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REPORT

Cllr Culver : Deputy Cabinet Member for Resources

Proposal to strengthen the council's visual corporate identity

1. Purpose of the report

- 1.1 To seek approval for the production of a corporate identity protocol which will include the development of a range of corporate templates for district council publications, other printed material and Internet based communications.

2. Introduction and background

- 2.1 The Best Value Review of Customer Care and Communication (BVR CCC) identified a number of concerns in respect of the council's corporate identity. Specific issues included an inconsistent approach to the design of leaflets and other printed material (including unclear signage) resulting in a confused corporate identity. Effectively the BVR concluded that the council was not receiving recognition for the work that it did or for the services that it delivers. This view was supported by the results of the MORI budget consultation exercise carried out in November 2003. This exercise showed that local residents were generally very unaware of what services the council provided and were pleasantly surprised when they did find out.
- 2.2 The strengthening of the corporate communications team over the past 12 months has led to significant progress being made in respect of developing a corporate approach to communications. Similarly the introduction of a publications protocol and the establishment of a corporate identity 'Gatekeeper' is helping to ensure greater corporate consistency. The demands of e-government, the establishment of a dedicated customer services team and the planned office centralisation project will, however, increase the requirement for the establishment of a strong corporate identity. These major public-facing projects will make it essential that the council adopts a more structured and consistent approach to the production of publications, other printed material and electronic communications.
- 2.3 At its meeting on 3rd March 2004 Cabinet requested that the Head of Marketing, Economic Development & Tourism report back to the Cabinet on the need for a review of the council's corporate identity.

3. Corporate identity and the importance of branding

- 3.1 A strong and consistent approach to corporate identity is considered essential to an organisation because it can help the organisation stand for something, i.e. its customers can 'know' that the organisation provides quality services. A strong and consistent corporate identity can help raise awareness of what an organisation does, it can increase an organisation's profile and it can improve customer perception of an organisation. Wally Olins, one of the world's acknowledged experts on corporate identity has said: -

“The fundamental idea behind an identity programme is in everything an organisation does, everything it owns, and everything it produces, it should project a clear idea of what it is and what its aims are.”

- 3.2 MORI research, for the People’s Panel, has shown a big gap between how the residents of many local authorities perceive their council (the corporate image) and how the council’s themselves want to be perceived (corporate identity). The common problems include too many priorities, complex messages and an inconsistent use of the corporate identity. Research by the Improvement and Development Agency (IDeA) shows a clear link between a strong and consistent corporate identity, which eliminates these problems, and high levels of awareness and satisfaction.

4. Salisbury District Council – corporate identity

- 4.1 The council’s core values are well documented internally within the council. They support the council’s vision and ambition and form the basis of how the council sees itself. These core values demonstrate what the council stands for and what its aims are and as such they are a representation of how the council wants to be perceived.
- Providing excellent service
 - Supporting the disadvantaged
 - Promoting a thriving economy
 - Being environmentally conscientious
 - Being fair and equitable
 - Communicating with the public
 - Being a progressive employer
 - Wanting to be an open learning council and a willing partner
- 4.2 If the council is to receive the recognition that it deserves for the high quality services that it provides and if residents and others are to associate the council with its core values it must adopt a strong and consistent corporate identity and apply it across everything it does. This is particularly true for publications and printed material (this includes such diverse items as building signs, vehicle livery, parking tickets and uniforms) and the Internet.
- 4.3 In late 2003 MORI carried out a BVPI General Survey in the Salisbury District Council area. In line with their national experience this survey showed a correlation between the extent that residents feel informed by the council and their overall satisfaction with the council. For example, nearly 80% of informed residents are satisfied with Salisbury District Council’s performance whereas for uninformed residents the satisfaction level falls to less than 40%. Residents feel informed about the council and about what the council does in a number of ways. One of the most important means by which residents can feel informed is through being aware of what the council does and a key factor in creating this awareness is a strong corporate identity, visible in everything the council does.
- 4.4 A recent comprehensive review of the council’s corporate identity carried out by the corporate communications team shows that there is a total lack of consistency in the design of the council’s publications and in the use of the council’s logo across all forms of print and electronic communication. This results in confusion rather than cohesion and contributes to an image of the council that is ill-defined and disjointed rather than one which is robust and obviously linked to its core values. Residents are, therefore, unaware of much of what the council does, this leads to a feeling of being uninformed and thus they are less satisfied with the council overall. Examples of the current approach to corporate identity are provided in appendices 1 (publications), 2 (signs), 3 (vehicles), 4 (buildings) and 5 (miscellaneous).

5. Summary and proposal

- 5.1 A strong visual corporate identity is important to an organisation because it helps customers recognise the work, value and worth of an organisation. It also eliminates multiple messages and can save an organisation money and wasted effort. Despite significant improvements in recent years the district council lacks a strong corporate identity and the branding of its services remains inconsistent. Inevitably this leads to a lack of understanding amongst residents of what the council stands for and what services it provides.
- 5.2 It is proposed that a corporate identity protocol which will include a range of corporate design templates for all types of council publications, other printed material and the Internet is developed. A brief for the development of the design templates will be produced by the Policy Director and the Head of Marketing, Economic Development & Tourism. The corporate design templates will be developed through the normal procurement process and the project will be managed by a corporate identity working group comprising Policy Director, the Head of Marketing, Economic Development & Tourism, the Corporate Marketing and Communications Manager, the Gatekeeper and three members from the officer Communications and Consultation Group. Funding of up to £20,000 to be allocated to this project from the office centralisation budget. A provisional timetable for this work is shown below.

Stage	Action	Approval by	Date
1	Project approval	Cabinet	21 July 2004
2	Initial procurement stage – expressions of interest		By 28 July 2004
3	Shortlisting	Corporate Identity working group	29 July 2004
4	Consider shortlisted designs and select preferred design proposals	Corporate identity working group	W/c 6 Sept 2004
5	Approve proposals for new corporate design templates	Cabinet	20 Oct 2004
6	Work up proposals into detailed design templates		21 Oct - 19 Dec 2004
7	New corporate design templates completed.		20 Dec 2004
8	Implementation and use of new corporate design templates	Gatekeeper, Internal print team, Communication and Consultation Group and all relevant service units	From 1 Jan 2005
	N.B. The replacement of all existing material will be completed to coincide with the opening of the council's new offices.		

- 5.3 It is proposed that the new corporate identity protocol and the application of the corporate design templates is phased in gradually. It is essential, however, that it is completed to coincide with the opening of the council's new offices. Funding for all major work such as signs, vehicles, uniforms etc will be provided from the office centralisation project. Between 1st January 2005 and the opening of the new offices any new or replacement items will continue to be funded from existing service unit or other budgets.
- 5.4 The use of design templates for all printed material will mean that the council's internal Pre Press Graphic Designer will be able to design far more publications than is currently the case. There will, therefore, be a saving because less design work will be given to external design companies. At this stage it is difficult to quantify but it is thought that the savings in the first

two years will be greater than the cost of producing the corporate identity protocol and design templates.

6. Recommendations

- 6.1 That a range of corporate design templates for all types of council publications, other printed material and the Internet is developed as outlined in paragraph 5.2
- 6.2 To receive a report back at a future meeting of the Cabinet with proposals for new corporate design protocol and templates.

Background papers: Best Value Review Customer Care and Communication.

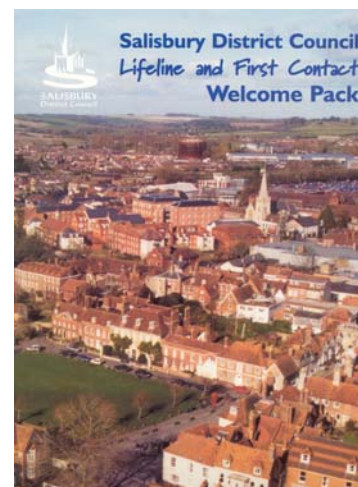
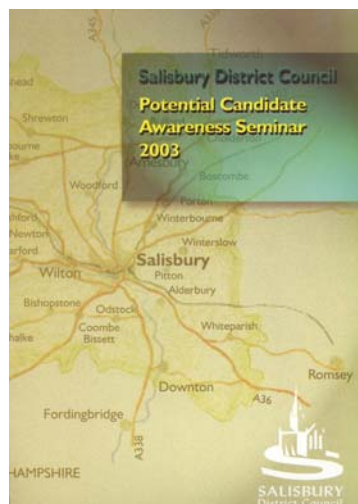
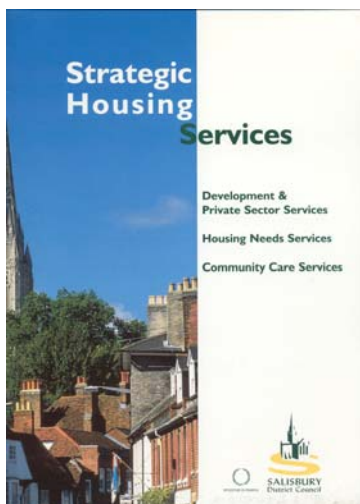
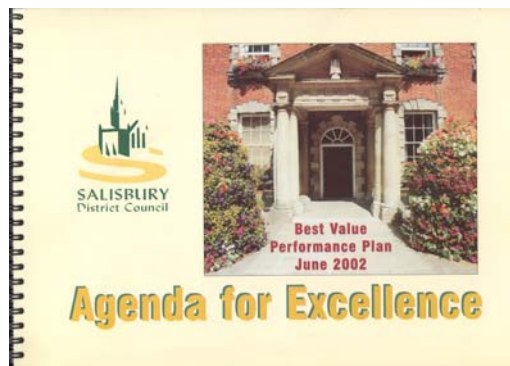
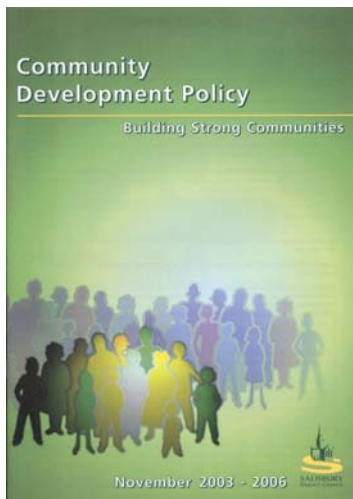
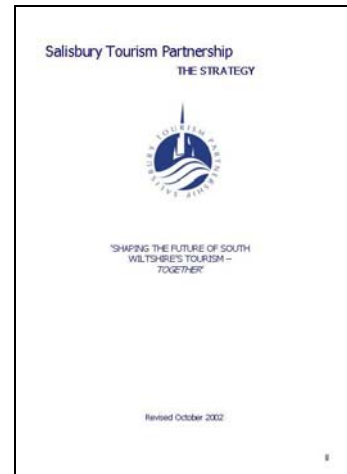
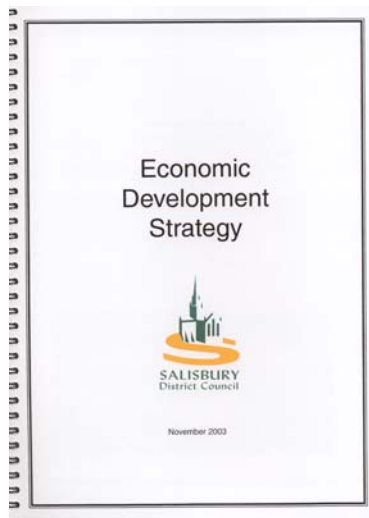
MORI consultation on the 2004/05 budget.

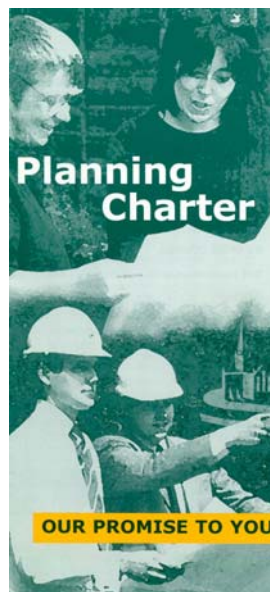
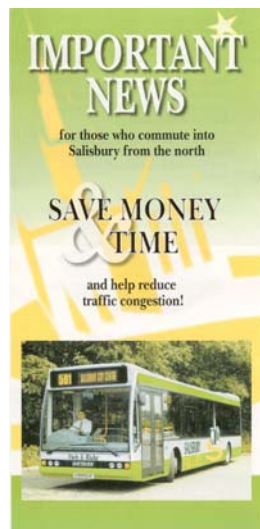
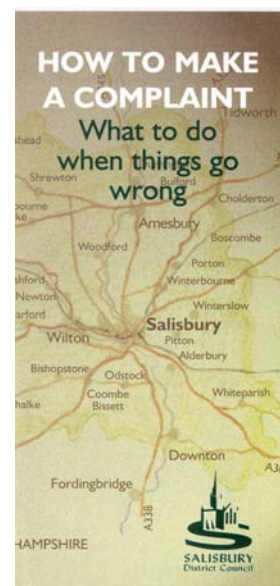
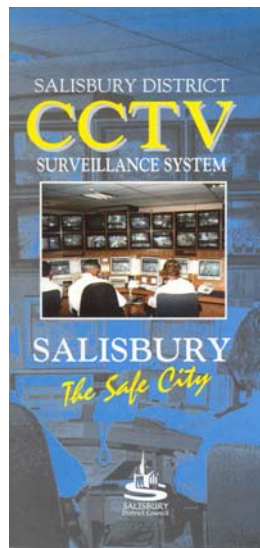
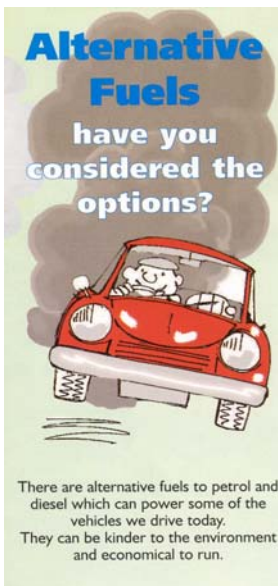
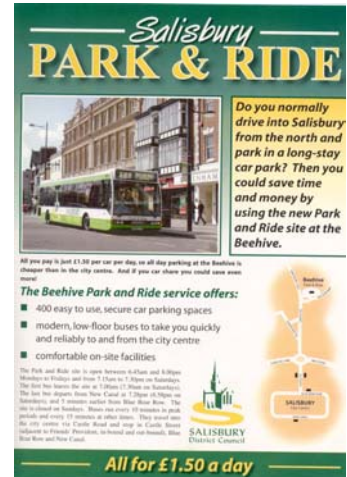
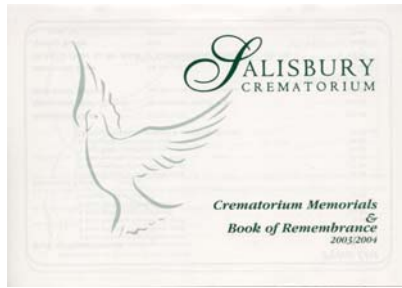
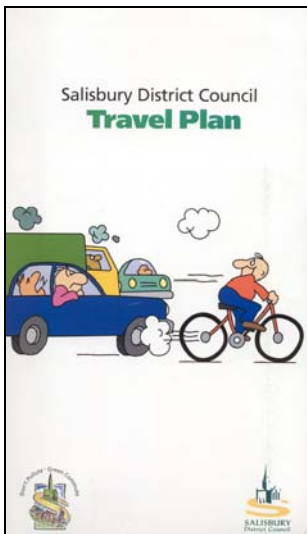
MORI BVPI General Survey 2003

Implications:

Financial:	All associated revenue costs resulting from this report can be met from within existing budgets. The capital costs associated with setting up systems, templates and design framework up to £20,000 will be met from office centralisation budget.
Legal:	None
Human Rights:	None
Personnel:	None
Community safety:	None
Environmental:	None
Council's Core Values:	Providing excellent service; Communicating with the public.
Wards affected:	All
Consultation undertaken:	Office centralisation design group. Communications and Consultation group. Head of Democratic Services. Customer Care Manager.


Appendix 1 – Publications & Printed Material





Residents' Parking

in Salisbury
May 2003



SALISBURY District Council



What do you think Salisbury & South Wiltshire should be like in the 21st Century?




Salisbury SHOPMOBILITY



**FREEDOM
Independence
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Accessibility**

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Salisbury





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328068

- Freedom
- Independence
- Confidence
- Accessibility



Salisbury Shopmobility

TAXI & PRIVATE HIRE GUIDE

A General Information leaflet to explain what you should know about the service provided for you in Salisbury District

City hall salisbury


January / May 2004

The Blues Band
The Sooty Show
Tony Hadley vs Peter Cox
Voulez Vous
Derren Brown
Spirit of the Dance
Make 'Em Laugh
VIPs of Jazz
The Levellers
Barry Cryer
Ken Dodd
The Animals
Coppella

preview



City Hall, Malthouse Lane
Salisbury SP2 7TU
Ticket Office 01722 327676
www.cityhallsalisbury.co.uk



Keep Warm & Cosy Keep Cold Out

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From SALISBURY DISTRICT COUNCIL
Help to be energy efficient as part of a world wide campaign against the effects of Global Warming



Housing Matters

Winter 2003

for ALL Council Tenants

Merry Christmas



The BULLETIN

Information for the Members & Residents of Salisbury District Council

207 28 Feb 2004

This Week: Architect appointed for office centralisation project

Salisbury District Council has appointed London based Storrer Williams to undertake to design the new centralised offices for the authority.

Storrer Williams was one of over 70 design practices to bid for the project. They also beat off stiff competition when the successful team, selected down to a shortlist of six. All of the bid to practices were of a very high calibre but Storrer Williams stood out from the rest and their excellent proposals in developing public buildings and their enthusiasm for the project.

Currently Salisbury District Council has offices scattered across the city. The project will see new centralised offices developed behind the Council's current offices building. The project will also incorporate a one-stop shop customer service centre for all council enquiries.

On the interview panel for the selection of the architect were senior officers, Portfolio Holder for Resources, Cllr Sheila Wrenn, the Chairman of the Salisbury Buildings Committee, Cllr Robbie Chubb, Cllr John Smith, the Council's Executive Director of Planning and Development, Cllr John Smith, the Council's Executive Director of Planning and Development, Cllr John Smith, the Council's Executive Director of Planning and Development.

Cllr Wrenn said: "Storrer Williams has an excellent track record and we were very impressed with the ideas they presented, including creating an integrated setting for the staff and taking into account the needs of the local community. We were particularly impressed with the architect's understanding of the importance of this site to the context of its historical setting."

Cllr Chubb said: "All the practices who were short listed described how they will be a historic site and that this project presented an opportunity to improve the site even further for the community of Salisbury. It was very reassuring that all of the architects, and Storrer Williams in particular, recognised this as the aim of this project. Just building council offices, but rather about improving the area for the wider community."

Storrer Williams will now hold discussions with the Council and other interested parties, including local residents, to find out in more detail what people want from the project. After these discussions the architect will produce options for further consideration.

Storrer Williams has previously been commissioned by many other organisations, including The Arts Council of Great Britain, Birmingham City Council, English Heritage, National Gallery and Museum of Modern Art. They have also won national awards for their office developments and sustainable buildings.

Alan Davies, partner at Storrer Williams said: "We are really delighted to be chosen to design this exciting project in such a unique site. The new office building forward to housing the new council premises in Salisbury and developing an exciting building that will be enjoyed for generations to come."



Wiltshire COMPACT

The aims and purpose of the Compact

This is the Wiltshire Compact. It aims to improve the quality of life for people in Wiltshire. It will do this by improving joint working arrangements and developing the Compact.

This Compact includes:

- the main principles which will guide the statutory and voluntary sectors in Wiltshire
- an evaluation to the main areas on which the Compact will be produced (these are funding, consultation and equality and diversity)
- the initial steps in the process of monitoring and evaluating the Compact
- how to get more information or get involved in developing the Compact or codes of practice

Our shared vision is to:

- improve the social, economic, environmental and cultural wellbeing of the communities of Wiltshire

How the Compact was developed

This Compact has been developed by a partnership board made up of statutory agencies and membership organisations from the voluntary and community sector in Wiltshire. Over 100 voluntary and community groups have been consulted in its development.



NeighbourhoodNEWS

Bemerton Heath
Neighbourhood
Partnership

THERE'S SOMETHING HAPPENING IN PINWOOD WAY!

There certainly is! For those of you that have noticed an increase in activity in and around the row of shops in Pinewood Way and wondered what was happening, we'll tell you – the Neighbourhood Centre

is buzzing again! It's an absolute hive of activity, with lots of new courses, social and community events either happening or about to take off.

But what do we do? It would be more appropriate to say where do we start? We have lots of new faces with lots of new ideas, including coffee mornings, a luncheon club and after-school activities.

Oh yes, and those new courses which include basic and intermediate computer, digital photography, arts and crafts, english and maths . . . there's so many. On top of that we've got lots of friendly people, all experts in their own field, who are here to help you with just about any problem you can think of. There's only one thing missing – YOU! Don't miss out, come and join your neighbours at the Centre in friendly, relaxed surroundings where you can learn at your

leisure, enjoy some company or just have a cup of tea or coffee and chat to the staff. We'll be pleased to see you. And don't forget – if you do have a problem, whatever it is, we're here to help you. Mentioned elsewhere in this Newsletter

are some of the expert advisors who are here just to help you solve your problems, all offering their services to you FREE of charge. Maybe you just want some information? Ask us – I promise you, if we don't know the answer, we'll find someone who does!

So how do you get to join in? It's easy – you just walk right in through the front door, where you'll get a warm welcome from our staff; Edward and Carmen. We're open 9am to 5pm every weekday and you're welcome to call in at any time. Or, if you can't call in, telephone us on 349271 or 340182 – we'll be pleased to hear from you and answer any questions that you may have. We look forward to meeting you.

EDWARD AND CARMEN

Bemerton Heath Neighbourhood Centre, 60 Pinewood Way, Bemerton Heath, Salisbury SP2 9HJ
Opening Hours: weekdays 9.00am to 5.00pm

STAFF

Edward Callaghan, Neighbourhood Centre Manager Telephone: 01722 349271
Carmen Pitman, Centre Administrator Telephone: 01722 340182



SALISBURY DISTRICT COUNCIL
Housing Services
26 Endless Street,
Salisbury, Wiltshire SP1 1DR
Telephone 01722 336272

HOMELESS PERSONS

Information Pamphlet

This Pamphlet is for persons claiming to be homeless or threatened with becoming homeless in the next 28 days.

Other pamphlets exist for Housing Waiting List applicants and Council Tenants who wish to transfer.

The guidance notes are to help you complete the Homeless Persons Application Form. If you do not have a form, one can be obtained from the address shown above.

The rest of the pamphlet is for your information and for you to keep. Please use the last three pages to notify us of any changes in your circumstances.

CONTENTS

- Guidance Notes for Applicants
- How your Application will be assessed
- Areas of choice
- District Map and City Plan
- Housing Stock List
- Change in Circumstances Notification Forms

Residents Permit Application
Parking Services, PO Box 1821 Salisbury, Wiltshire SP1 1JY
PERMITS WILL BE SENT BY POST

Your Details
Names ☐ or Company Name (Business Applicants Only)
Applicant (1) Please give full name
Mr/Ms/Ms/Ms
Address
Post Code: Telephone Number Home: Work:
Applicant (2) Please give full name Applicant (3) Please give full name
Mr/Ms/Ms/Ms Mr/Ms/Ms/Ms
Tel No Home: Work: Tel No Home: Work:

Permit Details
Are you applying for? (please tick) New Permit ☐ Renewal ☐ Replacement ☐
Change of Vehicle ☐ Existing ☐ Annual Visitors for over 60 yrs ☐
New Permit Start Date: For Renewals please give Permit Numbers
Are you applying for Visitor Card? ☐ Customer code: Permit code:
Initial Supply Free (please tick) ☐
Further Supplies: Number of book Cost: Book of 5 - £12.50 Book of 10 - £25

Vehicle Details (Residents Permit applications only)
Registration Number(s) 1: 2: 3:
NB Permits are not available for passenger / goods vehicles weighing over two tonnes or longer than six metres.

Method of Payment (Zones B, D, E, F & I are subject to payment of £25 per permit)
☐ Change to my Master Card / Visa / Switch: Card No: Amount: £: Expiry Date: /
Switch card issue Number
☐ Cheque or Postal Order enclosed (Must be payable to Salisbury District Council)
NB You may only pay by cash if you deliver your application to Parking Services, 18 Pennyfarthing Street, Salisbury. Please do not send cash by post.

Declaration
There is off-street parking at this address Yes ☐ No ☐
I/we have read the parking notice accompanying this form and agree to abide by the conditions.
I/we declare that the home address given is my/our place of residence and that I/we meet the permit application requirements.
I/we acknowledge that the permit may be withdrawn if the conditions of issue are contravened. I/we also understand that a charge of £3 will be made for a replacement and that if I/we move from the Residents Permit Zone or cease to own/lease any vehicle for which a permit has been issued, I/we must return the permit to Salisbury District Council Parking Services.

Signature (1) Date Signature (2) Date
Signature (3) or on behalf of Business Date

CONTACTING SALISBURY DISTRICT COUNCIL

We are looking for ways to make access to services faster, easier and cheaper for customers. We would like your views on the changes we are proposing to make and would very much appreciate it if you could read about the proposed changes and answer a few questions. This should not take more than a few minutes.

Contact with the Council

Q.1a Have you contacted Salisbury District Council during the last 1-2 years? (Please ✓ Box)

Yes ☐ Go to Q.1b No ☐ Go to Council's New Contact Proposals

Q.1b Which council services did you contact?

Council Tax <input type="checkbox"/>	Revenues & Benefits <input type="checkbox"/>	Refuse/Bins/Environmental Health/Pest Control <input type="checkbox"/>
Electoral Services <input type="checkbox"/>	Planning <input type="checkbox"/>	Building Control <input type="checkbox"/>
Parking Permits <input type="checkbox"/>	Parking Fines <input type="checkbox"/>	Trees <input type="checkbox"/>
Conservation <input type="checkbox"/>	Noise <input type="checkbox"/>	Neighbours <input type="checkbox"/>
Other (Write in): <input type="checkbox"/>		

Q.1c Was your contact for a one-off/quickly resolved issue or for something on-going/one that took a longer time to resolve?

One-Off/Quickly Resolved Issue ☐ On-Gang/Took a Long Time to Resolve ☐

Q.1d Did you contact the council by telephone, letter, visit or by website? (✓ as many as appropriate)

Telephone ☐ Letter ☐ Visit ☐ Website ☐

Q.1e How easy was it to contact the council to resolve your query/issue?

Very Easy ☐ Quite Easy ☐ Not Very Easy ☐ Not Easy At All ☐

Does the Winter Give You the Blues?

**WARM HOMES WEEK &
WEAR A HAT TO WORK WEEK
1st to 5th December**

**FIND OUT WAYS YOU CAN SAVE MONEY
AND KEEP HEALTHY THIS WINTER**

Salisbury District Council, Age Concern and Warm Hearted Homes are pleased to announce a series of initiatives during Warm Homes Week to highlight the problems of cold related illness and excess winter deaths.

Events include a week long display at the Salisbury Library, Mayor's Madhatter tea party, coffee mornings, energy advice surgeries and a prize draw.

You can find out more about the events by contacting Age Concern on 01722 335425.

Or for free and impartial energy advice telephone 0800 512012.



Repairs Administrator

£14,532 - £15,372 pa

Fixed term until 1st April 2005

Working as part of our committed housing management team, your progressive approach will be key in assisting our efficient repairs service to public buildings and 5,500 tenanted properties.

Reporting to the Housing Manager, you'll be the first point of contact for customers reporting repairs by telephone. Your duties will include administrative work, maintaining records and databases, processing and issuing job tickets as well as monitoring the target dates for completion.

As a highly motivated person, you'll have good communication skills and be computer literate. Knowledge in building maintenance and facilities management would be an advantage, although full training will be provided.

For an application pack, please contact Personnel & Training Services on 01722 324115 (24-hour answerphone) or email: pptrcruitment@salisbury.gov.uk

Closing date: 22nd January 2004.

Interview date: 3rd February 2004.

Culturally aware - positively fair.



be inspired



Salisbury District Council
www.salisbury.gov.uk

INDEPENDENT PERSON FOR STANDARDS COMMITTEE

The District Council has a Standards Committee that was established pursuant to the Local Government Act 2000. Its terms of reference involve providing high standards of conduct in all areas of council activity and considering issues relating to the Council's Code of Conduct and Complaints procedure. The membership includes two Independent Persons.

One Independent Person vacancy will arise from 22nd May 2004 and the Council wishes to appoint someone to fill that vacancy from that date.

We would like to hear from residents or persons working within the District who consider themselves politically independent, have an interest in civic matters and possess a strong public service ethos, believe in natural justice, can make impartial moral judgements based on information presented to them and who are committed to ensuring and maintaining high standards of conduct in public life.

The frequency of meetings is unlikely to be more often than half a day once per month, depending on the business to be transacted. In addition there will be some training and preparation for meetings. A modest membership allowance is payable together with subsistence and travelling expenses. Further details are included in the information pack.

If you would like to be sent more information or wish to discuss the position please contact Susan Stovey, Legal Services Manager and Monitoring Officer, Tel. 01722 434227, e-mail stovey@salisbury.gov.uk or Stewart Agland, Head of Democratic Services, Tel. 01722 434253, e-mail sagland@salisbury.gov.uk or you can write to either at Salisbury District Council, The Council House, Bourne Hill, Salisbury, SP1 3UZ.

If you wish to be considered we will need your written details by Friday 5th March 2004.



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Salisbury District Council
www.salisbury.gov.uk

HOUSEHOLD WASTE & SALVAGE BANK HOLIDAY COLLECTION ARRANGEMENTS Christmas & New Year 2003/04

Waste & Salvage that would normally have been collected on:

Monday 22nd December
Tuesday 23rd December
Wednesday 24th December
Thursday 25th December (Christmas Day)
Friday 26th December (Boxing Day)

Monday 29th December
Tuesday 30th December
Wednesday 31st December
Thursday 1st January 2004 (New Years Day)
Friday 2nd January 2004

Will be collected on:

Collections as normal
Collections as normal
Collections as normal
Friday 2nd January 2004
Saturday 3rd January 2004

Collections as normal
Collections as normal
Collections as normal
Friday 2nd January 2004
Saturday 3rd January 2004

Collections as normal from Monday 5th January 2004

Two refuse sacks will be distributed to all householders who will be affected by the changes to Thursday and Friday collections.

You can take your normal household or bulky household waste to the Household Waste Recycling Centres at Stephenson Road, Churchfields Industrial Estate, Salisbury and Bath Road, Warmminster. These sites will be closed at 12 noon on Christmas Eve and re-open at 9am on Boxing Day.

Normal daily opening 9am to 6pm including New Years Day.

Please remember to recycle as much as you can at the above centres or your local recycling site.

Should there be any changes to the above arrangements these will be published on the District Councils Website www.salisbury.gov.uk

Or

The Waste Collection Bank Holiday Hotline 0800 7318690

For further enquiries please ring the Environmental Services Help Desk during normal office hours on 01722 434319 / 434320



Do you
have a
property
to let?

For Peace of Mind

Look no further than Salisbury District Council.

We can offer a.

- A Guaranteed rental income
- No Fees
- A Professional Service
- Free minor repairs

120 Landlords can't be wrong

For more details about our service phone 01722 434463

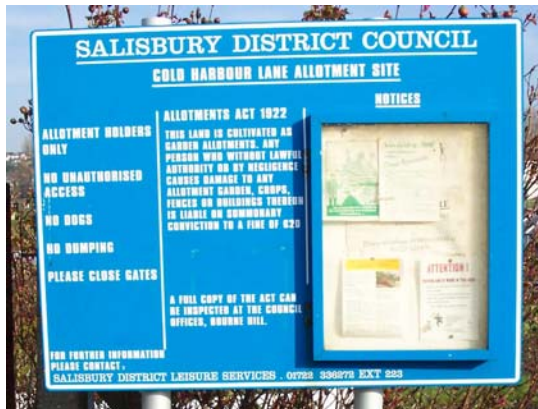
"NOTICE is hereby given that Trevor John Crook of Salisbury District Council, Pennyfarthing House, Pennyfarthing Street, Salisbury has applied to the Judge at Salisbury County Court for a Bailiff's Certificate.

Any person who knows of a reason why Trevor John Crook is not a fit and proper person to be granted a certificate should write to The Court Manager at Salisbury County Court, Alexandra House, St. John Street, Salisbury, SP1 2NP before the 29th March 2004".



Appendix 2 – Signs

Cold Harbour Lane allotments

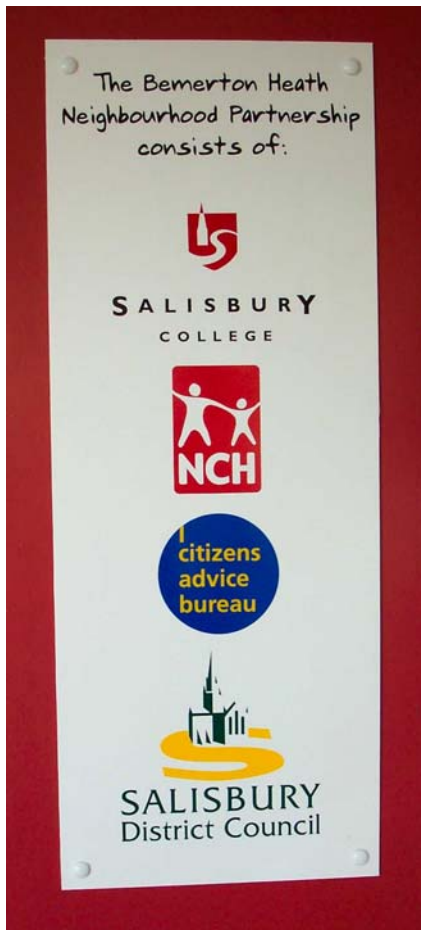


London Road allotments

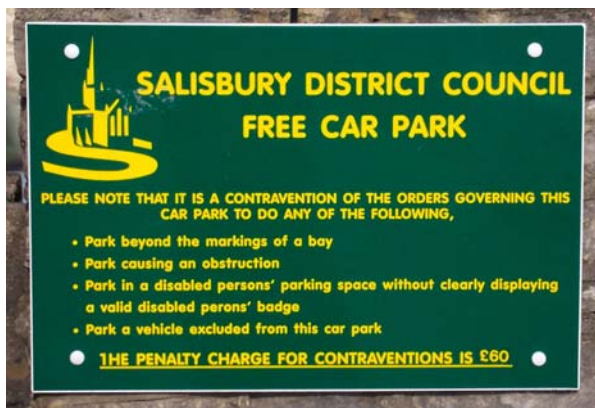


Toilets sign off Cold Harbour Lane





Bemerton Heath Neighbourhood
Centre – inside sign



Mere Castle Street car park



London Road Cemetery



Gigant Street parking meter



Market Square toilets



Cold Harbour Lane



Park & Ride – Beehive site

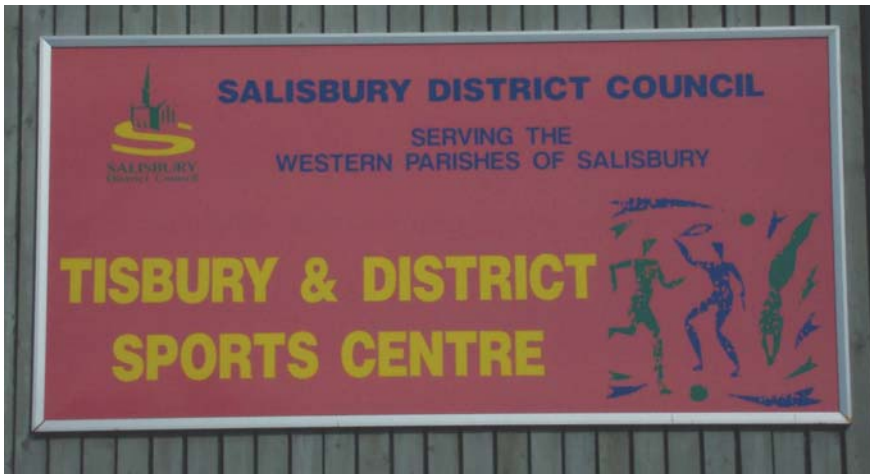


Park & Ride bus stop

Appendix 3 – Reception signs



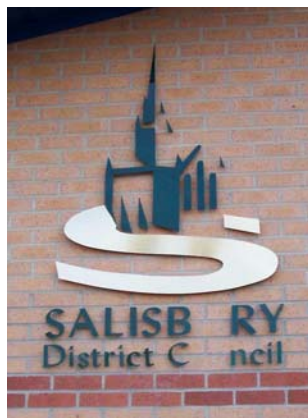
Durrington
Swimming Pool and
Fitness Centre



Tisbury & District
Sports Centre



Shopmobility



Five Rivers Leisure
Centre & Swimming
Pool



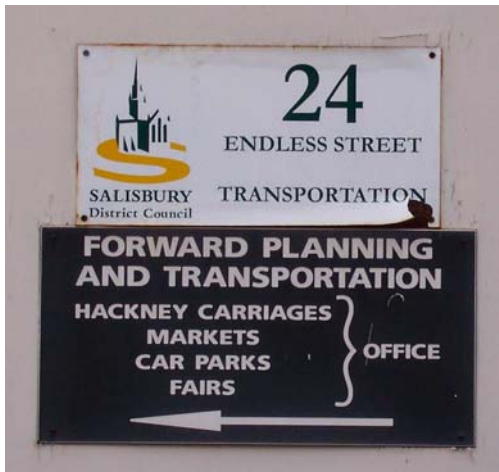
Churchfields Depot



Bourne Hill



3 Rollestone Street



24 Endless Street



61 Wyndham Road



Salisbury TIC



City Hall

Appendix 4 – Vehicles

Housing repairs van



Environmental Services van (Kangoo)





Environmental Services vehicle



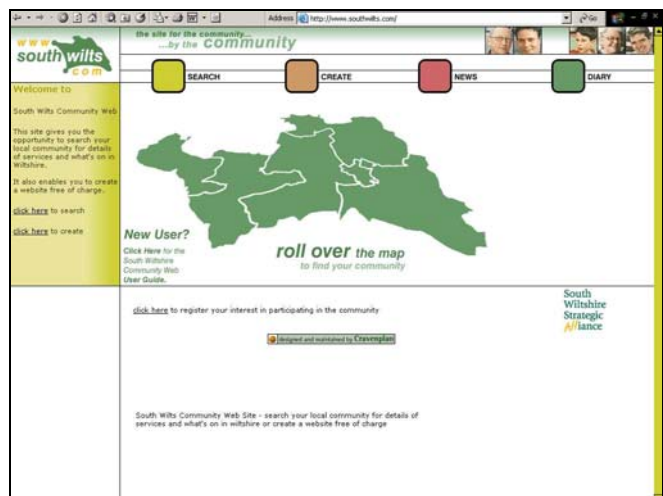
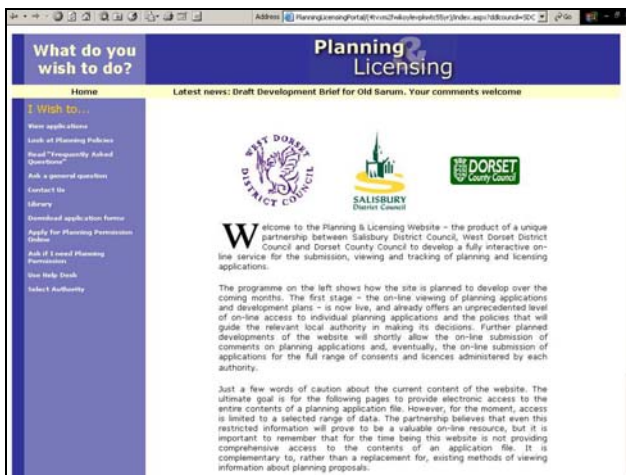
Environmental Services vehicle

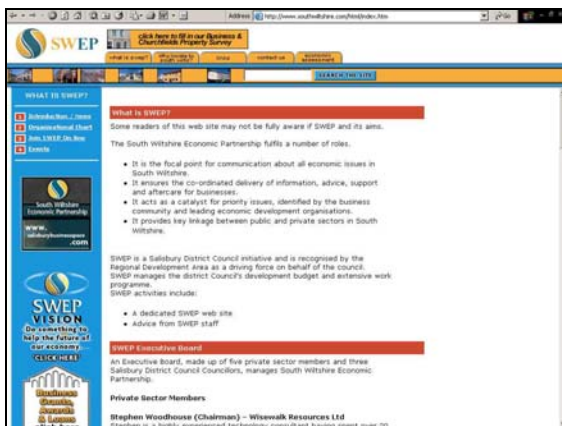


Pool car (Mazda)



Appendix 5 – Websites





Appendix 6 – logos



WISECARD

