

Appendix B - Salisbury Steet lighting

Underpasses and Tunnels

The report prepared by SWSI raised concerns around the use of underpasses in Salisbury. National Highways, through Wiltshire Council and its consultants Atkins, have commissioned a detailed study of several of the underpasses they are responsible for. The study will highlight existing faults that need addressing and improvements that could be made to the underpasses that will make them safer and more pleasant for users. The study will cover the following underpasses:

- St. Paul's Roundabout
- St. Paul's Road Underpass
- Waitrose Underpass
- Avon Valley Path / Nelson Road Underpass
- Castle Roundabout
- St. Mark's Roundabout

This work commenced in September 2022. Updates will be provided to the Area Board Working Group as and when available.

The other underpasses in Salisbury are listed below, with the organisation responsible for managing them indicated in brackets. Improvements to the underpasses listed below can be raised with the organisation responsible for managing them for further consideration. Improvements to Wiltshire Council owned underpasses can be raised with the LHFIG for further consideration.

- The Greencroft Underpass (National Highways)
- Winchester Street Underpass (National Highways)
- Culver Street Car Park Access Underpass (National Highways)
- St. Ann Street Underpass (National Highways)
- The Friary Underpass (Wiltshire Council)
- Exeter Street Underpass (Wiltshire Council)
- New Bridge Road Underpass (Wiltshire Council - Structure Only) / (Salisbury City Council)

Recommendations

The report prepared by SWSI raised proposed a number of specific recommendations for Wiltshire Council, Salisbury City Council and external parties to consider. Those recommendations are considered below.

Recommendations for Wiltshire Council

Recommendation: Wiltshire Council installs additional street lighting in the alley from Brown Street Car Park to Catherine Street.

Response: The alley in question is known as Antelope Square. Antelope Square is Wiltshire Council owned land but is not recorded as public highway so is the responsibility of the Strategic Property Services Team. However, as public access to the area of concern is available on a 24/7 basis a street lighting assessment could be considered for funding by the LHFIG.

Recommendation: Wiltshire Council installs additional street lighting at the following locations:

- The top end of Guilder Lane / Winchester Street corner
- Outside Pennyfarthing House in Pennyfarthing Street
- Milford Street between The Chapel (No. 34) and A2Z House (Nos. 24-6)

Response: The three locations listed above are all part of the public highway. A street lighting assessment covering these areas could be considered for funding by the LHFIG.

Recommendation: Wiltshire Council installs additional street lighting in College Street.

Response: The area highlighted in the report is the College Street Car Park Access Road. The access road, parking bays on the access road and southern footway are Wiltshire Council owned land but are not recorded as public highway so is the responsibility of the Strategic Property Services Team. The footway on the northern side of the access road forms part of the Wyndham Park Open Space and is nominally the responsibility of Salisbury City Council. However, as public access to the area of concern is available on a 24/7 basis a street lighting assessment could be considered for funding by the LHFIG.

Recommendation: Wiltshire Council installs additional street lighting in St. Martin's Church Yard.

Response: St. Martin's Church Yard is in private ownership and as such improvements to street lighting in it are not the responsibility of Wiltshire Council. It would be for the Area Board Working Group to raise the issue directly with the landowner (assumed to be the diocese). It should also be noted that the route through the church yard is permissive only.

Recommendation: Wiltshire Council installs additional street lighting as you exit the underpass into the Friary, perhaps on the wall of Norton House.

Response: Longer term the Council would seek to improve lighting in this area as part of a project to provide a shared used path linking into Carmelite Way. In the shorter term the route from Exeter Street Underpass into The Friary is recorded as part public highway and part Wiltshire Council owned land that is the responsibility of the Strategic Property Services Team. However, as public access to the area of concern is available on a 24/7 basis a street lighting assessment could be considered for funding by the LHFIG.

Recommendation: Wiltshire Council install three additional street lights in the Exeter Street Underpass.

Response: As advised in the Underpasses and Tunnels section above additional measures in the Exeter Street Underpass can be raised with the LHFIG for further consideration.

Recommendation: It is recommended that mirrors and/or additional lights are placed at the ends of tunnels and underpasses to make exiting these spaces less intimidating after dark.

Response: The Underpasses and Tunnels section above outlines how concerns relating to underpasses can and are being addressed.

Recommendation: We had been told that Wiltshire Council has a system for remotely spotting non-working lights as well as deploying a 'spotter' or monitor who checks lighting regularly. The relatively high number of reports of non-functioning lights we found made us

wonder how robust the system is for spotting and reporting these faults. We recommend that this process is investigated further.

Response: The CMS system is robust and reliable. However, during 2022 repair activities have been slower than in previous years due to nationwide material shortages generally and resource shortages in the Council's contractors.

Recommendation: We recommend that a review of Culver Street Car Park is undertaken with a view to improving the perception of safety it gives to members of the public, particularly after dark. The following suggestions have been put forward:

- Making the top floor a parking resource for local residents so that people are coming and going on a regular basis. This might improve the atmosphere and the presence of pedestrians might make the car park less intimidating to women on their own.
- Putting a security guard on duty in the car park 24/7 (costs involved) to discourage gangs of youths from using the car park as a meeting place and to help stop graffiti.
- Making an area of the car park 'for sole women drivers only' overseen by a 24/7 warden (costs involved) which would be a proactive way of encouraging women to use the car park. This type of scheme or variations of it have been in use in Germany since the 1990s and are also being used in Austria, Switzerland and China.

Response: The Area Board Working Group should raise concerns around the safe use of Culver Street Car Park directly with Parking Services who are responsible for the day to day management of the car park. However, in the interest of openness it is considered highly unlikely that, due to the costs involved, any option requiring the employing of security guards on a 24/7 would be taken forward.

Recommendation: We also recommend that better publicity could be given to promote the 'MyWilts' reporting system as clearly some of the members of the public who made reports to us were unaware of the app.

Response: The comment is noted and will be raised with the Council's Communications team for actioning.

Recommendations for Salisbury City Council

Recommendation: The report identified the actions listed below as matters for Salisbury City Council to consider:

- We recommend that notices about CCTV coverage are installed through the city centre. While CCTV cameras are visible to those who look for them, they are not immediately obvious. Signs could act as a deterrent to perpetrators of all types, day and night. We are aware that the 'follow me' CCTV facility is not consistently available. It was agreed that funding options should be explored for enabling this to be available 24/7 and once it is, that the phone number to be displayed on the signage so that those feeling vulnerable/intimidated can take advantage of that facility.
- We recommended that the Poultry Cross should be floodlit as a feature and are pleased to report that this has already been actioned.
- Our various reports of graffiti are forwarded to the City Council via the MyWilts reporting system.

Response: The Area Board Working Group should take these matters up directly with the City Council.

Recommendations for External Parties

Recommendation: The report identified the actions listed below as matters for other or external parties to consider:

- We recommend an approach be made to Succession Wealth that they put a light outside their frontage which is very dark (43-55 Milford Street)
- We recommend an approach be made to John Glen MP to ask him to put a light outside his office to improve the light on that stretch of Brown Street.
- We recommend an approach be made to the Red Lion to ask that they turn on the two floodlights on the top level of their building on the Milford Street side
- We recommend an approach be made to the Market Inn to turn on the two lights on their Fish Row frontage
- We recommend an approach be made to HSBC bank to turn their sign lights were on to make Minster Street less dark.
- We recommend an approach be made to Deliveroo to ask them to introduce a code of conduct for their delivery drivers, with safe and courteous driving towards the public a focus.
- The outcomes of these approaches to be publicised to give these organisations the opportunity for positive PR.

Response: The Area Board Working Group should take these matters up directly with the respective organisations.

Faults With Existing Street Lights

The Area Board Working Group identified a number of issues with existing street lights and raised them via the MyWilts app. Details of the issues raised and the action taken by Wiltshire Council in response is provided below.

Comments shown in green text indicate issue resolved or not Wiltshire Council Highways responsibility.

Comments shown in red text indicate action required.

We would like to advise that the accuracy of reporting is necessary to save on wasted visits and ensure correct units are attended and enable correct responses to be provided.

Where we have advised wall mounted units waiting LED conversion, there have been potential issues of reusing existing cables and brackets but further analysis indicates they are okay for use. A works instruction is with the contractor and they are due to commence install in late September / early October, with units not operating given priority.

15 units resolved and 3 other locations not Wiltshire Highways responsibility
Resolved - 1, 4, 13, 15, 18, 22, 24, 25, 26, 27, 28, 31, 32, 35, 42
Not Highways - 7, 40, 43

3 units require new columns and are in progress
2, 41, 44

15 units waiting on LED conversion
3, 5, 6, 8, 9, 10, 11, 12, 14, 19, 20, 29, 30, 34, 38

2 units due to Out of hours and to be reissued for high priority attendance
16, 17

5 units require further investigation works on supply cables etc.
21, 23, 36, 37, 39

1 unit has now had new job raised for attendance
33

1 The Greencroft 00059234

In Progress: UNIT 1 THE GERENCROFT IS WORKING AS IT SHOULD. PLEASE ADVISE FULL UNIT NUMBER AND LOCATION.

Perhaps some confusion over actual unit / location, all units are fully connected to CMS and in operation as planned

2 Belle Vue Road 00059235

Completed: PLEASE ADVISE UNIT NUMBER. UNIT 3 AS SELECTED IS WORKING AS IT SHOULD.

Definitely confusion over actual location. Unit selected in MyWilts does not necessarily correspond to descriptive location. There are 2no. corners at Albany / Belle Vue.

182/3 as selected by customer is operating correctly.

176/7 as derived from further analysis is waiting on a column replacement due to metal cut. Current target date is 01/07/22. Ringway to advise on reason for delay

3 Endless Street 00059236

In progress: We are aware of this fault. The unit requires further electrical work, supply isolation, a new wall bracket and lantern as part of the LED Replacement Project currently being carried out by Wiltshire Council. The current unit is obsolete and unable to be repaired.

Unit 10 - Open job since November 2021 - Wall mounted equipment – Waiting LED conversion. To be given high priority

4 Chipper Lane 00059237

In progress: This report has been passed to our Highways team for Investigation.

Unit 5 - Fault advised completed on 24th March 2022 – loose wires. CMS confirms unit continues to operate as planned

5 Scots Lane 00059238

In progress: This unit requires extensive works in order to convert to LED lighting. The current unit type is obsolete and cannot be fixed. The work required remains with the contractor and will be completed in due course.

Unit 3 - Open job since September 2021 - Wall mounted equipment – Waiting LED conversion. To be given high priority

6 Endless Street 00059239

In progress: This report has been passed to our Highways team for Investigation.

Unit 7 - Open job since October 2020 - Wall mounted equipment – Waiting LED conversion. To be given high priority

7 Brown Street Car Park 00059450

This unit is not maintained by Wiltshire Streetlighting and the fault has been passed to FMSupport - Facilities Management Support at Wiltshire Council

As this seems to be proving problematic I have raised an order to an energy supplier on our system

Not Wiltshire Highways. Unable to provide update

8 Corner of St John's Street and New Street Wilson's Solicitors building 00059451

In Progress: Comment: Cable fault. Requires extensive works to convert to LED lighting - contractor aware

Unit 4 - Open job since April 2020 - Wall mounted equipment – Waiting LED conversion. To be given high priority

9 Corner of Gigant Street and Milford Street 00059452

Completed: This unit is working correctly on our remote monitoring system. Please check location and submit new report. We are aware of the fault to the unit around the corner (unit 3) in Milford street and a job remains with the contractor to complete. Your report has been closed for administration purposes

Confusion / incorrect reporting of unit.

Unit 408/2 (Gigant St) selected in MyWilts – continues to operate as planned

We suspect it was meant to be Unit 401/3 (Milford St) - Open job since January 2020 - Wall mounted equipment – Waiting LED conversion. To be given high priority

10 Spec Savers building in Milford Street 00059454

In Progress: This report has been passed to our Highways team for Investigation.

Confusion / incorrect reporting of unit.

Unit 401/5 – as selected in MyWilts - No Fault Found – Unit continues to operate as planned

Unit 401/11 – as mounted to SpecSavers - Open job since November 2020 - Wall mounted equipment – Waiting LED conversion. To be given high priority

11 Catherine Street – Catherine Chambers/ Sharp Practice 00059456

In Progress: Comment: This unit has a cable fault which will take some time to complete

Unit 4 - Open job since November 2020 - Wall mounted equipment – Waiting LED conversion. To be given high priority

12 Paperchase in New Canal 00059457

In Progress: Comment: Your report has been passed to our contractors to attend to identify the cause and arrange a fix for units 2 and 3. However, due to current Co parts availabilities it can take up to 6 weeks to return to full operation. We are already aware of the fault to unit 4

Unit 405/2 – Fault resolved 13th April 22. Unable to confirm current operation as CMS is unconnected. Unit is due LED conversion end September / Early October with new CMS.

13 Market Square: #3 #2 #3 2135 00059458

In Progress: Comment: Your report has been passed to our contractors to attend to identify the cause and arrange a fix for units 2 and 3. However, due to current Co parts availabilities it can take up to 6 weeks to return to full operation.

We are already aware of the fault to unit 4

Lack of accurate location reporting, unable to progress advised faults at time of report.

We were aware of faults in Guildhall Square around this time and these are all now resolved.

No faults in Oatmeal Row – CMS is all connected

No faults in Ox Row – CMS is all connected

No faults in F/P Guildhall Sq to Blue Boar Row – CMS is all connected

No faults in F/P Blue Boar Row / Market Square – CMS is all connected

14 Butcher Row opposite Framemakers #3? 00059460

In Progress: Comment: Unit 3 is working correctly on our remote monitoring system - unit 2 is not.

Your report has for unit 2 been passed to our contractors to attend to identify the cause and arrange a fix. However, due to parts availabilities it can take up to 6 weeks to return to full operation.

Incorrect location reported - Unit 404/5 or Unit 404/7 is opposite Framemakers

Unit 7 has open job since March 2022. Not connected on CMS. Waiting LED conversion. To be given high priority

15 New Canal: 8/89 opp Goldsmith's 00059461

Completed: Comment: We are already aware of the issue and a report has already been passed to our contractors to attend to identify the cause and arrange a fix. However, due to current parts availabilities it can take up to 6 weeks to return to full operation.

Your report has been closed for administration purposes

Unit 405/8 reported and resolved in June 2022. – continues to work as planned

16 Gift Company wall 00059462

Completed: Comment: We are already aware of the issue and a report has already been passed to our contractors to attend to identify the cause and arrange a fix. However, due to current parts availabilities it can take up to 6 weeks to return to full operation.

Your report has been closed for administration purposes

Unit 405/9 has open job since Nov 2021 – Ringway advised Out of hours working needed. Unit not subject to LED replacement. Out of hours is reported monthly and needs to be given priority for attendance.

17 Top Shop #10 00059463

In progress: Comment: We are already aware of the issue and a report has already been passed to our contractors to attend to identify the cause and arrange a fix. However, due to current parts availabilities it can take up to 6 weeks to return to full operation.

Your report has been closed for administration purposes

Unit 405/10 has open job since Nov 2021 – Ringway advised Out of hours working needed. Unit not subject to LED replacement. Out of hours is reported monthly and needs to be given priority for attendance.

18 High Street opp Waterstones on wall 00059464

In progress: Comment: Your report has been passed to our contractors to attend to identify the cause and arrange a fix. However, due to parts availabilities it can take up to 6 weeks to return to full operation

Unit 430/9 resolved April 2022 – continues to work as planned

19 Old George Mall 3b 00059465

Completed: Comment: we are already aware of the issue and a report has already been passed to our contractors to attend to identify the cause and arrange a fix. However a scheme to fit new lights here is with the contractor to complete and may take some time. Your report has been closed for administration purposes

Exact unit not identifiable - No CMS present as units are group switched. No job was raised in system. LED replacements due and consideration to individual controls are being determined pending CMS trials. Lighting levels unlikely to be affected by one or two units out.

20 Old George Mall 4b 00059467

Completed: Comment: We are already aware of the issue and a report has already been passed to our contractors to attend to identify the cause and arrange a fix. However a scheme to fit new lights here is with the contractor to complete and may take some time. Your report has been closed for administration purposes

Exact unit not identifiable - No CMS present as units are group switched. No job was raised in system. LED replacements due and consideration to individual controls are being determined pending CMS trials. Lighting levels unlikely to be affected by one or two units out.

21 Bridge Street On wall at Carwardine 00059468

In progress: Comment: Unit 5A is on the wall above Carwardine. Your report has been passed to our contractors to attend to identify the cause and arrange a fix. However, due to parts availabilities it can take up to 6 weeks to return to full operation

Unit 434/5A closed down in June 2022 without any action by Contractor - No CMS on this unit – Issues already identified about supply and capability of LED conversion without significant bracket and supply work.

22 Bridge Street Wetherspoons round light out 00059470

In progress: Comment: Your report has been passed to our contractors to attend to identify the cause and arrange a fix. However, due to parts availabilities it can take up to 6 weeks to return to full operation

Unit 434/1B reported but is a Belisha Beacon. Mayrise Fault was raised on Unit 1 but determined no fault found in June - All CMS connected units 1, 2, 4, 6, 7 operate as planned

23 Bridge Street on wall Betfred/ Wagamama 00059472

In progress: This report has been passed to our Highways team for Investigation.

Unit 434/5 closed down in June 2022 without any action by Contractor - No CMS on this unit – Issues already identified about supply and capability of LED conversion without significant bracket and supply work.

24 Bridge Street on wall of Fletcher's 00059474

Completed: Comment: We are already aware of the issue since and a report has already been passed to our contractors to attend to identify the cause and arrange a fix. However due to parts availabilities it can take up to 6 weeks to return to full operation. Your report has been closed for administration purposes

Unit 434/4 had open job since Nov 21. Fault resolved in June 22. – Continues to operate as planned

25 Butchers Row Shoe Zone 00059477

In progress: Comment: Unit 4 is working correctly on our remote monitoring system. Please check location and submit new report if you believe is still to be faulty

Unit 404/4 reported. But Unit 2 is on shoe zone. Fault raised and resolved in April 2022. Both units continue to operate as planned

26 Butchers Row Bohemia 00059478

In Progress: Comment: This unit is working correctly on our remote monitoring system. Faults have been found on units 2, 7 and 8 and reports have been passed to our contractors to attend to identify the cause and arrange a fix. However, due to parts availabilities it can take up to 6 weeks to return to full operation.

Bohemia is not in Butcher Row. Was in High Street according google. Now unknown location.

Unit 404/5 was reported but no fault was identified on CMS, units 2, 7, 8 raised and only 7 remains non-operational

27 Exeter Street to Friary tunnel lights only 3&9 working 00060970

In progress: This report has been passed to our Highways team for Investigation.

All units in nearby subways had lamp change in June so night time operation should be significantly better. Small no. of assets require new ballasts, on order and due to fit ASAP. Have requested unit no's affected by ballast change

28 The Friary 00060972

In progress: This report has been passed to our Highways team for Investigation.

All units in nearby subways had lamp change in June so night time operation should be significantly better. Small no. of assets require new ballasts, on order and due to fit ASAP. Have requested unit no's affected by ballast change.

29 Crane Street 00060974

In progress: This report has been passed to our Highways team for Investigation.

Unit 870/49 reported. Open job since May 21. Requires new lantern as minimum. Wall mounted equipment – Waiting LED conversion. To be given high priority

30 Fisherton Street wall of Stone Rose 435/23 00061372

In progress: Comment: Your report has been passed to our contractors to attend, identify the cause and arrange a fix at the earliest opportunity. However, due to current material and resource availabilities as well as typical 3rd party response times for underground supply faults it may take up to 8 weeks for lighting units to be returned to operation where the fault cant be fixed on first attendance. We are no longer able to prioritise works for individual unit faults unless we can determine a highway safety issue is present.

Unit 435/23 – Open job raised April 2022. But no detail if job attended yet. To be given high priority including LED lantern change

31 Light out on one way sign North Street 00061386

In progress: Comment: Your report has been passed to our contractors to attend, identify the cause and arrange a fix at the earliest opportunity. However, due to current material and resource availabilities as well as typical 3rd party response times for underground supply faults it may take up to 8 weeks for lighting units to be returned to operation where the fault cant be fixed on first attendance. We are no longer able to prioritise works for individual unit faults unless we can determine a highway safety issue is present.

No reported asset in MyWilts as signs do not show. We are unable to determine fault location. Jobs raised and completed on nearby assets, but unsure if covers actual location

32 Light out on no entry sign corner of East Street and South Street 00061456

In progress: Comment: Your report has been passed to our contractors to attend, identify the cause and arrange a fix at the earliest opportunity. However, due to current material and resource availabilities as well as typical 3rd party response times for underground supply faults it may take up to 8 weeks for lighting units to be returned to operation where the fault cant be fixed on first attendance. We are no longer able to prioritise works for individual unit faults unless we can determine a highway safety issue is present.

No reported asset in MyWilts as signs do not show. We are unable to determine fault location. Jobs raised on assumed asset and completed in May, but unsure if covers actual location

33 Light out on Mill Road no 20 00061373

In progress: Comment: Your report has been passed to our contractors to attend, identify the cause and arrange a fix at the earliest opportunity. However, due to current material and resource availabilities as well as typical 3rd party response times for underground supply faults it may take up to 8 weeks for lighting units to be returned to operation where the fault cant be fixed on first attendance. We are no longer able to prioritise works for individual unit faults unless we can determine a highway safety issue is present.

Unit 870/20 reported in MyWilts. But customer notes advise o/s no. 11, which can't locate. Unit 20 attended May and CMS changed. Connected on 5th May, lost connection 6th May. New job now raised for investigation / fix.

34 Light out on corner of Dews Road and Fisherton Street 435?4 00061374

Completed: Comment: This unit is due for conversion to LED lighting as part of the LED Replacement Project being carried out by Wiltshire Council however, further works are

required for conversion to take place. The contractor is aware and will implement when possible.

Your report has been closed for admin purposes

Unit 435/14 reported - Unit is due LED replacement, unconnected on CMS. Wall mounted equipment – Waiting LED conversion. To be given high priority. Job raised to highlight non- operation

35 Light out on 14'13" sign outside Bevan House Fisherton Street 00061385

In progress: Comment: Your report has been passed to our contractors to attend, identify the cause and arrange a fix at the earliest opportunity. However, due to current material and resource availabilities as well as typical 3rd party response times for underground supply faults it may take up to 8 weeks for lighting units to be returned to operation where the fault can't be fixed on first attendance. We are no longer able to prioritise works for individual unit faults unless we can determine a highway safety issue is present.

Unit 435/6 – Sign unit. Attended June. No CMS.

36 York Road no 2 outside no 66 00061380

In progress: Comment: We are already aware of this issue since 08.03.22 and a report has already been passed to our contractors to attend, identify the cause and arrange a fix. However, due to current material and resource availabilities as well as typical 3rd party response times for underground supply faults it may take up to 8 weeks for lighting units to be returned to operation where the fault cant be fixed on first attendance. We are no longer able to prioritise works for individual unit faults unless we can determine a highway safety issue is present. Your report has been closed for administration purposes but please be assured that the repair works will be carried out.

Unit 33/2 reported. Job raised, remains open, but no attendance made by contractor. May require specifying LED lantern but no request made to Atkins.

37 On spur road from Ring Road to Waitrose no 19 00061381

In progress: Comment: Your report has been passed to our contractors to attend, identify the cause and arrange a fix at the earliest opportunity. However, due to current material and resource availabilities as well as typical 3rd party response times for underground supply faults it may take up to 8 weeks for lighting units to be returned to operation where the fault cant be fixed on first attendance. We are no longer able to prioritise works for individual unit faults unless we can determine a highway safety issue is present.

Unit 219/19 reported. Job raised and identified as supply fault. SSE advised internal fault in July, but no further action to resolve / inform taken by contractor. Further investigation needed.

38 And opposite lamp 00061382

In progress: Comment: unit 15 is working correctly on our remote monitoring system. All other faults here have been raised with our contractor to attend.

Unit 219/15 reported. Unit 17 is not connected since August 2019. All other units in location are continuing to work as planned. Both units 17 and 18 still awaiting LED conversion and on OS works lists

39 End of Nelson Road/Castle Street 50/2 00061384

In progress: Comment: Your report has been passed to our contractors to attend, identify the cause and arrange a fix at the earliest opportunity. However, due to current material and resource availabilities as well as typical 3rd party response times for underground supply faults it may take up to 8 weeks for lighting units to be returned to operation where the fault cant be fixed on first attendance. We are no longer able to prioritise works for individual unit faults unless we can determine a highway safety issue is present.

Unit 50/2 reported. New cut-out required. Passed to SSE twice and no action taken yet.

Further investigation needed. But will raise replacement works against Robelec to complete a new install and new supply whilst old is being resolved. Likely to have lost supply due to NH works in vicinity.

40 2136/1 and 2791 Highways England FMS3446744

No feedback

Not Wiltshire Council asset,

41 On St Marks Road no 3 00061383

*Completed: Comment: New column required here. Target July 2022.
Your report has been closed for administration purposes*

Job open for replacement column due to metal cut-out. Still awaiting completion

42 On path from Waitrose car park 00061388

In progress: Comment: Your report has been passed to our contractors to attend, identify the cause and arrange a fix at the earliest opportunity. However, due to current material and resource availabilities as well as typical 3rd party response times for underground supply faults it may take up to 8 weeks for lighting units to be returned to operation where the fault cant be fixed on first attendance. We are no longer able to prioritise works for individual unit faults unless we can determine a highway safety issue is present.

Avon FP – Unit 2106/3 - Attended May 2022, no fault found. No units in vicinity non-connected non-operational according CMS.

43 Central Car Park 154 by e mail to Parking as no way to report it

From Facilities Management at Wiltshire Council:

This light has been reported but we have been advised the following

Our engineers are currently on site upgrading all the lighting in the area, due to the strange cable instal set up in the car park, the circuits can't always be connected during the install over night.

Additionally the area is being redeveloped with works scheduled to start in May and will last approx. 18 months. I'm not fully aware of the impact this will have on the car park.

Unfortunately though, lighting will continue to be disrupted.

Yours sincerely

A.Y
Parking Services
Highways Operations
Wiltshire Council

Not Wiltshire Highways. Note that future works will affect highways assets as part of construction and replacement.

44 The Friary 00062342

Further to publicity locally about our street audit we received a report from a member of the public about a light out in The Friary, 'on the bend of The Friary'. He said he had reported it several times to no avail, so we have added this to our reports.

Completed: Comment: We are already aware of this issue and a report has already been passed to our contractors to attend, identify the cause and arrange a fix. However, due to current material and resource availabilities as well as typical 3rd party response times for underground supply faults it may take up to 8 weeks for lighting units to be returned to operation where the fault cant be fixed on first attendance. We are no longer able to prioritise works for individual unit faults unless we can determine a highway safety issue is present. Your report has been closed for administration purposes but please be assured that the repair works will be carried out.

Unit 416/2 reported – Job open since Nov 2021, but job was never issued as was on LED project. Further investigation is required and may require new wall bracket / wayleave / approval to complete conversion. We have now issued work for new column to be undertaken subject to underground utilities.

Other issues

Foliage

Mill Road/Churchfield Road foliage on corner obscuring streetlight 00061387

In progress: This report has been passed to our Highways team for Investigation.

Trees need cutting back overhanging the path from Waitrose 00061389

*Completed: Comment: Trees are Managed by Salisbury City Council
Thank you for your report. This tree is the responsibility of Salisbury City Council and we have shared your report for you on this occasion. If you have any questions or queries regarding this matter please email SCC at info@salisburycitycouncil.gov.uk
Your report will now be closed.*

Graffiti

Culver Street car park 00059668

Delegated

New Bridge Road Tunnel obscuring lights 00060969

Delegated

St Paul's Roundabout underpasses 00064123

Delegated