

# AGENDA SUPPLEMENT (2)

**Meeting:** Pewsey Area Board

**Place:** Bouverie Hall, Goddard Road, Pewsey, SN9 5EQ

**Date:** Monday 27 November 2023

**Time:** 7.00 pm

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**The Agenda for the above meeting was published on 17 November 2023. Additional documents are now available and are attached to this Agenda Supplement.**

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2 **Question and Answer Session** *(Pages 3 - 20)*

Responses to questions asked prior to the Area Board meeting.

DATE OF PUBLICATION: 30 April 2024
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Pewsey  
Highways Matters  
27th November 2023

## Flooding

**a) When there is a problem caused by flooding and you ring the emergency number, there is no answer. Why is this?**

a)The council does provide an out of hours emergency contact number, while we do look to increase call handling capacity when poor weather is forecast on occasions demand can be such that there are delays in answering calls.

**b)Flooding near and in Oare on the A345.**

**what is being done about the lack of water management on this stretch of the A345?**

**We regularly see a lake on the southbound carriageway at the top of Oare hill on the bend.**

**None of the run off gulleys or drains onto Rainscombe Park land are maintained so no water run off is happening. These are so silted up as to be non existent and the road becomes a river.**

**All that water runs down the road through Oare stripping off the tarmac and dumps gravel and silt at the Huish Junction. All the drains by the old White Hart are blocked. All that water runs to the lowest point near Hatfield farm units which will be flooded if nothing is done.**

**None of the remaining silted up ditches are being maintained and the ditch northbound near Hatfield is now higher than the drain it collects from.**

**Oare also have the collapsed drain by the bus stop north bound that is constantly filled with tarmac. Not very helpful. This is not a water leak it stops when the rain stops.**

**School children and walkers are drenched by the water collecting in the dropped manholes northbound on their way to and from the school.**

**I have been reporting these issues via the App, a useless product, and via our clerk whose level of frustration is immeasurable.**

**Need I also mention the passing places on the C264 that could swallow a car for lack of hardcore, the missing white lines at Draycot crossroads hence traffic goes straight across as right if way is not evident, or the flooding there because the farm vehicles cut the corners, block the ditches on the C264 and fill what drainage there is with mud. In Huish we cleaned out the silted up ditch but the drains feeding it are always blocked so again the lane becomes a river and a lake forms in the village several feet deep. The old 2 ft ditch behind the drains did a far better job than this 6" pipe. This is just three roads on our parish! Farmers used to plough furrows to hold water up and direct it to ditches and ponds on their land rather than letting the water carry off what little topsoil there is onto our roads and into our drains. Contractors do not do that now and so we all suffer the loss of local water management and maintenance. How do we reinstate those good practices? "**

b) We acknowledge the existence of this issue. In the immediate future, our aim is to ensure the existing drainage system continues to operate effectively. However, we also have plans to implement more extensive measures to establish a sustainable solution. Unfortunately, progress on this front is contingent upon improvements in ground conditions, potentially delaying commencement until late spring or early summer of 2024. In the meantime, the Parish Council has the option to participate in the Operational Flood Working Group, where they can bring attention to the flooding issues and address them with relevant authorities such as Wiltshire Council, the Environment Agency, and Wessex Water.

**c)There are at least two places in Pewsey parish where water even after moderate rainfall collects and floods half the road, they are at the right angled corner at the top of Oare hilla and outside the Angela Yates Rugby field. Surely a drain or soak away could be installed to prevent this from happening?**

c)For Issue with Oare Hill see answer above . Issue at Angela Yates Rugby Field will be investigated.

**d)What have the Highways team done about the local flooding of the roads: e.g. A3087 to Burbage and the A345 (junction and blind corner at Hare street), Pewsey village where the stream crosses under the Ball Lane, Keeping the road drains clear of leaves and rubbish. Many of these drains flow into shared drains across people’s properties requiring homeowners to rod their drains (sometimes at great expense!)**

d)A number of actions are undertaken in relation to issues of flooding varying in scale from scheduled and reactive attendance by tankers to cleanse systems up to large scale improvement works to drainage systems. Engagement with landowners adjoining the highway is also a feature of remediating drainage issues. Accumulation of leaf matter is a particular problem at during the autumn and we endeavour to keep highways clear.

**e)Flooding on the Pewsey Road towards Marlborough has existed for many years and is getting worse, when is this going to be dealt with effectively?**

e)There are a number of locations on this length of road that are prone to flooding. The Area Engineer is looking to identify options that can resolve the matter.

**f)Flooding on the Pewsey to Burbage road is exactly the same, existed for many years and getting worse, when is thus going to be dealt with effectively?**

f)There are a number of locations on this length of road that are prone to flooding. The Area Engineer is looking to identify options that can resolve the matter.

**g)Drainage issues have been identified at two sites either end of Easton Royal that result in regular flooding along the B3087. When is repair work planned for this?**

g)These sites are under investigation by the Area Engineer, based on the findings of this investigation a design will be produced to deal with the issues mentioned. From the perspective of timeframe it is dependent on the scale of what is required. Small engineering works would be in the order of a few months while if it requires a major scheme it will be longer.

**h)We’ve been promised a soak-away to be installed at the junction from Ram Alley, leading to Wootton rivers (North of ER) as this floods badly each year. When is this scheduled please?**

h)We currently do not have a timeframe for works to remedy this situation

**i)We would like to know what the current maintenance programme is for clearing drains? We believe this used to happen more frequently but now rarely seems to get done and surely this adds to the problem of local flooding?**

i)Main A and B Roads are visited Annually along. gullies on lower classification roads are visited on a three year cycle. However, we are currently reviewing this approach.

**j)Maintenance of drainage appears to be practically non-existent. Large puddles are a regular occurrence on many roads. If you don’t know here they are, then why not?**

j)Concerns should be reported via the MyWilts App for inspection and action. However priority is given to the High Speed road network and where internal property flooding is likely. It is not possible to resolve all reported issues.

**k)The C8 Pewsey-Wilcot road near the rugby field has had flooding problems for years; are these in hand?**

k)This issue will require further investigation before an informed answer can be given

**l)Has Wiltshire Council organised a mapping of the Roads and water systems around Pewsey to agree and communicate who is taking responsibility for flooding and pollution issues? Who is taking responsibility for each bit? i.e Wiltshire Highways, Wessex Water and the River and Canals Trust, Wiltshire Wildlife Trust and other charities e.g. PARR (Pewsey Avon River Restoration)**

l)The council actively maps and records drainage systems relating to the highway but acknowledges that there are significant elements of this asset that we do not hold records for. We do look to work with partners to identify issues and take appropriate action, however it should be acknowledged that there are drainage features that fall outside our responsibility and we do not have capacity to take on recording them.

**m)More frequent and heavier rain fall causes the Avon to rise far higher and more frequently than before, threatening the house along the river. What measures are being put in place to reduce the peak flow of the river through Pewsey? Catchment and flooding in the Scotchel, upstream of the railway embankment, within the Village. Any scheme for reducing the flow rate from roofs through downpipes that empty onto the streets and cause local flooding e.g. between Marshalls Bakery and the Royal Oak?**

m) As Main River these are issues that the Environment Agency would lead on rather than Wiltshire Council. The concerns could also be raised at the Operational Flood Working Group to see if there are any catchment plans for the area.

**n)My neighbours and I have noticed that after heavy rain our shared drain/sewer becomes blocked. This runs downhill from Inlands Close across my property and a neighbour's property under the A345 to the main sewer just outside Deans shop.I often have to rod the drains to clear blockages after heavy rain.I have had a ground penetrating survey done of the drains and pipes running in my property which suggests that the gully drains are draining into this main sewer. Please will the Council staff just solve the problem they have been alerted to?In this case, clearing the leaves from the gully, so that the problem doesn't just pass onto the next organisation or person's jurisdiction?There isn't time for the residents to phone, wait and then argue with Wessex Water as to the responsibility for unblocking the sewers and then wait again for Wessex Water or a private contractor to arrive (at great expense). The sewerage backs up very quickly, often flooding out of the manholes.I have taken as much responsibility as I can to reduce the peak flow from my roof by disconnecting all but one of my downpipes into soakaways. I need the flow from one down pipe to flush my sewerage away.I appreciated hearing the Council's perspective and the magnitude of the network you are managing. I also shared the frustration last night. As council taxpayers and residents we are trying to help by alerting you to problems. However there appears to be a culture of 'passing the buck' and closing down our alerts wherever possible as quickly as possible, rather than recognising the interdependencies within the physical infrastructure. Passing the buck doesn't save time or money and, in the longer term, it undermines the physical integrity of infrastructure. Worst of all, this behaviour undermines Trust within our communities.**

n)The responsibility for drains falls across a number of bodies. In general, combined foul and surface water sewers are the responsibility of the Water/Sewage authority. Where highway gullies connect into a surface water sewer the line from the gully to the sewer is the responsibility of Wiltshire Council as the Highway Authority. It would not be normal for surface water originating from private properties to have connected into the Highway drain. In the case of Inlands Close there is a highway drainage system in place there is a foul sewer that is the responsibility of Wessex Water.

**o)One of the three main roads leading to Wootton Rivers accommodates all traffic from the South and West from the A338 and joins the access road off the B3087. Traffic from Easton Royal and Ram Alley also use this road. The narrow road requires some maintenance (pot holes ) but the main problem is the damage and state of the road at the bottom of Primrose Hill. This involves inter alia, drainage problems, large pot holes ( which I reported a month ago and received no acknowledgement ) and damage banks. As a result the road continues to be completely flooded regularly. I would request that your Engineer should review this location to determine the optimum solution to alleviate this ongoing problem.**

o) The concerns are noted and will be added to the list of locations for review by the Drainage and maintenance teams.

#### **Road conditions**

**a)At our Marden Parish Council meeting on 1 November we discussed the recent works undertaken to the road through Marden Village.It has taken many years of chasing for repairs to be made to this dangerous section of highway and there have been injuries to cyclists and damage to vehicles. Sadly the works just undertaken have failed to address most of the hazards such as potholes and sunken filled in sections of cable trenching. Please advise as a matter of urgency when this significant balance of repairs will be carried out.**

a)Works were undertaken during the summer using a "Jett Patcher", this provides a means to stabilise the existing surface. We acknowledge that the ride quality that this process provides is not the smoothest it does fall within the levels of what we would expect.

**b)The A342 between Upavon and Rushall is in very poor condition and floods regularly at the junction with the Drove. The narrow surface between this junction and the turning to Devizes, Elm Row, is in very poor condition thanks to continuous use by HGVs along what was a drivers track. Wiltshire Council has promised to take appropriate action but so far only a pavement has been partly built and what we residents need is the road itself to be paved with blacktop. Needless to say this is not for the first time of asking.**

b)This length of the A342 is to be reviewed within the next 6 months to inform decisions as to the extent and timeline for future surfacing actions.

**c)What is happening regarding the appalling nature of the surface of Back Lane, Great Bedwyn which has been raised by me frequently with little effective response.**

c)Back Lane is not a road identified on the Highway Record, however it is recorded on the definitive map as having public rights of access across it as a "Brown Track" this equates to a classification similar to a byeway. This designation means that roads of a higher designation have taken priority of maintenance. Going forward there are plans to repair the potholes with recovered road plannings.

**d)The condition of road surfaces is rapidly deteriorating as a result of the above, particularly the edges or shoulders where seriously dangerous holes are developing.**

d)The deterioration of surfaces due to drainage issues is something that we are well aware of. Where problems occur we do consider sites for inclusion on our verge strengthening program, as well as seeking to resolve the underlying drainage issues.

**e)Some top dressing has been carried out but much more could be done to seal the road surfaces before they deteriorate too far.**

e)The council does have a significant program of surface dressing which is reflective of our view that it is a process that provides an efficient and cost effective form of maintenance. While we would like to expand this program we do have to balance this against other demands

**f)Some top dressing has been carried out on very minor roads which did not necessarily need it. Eg the road through Wootton Rivers all the way up to the Savernake road. Why was Ashley Close, Pewsey subject to a complete resurface when it is a cul de sac and the surface was generally ok.**

f)This is preventative treatment to stop the carriageway from deteriorating further and requiring more extensive intervention.

**g)I believe that our Parish Steward has to travel all the way to Chippenham to collect pothole mixture. This should be stockpiled much more locally such as at the now closed depot on the way into Devizes from Alton Barnes. Why was this depot closed?**

g)We are working with our Contractor Milestone to identify efficiencies and minimise travelling

**h) Why are roads closed for repairs on one side of the road? Why aren't temporary traffic lights used to ensure drivers can still use the roads instead of having to be diverted for miles around?**

h)It is important that road workers are provided with a safe environment to work within and there is legislation that sets out requirements for this. One of which is to have a safety zone between the work area and traffic. where this cannot be achieved then works need to be undertaken within a closure

**i)The A345 is a main bus route. Many parts of this are in very poor condition but should have priority in maintaining it in good condition. This includes the section entering Salisbury.**

i)The traffic use of a road is considered when prioritising road repairs

**J)The A361 going into Devizes past the police station is in very poor state. When is this scheduled to be resurfaced?**

j)The A361 London road is in the surfacing programme for future years but we are waiting for various utility works to be completed first before resurfacing can take place.

**k)How many road gangs are there and how much equipment is available?**

k)Levels of resource deployed vary based upon work loads so when demand is high additional resource is deployed. This is true of equipment as well, for instance we would not be accessing surface dressing equipment in the Winter but would have it available during the summer. However, it would be an accurate reflection that the recruitment and retention of suitably trained and experienced staff from the engineering

**l)Every time I look at the Pothole statistics , more are reported than are being dealt with , can highways tell me how long before they catch up?**

l)When including numbers for "Find and Fix" repairs that are being undertaken proactively we are undertaking more repairs than reports received from the public.

**m)Why there are so many temporary sticky-plaster repairs made to our local Pewsey roads...Sunnyhill Lane, Pewsey to Burbage Road, Oare Hill, Pewsey to Marlborough road. They simply do not last, and it's a false economy. Residents ruin wheels and tyres because of the dreadful potholes and general state of the roads. Notwithstanding the cost of repair, it's the sheer frustration of time wasted and inconvenience of managing the outcome.A specific request regarding Sunnyhill Lane. I think all the locals who have to use the lane, are fed up with being told 'it's the badgers'. You will be aware it's the only diversion for the Burbage Road if Pewsey High Street is closed. The lane is a disgrace, and has been so ever since we have lived here, which is 15 years. Of the 3 vehicles we own, we can only use this route for the 4 x 4, and have to go via Pewsey if we are using the other cars. Can we please have a once and for all repair."**

m)Due to the volume of reports received, to efficiently use resources it does mean that we do have to undertake interim repairs using a small gangs that deal with the initial hazard. while these repairs can prove to be durable, when undertaken in extremes of weather they m can have a limited lifetime. We have modified our approach so that we now have a gang that is undertaking repairs to slightly larger areas using a mini planer that removes the surface surrounding the pothole. We believe that this will improve durability.

**n)When is the B3087 from Easton Royal to Burbage going to be completely resurfaced? Sections of this road have been complete, but the main culprit for danger is the section left unattended.**

n)Substantive surfacing is not currently included in the forward programme. However the location will be inspected and assessed to see if it should be added to the programme.

**o)We are struggling to get satisfactory repair of potholes in the parish. We are reporting them on MyWilts, using the location and pictures (and there are many in the parish), and finding that potholes are not repaired, or that they soon return. We would like to see greater effort being put into pothole repair, in addition feel that the best solution would be to resurface a number of "problem areas" which are particularly poor. These include (a) the A338 junction and road between East Grafton and Wilton, (b) A338 junction and road in West Grafton, (c) West and East entrances to Marten. In addition there are a number of dangerous sections of the A338 to the west of East Grafton and to the North of Piccadilly.**

o)We have altered our approach to potholes by the inclusion of a miniplaner to remove failing material and utilising hot material to carry out the repair. For larger sites we do have a program of reactive patching to sites that are in a poor condition and the locations that you mention will be considered as part of that program.

With regards to potholes therfe has been a change of approach along with availability of additional resources"

**p)Is there a particular pot hole depth after which emergency repair action is taken? and if so what is the time frame and in the interim period what action does Highways take to ensure safety?**

p)Details of our intervention levels for defects can be found on our Website:

[https://www.wiltshire.gov.uk/media/1360/Highway-inspection-manual/pdf/Wiltshire\\_Highways\\_Safety\\_Inspection\\_Manual\\_September\\_2018.pdf?m=1601049759780](https://www.wiltshire.gov.uk/media/1360/Highway-inspection-manual/pdf/Wiltshire_Highways_Safety_Inspection_Manual_September_2018.pdf?m=1601049759780)

**q)When will the sunken trench throughout the village of Marden be addressed, it is now a danger to persons on foot who regulary walk this route.**

This matter has been outstanding for four years and visited by three engineers.



q) Defects are categorised based on our Highway Inspection Manual and repairs scheduled based on the severity of the defect.

r) **At the end of the village street, the adopted road continues to Milton Hill, servicing houses. The road near to the end of The Street has completely broken down for 300 yards, including two completely blocked gullies and completely blocked pipe work. This site is five years outstanding and visited by three separate engineers, work commenced but stopped by only placing a cone in a hole in the road.**

r) While the Highways Team are aware of the issues currently other sites have taken priority

s) **Wiltshire Highways Maintenance Programme 2022/23 – 2026/27 (First Rev) – This programme was presented to the Pewsey Area Board and as part of the 5 year plan 2024/2025 identified that the 'A342 Upavon to Rushall Requires Review'. Rushall PC advised at the time that this stretch of road required re-surfacing at that time and not simply a review 2 years down the line. The poor condition of this stretch of road has been continuously raised by our Wiltshire Councillor but without success. A significant trench at the bottom of Rushall Drove had to have 'Priority 1' repairs because the crater was so big and required a large amount of gravel to fill the hole before 56 packs of tarmac were put on as a temporary repair. Phase 2 of the Rushall Elm Row footpath has been completed this month and the surplus tarmac was used to fill in significant trenches along the edge of the road where the road simply is not wide enough for the size of the freight traffic and the resultant erosion of the banks. A further road closure was carried out on 15th November to carry out a more permanent repair at the bottom of Rushall Drove. These repairs were local patches and do not address the overall poor condition of this stretch of road. When is Wiltshire Highways going to carry out a substantial resurface of this stretch of road?**

s) This length of the A342 is to be reviewed within the next 6 months to inform decisions as to the extent and timeline for future surfacing actions.

t) **I live on The Sands in Woodborough and I would like to know when The Sands will be resurfaced as the condition of the road is truly terrible. I have been badgering our councillor Paul Oatway on this matter for a couple of years now and I get regular feedback from him on his efforts to have something done about the potholes, cracks and bumps; but sadly there has been no progress despite Councillor Oatway's best efforts. As a keen cyclist it is increasingly difficult to cycle up or down The Sands safely as the state of the road often means that it is impossible to cycle in a straight line without weaving around the hazards of the road surface - which is obviously dangerous with cars, lorries and farm traffic using the road throughout the day. Can you please address the condition of The Sands urgently. It is a busy road during the school run, and during the morning and evening rush hours - and there are frequent heavy vehicles on the road throughout the day - so it is a much used but sadly neglected road."**

t) The Sands at Woodborough is to be reviewed within the next 6 months to inform decisions as to the extent and timeline for future surfacing actions.

u) **Why does Wiltshire Council not maintain the road network with a proactive program of works, which would be more cost-effective in the long term than its current reactive 'firefighting' approach.**

u) The Council does have a planned resurfacing programme. Details are shared with the Area Boards on an Annual basis and are published on our website on the Highways and Asset Management pages

v) **C261 between Frith Copse and Seven Wells.**

**When will Highways do something about this road surface and edges? It is subject to heavy vehicular traffic (in the vicinity we have Pure Pastures, Vitacress and Woodborough Garden Centre - all have HGV's using this road) and we requested a resurface, or at the very least major remedial works to the edges, a very, very long time ago.**

v) Consideration of this location for inclusion in the verge strengthening program will be given

**w) Apart from the dangers posed by potholes (which are obvious to everyone) equally dangerous is the rapidly increasing instance of road-edge breakdown - indeed it could well be argued that road-edge breakdown is more serious than potholes. Again, this problem persists at frequent intervals (e.g. in the vicinity of the entrance to Cocklebury Farm) along virtually the whole length of the C261. It is clear for everyone to see a pothole developing where the surface of the carriageway is becoming worn. Surely the early treatment of worn patches would save potholes becoming major issues.**

w) The council does have a program of strengthening road edges/Verges in rural locations. The problem has been exacerbated by the increase in traffic and particularly the increase in the size of agricultural plant. So while the expenditure on this area is not insignificant we acknowledge that there is a problem.

**x) Why did it take extremely proactive action from the parish council to get this stretch of road (a Salisbury/Marlborough/Swindon rat run) on to the resurfacing schedule? Does Wiltshire Council proactively inspect ALL road surfaces? If it does, how did the C38 get missed?**

x) While the council seeks to follow an objective approach to the selection of maintenance sites by relying heavily on Technical survey data, we also look to consider local concerns on maintenance issues and factor them into our decision making process. All Adopted roads are inspected at least annually.

**y) Potholes – general issue in the Pewsey area and in particular roads in Woodborough, Pewsey, Grafton and Easton Royal, reporting through the MyWilts App and request for information about timescales for repair. Investigate the use of new technologies to fix potholes including preventative action and assess and fix potholes en-route to planned maintenance.**

y) Officers explained that they were very alert to the challenges of potholes in rural areas. They commented on the impact of the weather on road surfaces resulting in potholes. It was noted that due to the increase in potholes generally across the country the demand for materials to repair potholes had increased to the point that it was difficult to source some of the materials necessary to make suitable repairs. On occasions interim repairs are undertaken for road safety purposes. Officers acknowledged that the MyWilts app required an update which was currently underway, with an improved system for reporting issues expected to be available in the New Year. Officers confirmed that the Council was keen to use new technology in dealing with highway issues. They also confirmed that operatives were encouraged to fill small potholes on the way to planned maintenance

**z) The quality of road repairs**

z) Officers explained that the Council co-ordinate certain aspects of repairs undertaken especially by utility companies and the expectation is that roads are reinstated to an acceptable standard. The public were encouraged to report issues to the Council so that concerns are addressed.

Speed limits

**a)The 30mph speed limit on Woodborough Road increases to 50mph between Sharcott Drove and Wilcot Road even though there are 5 properties either side of Sharcott Drove. Walking along this stretch of road to the village from these properties can be quite dangerous with vehicles travelling at 50mph. Would it be possible to extend the 30mph limit to make it safer for the residents living at this end of the road?**

a)Requests for changes to speed limits should be addressed to the LHFIG through the relevant Parish or Town Council.

**b)I worry about the lack of a safe way to walk from Prospect Corner to St Francis school. We live on this road and have seen a few accidents thankfully just involving cars, but people often walk to Pewsey from here. We often see walking groups and even Duke of Edinburgh participants pass our house. However there's one person who walks from Oare to Pewsey along the road nearly every day who wears limited suitable clothing. People have offered lifts but this person has declined. I am not asking for a full pathway with lighting etc, but some of the hedges cut back so a person can get off the road. Also I don't think a lot of the residents would want their front lawn dug up anyway, plus it could encourage parking on the path which could cause a different problem on the main road. On another note the speed restriction signs are very poor and people often speed.**

I am writing to notify you that there needs to be enforced speed restrictions and a footpath from the mini roundabout at the end of the High Street up to the carnival field where the 30mph sign ends Today I was knocked off the road into the wall/hedge whilst walking between no 4 and no 10 Milton Road where there is no footpath. The car did not even attempt to slow down or pull out to allow me space.The speed of traffic in both directions is too fast due to lack of speed signs, or regular road lighting. Drivers do not appear to be aware they are still in a 30mph residential area. **Please can you confirm that action will be taken before a more serious accident happens**

b)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 such as new lengths of footway. 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 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](http://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 the Parish 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

**c)Where Speed Indicator Devices are located should they reflect the legal speed limit of the road on which they are placed? and if not who is liable in the case of a traffic incident?**

c)The Wiltshire & Swindon Road Safety Partnership have recently confirmed that SID trigger speeds should be set to match the speed limit in force. We are aware of locations where SID trigger speeds

are set too low and need to be amended. There is an action for the Police to write to those where this occurs advising them of the Partnerships decision.

**d)Rushall has had a long ongoing issue with speeding through the village for many years and was one of the founder Community Speed Watch Teams in the county. Rushall also was one of the first parishes to take up the management of Speed Indicator Devices (SID's) when Wiltshire Highways advised that they were no longer going to supply and manage SID's in the county.**

**Speeding remains a priority issue with residents and the potential solutions also raise levels of controversy. Rushall has previously considered traffic calming measures but these have constraints and drawbacks. Rushall has also considered reduced speed limits both throughout the village and in specific areas/zones ie around the Primary School. It has been noted that Cornwall Unitary Council has on a blanket basis throughout the county introduced 20mph speed limits throughout its villages irrespective of road classification and without any traffic calming measures etc.**

**Has Wiltshire Highways considered introducing 20mph speed limits in its small villages where speeding is an issue without traffic calming etc and if so what is the status for Wiltshire?**

d)The Council has an adopted policy on the use of 20mph speed restrictions covering both Zones and Speed limits. Requests for a review for a 20mph restriction should be addressed to the LHFIG through the relevant Parish or Town Council.

**e)I am increasingly concerned about the speed of traffic going down Woodborough road. Whilst I acknowledge it is 60 mph, it is a narrow winding lane with limited visibility and is frequently used by children, horse riders, walkers and cyclists. There are 2 stables a few meters from us and children often ride down the road. The main route up it to the village has no pavement and when someone speeds around the corner it feels very unsafe. Even when I use my car coming out the drive I put my life in my hands as my drive is just after a bend. My mother lives with me who is deaf and I worry immensely about her walking the road to get the bus. Only this morning a speeding car knocked my wing mirror damaging it and drove off as he was going too fast to slow down and get in.The traffic appears to have doubled in the last year or 2 and is no longer a 'quiet lane' which makes it even more unsafe as the numbers speeding have doubled.**

**Please can you consider putting some signs up as you approach woodborough road from the village by the cemetery and also on the bank by sharcott drove before the bend saying slow down for horses and children and/or other speed slowing measures.I emailed you in 2021 regarding this but did not get a response**

e)Requests for additional highway infrastructure, including warning signs, should be referred to the LHFIG through the relevant Town or Parish Council.

#### Foliage clearance and verge cutting

**a)Would it be possible for Highways to task Parish Stewards with stopping foliage from masking signs applying to roads in their parish and, if it is not too much trouble, to keep the signs clean?**

a)Priorities for Paris Stewards can be set by the Parish Councils and trimming back vegetation surrounding signage is a task that they can undertake

**b)The cutting back this year has been late and, in the main, inadequate. After a complaint was lodged by Woodborough at the Area Board the verges were eventually cut (late!). However, none of the hedges were cut, and thus there remains a problem with the perceived narrowing of the highway, forcing vehicles into the verges where road-edge breakdown is as major a problem as potholes in the actual highway (see below). These problems exist on virtually the whole of the**

**C261 from Woodborough right through to Pewsey (junction with Wilcot Road/Cemetery). An argument was put forward at the Area Board that that this perceived narrowing had a beneficial affect on traffic behaviour. Woodborough considers this argument to be tenuous and does not buy into it (see below).**

b)The council cuts visibility splays on highway verges in May June along with particularly narrow lanes. the aim of this scheduling is to improve biodiversity within the verges. While the council is directly responsible for some hedges the majority of them are the responsibility of adjoining landowners.

**c)Any chance that permanent signs, e.g. 30mph, could be cleaned now and then and the foliage cut back?**

c) This is a task that can be undertaken by the Parish Steward when prioritised by the Parish Council

**d)The footpath on Marlborough Road, Pewsey, between fordbrook and St Francis school I'd impassable again. The bushes were cut back earlier in the year, but they are all overgrown again. Also the mud off the banks is covering the footpaths so they are very narrow now and you can't use a wheel chair on them any more. It's very dangerous. The mud off the banks is also coming onto the road on both sides so it's unsafe to push the wheelchair up via the road. Apparently the road sweeper cleans the road monthly, but I you can see its not been done this year.**

d)We are currently on a program of cutting hedges, potentially the ones in question relating to this location are privately owned and if so we will address the issue with those responsible.

**d)Verge cutting policy – concern about overgrown verges in Wootton Rivers along the three roads through the village causing access issues when vehicles wish to pass each other.**

d)The Highways team noted that the Grass Cutting Policy was being reviewed. Officers reported that the frequency of grass cutting has not changed, although when the grass is cut has changed to allow for natural flowering and biodiversity reasons.

**e)Verge grass cutting: When the council instructs the contractors on the areas to cut, at junctions, bends etc., for the safety of drivers, do they take into consideration areas where pedestrians need to step onto grass verges for safety from passing fast traffic on narrow and sometimes single track lanes?I ask this question because I run a local footpaths group and in 2022 I submitted, through our Parish Clerk to Highways, a request for certain areas of verge to be included in the routine cuts where rights-of-way meet the road and pedestrians need to use the verge in order to link up with the path across the road. This has been done with the autumn cut for which I'm grateful but was not done in spring and it is the summer months when most walkers are out and about. I do understand the biodiversity reasons for the late and limited cutting and support this but there are areas where I believe safety needs to come first. Our footpaths group recently had to obtain a grant to clear a grass path on a bank which had been ignored in the grass cutting schedule for many years and was impassable but is the only safe place for walkers to be on the narrow bends. I would hope that the grass cutting schedule might now include this verge path on top of the bank in spring too so that it does not become impassable again and that it will also now include the other areas where pedestrians walk and cross as already identified as needing a late spring cut. (see 3 areas in red on map attached as submitted in 2022)**

**Incidentally I can speak in support of the person who spoke at the meeting about some of the damage being done because the grass is allowed to grow too long before it is cut. There is a grade II listed milestone near Great Bedwyn which has been knocked over by the grass cutting**

contractors, presumably because they couldn't see it was there. (This had already been reported to the conservation officers by our local history society so is being addressed)."

**A342 Upavon Whistledown Farm new estate to the Drove Rushall. This was one that I said we did not have time to visit, when driving from Upavon towards Rushall, the road between these two points on the nearside for considerable distances has been broken down and collapsed into trenches mainly by HGV. I have visited this location with one of your Senior Highway Engineers who was concerned that the current width of the road did not meet A Road classification. Two HGV,s can just barely pass each other, hence why the road has been worn away**

**From Wilcot Canal Bridge there is a road that runs parallel to the Canal, over the years the boaters have destroyed the verge bank and hedgerow owned by Stowell estate. ( Mr Rothchild ) In view of this ongoing, in partnership with Highways, Stowell Estate, Wilcot, Huish with Oare Parish Council, the estate has re-established a bank to prevent parking, in doing so they also put in passing places. This joint initiative has been very well received by the local community, but clearly not by the Boaters, who do not move on as they should do.**

e) The council does try to balance the environmental benefits of cutting verges later in the year compared to the problems that can be caused by overgrown verges. Where lanes are particularly narrow and a problem is caused, we do have a schedule of mowing them in the May/June period. With regards damage to Listed Milestones, we do seek to make our operators aware of their location and exercise due caution when undertaking works.

#### Public Transport

##### **a)Improve public transport i.e. Local bus routes**

- \* **Improve bus frequency and train frequency,**
- \* **Better more frequent local transport links**
- \* **Better public transport especially trains,**
- \* **Advertise buses better,**
- \* **Improve public transport - journey times by bus far too long - no 'express' journeys**

**- buses meander so no good for real commuting.**

a) We have recently completed our public consultation on our revised public transport policy (bus only) and the issues you have raised will be considered as part of the analysis of the results. In addition, our Bus Service Improvement Plan also outlines our approach on how we intend to tackle many of these issues. The launch of the new on-demand 'Wiltshire Connect' service in the Pewsey Vale should also help improve bus accessibility in the area.

**b)We wanted to applaud the launch of Wiltshire Connect, and to thank Paul Sanders for helping arrange a visit to Grafton Village Hall on September 29th (during our harvest supper celebration) so that older members of the Parish could see the bus for themselves and how accessible it is**

b)we will pass on thanks to Paul and his colleagues

#### Sustainable Transport Network

##### **a)Improve cycling infrastructure We do a lot of cycling and the roads are dangerous**

a)We are in the process of developing Local Cycling and Walking Infrastructure Plans for our Principle Settlements and Market Towns as well as the key routes between them ([Local Cycling and Walking Infrastructure Plans \(LCWIPs\) - Wiltshire Council](#))

**b) Funding for proposed Sustainable Transport Network**

As part of our Neighbourhood Plan we are working on exciting developments which we think will help the area and County. This includes improvements to sustainable transport in the area to allow safe travel around and into the parish without a car, and encouraging "active travel". A scheme called Grafton Green Lanes, a safe cycleway connecting the four villages, linked to the station at Bedwyn; as well as proposals to improve the network of footpaths with the aim of improved connectivity between villages, improved safety around main roads and removal of 'dead ends'. We are looking for sources of funding and have been in contact with Debbie Evans at Wiltshire Council who is looking into Community Infrastructure Levy / Section 106. I would be grateful if you can help point me in the right direction of other sources of funds typically allocated to this kind of project. Given the focus on sustainable transport, cycling, I imagine there must be other types of funds.

b)Not fully sighted on the NP 'Green Lanes' initiative. Happy to advise on the potential for funding opportunities, but will need to better understand the project before doing so. We are anticipating publication of advice from Active Travel England in the near future, setting out their thinking on the value and likely benefit of rural infrastructure to help walking and cycling. Quiet/Green Lanes are expected to be within the scope of that guidance which seems certain to be mutually beneficial." Cycling and walking are an important part of Wiltshire's Local Transport Plan.

Freight Strategy and Freight Management:

**a) In April 2019 WC Highways advised that they were suspending carrying out 'Freight Assessment and Prioritisation Mechanism (FAPM) as the council did not have the resources to carry out freight management studies while preparing for LTP4 and the Local Plan.**

a)The draft Local Plan is currently out to public consultation and the work for LTP4 has been sub-contracted by Wiltshire Council to Aitkins.

**b)Lack of Freight Strategy and impact on local communities**

b)Officers reported that the Freight Strategy is part of the current Local Transport Plan review process. It was suggested that there would be new engagement early on in 2024.

**c)Please could we have some lockers placed at the bus stops in Marlborough and Devizes so that less physically able people can store their shopping rather than having to lug it round (including down and upstairs to the public loos) while they wait for the bus?**

c)Thanks for taking the time to make this suggestion. The lockers sound like similar to left luggage facilities typically found at railway or bus stations; this sort of provision is something we don't currently have at bus stops in Wiltshire. As such, we would need to look into the costs of installation, security and maintenance and who would be responsible for each going forward. In addition, we would need to assess each locations for suitability. We suggest the matter is raised with the relevant Town Council's in both Marlborough and Devizes for further consideration.

White Lining & Other On-Road Markings

**a)The maintenance of road markings painted on the carriageway is inadequate. Markings become worn very quickly, and are rarely re-painted within 12 to 24 months - or longer. Q2.Why does Wiltshire Council not operate a proactive white lining refresher program?**

a)The Council has increased funding in this area significantly and there is a proactive approach to dealing with lining issues.

**b)When are the white lines at Draycott crossroads going to be done? The parish council requested these more than four years ago. There is nothing - no lines, no signs - to warn unfamiliar drivers approaching from Huish that there is a junction.**

b)Consideration will be given to adding this site to a program of lining works for the New Financial Year

other

**Any plans for community shared car schemes for those wanting the occasional trip requiring a heavy load: eg. a big shop or trip to the tip?**

**<https://journeyplanner.connectingwiltshire.co.uk/journey-planner#/>is useful site but:it isn't very user friendly for those with poor sight on a phone or when there is no mobile signal,it needs to be better advertised, it shows the connections for buses and trains, but the numerous connections means that any journey requiring more than 1 change is very likely to be disrupted, stranding the traveller.**

**Also very difficult to use the mobile parking apps when there is no mobile signal.**

Car clubs are typically delivered by a commercial, or sometimes community, organisation that manages the operation of the scheme - the Council is not aware of any current plans for such a scheme. The suggestions on how accessibility might be improved for the Council's "Connecting Wiltshire" are helpful and welcomed. <https://journeyplanner.connectingwiltshire.co.uk/journey-planner#/>

The council understands that the mobile phone of choice by our customers may mean that their preferred choice may not always have a signal. This is why the council's payment machines accept cash, and the new machines being provided this summer will also accept contactless payments. So there will always be an option which accepts payment.

**Devizes desperately needs a bypass. Are there any plans for this?**

There are no current plans for a Devizes bypass. The last transport study for Devizes concluded that only around 15% of all trips in the town could be classed as through trips, that is with neither an origin or destination in Devizes. However, these trips were relatively evenly distributed between the A361, A342 and A360. Consequently, a bypass would have limited impact on reducing traffic levels in Devizes, thus indicating that a business case would be very weak.

**Why do temporary road work signs not get removed when the job is finished?**

Temporary signage for road works is erected extensively by both Wiltshire Council and statutory undertakers such the various gas, electric, water, telecommunication companies. Signs should be removed promptly and we work with partners to make this happen.

**Place more EV charging points and EV only parking places.**

The Council has been awarded £480000 over the next two years by the Department for Transport (DfT) to spend on staff who will plan and support delivery of growth in EV charging infrastructure across the whole County. (link [HERE](#))



**'tickets' have been raised by our parish steward to request a road sweep, gulley tanker and 'mosquito' all simultaneously. The purpose being to be able to successfully clear the gulleys AND clearing of the overgrown footpaths at north end of village. When is this scheduled please? It would Make sense to complete a sweep of the village whilst the machine is here that day.**

Initiatives such as this are encouraged, organisation of this would initially be with the Parish Steward, assistance from both Wiltshire Council staff and our contractor would be required, which is entirely possible. this will be followed up to facilitate this work, by the Local Highways Team.

**The Draft Local Plan, Figure 3.2, Strategic Transport Route Map identifies the Primary Route Network and the Non-strategic 'A' roads. Essentially after 4 years elapsed time nothing has changed and the A342 and A345 remain Non-strategic 'A' roads. However, no one seems to have told the haulage companies that there 44 ton lorries are too big for the non-strategic roads and they cannot pass on coming other over sized traffic and carving up the banks is not a solution. When is Wiltshire Highways going to enforce its policy of Primary Routes and Non-Strategic 'A'roads and stop through county freight traffic travelling on inappropriate roads?**

As part of preparing a new Local Transport Plan, a review of the Council's freight strategy is being carried out. Following consultation, it is anticipated that publication will take place during Summer 2024.

**'MyWilts' App: The Wiltshire Highways 'MyWilts' App started off well but progressively has fallen into disrepute. It has been noted that items are reported, acknowledged but then closed out 'will be satisfied as part of normal rota etc' and are never satisfied. Rushall has reported:**

- a. **Blocked drains/flooding; before Rushall Bridge outside River House on numerous occasions and these have been closed – will be satisfied during normal drains rota and never satisfied.**
- b. **Broken Manhole Covers: between Rushall and North Newnton marked with cones by the Parish Steward. Closed out never fixed and cones removed.**
- c. **Road Sweeping: Rushall, Devizes Road cross roads closed will be done as part of normal rota. Never done.**
- d. **Etc**

**What review/assurance mechanism does Wiltshire Highways have for tracking issues raised to ensure that rectification work is carried out or does Wiltshire Highways just rely on the people managing the 'MyWilts' App?"**

The council is aware of the issues that there are with the functionality of the "MyWilts" App and is actively working to improve the system. The main concerns relate to updating customers with information relating their enquiry and while information is held within the our Highways Asset system there are difficulties communicating this via "MyWilts". Testing of an improvement on this is nearly complete and it planned to be activated prior to the end of the year.

**When will Highways replace the missing 'WILCOT' village sign along the canal side road in Wilcot. This was reported missing, possibly stolen, nearly five years ago.**

Priority for replacement signage is given to regulatory and safety signs, hence the delay in dealing with this issue

**When will Highways deliver some spare scalplings or road planings for the road edge parking spaces along the Wilcot canal side road? The current parish council requested this nearly four years ago and it was first suggested as a semi-solution more than ten years ago.**

The Area Highway Manager will Make contact with the PC to review this request and confirm what is possible

**Does Highways consider that the dire state of the C52 at Hare Street (between Cross Hayes and Seven Wells) is an improvement on the ford it removed at public expense many decades ago? If so, what is being done about it?**

It is difficult to make an informed judgement as to the relative merits of this situation when such a long time has elapsed since the change. From a maintenance perspective roads are considered for maintenance based on their condition relative to other sections of highway.

**Our residents are on only a secondary gritting route and have no Wiltshire Council grit bins. They have just paid, through their parish precept, for some grit bins. We have been given to understand that these cannot be topped up by Wiltshire Council, yet our residents pay council tax to Wiltshire in line with every other Wiltshire resident. How is this fair?**

The Council treats approximately 25% of the Highway Network in response to cold weather using Primary Routes and a further 25% of the network designated as secondary routes. On parts of the network that are untreated there are Grit Bins that have been placed in high risk areas such as those with gradients. Unfortunately the demands of treating Primary and Secondary Routes means that taking on additional salt grit bin filling is not possible.

**To what extent does Wiltshire Council consider the impact on minor roads when making changes to major roads? For example, did Wiltshire Council foresee the negative impact on the C52 when it reduced the speed limit on the A345.**

It is not considered likely that any speed limit changes on the A345 had any material impact on the C52.

**What methods does Wiltshire Council employ to keep traffic on main roads and deter the use of minor roads as rat runs?**

Through traffic movements on the network should follow the County's Primary Route Network. Road signs are in place to enable motorists to follow this. However the growing use of sat nav systems and local knowledge from those who live or commute regularly in an area means that alternative routing will take place.

**What plans does Wiltshire Council have to address several hazards on the A345 between Woodbridge and Pewsey? The parish council notes the following hazards: speeding (especially at the blind bend western approach to the junction with the C52 opposite Indigo); flooding (possibly due to failure to maintain drains); overgrown hedges/banks leaving insufficient room for buses and lorries to pass each other; noise from speeding and modified exhausts along the A345, reducing quality of life for Manningford residents in close proximity.**

Speeding concerns can be addressed by following the links available on the Council website. Flooding and overgrown hedges should be reported via the MyWilts App for further investigation. Anti social behaviour by motorists should be reported to the Police."

**Since 2005 I have been in correspondence with 3 different Highway Engineers, and two site visits, regarding the flooding of Kings Corner opposite number 4. It has been agreed that the drain was not installed low enough to take the Water away. Looking at the area to be refurbished, (this work was done on 23 of November) the drain was the turning point of the two roads to be repaired.**

**(supporting picture available)My question is, why was the drain and surrounding area not corrected when an area outside the planned work area was?"**

To answer this question fully we will require more information. There have been a number of issues at this location and need to identify specifically the problem.

#### **Highway gullies.**

**I understand that Wiltshire County Council is responsible for clearing the gullies of leaves etc. on a maintenance cycle.I have reported a blocked gully which causes a giant puddle across the front of my drive at 8 Inlands Close. I learned that many others reporting these issues on the WCC website got a similar response 'No flooding' - so nothing was done. This may be because the puddle had slowly seeped away into the cracks around the curbs and into the ground water before the Council Staff arrived to have a look. Where does the water and leaves then drain to and who is responsible for the next bit?**

The approach that we take with the cleansing of gullies is the "A" and "B" networks are cleansed on an annual basis, lesser roads are on a program over three years. Where there is flooding to property or on high speed roads we will prioritise that for a reactive visit. In addition to this there is the Discretionary Gully Service that is available to Parish Councils to empty gullies reactively that do not comply with our intervention levels.

**When is scheduled gully cleaning next due to be done in Great Bedwyn, and do reported blocked gullies always have to wait for the next scheduled date?I ask because I reported 2 blocked gullies outside the Londis store on 18th September on My Wilts, my report was immediately 'closed' as completed because the work was 'scheduled'. The slide shown at the presentation last night showed that gullies under the classification of the road that runs through Great Bedwyn are only scheduled to be cleared every 3 years. This seems like a long time given that Bedwyn does have some recognised flooding issues and is a large village with transport links. In heavy rain water flows across the top of these two blocked gullies from High St to Church St and drops its debris in a large puddle by the doctor's surgery. Fortunately the debris has not yet reached the gullies by the surgery where it could block them too eventually. When the gullies are eventually done this debris on the road in Church St now needs to be cleared too please. Also the block drain pipe that runs under the pavement between the canal and railway bridges on Brook St which if unblocked would prevent water from collecting between the bridges. This was reported in July this year and remains blocked. This is a pipe not a gully so I'm concerned that it will be missed even when the scheduled gully clearance does take place.**

**What 3 words locations: For gullies: loom.mulls.pythons For the road debris: unstated.pacemaker.epidemics For the drainpipe: headers.insist.album**

We are currently reviewing the records that we hold with regards to gully cleansing. It is appreciated that there are locations where gullies that feature on the "Three Year" schedule may present the possibility of higher impacts if they become blocked, where this is the case they are added to the "High Risk Schedule for emptying annually.

**Signage for the railway bridge in Pewsey and impact on HGV's following recent incidences.It was suggested that on occasions HGV drivers may either miss signs or simply ignore the signs.**

CLr Oatway reported that the LHFIC had recently agreed funding for new railway bridge signage, and this had been put up on the approaches to the bridge

**Parish Stewards Scheme – concern that in certain parish areas resourcing for Parish Stewards is lacking**

Officers explained that the Highway Contract had recently been let to a new contractor and this had led to a number of challenges as with all new contracts. The Area Board noted that the new contract had afforded increases in available resources and investment in the Scheme. Officers explained that conversations about the work of Parish Stewards had taken place directly with the new contractor and improvements had been seen across the county. Officers agreed to investigate the issues further.

**Obstructions in Wilcot near the Kennett and Avon Canal bridge and problems for boat owners parking cars.**

There is no legal right to park within the limits of the Highway, including highway verges, where habitual parking on the highway verge causes damage, it is reasonable to take measures to prevent this damage from occurring.

**Diversions and road closures – concern about signage and potential damage to verges when traffic is diverted along alternative routes due to accidents or planned road works, in particular HGV traffic using unsuitable routes. The public asked if officers approved diversion routes for planned works by utility companies.**

Sometimes the diversion of traffic is unavoidable especially along narrow rural roads. Officers indicated that they would investigate the concerns further, although ultimately it was the drivers responsibility to drive according to road conditions and speed limits

**Concerns about white lining issues, and maintenance issues across the county not being equal and Pewsey having the highest identifiable need**

Officers confirmed that they were in dialogue with a number of residents about highway issues in the Pewsey area.