

**Meeting of Residents of Kingsbury, Silverless, Herd and Bard Streets, Marlborough
with Marlborough Area Board and Marlborough Town Council.**

These notes from the meeting are meant to reflect the comments, concerns and suggestions from residents and responses from area board and town council members.

| Name: | Street / Organisation: | Comments: |
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| Cllr James Sheppard | Marlborough Area Board | <p>Welcomed residents to the meeting and explained purpose of the night. This is to gather residents' concerns and comments about the existing situation regarding traffic, speed, HGVs, parking, etc. in the streets where they live.</p> <p>No Wiltshire Highways officers were available to attend so these comments will be collated and fed back. A second public meeting will be arranged in the future to feed decisions and actions back to residents.</p> <p>Stressed this meeting is just the first stage in a process.</p> |
| Resident DF | Kingsbury St. | <p>Voiced her concerns about the speed of vehicles using Kingsbury St, especially given the narrow width of the road and the tight bend at the bottom near the town hall. Also HGVs using the narrow road and being unsuitable for the road. She feels the crossing at Pattern Alley, where the road is at its narrowest and on the sharp bend is particularly dangerous.</p> <p>She feels Highways need to address the problem of vehicles unloading round the corner of Pattern Alley, Costa Coffee and the town hall. She suggests loading bays on the single white line areas outside the Lighting shop and Superdrug store further onto the High St.</p> |
| Resident W | Silverless St. | <p>Feels the current one-way system (in fact a no entry system from the Herd St end of Silverless St) is not working. He feels parked cars make the situation particularly difficult by narrowing the road further. These cars are often parked on the double yellow lines. There is poor parking enforcement of Silverless St and cars park there all day and overnight without any enforcement.</p> |
| Resident B | Kingsbury St | <p>Feels that the slowing of vehicles on Kingsbury St and the policing of this will be difficult. He feels that the parked cars on the one side of Kingsbury St in fact help to slow down traffic by narrowing it further. The parking at Costa Coffee and other shops at the very bottom, whilst causing problems, does also help to slow down the traffic entering Kingsbury St from the High St. Does not want to see speed humps here but thinks the flashing signs seen elsewhere (Speed Indicator Devices) will do a good job to encourage drivers to slow down.</p> <p>Also thinks that the volume of vehicles throughout Marlborough is too high and that only a new bypass</p> |

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| | | would affect that. |
| Resident D | Herd St | Comments that the volume of HGVs is high leading to high air pollution and poor air quality. Says that the vibration from HGVs causes damage to older properties on Herd and Barn Streets. Suggests that to ease the problem a new one-way system is introduced with traffic travelling up Kingsbury St and down Herd St. This was put in place during road works and seemed to be helpful. |
| Resident D | Kingsbury St | Feels that the new "Unsuitable for HGVs" sign installed by the town hall has seemed to have worked at reducing the number travelling up Kingsbury St. Thinks that if a new weight limit could be put on the bridges at Burbage wharf on the A346, more HGVs would be forced to use the A34 corridor which was the intention when this road was upgraded. |
| Resident J | Herd St | Is critical of Wiltshire Council being slow to allow any work or improvements to the listed buildings on Herd St and Barn St yet does nothing to stop them being damaged by passing HGVs. |
| Cllr Guy Loosmore | Herd St & Marlborough Town Council | Feels that only de-priming the A346 / A338 corridor will ease the situation of HGVs coming through Marlborough. A lot of work was done to try to get this done approx. 10 years ago but Wiltshire Council was reluctant to do this due to costs. Only de-priming would allow further action to take place to prevent HGVs coming through Marlborough, such as weight or size limits. He urged the meeting to think of this as a Marlborough-wide problem, not just for the streets represented here. He felt that only a bypass would take away the high volume of traffic from Marlborough. |
| Resident S | Kingsbury St | Wants to point out there is a Sunday School and Pre-school based at the church hall on Silverless St and this needs to be born in mind. |
| Resident N | Kingsbury Sq. | Raised the way new 20mph limits can be requested by communities and there is a need for streets to pass a 24mph threshold before new limits can be installed. She wants local councillors to lobby for this to be installed. |
| Cllr Stewart Dobson | Marlborough Area Board & Marlborough Town Council | Points out that Marlborough Town Council has recently requested this assessment to take place and that it has been ratified by the area board. He asked about the result of the recent Metrocount in Kingsbury St which accurately measures vehicle speed. This was not available to the meeting, see note below. |

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| Cllr Jane Davies | Fyfield & West Overton Parish Council | Talked about how the village of Lockeridge has recently been assessed for a new 20mph limit, which covered the village centre, and how they had been successful. She mentioned the need to show an approx. 24mph speed already but said that Wiltshire Council can be flexible about this threshold speed and about the extent of the new limit in discussion with residents. |
| Cllr Mervyn Hall | Marlborough Town Council | Gives the list of streets in Marlborough to be included in new 20mph assessment. These are: High Street, London Road, George Lane, Pewsey Road, Kingsbury Street, Herd Street/Barn Street, Salisbury Road, Bath Road, New Road and St Martins. |
| | | There were comments from the floor that Silverless St had been missed off this list and this it needs to be included. Cllr Dobson felt that it can be added to the list of roads for assessment without difficulty. |
| - | Herd St | Felt that new speed limits and other measures were no use without adequate enforcement being in place. |
| Cllr Marian Hannaford-Dobson | Marlborough Town Council | Feels that Silverless St is dangerous and wants to see "no HGV" signs in place there to stop them entering. |
| Resident W | Silverless St. | Agrees with this and also mentions the damage done to buildings by HGVs, particularly on the corner of Silverless St and Kingsbury St. He describes how traffic wardens' time in Marlborough is limited in that their working day has to include the time taken to travel to and from Wiltshire Council's office in Chippenham. |
| Resident T | Herd St | Mentions the situation of parking at The Green and the need for police to watch those areas where there are lots of parking restrictions. She felt they could issue lots of tickets there. |
| Resident PN | Kingsbury Sq. | Feels there needs to be sanctions to prevent these poor actions (speeding, inconsiderate parking, HGVs using inappropriate roads). With limited parking available in these areas, could residents' parking permits be issued? |
| Andrew Jack | Wiltshire Council | Says how Marlborough Area Board has influence over the way services are delivered in the area. They are not able to increase the amount of a service, e.g. the time when traffic wardens are active in Marlborough, but they influence how that time is spent, so can insist that certain areas of town are checked but this would be at the expense of other areas that would not be checked. |
| Cllr Nick Fogg | Marlborough Area | Explained that a meeting between Marlborough Town |

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| | Board & Marlborough Town Council | Council and Wiltshire Parking had been requested to look at some of these issues and see what could be done but that nothing has happened. Shelley Parker, Town Clerk, confirmed there had been no response. She was asked to liaise with Andrew Jack to get Parking to a meeting. |
| - | - | Feeling that Marlborough needs more parking spaces for the whole town. This can be for residents, visitors and those who work in town. |
| Cllr Mervyn Hall | Marlborough Town Council | Describes the Neighbourhood Plan that is being developed for the Marlborough area. (www.manp.co.uk) He says that parking matters are an important part within the plan. There will be a professional parking survey undertaken to look at the town-wide situation and make suggestions on what could be done to make improvements. This could include using locations further from town as "park and stride" sites. Maybe not suitable for everyone, this could attract fitter drivers and free up spaces closer to town for other drivers. |
| Resident V | Kingsbury St | Echoes the need for additional parking in town. Suggests putting up signage dictating priority up and down Kingsbury St to allow traffic to flow. |
| Resident DF | Kingsbury St | Mentions the parking that goes at the double yellows by Costa Coffee and at the town hall when vehicles pull up to unload for events there. She says that traffic wardens say they cannot enforce the double yellow no parking restrictions there but police can because it is on the corner. She feels that this parking is most dangerous on the corner. |
| Resident B | Kingsbury St | Regarding speed, there needs to be a practical solution to reduce speeds. Need to look at the psychology of drivers and their behaviour. He feels that the flashing signs (Speed Indicator Devices) are effective and relatively inexpensive. |
| Resident B | Kingsbury Terrace | Feels that in Hungerford, there is no speeding through town because drivers know there is at least one speed camera and other mobile speed checks in the area. Regarding parking, talks about the 12 houses at Kingsbury Terrace and the difficulty in finding parking spaces for visitors. She suggests the need for approx. 1 hour parking restrictions to keep spaces turning over. She suggests using some land at The Common for new parking. |
| Cllr Lisa Farrell | Marlborough Town Council | Discusses the work done by the volunteer Community Speedwatch group at London Rd and how this does work when there is a check in operation and drivers do slow down for them, but speeds go back up once |

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| | | volunteers are gone. She feels there need to be more Community Speedwatch sites through town. |
| Cllr Jane Davies | Fyfield & West Overton Parish Council | Speaks about the work that has gone into slowing traffic at Lockeridge. The parish had engaged a traffic consultant, Ben Hamilton-Baillie Associates, to work with them on softer options for bringing speed down. She stressed the need for the community to be involved. If all residents of town drove slowly, that would help to bring speeds down. |
| Resident W | Silverless St. | Described how he had commissioned an engineer to look at the situation in local streets and provide suggestions. Their ideas were all similar to those being raised at this meeting. He encouraged Marlborough Town Council to use Community Infrastructure Levy or Section 106 funding to help implement these suggestions. |
| Resident N | - | Feels that bypasses in fact encourage more traffic and that the situation has become worse for other towns that now have them. He suggests a new zebra crossing at Pattern Alley on Kingsbury St to help protect pedestrians crossing there. He also suggested extending the parking further down at Kingsbury St to effectively narrow the road and slow down passing cars. |
| PN | Kingsbury Sq. | Given the towns lack of traffic wardens, is it possible to ask for volunteer wardens recruited from the town? |
| Cllr Nick Fogg | Marlborough Area Board & Marlborough Town Council | Criticises Wiltshire Council for its response to this meeting saying that no-one from Parking or Highways was available to come. Agrees that the corner of Kingsbury St at the town hall is dangerous. Feels there needs to be more parking available for the town's residents and suggests making the Kennet Place car park for residents only. He mentioned the town's poor air quality stating that at times levels of pollution can be dangerous to health. He says that the action plan written by Transition Marlborough needs to be taken forward to see improvements there. |
| - | - | It was pointed out that a shop on the corner of Kingsbury St (the Cat's Whiskers) very often has its products displayed out on the already narrow pavement. Because of this, pedestrians often have to step into the road to get around. |
| - | - | The question was asked if traffic wardens really do come from Chippenham to do rounds in Marlborough? Do the wardens only have certain paths or routes that they follow through Marlborough? Can the community, |

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| | | via Marlborough Area Board, really get to direct where wardens go? Andrew Jack was asked to find out these answers. |
| - | - | It was pointed out that in the evenings, part of George Lane car park becomes an overnight lorry park. It was felt that this was bound to attract HGVs to the town. |
| - | - | Someone asked whether HGVs had really been banned from Kingsbury St? |
| Resident M | - | Asks if the eastern end of Silverless St can be narrowed? |
| Cllr James Sheppard | Marlborough Area Board | Explained that work to Silverless St is part of an ongoing process to find the most suitable way of preventing HGVs especially from using it. The no entry sign was put at the eastern end of Silverless St as it is more open and 'inviting' than the western end. Part of the problem being that HGVs can enter from the east but as the road narrows cannot get back out and are forced to try and make the tight turn into Kingsbury St. He has already mentioned the possibility of installing bollards at the eastern end to help narrow the entrance and discourage HGVs from trying to enter. |
| - | The Green | A resident moved to The Green and put their name down for limited parking there. Their name apparently dropped off the list and they were not offered a space when one became available. The resident thinks that the person who did get the space has a link to Wiltshire Council. They questioned if this is fair and asked for it to be looked at. Cllr Nick Fogg offered to take up this point. |
| Shelley Parker | Marlborough Town Clerk | Mentioned that Marlborough Town Council had put in a request to be allocated one of the Speed Indicator Devices being decommissioned by Wiltshire Council. This could be positioned across the town to check vehicle speeds. She had not heard anything since the request first went in and asked Andrew Jack for help in finding out more. She also pointed out that Marlborough rugby club's car park next to the Common was available for community use on weekdays. |
| - | Silverless St | Supported the no entry system from Herd St but described the route to get round and enter from Kingsbury St. Asked if it was possible to have a 'residents only' no entry system from Herd St instead? |
| Cllr James Sheppard | Marlborough Area Board | In response, asked how non-residents would be stopped from entering as well? |

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| - | Kingsbury Terrace | Pointed out that whilst the new sign by the town hall stops HGVs from going up Kingsbury St, buses are still able to go up and that they have seen incidents involving buses as well. Will buses be prevented from using the street? |
| Resident W | Silverless St. | Points out that the HGV sign at the town hall is advisory only and not compulsory. If drivers choose to ignore this they can still go up. The only way to truly ban HGVs is to put a weight restriction on the road. |
| - | - | Resident asked if the style of double yellow lines as used in London, with lines across the yellows, could be used around the town hall to prevent vehicles stopping to unload. The resident agreed this would still need to be enforced. |
| - | Silverless St | Mentions the parking in Silverless St on double yellow lines. Having contacted Wiltshire Council about the problem, was told that there's nothing Wiltshire Council can do if after 5.00pm but to contact the police. They can only enforce if the vehicle is causing an obstruction. They pointed out the lines at Silverless St are becoming old, worn out and need replacing. |
| Resident DF | Kingsbury St | Asks how long these matters will take to be addresses. Is worried that it will need someone to die before anything is done. Points out that no one from Highways was present at the meeting so do not take this seriously. |
| Cllr James Sheppard | Marlborough Area Board | Is also disappointed no one from Highways is present and will try to do something about it for future meetings with the public. |
| Resident W | Silverless St. | Asks what the cause of any delay is? Is it money or Highways officers? |
| Cllr James Sheppard | Marlborough Area Board | Responds that most of the hold-ups faced by Highways officers are about the need to work within regulations and the legality of what is installed on the highway. It is not about the money that is available. |
| Cllr James Sheppard | Marlborough Area Board | Closes the meeting, thanking residents for coming and giving a clear view of their feelings. To give time for these suggestions to be taken on board and assessed, he would like to call a second meeting but not until about June. In the meantime, the notes of the meeting would be typed up and made available as a record. |

Update, 16th March:- The results of a Metrocount speed check carried out near 12 Kingsbury St were made available. The survey was carried out between 01/03/2017 and

10/03/2017. A total of 32,097 vehicles were checked. The 85th percentile was 28.0mph (the 85th percentile is the speed at which 85% of the traffic is travelling at or below). The average speed was 23.8mph. This result shows there is no enforcement against speeding vehicles possible at this location. However, these speeds are close to the threshold speeds for a new 20mph limit, so should be seen as encouraging that the full assessment will find the area suitable.