

ISSUES UPDATE – listing live issues and those which have been resolved since 16 September 2009

Ref	Date Rec'd	Issue	Parish	Progress & State of Issue
PUBLIC TOILETS				
395	2 July 2009	The state and availability of public conveniences in Malmesbury Town Centre	Malmesbury	<p>20 July – Area Board members considered. Mr Simon Killane to approach Town Council to consider public ability to use Town Hall toilets during day time. Consider asking Chamber of Commerce or M&VCAP to put together leaflet outlining details of other toilet facilities in the town.</p> <p>Malmesbury Town Council agreed that members of the public will be able to access toilets during office hours as soon as CCTV cameras have been installed in the town hall. At that time the current toilets outside the Town Hall will be closed.</p> <p>Public toilets are now available at the Town Hall during normal office hours</p> <p>Issue closed</p>
396	2 July 2009	Public toilets required in Station Road Car park	Malmesbury	<p>20 July - Area Board considered options. Previous research shows capital and revenue costs of toilets in Station Rd are too high. Considered re-routing town bus to take visitors/tourists up to Cross Hayes.</p> <p>13 August - spoke to Andy James (Andy Buses) who explained that tourist buses already drop off in Cross Hayes before parking in Station Road – so not an issue for tourists.</p> <p>Installation and maintenance costs of toilets at this site were considered prohibitive. The majority of visitors/tourists are dropped off by coaches in the Cross Hayes where toilets are now available.</p> <p>Issue closed</p>
FLOODING				

427	July 2009	Flooding of properties due to over dropped curbs Newton Grove, Malmesbury,	Malmesbury	<p><i>Aug/Sept</i> - Highways Engineer have made a site visit to review situation. Spoke to petitioner early Sept – so far happy with the progress.</p> <p><i>10 Sept</i> – contacted Highways team who are to provide update</p> <p><i>Sept</i> – Highways lowered 2 gullies on the lay-by side of the road and also raised some of the curbs in an effort to alleviate the situation. The improvements were tested, however it was agreed that monitoring would take place over the coming months to see if any additional works were needed.</p> <p>Issue closed</p>
PLANNING & ENFORCEMENT				
434	27 July 2009	Planning & Enforcement – concern that the views of the parish council are not always taken on board	Minety	<p><i>7 Sept 09</i> forward to Senior Planning Officer – Enforcement</p> <p><i>7 Sept 09</i> letter sent to petitioner from Area Development Manger – North</p> <p>Issue closed</p>
ECONOMY				
435	2 July 2009	Slow death of shopping in Malmesbury	Malmesbury	<p><i>23 July 09</i> Invitation to Economy & Enterprise dept to attend Sept Area Board meeting</p> <p><i>7 Sept 09</i> notified petitioners – agenda item</p> <p><i>26 Sept 09</i> Adam Nardell, Vision Director Chippenham & Trowbridge attended the Malmesbury Area Board. The meeting expressed a will to convert aspirations into a tangible vision for the town via a show of hands. Attendees were asked to submit their names if they were interested in progress this matter.</p> <p><i>28 Oct 09</i> To date only one name received</p>
RECYCLING				

441	2 July 2009	Provide opportunities for recycling commercial waste for shops, pubs etc	Malmesbury	<p>20 July 09 – Area Board members considered this matter- Mr Toby Sturgis to lead.</p> <p>22 July 09 - Briefing paper requested from Waste Manager</p> <p>16 Sept 09 – Cllr Sturgis discussed at Area Board. Business rates do not cover the cost of recycling. There are private operators providing a recycling service although there is a cost. What is needed is that a contractor to collect all the commercial waste from the Malmesbury area which would make it more economically viable. The Wessex Environmental Business Network was an avenue for members of the Wessex Association of the Chamber of Commerce to pursue environment@wessexchambers.org.uk</p> <p>It was agreed that the matter should be referred to Wiltshire Environmental Alliance (the environment thematic partnership of the Wiltshire Assembly).</p> <p>Issue closed.</p>
HEALTH				
448	21 August 2009	<p>Lack of NHS Dentists in Malmesbury</p> <p>There is a need for NHS dentists for pensioners as well as young children.</p> <p>Would like to see all dentists in Malmesbury taking on NHS patients, older people as well as young</p>	Malmesbury	<p>3 Sept 09 – contacted Community Engagement Manager, NHS Wiltshire.</p> <p>11 Sept 09 response received</p> <p>14 Sept 09 letter sent to petitioner containing detailed response from NHS Wiltshire, which included:</p> <ul style="list-style-type: none"> NHS Wiltshire is committed to £3,081 recurring funding to commission additional dental activity for 2009/10. This will increase coverage for 43% to 52%. The target is 70% and this 18% gap is to be addressed in 2010/11. NHS will increase the level of NHS dental activity in Malmesbury by 25% by attracting a new practice to the town. This is due to open at the end of October 2009, with its location being announced shortly. <p>28 Oct 09 – requested an update</p>
SOCIAL CARE				
Carried over from pilot phase		Burnham House Site – need for community involvement about its future use	Community Area	<p>The working group have met in April and July. Agreed priority is for this site is for Extra Care Housing for Older People.</p> <p>Group due to visit Cramer Court, Devizes in October</p> <p>14 Oct - Cramer Court visit – Extra Care Housing Scheme</p> <p>Next meeting due 3 December 2009</p>

LEISURE

449	9 Sept 2009	State of ladies toilets at The Activity Zone (TAZ), Malmesbury - lack of toilet paper and soap, smelly, toilets don't flush	Malmesbury	<p>9 Sept 09 - Matter discussed and forwarded to TAZ General Manager. 10 Sept 09 - Response received from General Manager TAZ.</p> <ul style="list-style-type: none"> • Cleanliness of the facilities is one of the highest priorities for TAZ. • The facilities are cleaned daily and regular spot checks undertaken. A cleaning schedule has been developed but this will be reviewed over the coming weeks and the matter discussed with the operational team to ensure improvements are made. • No problems have been identified by the technical team re toilet flushing and issues related to the ceiling will be rectified • If the petitioner could identify the exact times where problems arise this would help highlight/resolve the issue <p>Petitioner did not provide any contact details so no personal response may be made. Issue closed</p>
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SPEEDING/ROAD SAFETY				
426	27 August 2009	Speeding in Minety	Minety	<p>Awaiting guidance re strategic approach to Community Speedwatch – anticipate guidance autumn '09. Consider for local community Speedwatch following review</p> <p><i>7 Sept 09</i> forward to Sgt. Martin Alvis for comment/feedback and Alan Creedy (Transport & Development Manager)</p> <p>Parish Council expressed an interest in participating in Community Speedwatch</p> <p><i>13 Oct.</i> Sgt Martin Alvis attended Minety Parish Council meeting and provided information concerning Speedwatch. The Parish Council need to get a couple more volunteers and will then contact Community Area Manager for stats. Sgt. Alvis has advised them to speak to other local parishes to make scheme viable.</p> <p><i>28 Oct 09</i> Revised Community Speedwatch guidance received -attached</p>
428	18 July 2009	Reduce speed limit on B4014 Tetbury Road from leaving the 40mph limit to the county boundary	Malmesbury	<p><i>7 Sept 09</i> forwarded to Alan Creedy (Transport & Development Manager)</p> <p>Town Council have expressed an interest in participating in Community Speedwatch</p> <p><i>Sept 09</i> Sgt Martin Alvis attended Malmesbury Town Council meeting to present the Community Speedwatch scheme. The Town Council has since decided to adopt the scheme. They do however need to contact the Community Area Manager for details on how to progress. Cllr. Ray Sanderson is the lead.</p> <p><i>28 Oct 09</i> Revised Community Speedwatch guidance received -attached</p>
446	2 July 2009	Fast & noisy cars/motor bikes down Tetbury Hill after 10.00pm, Tetbury Hill – especially during the summer	Malmesbury	<p><i>7 Sept 09</i> forwarded to Sgt. Martin Alvis.</p> <p><i>Sept 09</i> Sgt Martin Alvis attended Malmesbury Town Council meeting (see above) and as a result, Tetbury Hill will feature in the speed watch programme. A meeting held with residents living on Tetbury Road highlighted concerns with speeding although after 2200hrs was not mentioned. They state there are issues with the road calming and agreed that a 30 mph flashing sign would be the way forward due to the design of the road.</p> <p><i>28 Oct 09</i> Revised Community Speedwatch guidance received -attached</p>

	2008 Carried forward from pilot phase	Carried forward from pilot phase Speeding in rural areas especially through villages & hamlets. 2007 survey by Wilts & Swindon Camera Safety Partnership showed a problem in Sherston, but no sufficient to warrant a permanent speed camera. Would like to join the Community Speedwatch programme	Sherston (Luckington)	<p>Parish Council have been active during the year in investigating potential community involvement in the Community Speedwatch programme Sgt Martin Alvis aware and has been in touch with the parish council</p> <p><i>Sept 09</i> Sgt Martin Alvis visited Sherston in and carried out some local speed monitoring with some councillors. The village would benefit from Speedwatch and are willing to enter into scheme with Malmesbury and possibly Luckington who Sgt Alvis will be meeting on 9th Dec.</p> <p><i>Sept 09</i> Sherston parish council have informed the Community Area Manager that they have a team of volunteers ready to implement the scheme.</p> <p><i>28 Oct 09</i> Revised Community Speedwatch guidance received –attached</p>
HIGHWAYS ISSUES				
436	27 July 2009	Lorry weight using B4040 – especially lorry routes and subsidence by bridge in Minety	Minety	<p><i>7 Sept 09</i> forwarded issues to Transport & Development Manager <i>21 Oct 09</i> Update requested</p>
273	20 Sept 2009	<p>Poor condition of the roads in Malmesbury</p> <ol style="list-style-type: none"> 1. Extremely uneven "boundary" marker across top of Gloucester Road at The Triangle, Malmesbury. 2. Badly designed speed bumps throughout the town. 3. Uneven road surface on Town Hill. 	Malmesbury	<p><i>21 Oct 09</i> Forwarded to Divisional Highways Engineer</p> <p><i>14 Sept 09</i> re The Triangle. The Divisional Highways Engineer is aware of the issue and they have carried out some repairs. The setts continue to 'move' with traffic movement and it is the Council's intention to remove these setts and infill this ramp with tarmac, however unable to indicate when.</p>

437	15 August 2009	Sunken road where cobble stones are used to slow traffic down at The Triangle, Malmesbury	Malmesbury	<p>7 Sept 09 Issue forwarded to Divisional Highways Manager</p> <p>14 Sept 09 –Divisional Highways Engineer – aware of the issues and have carried out some repairs. The setts continue to ‘move’ with traffic movement and it is the Councils intention to remove these setts and infill this ramp with tarmac, however unable to indicate when.</p>
438	10 August 2009	Damage caused to car suspensions by speed bumps in Malmesbury town centre Oxford Street, High Street , Abbey Row	Malmesbury	<p>7 Sept 09 – matter forwarded to Alan Creedy (Transport & Development Manager)</p> <p>26 Oct 09 –forwarded to Divisional Highways Manager</p>
430	13 Oct 2009	<p>Poor road conditions in Malmesbury</p> <ol style="list-style-type: none"> 1.Abbey Road, particularly near the Old Bell Hotel 2.Near Michael Thomas' butcher at The Triangle 3.Tetbury Hill. from Stibbs Close up to the new Filands development 4.Lower Malmesbury High Street <p>Tetbury Hill and The Triangle are worst.</p> <p>A thorough inspection of the roads and pavements within the town should be carried out without delay and proper tarmacing, not patching up is required on the worst areas.</p>	Malmesbury	<p>21 Oct 09 forwarded issue to Divisional Highways Engineer and Highways Network Maintenance</p>

334	2 October 2009	<p>Safety at North End Crossroads, Ashton Keynes, where the Spine Road East meets the Spine Road West – this request follows recent fatal accident. Suggest consideration of:</p> <ol style="list-style-type: none"> 1. Have traffic lights or a roundabout installed at the crossroads. 2. Have the area lit. 3. The speed limit on the Wiltshire section of spine Road 	Ashton Keynes	<p>Oct 09 – Discussed this item with Highways engineers + email correspondence with Cllr Soden</p> <p>Advised that the fatality at this location is the subject to a Coroners Court and investigation by Wiltshire Constabulary. The coroner will put forward recommendations that must be considered by Wiltshire Council. It is suggested that the Area Board waits upon these reports before considering any major options.</p>
CAR PARKS				
442	2 July 2009	<p>Excessively noisy vehicles – exhausts and in care entertainment Malmesbury High Street, Gloucester Road and Station Road Car Park</p>	Malmesbury	<p>20 July - Area Board members considered this matter- Mr Simon Killane to lead. Meeting arranged 11 Sept 09 of key partners. Outcome of 11 Sept meeting was to investigate 6 options:</p> <ol style="list-style-type: none"> 1. Remove vehicular access over the bridge at the bottom of Mill Lane 30 Sept 09 - Divisional Highways Engineer responded - this option is expensive and time consuming with potentially little impact. 2. Extend existing town CCTV to include Station Yard car park – Community Safety Partnership to be re-established 29-10-09 who will hopefully work with the Town Council to progress 3. Review and modify if need be the lighting scheme – Cllrs, Sturgis, Killane and Thomson agreed to meet one evening to assess 4. Review trees/shrubs. Undertake pruning and ensure regularly maintained. Cllrs. Thomson and Killane to meet Grounds Maintenance Supervisors to assess needs. N.B. this work is undertaken from November (when grass cutting stops) 5. Consider extension of the town bus to include regular trips between Station – Yard car park and the Cross Hayes – Cllr Thomson to contact Bus Company. 6. Repaint existing parking bays and replace / improve signage where appropriate 13 Oct 09 Highways estimate for repainting £2,500, excluding repair to signage

443	17 July 2009	Noisy and anti-social behaviour resulting from younger adults using Station Rd car park as meeting place, causing noise nuisance for residents in Gloucester Road	Malmesbury	<p>Accept that exhaust systems while loud are no illegal</p> <p>20 July - Area Board members considered this matter- Mr Simon Killane to lead.</p> <p>Meeting arranged 11 Sept 09 of key partners</p> <p>Outcome of 11 Sept meeting was to investigate 6 options:</p> <ol style="list-style-type: none"> 1. Remove vehicular access over the bridge at the bottom of Mill Lane 30 Sept 09 - Divisional Highways Engineer responded - this option is expensive and time consuming with potentially little impact. 2. Extend existing town CCTV to include Station Yard car park – Community Safety Partnership to be re-established 29-10-09 who will hopefully work with the Town Council to progress 3. Review and modify if need be the lighting scheme – Cllrs, Sturgis, Killane and Thomson agreed to meet one evening to assess 4. Review trees/shrubs. Undertake pruning and ensure regularly maintained. Cllrs. Thomson and Killane to meet Grounds Maintenance Supervisors to assess needs. N.B. this work is undertaken from November (when grass cutting stops) 5. Consider extension of the town bus to include regular trips between Station – Yard car park and the Cross Hayes – Cllr Thomson to contact Bus Company. 6. Repaint existing parking bays and replace / improve signage where appropriate 13 Oct 09 Highways estimate for repainting £2,500, excluding repair to signage
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406	6 October 2009	Residents Parking required in Malmesbury – suggest: 1. A review of current parking restrictions 2. An examination of current parking proposals aimed at alleviating parking problems for residents 3.The introduction of a Residents Parking Permit Scheme		21 Oct 09. Forwarded to officers in Highways & car parking
TRANSPORT				
280	21 Sept 2009	<p>Bus shelters Need to increase the number of bus shelters in and around the town e.g. housing estates and some main routes Tow priority areas on Sherston Road are</p> <ul style="list-style-type: none"> • Between Bremilham Road junction and Bremilham Rise junction • Corn Gastons junction and Parklands Road <p>These two areas are particularly required for elderly people living locally</p>	Malmesbury	21 Oct 09 Forwarded to Passenger Transport Dept.

DISABLED ACCESS ISSUES				
440	24 August 2009	<p>Disabled Access in Malmesbury</p> <p>Problems getting on and off the pavement when using an electric buggy due to cars blocking route, lack of dropped curbs which can be dangerous</p> <p>1. Access from Oxford Street into Market Lane is often difficult/blocked because of cars parked in Market Lane</p> <p>2.The only route off the footpath at St John's Street is a dropped kerb by a garage entrance, which is often (mistakenly) used as a parking space</p> <p>3. Could a dropped curb be installed outside the Rose & Crown Pub (High Street)and opposite to allow a clear view of the road and easy crossing and access to St Aldhelms Mead (this is the highest priority)</p>	Malmesbury	21 Oct 09 forwarded to Divisional Highways Engineer

PAVEMENTS				
439	23 July 2009	<p>Safe Routes to School</p> <p>The pavement in The Street, Luckington is in an appalling condition. Mothers with pushchairs are in danger as there is no differentiation in places between pavement and road. At one point there is no pavement and young children, parents and disabled people using wheel chairs are forced into the road. The Parish Council has been trying for some time to obtain widespread renovation of the pavement, however, the cost is in the region of £22,000 and Highways have given no indication that they will meet the majority of the cost. The Parish Council has a contribution of approx. £4,500. Highways need to acknowledge the need for the work to be done on the existing pavement and provide the funding. In addition consideration will then need to be given to providing some additional pavement in order to provide 100% footpath to the school.</p>	Luckington	21 Oct 09 forwarded to Road Safety and Travel Plans Group Manager