

Chippenham Highways Matters

Pre-submitted Questions

December 2023

1) **People attending Chippenham Collective's weekly activity at Westmead Open Space are being put off by the difficulty of crossing Pewsham Way. I am sure they are not the only ones. Most of our members have mental health needs or disabilities and no access to a car. Some of the conditions they have or medication they take increases their risk of traffic accidents. It is possible to avoid crossing the main road if approaching from the west via The Arc, but this is a very long way round for members coming from some parts of Chippenham. Ideally, our members would like a pelican crossing by the Westmead Open Space car park and a footpath from there to Lidl along the Pewsham Way.**

a) **Are there any plans to increase crossing points and pedestrian access along Pewsham Way?**

Additional crossings have been discussed previously at the LHFIG but the decision was taken to wait for further development in the area and for further crossings to be provided as part of those developments. In the absence of developments coming forward it would be possible for the LHFIG to revisit this request by completion and submission of an up to date Issue form available on the Council website.

b) **Can Wiltshire Council use its influence to promote better bus stop signage and encourage bus companies to engage with local service user groups?**

Wiltshire Council has an active Enhanced Bus Partnership with the local bus operators. As part of that partnership we have identified that the overall bus shelter estate and its management requires reviewing. We are working towards an overall plan for the county and when money becomes available, either from government or Wiltshire Council, a programme of improvement will take place.

2) **Questions from Chippenham Link Transport**

a) **Roadworks- I used to get a mail from our local councillor on this, but now have to self-service through the on line One.Network map. Which is not very specific on closures, etc. eg recent works at j17 on M4 and A350, the map service just says there is an ongoing closure, it's not specific on times/days. The site is also not very user friendly and we can spend a lot of time reviewing irrelevant alerts.**

One Network is the platform used to record all road works including works being undertaken by utility companies and other parties and provides a comprehensive overview of planned activities and works taking place.

b) **Parking concessions for volunteer drivers - having to pay for local parking, even though we can reimburse it, deters some of our volunteers from doing local trips to town centre facilities such as opticians & dentists.**

The council recognises that there are many worthy causes. Support for the NHS, charities, care workers and other vital services. It regularly reviews its charges and exemptions. The consideration of exemptions will be part of the 2024 parking review, which will be widely consulted on next year.

- c) **Car parking machines - why are so many out of action, for so long? I know of 5 across Chippenham car parks that have been out of action for at least 3 weeks. This must have an impact on council revenues, as well as reducing footfall in town centres that are already struggling. And, if as suspected, delaying repairs is a deliberate ploy to drive people to using the app or paying by 'phone the council is denying access to parking to those who choose to avoid technology or are concerned by falling victim to scams such as false QR codes.**

The council has approved an additional spend of £.4m for the replacement of parking machines. Whilst many councils have moved to contactless payments only, Wiltshire Council is continuing with cash collections. However, due to the issues with coin jams, theft, vandalism etc. cash machines do present additional challenges with breakdowns.

- d) **Car parking fine - related to the above, what is the situation re fines for non-payment when all/the only parking machine at a site is out of action?**

If mobile payments are not working then cash payments should be used. If contactless is not available then cash or mobile should be used. If cash is unavailable then one of the other payments should be made, or using another machine.

- e) **Road repairs post utilities work - when utility companies are given permission to dig up roads for cabling could the terms include a requirement to check regularly and for a period of years that there repair is still fit for purpose? This would reduce the need for the council to fund pothole repairs when the pothole is a result of the utility companies taking short cuts with the original repair.**

Road reinstatements by utility companies have to meet standards set out at national level. Reinstatements are subject to inspection by Highways officers to ensure standards are complied with. Premature failure of the reinstatements remain the responsibility of the utility company to affect repair.

- 3) **I live on Sheldon Rd, I moved in just before full lockdown finished, I was unaware at that time of how busy/ noisy this Road now is. My question is, as it's obviously used as a rat run most times, but particularly at peak times, is there any way we could have speed bumps or speed limiting measures to limit rat run use & speeding Loud motorbikes are also a problem as are 'boy racers' with adaptations that include noisy exhausts on souped up cars etc along this stretch.**

The Council has an adopted process for dealing with local concerns, such as speeding, and any other suggestions for change that you would wish to raise. In terms of speeding a request can be made to carry out a traffic survey to determine actual driven speeds by the completion of a downloadable online form. The completed form needs to be endorsed by the relevant Town or Parish Council, in this case Chippenham Town Council, and they will then forward to Wiltshire Council for processing.

Full details of the process followed, and the downloadable forms are available on our website at www.wiltshire.gov.uk/council-democracy-area-boards The results of the survey will dictate if action is required to address any recorded speeding issues. Typically, initial action to speeding issues is in the form of Community Speedwatch (CSW) and Speed Indicator Device (SID) deployment. CSW is a Police led initiative whereby they provide support and training to local volunteers to enable them to undertake educational activities. Further details can be found at: <https://www.wiltshire.police.uk/article/782/Community-Speed-Watch> Since 2015 the Council

has delegated the deployment of temporary SID's to Town and Parish Councils in Wiltshire. You may wish to approach Chippenham Town Council direct to discuss this further with them and establish if they would be interested in deploying a SID. It should however be remembered that as speeding is a moving vehicle offence the enforcement authority is the Police and not the Council.

- 4) I would like to ask what is planned to protect Esmead Monkton Park from becoming a Rat Run both during the works and on completion of the 200 house on Rawlings Farm.**

Detailed plans for Rawlings Farm have yet to come forward - the Council will expect to see construction stage management plans as part of that submission where the mitigation of any temporary traffic impacts will be considered and agreed.

- 5) The congestion caused by the station hill traffic lights. The tail backs up station hill are getting up to the Station. This is before more traffic is added by the new developments at the Old College and Rawlings Farm.**

See substantive responses below at 14 & 15

- 6) Rawlings Farm Development. I have no faith that the developers will build the relief road once 200 houses have been built. Given the growing congestion on Station hill and no other exit the relief road should be built before any houses. The amount of extra lorries using station hill caused by the building risk bringing the centre of Chippenham to a standstill. The additional pollution within the town centre particularly as all the additional lorries will go past the school on Cocklebury Road make the building of the relief road a priority.**

The adopted allocation of land at Rawlings Farm allows 200 houses to be built and served off Darcy Close prior to the second (railway bridge) access being in place. Planning permission is conditional on that requirement.

- 7) I Currently live on Cepen Park South.**
a) Sandown Drive is clearly used as a cut through. Although there are speed bumps would it be possible to have a 20mph limit on the estate and also a weight limit for lorries?

The Council has an adopted Policy on 20mph restrictions. The primary requirement is that existing vehicle speeds must be 24mph or lower. This accords with Department for Transport advice. Requests for a review to establish if a 20mph restriction can be introduced is done by discussion with the TC to see if they are supportive of the request. WC does not have enforcement powers for speed limits, this is for the Police.

- b) I have recently bought a house on Monkton Park for my retirement and have several questions: The roads around the estate are in a poor state of repair. When will they be fixed?**

The roads around Monkton Park are not currently in the forward maintenance programme for substantive repair. They are however subject to regular inspection and defects meeting the criteria set out in the Inspection Manual will be subject to remedial work.

- c) The only access to the new build on Rawlings Farm is via Station Hill and Cocklebury Road. Thanks to the nonsensical traffic lights at the bottom of Station Hill there is already congestion. Why isn't access to Rawlings Farm being put in place BEFORE development? What guarantees are there that Rawlings Farm access will be improved?**

The adopted allocation of land at Rawlings Farm allows 200 houses to be built and served off Darcy Close prior to the second (railway bridge) access being in place. Planning permission is conditional on that requirement.

- d) Station Hill traffic lights. These have led to much more congestion in town than before creating pollution, delay and no doubt knock on to the economy. The delays are especially frustrating for Monkton Park residents. What will it take for the council to admit this was a costly error that needs putting right?**

See substantive responses below at 14 & 15

- e) On the Bath Road at the roundabout by the Pheasant pub is a pedestrian crossing. (Dropped kerbs and island) This is in a dreadful state of repair. Apparently, the builders of Hillcrest / Hunters Moon are supposed to be paying for this. Why aren't they being made to do this now? It is both unsightly and for a disabled person like myself dangerous.**

The Works mentioned are in connection with the Hunters Moon Development and are being undertaken under agreement by the developer. Delays have been experienced due to the location of Utility Apparatus necessitating a change in design. Council Officers have been seeking an early resolution to the problems mentioned and the developer has recently recommenced works.

- f) As mentioned, I currently live on Cepen Park South. It is not uncommon in the evenings to hear cars and motorcycles racing on this stretch of A350. What can be done to deal with this?**

Inappropriate driver behaviour should be reported to the Police for action.

- 8) The questions below were raised at the Meet the Leader Meeting of the 16th of February. As I received no answer, nor could find no answers in the Ask the Leader Response document, they were re-submitted in a letter to Mr. Clewer on the 18th of May.**

As I still received no full answers, only a reply indicating that the questions had been passed onto the relevant Council Executives, they were sent as an email to Paula Tucker – Executive Assistant, Cabinet Office on 18th July who furnished a reply on the 31st of July. All replies, from all parties were prevaricated and did not answer directly the points raised, for example: [underlining are mine]

Sadlers Mead Car Park ASB

- The council is currently reviewing its car parking provision.
- A number of options are currently being investigated to improve the customer experience.
- This includes consideration on controlled access and improvements to maintenance levels
- The investment required and the benefit of options are currently being considered to allow improvements to be realised at the earliest opportunity

Station Hill traffic lights

- there are no changes planned to the lights but we are continuing to monitor

The Council seems to do an awful lot of considering, reviewing and monitoring, all too little effect. So I ask the questions again, in the hopeful anticipation that they will get a full, time actioned response.

- a) **What consideration has the Council taken to resolve the problem of “boy racers” around the top floor of the Sadlers Mead Carpark, for example paid ticket barrier “entrance/exit” and or “speed bumps”.**

The Council regularly reviews its parking arrangements to ensure they are appropriate. Car parks by their very nature are open to the public. Barrier entry to Saddlers Mead Car Park, for traffic management continues to be considered. However, the barriers would control access when the traffic regulations are enforceable, but at other times access would be allowed unhindered. Anti-social behaviour issues would be part of a wider consideration as different controls are needed in these circumstances.

- b) **Why are three floors of the carpark continuously illuminated by day and night.**

As built, the stairwell lights, ground, and lower ground floor lights were on 24/7 while the mid-level lights were already equipped with sensors. The lights on the top decks of the car park continue to be regulated by a diurnal sensor. The lighting strategy was changed back in 2022 successfully bringing the stairwell lights, ground, and lower ground floor lights under control. No change has been made to the lights on the top decks.

The lighting is controlled by passive sensors that activate when someone or something is present in the car park, subsequently turning off after a pre-defined duration. Adjustments have been made to both the sensitivity of the sensors and the duration for which the lights remain on. Given that the car park is intended to be accessible 24/7, the lights may be triggered at any time. This lighting configuration is essential to ensure adequate illumination inside the building at all times, thereby promoting the safe use of the car park by users.

- c) **What quality assurance and post work surveys are carried out by the Highways Department after a stretch of potholes are filled in. I would like to also know how much the initial repair to the potholes at the top of Cocklebury Road, carried out on Friday 14th April cost, and who came back to inspect the shoddy workmanship and why the area of road was properly repaired in the summer of this year.**

The council undertakes sample checks of works undertaken by our contractor, as it is not feasible to check every pothole that is repaired, It is necessary for interim repairs to be undertaken, the nature of these repairs are aimed at alleviating the immediate hazard so that more permanent repairs can be programmed in to maximise efficiency.

- d) **How will WC use and prioritise the Central Government’s newly promised potholes grant to address the continuous issue of potholes and deterioration of the County roads.**

Central Government have provided additional funds for preventative maintenance activities. Details of how the Council intends to use this funding will be published shortly.

- e) **What long term decision has now been decided by the continuing monitoring of the Station Hill traffic lights.**

The timings of all the traffic signals in Chippenham Town centre are subject to regular review and changes are made where considered to be of benefit. Monitoring is undertaken to establish if the changes made bring about the anticipated benefits. The smoothing of the traffic flow throughout

the town centre remains an objective for the Council, but is likely to involve a redistribution of queuing traffic to other locations. It is the overall journey time across the network that is important rather than the individual time taken through each junction. A project to look at coordination of all the major traffic signal controlled junctions in Chippenham Town centre is to be undertaken.

f) What monitoring of the traffic flow and air pollution has been considered as a result of the installation of the New Road and Station Hill traffic lights.

See response above at f.

g) Has the Council Highways and Transport Dept. noted the congestion caused on all approaches to and through Chippenham at peak times caused by the aforesaid traffic lights.

See response above at f.

h) Why is it, that unlike many other of the County towns, we do not have:

- **Free parking at the Leisure Centre site as do Corsham, Melksham, Malmesbury and Trowbridge**
- **Two hours free parking in the town's car park as does Corsham and 3 hours in St. Stephen's Gate Trowbridge.**

All the council's strategic public car parks have charges on them, with the exception of St Stephens Car Park in Trowbridge as this has a covenant on it preventing charges. The council also has car parks linked to an asset or service, these would include park and ride car parks, park car parks and where parking is for a sole use of a campus etc. Saddlers Mead Car Park is a strategic public car park. The campus car parks are linked to the provision of that asset. Whilst charges are not applied in a campus car park, they may have parking restrictions that ensure they are not for wider public use. An example of this would be where parking stays are limited to short time periods.

Free parking schemes in towns and other areas are at the discretion of the town councils or local community. Wiltshire Council's parking charges are to encourage the right parking behaviours, with charges to support local communities fairly. Free parking schemes are usually introduced to encourage displacement from other areas within Wiltshire. Hence free parking is a local decision. Wiltshire Council are pleased to setup free schemes funded and supported by the local community.

9) How is the new development going to affect the residents of the Monkton Park estate? Especially as no new road is to be developed until after the housing has been completed at Rawlings Farm? The change of the roundabout to traffic lights at the bottom of Station Road has had a considerable negative impact. Not only on the flow of traffic and increased congestion. It is even proving more unsafe for pedestrians crossing the road. Due to impatience waiting for the lights. This has undoubtedly caused more pollution. This is only going to get worse with the above described housing development and the proposed development of the old college site. How do you propose this will be overcome?

It is true that the building of the additional 200 houses off Darcy close will add some additional pressure to the Station Hill traffic signals in the short term, however the second access via the

Rawlings Farm Development over the new Railway Bridge will produce a net reduction at Station Hill.

The adopted allocation of land at Rawlings Farm allows 200 houses to be built and served off Darcy Close prior to the second (railway bridge) access being in place. Planning permission is conditional on that requirement.

- 10) It should be agreed that Wiltshire Highways are in charge of highway matters and road safety? It would appear that Wiltshire Highways set and manage the rules and others, including Parish Councils need to conform despite better local knowledge and experience and that the Police and the Public are literally left to pick up the pieces?**

From a local perspective the Council believes that there is a speed to accident relationship, studies dispute this and yet accidents continue to occur. Examples being related to the A420 Allington crossroads, the A420 to B4039 Yatton Keynell turn off and the B4039 Fowlswick Lane crossroads. All huge accident hotspots.

The Parish Council understands that there is to be a forthcoming Review of these sites as part of a Local Safety Scheme Programme? When will this Review happen and is it possible to see the Terms of Reference under which the Review will be conducted?

Collisions resulting in personal injury are monitored across the whole Wiltshire road network. Collision history forms the basis of the annual safety schemes programme that seeks to design and introduce engineering measure to prevent further collisions from taking place. The Council follows to guidance set out in 'DfT Road Safety Good Practice Guide' in determining when intervention is required. The junctions mentioned are included in current list of locations for further investigation in early 2024. The results will be shared with the PC in due course.

- 11) As a resident of Ivy Road I have on most days observed cars accelerating aggressively and travelling at speed around the Bridge Centre Gyratory. This is a partially residential area with a school and at times reasonable numbers of pedestrians, including children, on narrow pavements. Would it not be reasonable and relatively inexpensive to reduce the speed limit in the centre of Chippenham to 20mph and add some level of enforcement such as fixed cameras? Would such a policy not also help with the current unacceptable levels of air and noise pollution?**

The Council has an adopted Policy on 20mph restrictions. The primary requirement is that existing vehicle speeds must be 24mph or lower. This accords with Department for Transport advice. Requests for a review to establish if a 20mph restriction can be introduced is done by discussion with the TC to see if they are supportive of the request. WC does not have enforcement powers for speed limits, this is for the Police.

- 12) As a resident of St Mary's Place, can I please draw your attention to a couple of concerns?**
- a) Traffic going from Station Hill at the traffic light system. Can there be a more prominently painted area for pedestrians/cyclists on the Monkton Hill are please? Cars speed down here and at Mary's place to avoid the red light on the traffic queue. It's so so dangerous.**
 - b) The original painted area is badly faded and motorists were on to it nearly mowing you down if you're not aware.**
 - c) Traffic on a green light from Station Hill turning right (towards the railway bridge and The Brunel) sometimes use both lines, like a dual carriageway to turn right. Again, so so dangerous.**

- d) **Please can you look at measures to create a more safe busy area of the town for both road users and pedestrians/prams/mobility scooters.**
- e) **Hoping someone will take a serious look at these important safety issues.**

This request will be passed to the Local Highways team for inspection and action in accordance with our Inspection Manual. It is interpreted that this request refers to the advance cycle stop line and the reservoir being used by motor vehicles. The concerns are noted and the site will be subject to investigation.

- 13) Noise and pollution - Can you please consider a speed reduction on Rowden Hill and round the Bridge Centre roundabout, with appropriate oversight (cameras). There is loud noise through the night, pollution and also danger to schoolchildren as families try to walk along the narrow footpath.**

The Council has an adopted Policy on 20mph restrictions. The primary requirement is that existing vehicle speeds must be 24mph or lower. This accords with Department for Transport advice. Requests for a review to establish if a 20mph restriction can be introduced is done by discussion with the TC to see if they are supportive of the request. WC does not have enforcement powers for speed limits, this is for the Police.

- 14) At a meeting of the Chippenham Town Team River and Rail Quarter meeting on 30 November we discussed the All Things Roads event and questions we would like to ask, our Quarter spans from the Town Bridge up to the Swindon and Wiltshire History Centre including the Station Hill Traffic Lights. Please see below:**

- a) **What are the plans to manage the extra traffic from the Rawlings Farm and Old College developments due to start any day on the biggest cul de sac in Europe, if not the World and no plans for a bridge/second exit until after the 200th house is built on Rawlings Farm?**

Detailed plans for Rawlings Farm have yet to come forward - the Council will expect to see construction stage management plans as part of that submission where the mitigation of any temporary traffic impacts will be considered and agreed.

- b) **When monitoring traffic at Station Hill Traffic Lights, are you aware the traffic queues have now moved from the Monkton Park traffic lights to Pewsham due to issues with the Gladstone traffic lights for approx 2 months since sequencing changes, meaning traffic is queued for 10-20 minutes further up and cannot get to the Station Hill Traffic Lights so often only a couple of cars waiting at rush hour instead of round to Bank House?**

The timings of all the traffic signals in Chippenham Town centre are subject to regular review and changes are made where considered to be of benefit. Monitoring is undertaken to establish if the changes made bring about the anticipated benefits. The smoothing of the traffic flow throughout the town centre remains an objective for the Council, but is likely to involve a redistribution of queuing traffic to other locations. It is the overall journey time across the network that is important rather than the individual time taken through each junction. The comments made will be passed to the Council's consultants for further review.

- c) **What plans are there to change pot hole measuring and priority in cycle lanes/areas?**

Our inspection and repair process is laid out within the Highway Inspection Manual, currently there are no plans to change intervention levels or the hierarchy of our network.

- 15) It is great to see these events taking place and I hope finally the residents of Chippenham will be listened to and respected. We have tried to engage with the correct procedures over the last nearly 3 years, there have also been numerous questions at Cabinet Meetings and emails see below for a small overview:

Hathaway Retail Park Traffic Lights

- a) **When will Wiltshire Council be adopting these traffic lights and sorting out the dangerous double green lights and long delays to get through Park Lane to the Town Centre lights?**

Adoption is currently forecast to be achieved by the end of March 2024.

Pheasant Roundabout Works

- b) **The fences and works don't seem to have been touched for about a year, what is the plan to finish these?**

Works to complete are due to recommence in the new year.

Gladstone Traffic Lights

- c) **About 2 months ago the sequencing was changed on the Gladstone traffic lights, previously the two lanes on Avenue La Fleche could be green at the same time apart from a small amount of time to allow traffic from Pewsham to cross the bridge. Now the timing has been changed so the traffic flowing out to Pewsham is green but the traffic towards the bridge centre roundabout is red for a long period, there is no need for this as the traffic flowing out has no reason to cross the inward traffic, can this be changed back?**

It is causing traffic to queue around the Pewsham bypass as it is holding it at a single lane, rather than letting it get through to where the traffic divides into 3 lanes. There also seems to be a problem with the timing of the next set of traffic lights where Avenue La Fleche meets Bath Road, as at times traffic is queued back past Gladstone so even when lights are on green traffic cannot move.

This was not the case before the changes. Now when you get to Station Hill Traffic Lights there may only be one car waiting at peak times as the traffic is queued around Pewsham instead, giving false data for Station Hill Traffic Lights.

The timings of all the traffic signals in Chippenham Town centre are subject to regular review and changes are made where considered to be of benefit. Monitoring is undertaken to establish if the changes made bring about the anticipated benefits. The smoothing of traffic flow throughout the town centre remains an objective for the Council, but is likely to involve a redistribution of queuing traffic to other locations. It is the overall journey time across the network that is important rather than the individual time taken through each junction. The comments made will be passed to the Council's consultants for further review.

Station Hill Traffic Lights

- d) **The One Plan Consultation came back that the traffic lights were very unpopular and that it would be looked into solutions as long as it didn't stop emergency vehicles getting through. The current system stops emergency vehicles getting through so there seems to be a lack of knowledge in the feedback?**

Emergency vehicles can get through when on call. No concerns have been raised by the Emergency Services direct with the Council.

What are the next stages in finally sorting out these traffic lights?

A number of substantive changes have been made to the signals since they were installed to increase their efficiency. The signals continue to be monitored and changes made to accommodate changes in usage patterns and demand level. See also response at Q3. above

August 2021 Webinar with Michelle Donelan MP, Wiltshire Council and residents.

- e) **It became apparent at this meeting that even the MPs office that was next to the traffic lights hadn't been consulted or received a letter, what has been done since to ensure these letters are delivered by contractors?**

It is accepted that not all frontagers were notified of the scheme. This was accepted at the time and was due to Covid restrictions that were then in place. Where the Council carries out schemes now frontagers are fully notified.

- f) **At the meeting Parvis said Wiltshire Council would educate members of the public on not crossing the road when the lights weren't green for pedestrians, where is the evidence that this happened?**

The comment given at the meeting referred to the wider road safety education that the Council undertakes rather than specifically about Station Hill.

- g) **20th September 2021 Monkton Hill reopened to cars, Due to congestion caused by Station Hill Traffic Lights. Didn't this make it more dangerous for cyclists?**

No it is not considered that this makes the route more dangerous for cyclists. No concerns have been raised with the Council.

- h) **21 October 2022 meeting with Wiltshire Council Dave Thomas, Gareth, Cllrs Nick Murry and Matthew Short plus residents Mike Blanchard and Melanie Boyle. After a very good meeting for about an hour, all the good ideas discussed and taken away for further consideration were dismissed by Atkins, the contractor it would seem.**

Following the meeting an email on 2.12.22 from David Thomas said there would be a follow up meeting with Atkins about dead time, we have had no further feedback? Is a year acceptable? When will we get feedback? How much pollution has been caused by cars sat for long periods while traffic comes through from under the Arches, something that could easily be adjusted?

The suggestions made were given due consideration and were subject to further investigations. Feedback was given on a number of occasions.

At the meeting Dave and Gareth watched how dangerous using the cycleways under the arches were, when there was the option for an off road alternative. The feedback was this was being investigated further over a year ago on 4.11.22, what is the latest update?

The option of removing cyclists from the carriageway and using the pedestrian side arches was given due consideration. However it was concluded that the on carriageway provision was the

most appropriate and suitable given the low speed environment. The perception of risk is down to the individual user and cyclist have the option of dismounting and walking through the side arches.

- i) Weight Limits, many large vehicles use the cut through of the left hand lane not the right hand more suitable lane when coming down upper New Road The feedback was: Weight limit - This is linked to the emerging LTP4 and will need to be progressed as a request to the LHFIG once LTP4 is formally in place. This is likely 12 months away at the moment. We are now over a year on, what is the latest timeline, who carries out the action?**

Unfortunately, there have been considerable delays in the issuing of guidance on Local Transport Plans from the Department for Transport. A decision has however now been made by the Council to proceed with its LTP and supporting documents. It is anticipated that this will be published in Autumn 2024.

Ask The Leader 16th February 2023. Mike and I attended, questions were asked about the traffic lights and ignored. Mike followed up and finally got a response from Cllr Clewer on 15 March 2023, one we have received many times and challenge repeatedly to no avail, that they improve access for pedestrians and cyclists to and from the train station.

The waiting time for pedestrians at the traffic lights has not improved the experience for the majority of pedestrians, removing the pedestrian island and making pedestrians wait 3 minutes for the lights to change to allow them to cross just means they walk out in front of traffic on a blind bend with no island to pause on and inhaling pollution when waiting.

If a roundabout was put back and the lights were used for pedestrian crossings only or a zebra crossing created, this would be an improvement for pedestrians, will you now consider this?

The reinstatement of a mini roundabout supported by formal crossings on the approaches is not considered to be a workable solution. This has been explained on a number of previous occasions. Independent pedestrian crossing movements would have a greater negative impact on traffic movements and result in a blocking of the mini roundabout circulatory.

Cycle lanes suddenly appear and disappear, with the only route to them past parked cars with doors opening and cars pulling out constantly is this safe when before there was a safe car free route down Monkton Hill, which has had to be opened up to cars due to the delays and congestion on Station Hill due to the traffic lights?

The scheme was subject to a full independent safety audit. The reopening of Monkton Hill to motor vehicles was undertaken to help alleviate concerns regarding the station Hill signals and in effect reinstated the previous arrangements that existed for many years.

- j) Were the planners aware of the Monkton Hill and 403 existing car free cycle routes from the station through the park?**

The Council was fully aware of the cycle routes available on Monkton Hill and through the park.

- k) We are coming up to the third anniversary of being ignored, will Wiltshire Council finally work with residents and Town Councillors to sort this junction out before the 100 dwellings at the**

Old College and 200 at Rawlings Farm start on the biggest cul-de-sac in Europe with no date for a second exit?

Local concerns have not been ignored as demonstrated by the changes that have been made, the meetings that have taken place, the feedback given, and the considerable level of correspondence that has been replied to.

l) Dauntsey Lock Road

Is the extra traffic pushed through the town centre area since the landslide and road closure being monitored and taken into account on the urgency of getting Dauntsey Lock back into use to ease congestion and pollution?

Substantive repairs to Lyneham Banks are planned for 2024

m) Calne Bypass Sinking

Since the Dauntsey Lock road landslide and closure, the Calne bypass is sinking faster, with signs up, what are the plans to address this?

The subsidence of Calne bypass is not related to the Lyneham Banks landslip. Plans are in place to repair the bypass in 2024.

n) Snow Hill Goatacre to Hilmarton road cracking/subsiding. Since the Dauntsey Lock road landslide and closure, the Snow Hill road is cracking and subsiding due to all the extra heavy traffic, what are the plans to stop this before it becomes unrepairable?

Snow Hill is subject to regular inspection and repairs will be carried out when intervention criteria are met.

o) Air Pollution

How can we get the data for the increase in air pollution since the Station Hill Traffic Lights have caused single lane, slow moving traffic to now become stationary for long periods, in summer the smell while waiting for the pedestrian lights to change is disgusting due to the tall buildings causing the fumes to linger.

Air quality monitoring results from all previous years monitoring are reported as part of our Annual Status Reports available here <https://www.wiltshire.gov.uk/article/6472/Air-quality-annual-reports>. Results from 2023 to date can be obtained on request by emailing publicprotectionwest@wiltshire.gov.uk. Air quality on Station Hill is monitored but the results consistently report that Air Quality thresholds are not breached.

p) The buses in Chippenham are large, under used polluters in the majority of cases, how do we get the big empty buses changed to smaller electric efficient reduced polluting buses or retrofit existing buses?

The majority of bus's operated in and around Chippenham are done so commercially, meaning Wiltshire Council has less control over the operations of these services. At certain times of the day, bus's will run less than full, but at peak times they are often conveying school / college children, where that capacity is required. Also, in order to comply with Disability regulations, bus's of this type are low floor and therefore need to be a certain size in order to comply with that legislation. Most of the bus's operating in and around Chippenham are of Euro5 standard, making them very efficient when measured at the tail pipe in terms of omissions.

16) I'm writing to pose the following question to the Area Board ahead of the meeting on the 11th December - "How many more accidents and fatalities will it take, for the speed limit on the A350 (near Lacock) to be changed?"

As most of the Board are no doubt aware, another fatality was recorded on the A350 by Lacock in November. This is in addition to the many accidents that happen on this road on a regular basis.

I, and many other users of this road, are outraged that there has still been no action taken as yet by the Council to make changes to the incredibly dangerous stretch of road between Lackham College roundabout and Beanacre. As such, I have started a petition for the speed limit to be lowered - which can be seen here: <https://chng.it/2ZQQT7R9y7>
I'd suggest - a lowered speed limit along this stretch is not the only solution - but it would be a very good start to giving road users enough time to react to others around them. There are multiple factors to be considered here:

- Multiple single track lanes adjoining an A road (with poor visibility)
- Inadequate road layout near Whitehall traffic lights (inc. incredibly short merge lanes)
- Enforcement (& knowledge!) of the existing speed limit at the least
- Inadequate crossings for road users.
- Types of road user in this particular area! (agricultural, equestrian, cyclists, tourists, college students, walkers etc.)

As the resident that has started this petition, I appreciate that there are budget restraints - but we simply cannot allow accidents and fatalities on this road to become the norm. I look forward to hearing the response from the Board at the meeting on the 11th and will see Councillors there.

With regard to the A350 south of Lackham Roundabout it is important that it is an attractive route for traffic to use rather than using the local, less suitable, lanes and minor roads in the area.

National Highway's M4 to Dorset Coast Connectivity Study may have implications for the A350, including the route to the south of Lackham Roundabout. This report is currently being considered by DfT and the results are awaited.

It may be that, as and when future funding opportunities present themselves, potential bids could be developed and considered to provide an upgrade to the A350 route to the south of Lackham Roundabout and leading into the potential bypass scheme at Melksham. However, in the meantime any safety improvements on this route would have to be funded from existing sources, including funds available from the LHFIFG.

17) Wiltshire County had no fixed speed cameras. ANPR technology is so cheap and readily available now, with the ability to fully automate processing of speed offences and issuing of fines. With evidence that shows speed reduction from cameras, and the means to collect revenue from fines which could be used to fund safety improvements, why isn't the tech used in our county?

The Wiltshire and Swindon Road Safety Partnership (Swindon & Wiltshire Councils, National Highways, Fire, Police and Ambulance services and Ministry of Defence) have adopted a Road Safety Strategy predicated on reducing road fatalities and serious injuries by co-coordinating

strategic actions. Ensuring compliance with speed limits is part of that strategy, however there are no current plans to re-establish a formal Camera Safety Partnership.

18) With reference to the meeting on Monday 11th, please find some questions put forward by the Marshfield Road Safety Group –

- **Please can we have an update on our LHFIG application submitted in December 2022?**
- **We've had no formal communication back on our application, please can you explain the process in terms of decision making, timeframes and communication once a LHFIG application has been submitted?**
- **With ever increasing frequency of incidents on Marshfield Road (speeding, near misses, crashes) will any of the improvement measures suggested be implemented? As a reminder these include a number of traffic calming measures such as –**
- **Amending the road layout so that it is clear if one lane or two (ideally one (plus a dedicated cycle lane) as there isn't the width for two lanes in the central section), reducing the jostling for position and dangerous overtaking.**
- **Improving the signage and road markings so there is a clear indication of the layout and the speed limit.**
- **Making use of speed cameras to catch those speeding.**
- **Potentially reducing the speed limit.**

This is a live project for the LHFIG and officers supporting the groups have recently met with the Local Councillor for the area with a local resident. A further update will be given at the next LHFIG meeting in January and notes of the meeting will be available via the local member and town council following the meeting.

19) Issues being caused by vehicles parking illegally on Station Hill / New Road, primarily to visit or facilitate delivery from the fast food shops. These vehicles are creating increased risk of incident to both passing motorists and pedestrians and creating problems for larger vehicles such as buses.

- a) **Additionally, due to high turnover and limited parking availability, vehicles often park against the flow of traffic which then necessitates dangerous movements out into peak hour traffic. We also often see 3-point turns being performed on Station Hill where drivers refuse to travel further up that road to turn at a junction / side road.**
- b) **This junction with the recently installed traffic lights is now one of the major blocks to traffic flow and it is disappointing that these easily visible issues exist so close to the Council Office and police station on Monkton Hill, giving rise to the question why so little is done about it?**
- c) **The absence of action is now encouraging further illegal parking for longer periods as people visit the gym or pub.**

Illegal and inappropriate parking is being addressed by the Council's Parking Services team. However they cannot be attendance on all occasions but targeted enforcement does take place. Visibility issues were identified at an early stage and an offer made to the local businesses to undertake a parking review but no response was received. This issue could be revisited by raising with the Town Council and LHFIG.

20) I'm sure you'll be inundated with emails about this subject so I will attempt to keep this brief. The increased danger to road users and build up of traffic since the changes have been put into place is what's led me to write, along with what i believe to be a lack of common sense.

- a) **Firstly prior to these changes in my experience there was very little traffic or last minute close calls/lane changes by incompetent drivers or those trying to undercut the traffic. Worst case**

was that people didn't realise if approaching from Chippenham you could take the left lane all the way to M4 Eastbound (3 exits in total) the right line enabled you to also turn off M4 Eastbound along with the refuse centre/services and back to Chippenham meaning each lane led to 3 exits.

- b) It can't be correct that when approaching from Chippenham to Jct 17 M4 that one lane goes left (least common route) and to exit on the remaining 5 exits you have to use the right lane. The increase in vehicles from the new warehouses surely won't create that much traffic. This layout has been here for over 15 years without issue, how much expansion are we expecting in the next couple years?
- c) I also felt traffic flowed better in the town centre before the lights were brought in. It appears our town is given a budget for the roads and we need to spend it or lose it next time and lights are a good way to do it. It might not be true but coming from someone who drives on these roads regularly and my own straw poll of all the people I know in Chippenham agree. The only people I have found in favour of these changes are the elderly or the apprehensive drivers reflecting their inability to drive and shouldn't be relying on the town coaching them.
- d) Please could you review the lights situation, I would also like to see a vote to the population of Chippenham regarding being in/not in favour of lights to also factor in other road users including disabled and pedestrians.

The recent changes at M4 Junction 17 were the subject of a planning application (17/03417/OUT) which was approved on the 28th August 2018. The planning application facilitates the delivery of the Chippenham Gateway scheme, which amounts to circa one million square feet (92,903sqm) of warehousing and distribution uses, which will ultimately have a significant impact on the operation of the junction.

Since planning approval for the Chippenham Gateway scheme, both National Highways and Wiltshire Council have worked in collaboration with the Developer to progress the design and delivery of the junction works, which are now nearing completion. These junction works were subject to traffic modelling to determine the most efficient lane allocation to respond to growing and changing traffic patterns, which has resulted in the current arrangement with the northbound A350 left hand lane solely allocated to accessing the M4 westbound.

The change in lane allocation has resulted in some immediate concerns, with some drivers incorrectly utilising the left-hand lane seeking to continue the straight-on movement to the A429, despite sign and road marking lane allocation. Since concerns were initially raised, further signs and road markings have been implemented, however we recognise that this may present a medium to long-term issue which should be assessed and mitigated wherever possible. In order to address this, a stage 3 Road Safety Audit is in the process of being commissioned and should occur imminently; the brief for the Road Safety Audit will explicitly cite concerns for the lane allocation for assessment by the independent auditor. Following the Road Safety Audit, National Highways and Wiltshire Council will review all recommendations and respond accordingly.

Traffic signals - The timings of all the traffic signals in Chippenham Town centre are subject to regular review and changes are made where considered to be of benefit. Monitoring is undertaken to establish if the changes made bring about the anticipated benefits. The smoothing of traffic flow throughout the town centre remains an objective for the Council, but is likely to involve a redistribution of queuing traffic to other locations. It is the overall journey time across the network that is important rather than the individual time taken through each junction. The comments made will be passed to the Council's consultants for further review.

21) Roads/congestion:

- a) Bath Road roundabout near the railway bridge. I live just off Coppice Close and turning right towards the roundabout has become a nightmare. When drivers take the exit off the roundabout heading towards Lacock/Melksham etc. often drivers seem to speed into the 40 mph zone. With Coppice close on the left and extension of Redcliffe development, it is sometimes very difficult to join the main road especially, when turning right towards the roundabout. With the development of further new homes, I believe this section should be reduced to 30 mph until cars reach the traffic lights.
- b) The trees at the roundabout also make it difficult to see other pedestrians and traffic when walking my dog.
- c) Buses on Sundays and Bank Holidays and evening. I am unable to drive and the lack of transport on Sundays/BH and lack of transport after 5.50pm significantly impacts on my ability to shop at the weekends and I have no choice but to pay for a taxi to/from town which costs extra on Sundays and Bank Holidays. I have a weekend job for 4 hrs on Sat and Sunday and half of my pay for working on Sundays is used to pay for the taxi.
- d) I am also limited in where I can travel when I am not at work as it seems that to travel to other areas of Wiltshire I have to catch the bus into town and then catch another bus to wherever I am going and this all has to link in with the A34 timetable. When my family member visited in August, we could not go to Warminster for example and it was a struggle to go to Devizes, Marlborough and even Corsham.
- e) The traffic congestion towards town is ridiculous and when I am at the bus stop, the a34 bus can be delayed for up to 15 mins. In Corsham, I was stood in a bus shelter that had electronic text stating the time of the bus. I would like to see this at the bus stop near the Rowden Arms, heading towards town centre. It is very exposed to the elements and constant lateness owing to congestion further down the route from Frome to the Rowden Arms deters me from going into town unless is necessary.
- f) I have also noticed that electric scooters are being used on the main road weaving in/out of cars at the Bath Rd roundabout passing queuing cars waiting to turn left at the roundabout or go straight on towards Sainsburys.
- g) I had to surrender my driving licence in 2021 on medical grounds and I have seen a significant increase in traffic, congestion, parking on two sides of the road and I've noticed more reports about accidents that have caused significant injury/death. This prevents me from considering asking for the return of my driving licence even though this is now an option open to me. I have a learner driver in the home and I am also very concerned about her driving in the future. Drivers seem very confused about which lane they should be in when approaching roundabouts.
- h) My other concern is around drivers with mobility issues and perhaps other concerns re: eyesight. I see older drivers in particular struggling to get out of their car and needing to use a walking stick. I wonder about their reflexes and whether they can appropriately manoeuvre and control the vehicle.
- i) Roads/congestion: Bath Road roundabout near the railway bridge. I live just off Coppice Close and turning right towards the roundabout has become a nightmare. When drivers take the exit off the roundabout heading towards Lacock/Melksham etc. often drivers seem to speed into the 40 mph zone. With Coppice close on the left and extension of Redcliffe development, it is sometimes very difficult to join the main road especially, when turning right towards the roundabout. With the development of further new homes, I believe this section should be reduced to 30 mph until cars reach the traffic lights.

Buses on Sundays and evenings continue to be funded largely by Wiltshire Council and we continue to see the value in such funding. Numbers have recovered well on such services, post Covid, with leisure and tourism being travel choices on Sundays for example. It is difficult to respond entirely specifically to the question as we don't recognise the bus service you refer to.

However, it is common practice for a county of Wiltshire's size to operate bus services that feed into larger hub areas for onward destinations.

22) Request for an update on the actions being undertaken to help with the speeding problem in Christian Malford. At the Parish Forum Meeting we presented a chart showing the excess speeds on the B4069. I have update the chart with the latest two months data (see below) and as you can see the trend is much the same. We have had a visit from both the Wiltshire Police speeding unit and a PCSO team which resulted in:

- **14th November - 2 Speeders reported**
- **21st November- 5 drivers offered speed awareness course.**
- **1 driver received a fixed penalty notice and 3 points**
- **1 driver subject to court recovery.**

Can we expect continued support for the CSW teams as well as spot checks by speeding units?

Yes, there will be continued support from the CSW team, see latest CSEO activity below.

CSEO activity ▢

Location: Christian Malford - Av... x Christian Malford - Ma... x Christian Malford - Sta... x Christian Malford - Su... x

Location ▾	Site Name W3W ▾	Date ▾	Cancelled? ▾	Speed awarene... ▾	Fine & Points ▾	Court ▾	Total ▾
Christian Malford - Avon Wier Lane	reframe.indulgent.melt	Today	ROAD CLOSED	0	0	0	0
Christian Malford - Avon Wier Lane	reframe.indulgent.melt	November 30, 2023		1	0	0	1
Christian Malford - Avon Wier Lane	reframe.indulgent.melt	November 21, 2023		5	1	1	7
Christian Malford - Station Road	hopefully.clumped.blame	October 17, 2023	YES CONGEST	0	0	0	0
Christian Malford - Malford Farm	farm.limelight.writings	October 17, 2023		0	0	0	0
Christian Malford - Sunnyside Close	fall.harder.heckler	October 17, 2023		2	0	0	2
Christian Malford - Station Road	hopefully.clumped.blame	October 17, 2023		0	0	0	0

Count

23) I live on St Paul Street [since 1983].

- a) 200 steps from my house turning left towards Park Lane, there are 6 sets of traffic lights, where previously there was a roundabout and zebra crossing; this means that whereas traffic flowed continuously, albeit slowly depending on the time of day, now the traffic builds up in Park Lane and Malmesbury Road, cars are idling and stationary, even though frequently outside of peak times, there are no cars moving through other green lights, especially opposite the New Road post office. When cars are stuck in front of those traffic lights, St Paul Street is blocked and residents can't turn in as was the case when there was only a zebra crossing; traffic flowed better overall and now the smell of exhaust fumes is palpable; it wasn't as smelly and polluting for pedestrians and people living in the flats there when there was a zebra crossing and traffic filtered into New Road.**
- b) 200 steps turning right from my house, there are 7 sets of traffic lights:**
- c) 2 over Marshfield Road where previously there was a pelican crossing; now we press the pedestrian button and wait and wait and wait despite no traffic coming, people get fed up and cross, but that is less safe, and isn't a good role model for children; 3 at the bottom of New Road, one on the other side of the viaduct and 3 at the bottom of Station Hill, where there used to be a roundabout [didn't get round to photographing those].**
- d) There is a complete overkill of traffic lights which use electricity, and are not effective for pedestrians, they are not synchronised so we cross half way then have to wait again! Whoever designed this system doesn't live here and doesn't have to walk past the pollution. Those in the know use the Old Road as a rat run from Aldi and the small Tesco on the corner of Old**

Road towards the station car park and New Road, thereby cutting out the traffic lights at the top of New Road.

- e) I am not alone to think that so many traffic lights is overkill, leads to congestion and is not user friendly for pedestrians. How much did this cost us? Rumours have it the Council received money from the government/ Aldi/Great Western towards the costs of highways improvements, is this true?
- f) One other matter, at the bottom of St Paul Street is a sign pointing to the right to show Marshfield Road is one way only. However, beside it is another sign showing an arrow to the left for cyclists. Are cyclists allowed to ride bikes against the one way traffic, or are they expected to ride on the pavement used by families with small children going to Ivy Lane school? I was knocked over by a cyclist recently whilst at the crossing looking left towards the viaduct and stepped out as there was no traffic coming [admittedly I didn't wait for the green man] and was knocked into by a cyclist coming from the right. She was slow and I wasn't hurt, but the signage is unclear.
- g) I have been to the offices in Monkton Park about the pollution and was told that many residents have complained, but that only if it's recorded on the appropriate Wiltshire Council site will it be taken notice of. So, although I have only just got round to writing this, am now formally recording these concerns and questions

The Hathaway retail park signals were installed as part of development proposals and currently remain the responsibility of the Developer. Adoption by the Council is currently forecast to be achieved by the end of March 2024 and this will allow refinement of their operation to resolve a number of issues raised.

The timings of all the traffic signals in Chippenham Town centre are subject to regular review and changes are made where considered to be of benefit. Monitoring is undertaken to establish if the changes made bring about the anticipated benefits. The smoothing of traffic flow throughout the town centre remains an objective for the Council, but is likely to involve a redistribution of queuing traffic to other locations. It is the overall journey time across the network that is important rather than the individual time taken through each junction. The comments made will be passed to the Council's consultants for further review.

The footway from the bottom end of St Pauls Road to the Western Arches is a shared use footway / cycleway with appropriate signing in place.

- 24) Please can you let me know when you're going to complete the pedestrian and cycle route on the pheasant roundabout, we have put up with the mess and lack of safe crossing for too long. What are the reasons for the delay. Please can we have a realistic time scale for completion
Thanks Keith DISPAIN Sent from my iPhone.**

The works around The Pheasant Roundabout are being carried out by Developers and is due to recommence early in the new year.

- 25) What is the programme of road surface repair to the damaged road surfaces on the corner of Eastern Avenue and Blackbridge Road**

This location is included in the patching programme with works currently due by mid may.