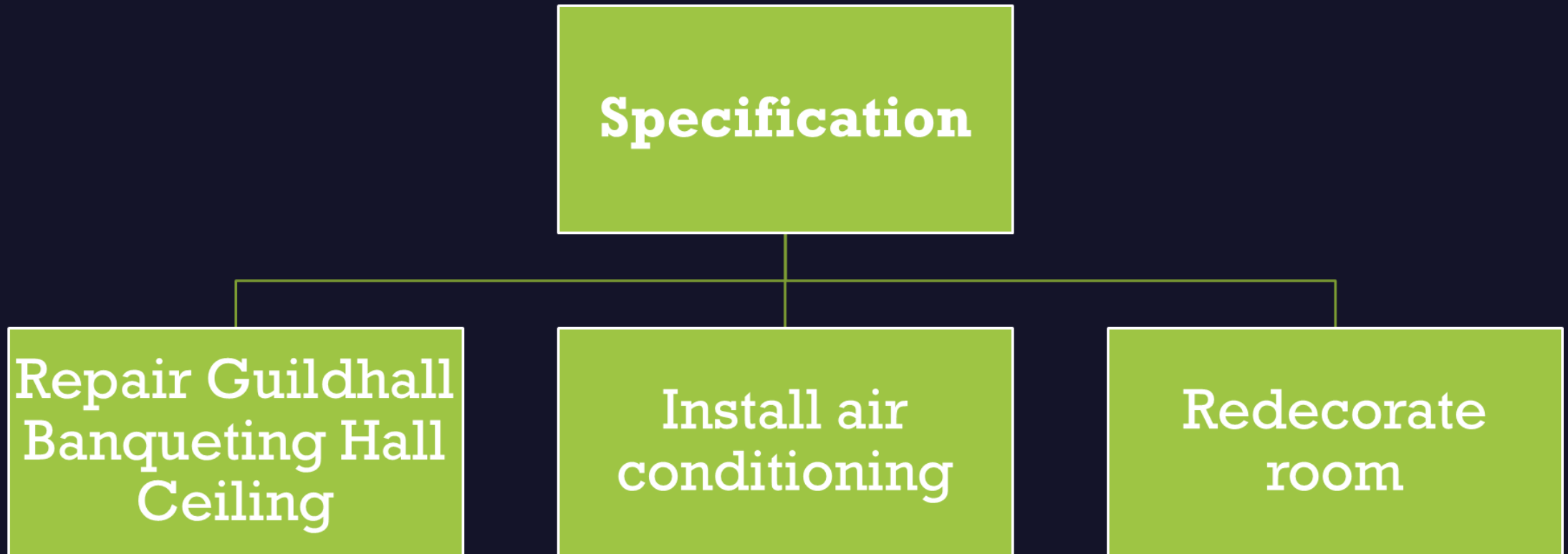


Pre-Planned Maintenance

Banqueting Hall Works Jan – March 2027



Pre-Planned Maintenance



Pre-Planned Maintenance

PPM work 2026/7

Dependant on the cost of Banqueting Hall works these are other PPM projects to focus on

Guildhall

- Structural repairs

Crown Court

- Air conditioning
- Redecoration

Hudson Field

- Resurface track

QE Gardens

- Replace two-foot bridges

Salisbury City Council Public Space CCTV Camera Upgrade 2025/6

We have upgraded 14 CCTV cameras to new PanoVu 180/PTZ units, representing 25% of the PTZ cameras across the city.

We have also converted 20 camera connections from 5GHz to 60GHz, which now accounts for around 60% of the cameras operating within the city centre.

CCTV



New PanoVu fixed 180 camera with the PTZ camera below.

New 60Ghz node.



CCTV

- A new 5-in-1 fixed camera has been installed at the junction of Milford Street and Brown Street.
- While retaining the existing PTZ camera, this configuration provides full coverage of all four street approaches, as well as the area directly beneath the camera.
- This site experiences its highest demand on Friday and Saturday nights, and the enhanced coverage helps ensure that critical evidence is captured should any disorder occur.
- Camera 11 has already proven clear operational value. It has provided police with footage of live incidents alongside wider contextual views of surrounding activity. This level of coverage was not previously available and has directly strengthened evidential outcomes.



CCTV



We now have 6 deployable cameras around the city, Queen Elizabeth Gardens, The Old Mill, Tintern Court, Churchill Gardens, Greencroft Park and the Maltings Park. We have bought a Network Video Recorder dedicated to these cameras at a cost of £3.3k. This provides better connectivity and offers future capability to add more deployable cameras (sim card) in the future, such as retail parks and the ring road.



SALISBURY CITY COUNCIL CCTV INFRASTRUCTURE

Replacement and Upgrade of Core Switches for the City CCTV Scheme

The core network switches at the locations listed below have reached end-of-life and are no longer supported by the manufacturer, meaning firmware updates and technical support are no longer available.

This creates potential cyber-security vulnerabilities and increases the risk of extended system downtime in the event of hardware failure.

To address these risks and maintain the reliability of the CCTV network, it is proposed that the core switches are replaced at the following locations:

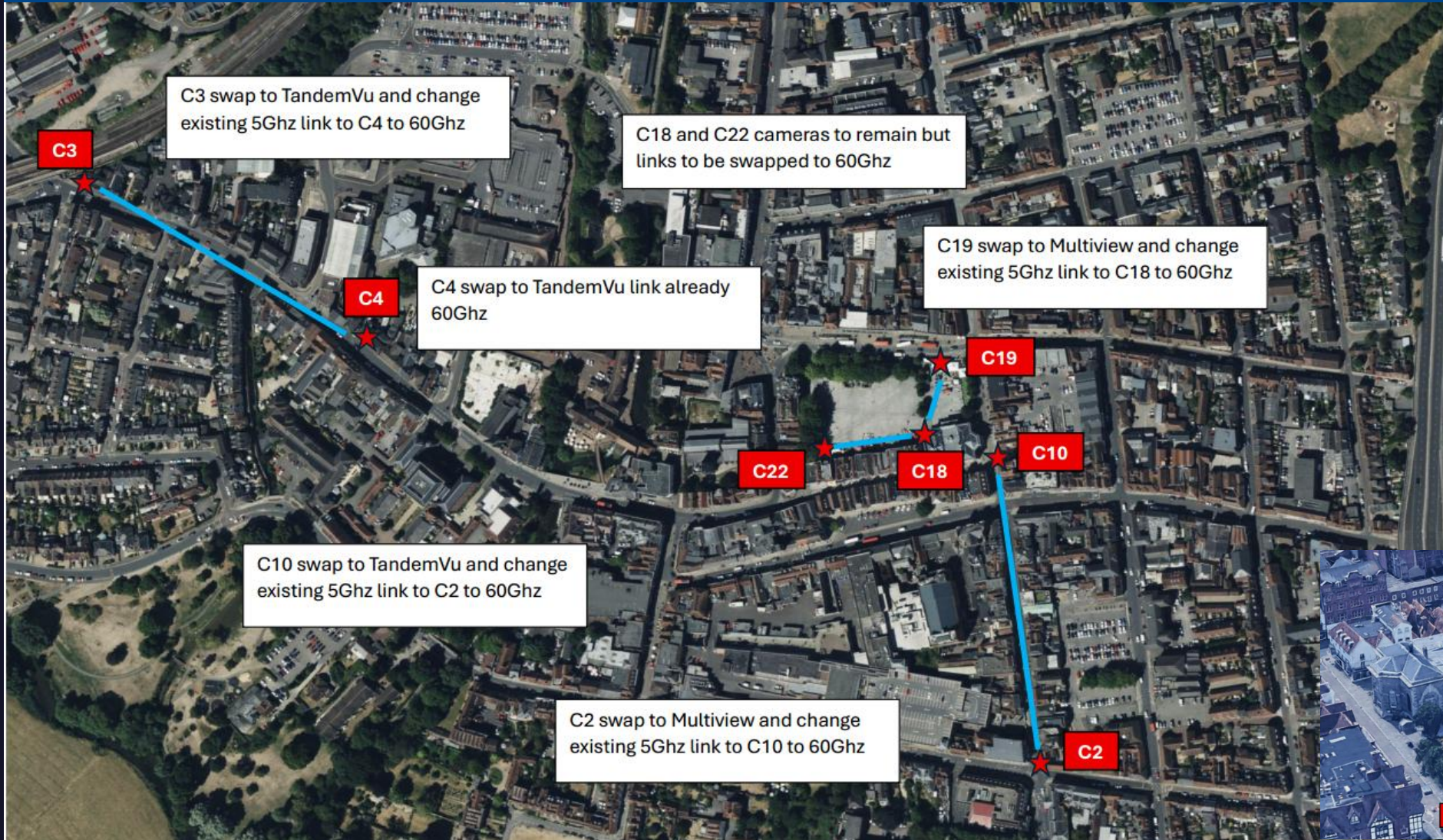
Cost £7k.

- Bourne Hill – Control Room
- Bourne Hill – Basement Server Room
- Bourne Hill – Roof
- Salisbury Library
- The Maltings
- Culver Street Car Park



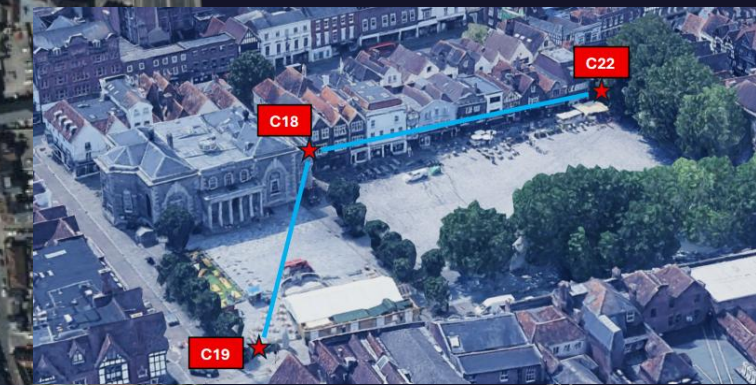
- A network switch acts as a central hub for public CCTV by delivering both power and high-speed data to multiple cameras, while providing the bandwidth needed to stream high-definition footage to a recorder without lag and better security.

CCTV



Further upgrades March 2026

- C3/4
- Market Sq. and Guildhall Sq.
- C10
- C2
- This will complete the city centre CCTV camera/link



CCTV



We are planning to install a new CCTV camera at the junction of the High Street and New Street following requests and support from local businesses, including the Rt Hon John Glen MP. Crime statistics are currently being obtained to support the proposal, along with permission to install the camera. The unit will be a 5-in-1 camera, like the one installed at the junction of Milford Street and Brown Street.



Plans for 2026/7

- We are currently working with Hampshire County Council Procurement Team for our CCTV maintenance and purchasing contract. We are looking for a 5-year contract, with a 3-year break clause.
- Digitalising the CCTV Control Room daily logbook and paperwork.
- Looking at ANPR and AI CCTV cameras, such as facial recognition. Adding our logo to our CCTV footage we release to others.
- Extending CCTV within the city.
- Additional external funding.

Annual Update Overview



1,298

cremations in 2025/26 at
Salisbury Crematorium

Up from 1,064 in 2024/25; demand steady despite prior
maintenance disruption

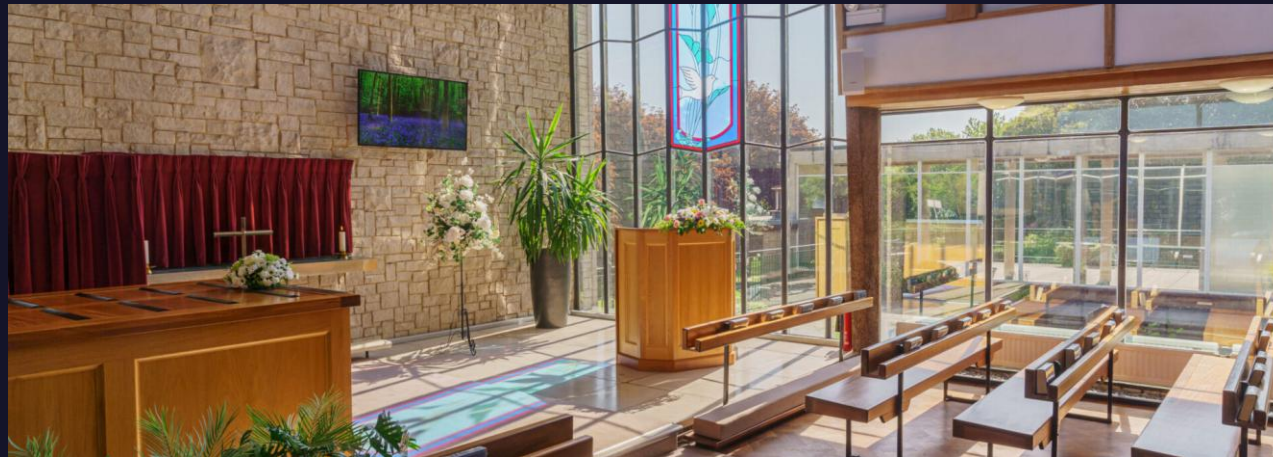
Crematorium & Cemeteries

568.6k

registered deaths in England &
Wales, 2024/25 (-2.2% YoY)

Crematorium & Cemeteries

Operational Improvements and Service Enhancements



Quality, access, and information

Regularly updated Council webpages ensure clear, accurate guidance. Close collaboration with Facilities & Grounds Teams sustains refurbishment and reliable building and grounds maintenance

Webcasts and visual tributes

Wesley Media services remain highly valued, enabling inclusive access for those unable to attend and enhancing the dignity and personalisation of services.

Grounds and memorial stewardship

Guidelines (since 2014) support respectful memorials. Parks Team refinements keep London Road and Devizes Road pristine; Avenue Cemetery earns praise, with 260 interments to date.

Crematorium & Cemeteries

78%

of funerals are arranged by Salisbury-based directors, reflecting strong local service. Others come from the north, south, and west of the city, plus historical cremations tied to Salisbury – signalling enduring regional connections and trust.

Crematorium & Cemeteries

Body Storage and Operational Efficiency

Capacity and Usage

Since Oct 2016, 574 bodies stored (4.53% of 12,651 cremations).

Operational Benefits

Optimised cremator scheduling, improved energy use, smoother workflows.

Governance and Trust

Stored only with completed, signed "Particulars of Cremation."

Consistently positive community feedback; aligns with national best practice.



235

Non-viable foetus (NVF) cremations
in 2025

Under-21 fees remain waived since 2017; NVF services
reflect regular, sensitive care.

Cremator Eco Mode Software Upgrade

What changed (December 2025)

Upgraded cremator software introduces an enhanced Eco Mode, delivering significantly improved energy efficiency while maintaining operational performance.

Environmental impact

Optimises fuel consumption and reduces emissions, lowering the carbon footprint of cremation processes and supporting broader climate goals.

Service and cost benefits

Supports long-term cost-effectiveness through lower fuel use and aligns with Salisbury City Council's sustainability and continuous improvement commitments.



Spire Structural Inspection and Restoration

Assessment & Findings

Engineer inspected rusting and lamination; spire confirmed structurally sound.

Stabilisation & Restoration

Cleaning and targeted repairs halted deterioration and improved appearance.

Heritage & Stewardship

Regular maintenance preserves character and demonstrates responsible asset care.



Crematorium & Cemeteries

Book of Remembrance Chapel: Environmental Improvements

Historic Issue

Persistent humidity and damp threatened the building fabric and delicate memorial books.

Permanent Solution

A dehumidification system now stabilises humidity year-round, creating controlled conditions.

Preservation Impact

Pages, inscriptions, and bindings are protected, safeguarding the Books of Remembrance.

Experience & Alignment

A more comfortable, dignified chapel supports Council goals for heritage care and quality spaces.



Parks & Open Spaces - Hedges

As the winter months have moved on into spring, hedges across the city have been completed prior to bird nesting season.

This takes a large amount of labour during the winter as many hedges are only accessible by foot and the tops require staff to work from steps and platforms.

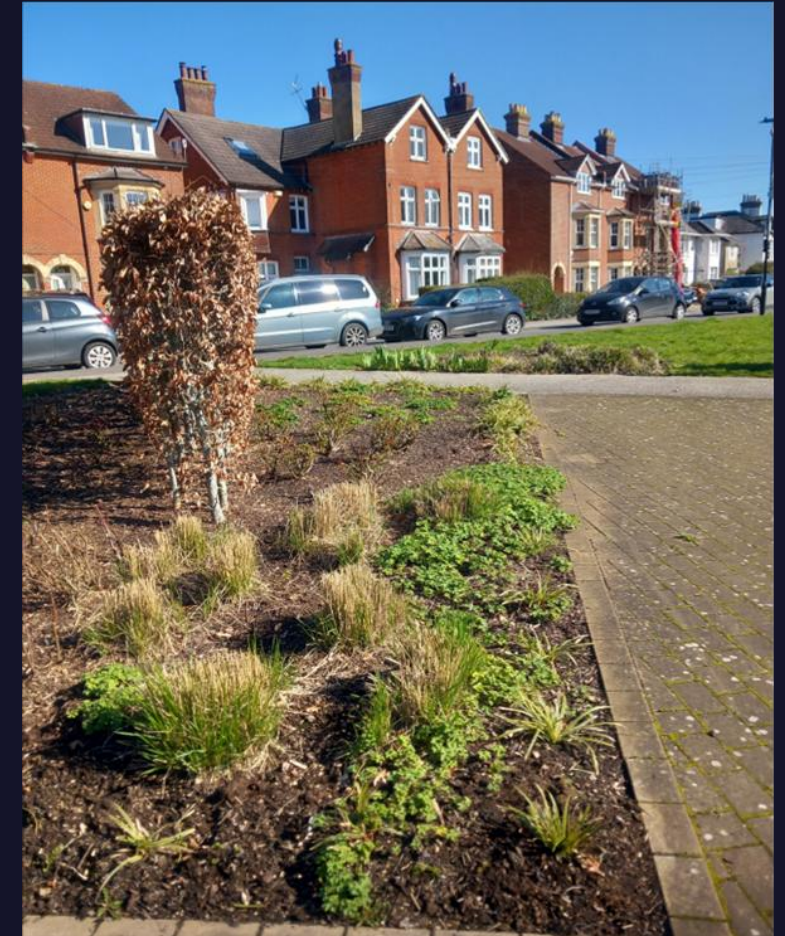
Working at height is a daily occurrence and monitored by supervisors.



Parks & Open Spaces – Shrub Maintenance

The team have completed ornamental shrub pruning to all the formal areas within parks and open spaces as well as those on the housing land and verges.

These must be carefully managed as we don't use any weed control other than manual labour to keep them weed free.



Parks & Open Spaces – Grass Cutting

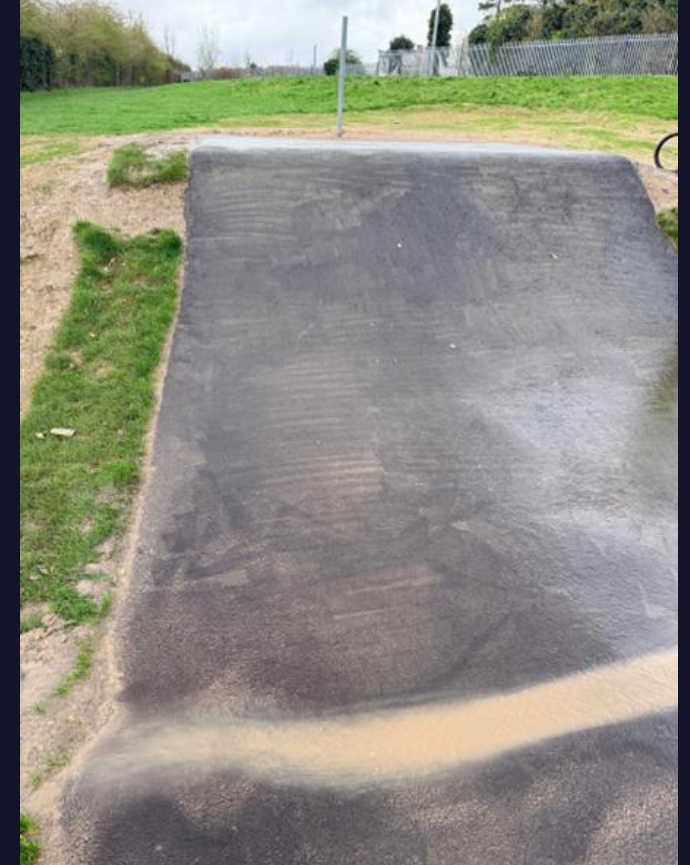
The team are gearing themselves up to change over to grass cutting operations with wildlife cut and collects being undertaken and areas of grass brought back under control from a very a wet winter season.



Parks & Open Spaces – Pump Track

The track opened in late Autumn to great enthusiasm from the users.

Whilst the track itself continues to be well used, the dry summer, followed by heavy rainfall in the winter months has created muddy areas that users ride through, carrying dirt onto the track.



Parks & Open Spaces – Pump Track

The grounds team have carried out sweeping and debris removal from the surface during the winter and since a change in the weather have now carried out a full pressure wash. We hope that as the weather continues to improve the conditions of the track will too.



Parks & Open Spaces – New Kit

The grounds team have undertaken a procurement exercise including demonstrations of equipment from main dealers for equipment for use within the city.

This will enhance the range of available machinery and keep us compliant with hand arm vibration rules as well as assist in the regular cleansing of the pump track.



Streetscene

2024 -2025 comparison

In addition to the scheduled works, the team completed 1453 jobs, an increase of 112 compared to last year.

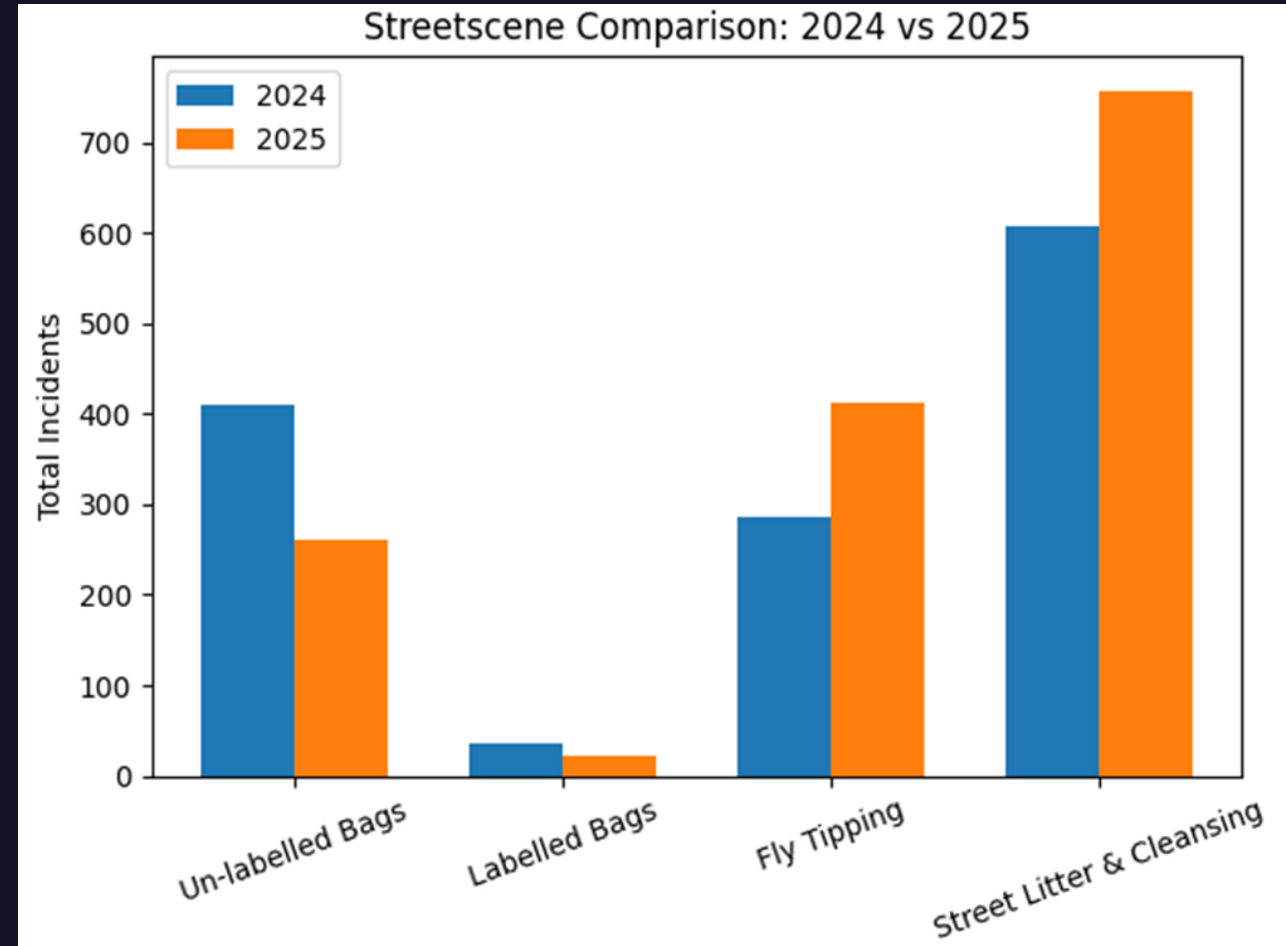
Unlabelled bags to street has fallen by 36.7%

Labelled bags to street has fallen by 36.1%

Fly tipping has increased by 44.4%

Street litter and cleansing increased by 24.5%

Fly tipping was our biggest challenge last year. While tonnage data is not currently recorded, photographs taken by the team suggest that individual incidents were larger in scale, indicating an increase in the volume of waste being illegally deposited.



Streetscene

2025 Highlights

A36 works have been underway with 2.94 tonnes of mud, weeds and detritus removed from Castle Roundabout the St Marks RAB. The management team is working with National Highways to building closer working relationship to accommodate future RT works during highways maintenance.

We have worked closely with the WCC Homeless team coordinating encampment removals and deep cleansing of areas improving relations and helping us to be proactive rather than reactive.

The way we operate has changed, seeing a cross over of staff between the mobile and barrow teams.

We now have a mobile city centre round emptying the bins. This reduces heavy loads for the barrow team and gives them more time to concentrate on weeding and cleansing duties.



Looking ahead...

The Streetscene Manager will be piloting a scheme to collect data from the Speed Indicator Devices (SIDs), with the findings provided to Cllrs to help inform local traffic concerns.

Further training opportunities for supervisors and operatives will include Chapter 8, sweeper, and banks person training. This will help enhance safety, improve operational efficiency, and support staff development.

Tractor procurement, funded by the River Park Project, is underway with the aim to complete a purchase in the coming months, just in time for the depots new dewatering bay.

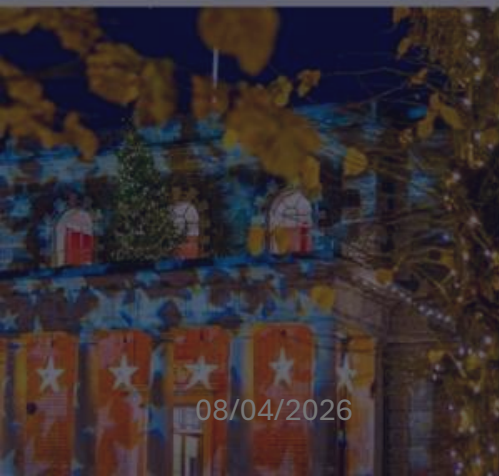


Thank you

mread@salisburycitycouncil.gov.uk



SALISBURY
CITY COUNCIL



08/04/2026