

**Report to** Southern Wiltshire Area Board  
**Date of meeting** 3 December 2015  
**Title of report** Reporting issues to the Council & Community Issues Update

## **Purpose of the Report:**

This report sets out the mechanisms for reporting issues to Wiltshire Council and provides an update on the issues currently on the community issues system.

## **How to raise an issue:**

### **1. [My Wiltshire](#)**

It is easier than ever to report things like **potholes, dog mess, graffiti, litter and street lighting** in your area using our My Wiltshire online form. Reports can be made anonymously, but it only takes a few minutes to register. Registration is free and once you have joined you can track the reports you have made, even receiving a notification once the work has been completed.

## **Here you can report routine issues relating following:**

- ✓ Bus shelters
- ✓ Car parks
- ✓ Council furniture and signs
- ✓ Dead animal in the road or verge
- ✓ Dog mess
- ✓ Flooding
- ✓ Fly-posting
- ✓ Fly-tipping
- ✓ Footpaths (pavements) and kerbs
- ✓ Graffiti
- ✓ Grass, weeds, hedges shrubs
- ✓ Materials on road
- ✓ Mud on road
- ✓ Needles and syringes
- ✓ Oil / debris on the road
- ✓ Pedestrian crossing
- ✓ Playgrounds
- ✓ Potholes
- ✓ Public toilets
- ✓ Public litter bins
- ✓ Public right of way
- ✓ Roads, drains and manholes
- ✓ Salt bins
- ✓ Street lighting
- ✓ Street litter and sweeping
- ✓ Traffic lights
- ✓ Trees

## **2. Other reporting mechanisms:**

- [Anti-Social Behaviour \(ASB\) reporting](#)
- [Benefit fraud](#)
- [Control of dangerous structures](#)
- [Injuries and accidents at work](#)
- [Lost and stray dogs](#)
- [Missed rubbish or recycling collection](#)
- [Noise nuisance](#)
- [Report or claim an abandoned vehicle](#)

### 3. Report issues to the Community Area Transport Group:

#### [Report a CATG issue](#)

Report issues such as requests for new and improved highway infrastructure. It can be small scale schemes that improve safety (eg. tackling speeding), increase accessibility and sustainability by promoting walking; cycling and public transport and improve traffic management.

A new CATG issue will not be progressed if the relevant parish council does not agree that it is of concern.

If the PC does believe it is an issue, prior to the issue going before the CATG, the PC will be asked if it is willing to contribute funding towards the cost of the works.

Here's a guide to [highways improvement costs](#) in Wiltshire.

The community issues system should not be used to report maintenance issues, use [My Wiltshire](#) for this.

The standing item for the Community Area Transport Group will include updates on all CATG issues.

### 4. Reporting a Community Issue:

If your issue does not fit into any of these categories above or if the matter is causing widespread concern in the community, you can report it to your Area Board by filling in our [online community issue form](#). The form will ask you to tell us about the problem you are looking to resolve, who you have spoken to about the matter and what ideas you might have for solving it.

Example: Lack of equipment for teenagers in the local play park.

Non-CATG issues currently on the system:

2259	road subsidence on narrow bend Church Road Farley	Patching still outstanding. On priority surfacing list for 2016/17
2754	Flooding regularly takes place in Milford Mill Road	Still awaiting Environment Agency input. Ticket in for ditch cleaning at junction behind wooden fencing.
2687	Destruction of verges and gullies on Miles Lane	Patching currently being organised for area where kerbing works carried out, however do not yet have a date as a road closure will be required. Earliest date probably March 2016.
3874	Over grown foliage on A338 Downton Rd	Resolution still being sought from Contractors.
3906	Black ice and hazardous conditions Lucewood Lane Farley	On gritting route. On for resurfacing, possibly patching this year and resurface next year. TBC will keep on list and update in due course.
4149	No dog waste bins in Old Sarum estate	Thanks for your issue. It will be passed to the relevant service and parish council and we will update you in due course.
4024	Missing road name sign, The Street,	Highways engineer will add this on the list for review, but cannot class this as urgent works. He is of the belief that

	Farley	there are two signs in place, and hopes that the remaining one will suffice for the time being
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