

# Agenda

## Elmbridge Local Committee

**We welcome you to  
Elmbridge Local Committee**  
Your Councillors, Your Community  
and the Issues that Matter to You

### Discussion

Weybridge Parking Review

Trading Standards work in  
Elmbridge

Cycling Updates

Surrey CC Services	Elmbridge BC Services
Education & Children's Services	Environmental Health
Highways & Parking	Housing
Libraries	Leisure & Recreation
Adult Social Care	Off-Street Parking
Trading Standards	Planning Applications
Waste Disposal	Revenue Collection
Youth Services	Street Cleaning
Countryside	Waste Collection
Passenger Transport	
Strategic & Transport Planning	
Fire & Rescue	
Public Health	



### Venue

**Location:** Council Chamber,  
Elmbridge Civic Centre,  
High Street, Esher, KT10  
9SD

**Date:** Monday, 27 June 2016

**Time:** 4.00 pm



# You can get involved in the following ways

## ***Write a question***

You can also put your question to the local committee in writing. The committee officer must receive it a minimum of 4 working days in advance of the meeting.

When you arrive at the meeting let the committee officer (detailed below) know that you are there for the answer to your question. The committee chairman will decide exactly when your answer will be given and may invite you to ask a further question, if needed, at an appropriate time in the meeting.

# Get involved

## ***Sign a petition***

If you live, work or study in Surrey and have a local issue of concern, you can petition the local committee and ask it to consider taking action on your behalf. Petitions should have at least 30 signatures and should be submitted to the committee officer 2 weeks before the meeting. You will be asked if you wish to outline your key concerns to the committee and will be given 3 minutes to address the meeting. Your petition may either be discussed at the meeting or alternatively, at the following meeting.

## **Thank you for coming to the Local Committee meeting**

Your Partnership officer is here to help. If you would like to talk about something in today's meeting or have a local initiative or concern please contact them through the channels below.

*Email:* [cheryl.poole@surreycc.gov.uk](mailto:cheryl.poole@surreycc.gov.uk)

*Tel:* 01372 832606

*Website:* <http://www.surreycc.gov.uk/elmbridge>



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**SURREY**



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### **Surrey County Council Appointed Members**

Mrs Margaret Hicks, Hersham (Chairman)  
Mr Mike Bennison, Hinchley Wood, Claygate & Oxshott (Vice-Chairman)  
Mr Ramon Gray, Weybridge  
Mr Peter Hickman, The Dittons  
Rachael I. Lake, Walton  
Mrs Mary Lewis, Cobham  
Mr Ernest Mallett MBE, West Molesey  
Mr Tony Samuels, Walton South and Oatlands  
Mr Stuart Selleck, East Molesey & Esher

### **Borough Council Appointed Members**

Cllr Andrew Davis, Weybridge North  
Cllr Roy Green, Hersham Village  
Cllr Peter Harman, St George's Hill  
Cllr Malcolm Howard, Walton South  
Cllr Andy Muddyman, Weybridge Riverside  
Cllr T G Oliver, Esher  
Cllr Mrs Mary Sheldon, Hersham Village  
Cllr Graham Woolgar, Walton Central

Chief Executive  
**David McNulty**

			
Mrs Margaret Hicks (Chairman)  Hersham	Mr Michael Bennison (Vice-Chairman)  Hinchley Wood, Claygate & Oxshott	Mr Ramon Gray  Weybridge	Mr Peter Hickman  The Dittons
			
Rachael I Lake  Walton	Mrs Mary Lewis  Cobham	Mr Ernest Mallett MBE West Molesey	Mr Tony Samuels  Walton South & Oatlands
	 <b>SURREY</b> COUNTY COUNCIL  <b>Local Committee (ELMBRIDGE)</b>  <b>County Councillors 2013-17</b>		
Mr Stuart Selleck  East Molesey & Esher			

For councillor contact details, please contact Cheryl Poole, Community Partnership and Committee Officer ([cheryl.poole@surreycc.gov.uk](mailto:cheryl.poole@surreycc.gov.uk)/ 01372 832606) or visit [www.surreycc.gov.uk/elmbridge](http://www.surreycc.gov.uk/elmbridge)

			
Cllr Andrew Davis Weybridge Riverside	Cllr Roy Green Hersham Village	Cllr Peter Harman Weybridge St George's Hill	Cllr Malcolm Howard Walton South
			
Cllr Andrew Muddyman Weybridge Riverside	Cllr Tim Oliver Esher	Cllr Mrs Mary Sheldon Hersham Village	Cllr Graham Woolgar Walton Central
		 <p><b>Local Committee (ELMBRIDGE)</b></p> <p><b>Borough Council Co-optees 2016-17</b></p>	

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If you would like a copy of this agenda or the attached papers in another format, e.g. large print, Braille, or another language please either call Cheryl Poole, Community Partnership & Committee Officer on 01372 832606 or write to the Community Partnerships Team at Elmbridge Civic Centre, High Street, Esher, KT10 9SD or [cheryl.poole@surreycc.gov.uk](mailto:cheryl.poole@surreycc.gov.uk)

**This is a meeting in public. If you would like to attend and you have any special requirements, please contact us using the above contact details.**

#### **MOBILE TECHNOLOGY AND FILMING – ACCEPTABLE USE**

Those attending for the purpose of reporting on the meeting may use social media or mobile devices in silent mode to send electronic messages about the progress of the public parts of the meeting.

Anyone is permitted to film, record or take photographs at council meetings. Please liaise with the council officer listed in the agenda prior to the start of the meeting so that those attending the meeting can be made aware of any filming taking place.

Use of mobile devices, including for the purpose of recording or filming a meeting, is subject to no interruptions, distractions or interference being caused to the PA or Induction Loop systems, or any general disturbance to proceedings. The Chairman may ask for mobile devices to be switched off in these circumstances.

It is requested that if you are not using your mobile device for any of the activities outlined above, it be switched off or placed in silent mode during the meeting to prevent interruptions and interference with PA and Induction Loop systems.

*Thank you for your co-operation*

***Note: This meeting may be filmed for live or subsequent broadcast via the Council's internet site - at the start of the meeting the Chairman will confirm if all or part of the meeting is being filmed. The images and sound recording may be used for training purposes within the Council.***

***Generally the public seating areas are not filmed. However by entering the meeting room and using the public seating area, you are consenting to being filmed and to the possible use of those images and sound recordings for webcasting and/or training purposes.***

*If you have any queries regarding this, please contact the representative of **Community Partnerships Team** at the meeting.*

## **1 APPOINTMENT OF CHAIRMAN AND VICE CHAIRMAN**

To note that the Council has appointed Mrs Margaret Hicks as the Chairman and Mr Mike Bennison as Vice Chairman of the Elmbridge Local Committee.

## **2 APPOINTMENT OF CO-OPTED MEMBERS FROM ELMBRIDGE BOROUGH COUNCIL**

To note that Elmbridge Borough Council has nominated 8 Borough Councillors to serve on the Elmbridge Local Committee for the municipal year 2016/17.

## **3 APOLOGIES FOR ABSENCE**

To receive any apologies for absence.

## **4 MINUTES OF PREVIOUS MEETING**

To approve the Minutes of the previous meeting held on 21 March 2016 as a correct record.

(Pages 1 - 8)

## **5 DECLARATIONS OF INTEREST**

To receive any declarations of disclosable pecuniary interests from Members in respect of any item to be considered at the meeting.

Notes:

- In line with the Relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012, declarations may relate to the interest of the member, or the member's spouse or civil partner, or a person with whom the member is living as husband or wife, or a person with whom the member is living as if they were civil partners and the member is aware they have the interest.
- Members need only disclose interests not currently listed on the Register of Disclosable Pecuniary Interests.
- Members must notify the Monitoring Officer of any interests disclosed at the meeting so they may be added to the Register.
- Members are reminded that they must not participate in any item where they have a disclosable pecuniary interest.

## **6 ELMBRIDGE PRIMARY SCHOOL PARTNERSHIP WORK (FOR INFORMATION)**

Kerry Randle, Area Education Officer NE Surrey, will introduce this item and then Fiona Collins, Head teacher at Hinchley Wood Primary School will inform the Local Committee about the development of the Ember Learning Trust.

## **7 TRADING STANDARDS UPDATE (SERVICE MONITORING AND ISSUES OF LOCAL CONCERN)**

(Pages 9 - 20)

This report updates the Local Committee on the work of the Buckinghamshire and Surrey Trading Standards Service, particularly in Elmbridge in 2015/16.

## **8 CHAIRMAN'S ANNOUNCEMENTS (FOR INFORMATION)**

To receive any Chairman's announcements.

## **9 LOCAL COMMITTEE DECISION TRACKER (FOR INFORMATION)**

(Pages 21 - 22)

To note the updates in the tracker document.

## **10 PETITIONS**

To receive any petitions in accordance with Standing Order 68. Notice should be given in writing or by e-mail to the Community Partnership and Committee Officer at least 14 days before the meeting. Alternatively, the petition can be submitted on-line through Surrey County Council's e-petitions website as long as the minimum number of signatures (30) has been reached 14 days before the meeting.

Petitions received:

1. A petition with 184 signatures requesting SCC to introduce a pedestrian crossing and traffic calming measures near St Lawrence Junior School, East Molesey

2. A petition with 221 signatures requesting SCC to convert the existing footway along the A245 between Byfleet and Cobham to shared cycling/pedestrian use
3. A petition with 18 signatures requesting SCC to resurface Rectory Close, Long Ditton
4. A petition with 40 signatures requesting SCC to extend the double yellow lines 10m further from the junction (Oatlands Ave and Oatlands Close, Weybridge)

**a PETITION RESPONSE (FOR INFORMATION)**

(Pages 23 - 28)

In December 2015 Elmbridge Local Committee received a petition requesting 'SCC to urgently improve road safety on Manor Rd North leading to Claygate Lane for all pedestrians and cyclists'. This report outlines actions taken so far to date in the investigation of the problems and makes reference to the type of measures that could be used to tackle the issues as highlighted by the petition.

**11 PUBLIC QUESTION TIME**

To answer any questions from residents or businesses within the Elmbridge Borough area in accordance with Standing Order 69. Notice should be given in writing or by email to the Community Partnership and Committee Officer by 12 noon four working days before the meeting.

**12 MEMBER QUESTION TIME**

To receive any written questions from Members under Standing Order 47.

**13 RECOMMENDATIONS FROM WEYBRIDGE PARKING REVIEW (EXECUTIVE FUNCTION)**

(Pages 29 - 62)

This report asks the Local Committee to agree the proposals from the Weybridge parking review, funding for parking infrastructure and the recommendations arising from the new legislation surrounding school keep clear markings.

**14 UPDATE ON TERRACE ROAD CYCLE PATH SCHEME (EXECUTIVE FUNCTION)**

(Pages 63 - 80)

This report updates the Local Committee on the Terrace Rd Cycle Path Scheme.

**15 ELMBRIDGE LOCAL CYCLING PLAN UPDATE (EXECUTIVE FUNCTION)**

(Pages 81 - 86)

This report sets out the progress made on developing the Elmbridge Cycling Plan and asks the Local Committee to agree the recommendations of the Cycling Task Group.

**16 HIGHWAYS UPDATE (EXECUTIVE FUNCTION)**

(Pages 87 - 94)



This report summarises progress with the Local Committee's programme of Highways works for the current Financial Year 2016-17 and asks the Local Committee to approve the amended budget allocation.

**17 REPRESENTATION ON OUTSIDE BODIES AND TASK GROUPS (FOR DECISION)**

(Pages 95 - 106)

This report seeks to appoint Local Committee Members to outside bodies and task groups for the 2016/17 municipal year and seeks approval for the terms of reference for the task groups.

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**DRAFT**

Minutes of the meeting of the  
**Elmbridge LOCAL COMMITTEE**  
 held at 4.00 pm on 21 March 2016  
 at Council Chamber, Elmbridge Civic Centre, High Street, Esher, KT10 9SD.

**Surrey County Council Members:**

- \* Mrs Margaret Hicks (Chairman)
- \* Mr Mike Bennison (Vice-Chairman)
- \* Mr Ramon Gray
- \* Mr Peter Hickman
- \* Rachael I. Lake
- \* Mrs Mary Lewis
- \* Mr Ernest Mallett MBE
- \* Mr Tony Samuels
- \* Mr Stuart Selleck

**Borough / District Members:**

- \* Cllr Nigel Cooper
- \* Cllr Andrew Davis
- \* Cllr Chris Elmer
- \* Cllr Brian Fairclough
- \* Cllr Neil J Luxton
- \* Cllr Dorothy Mitchell
- \* Cllr T G Oliver
- \* Cllr John O'Reilly
- \* Cllr Peter Szanto

\* In attendance

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**1/16 APOLOGIES FOR ABSENCE [Item 1]**

Apologies for absence were received from Surrey County Councillor Mary Lewis and Borough Councillor Brian Fairclough.

**2/16 MINUTES OF PREVIOUS MEETING [Item 2]**

The minutes of the meeting held on 7<sup>th</sup> December 2015 were agreed.

**3/16 DECLARATIONS OF INTEREST [Item 3]**

There were no declarations of interest.

**4/16 THE ROLE OF ELMBRIDGE BOROUGH COUNCIL HOUSING AND BENEFIT SERVICES [FOR INFORMATION] [Item 4]**

Julie Cook, the Head of Housing Services at Elmbridge Borough Council, introduced her presentation about the Service, which is attached as Annex A.

## ITEM 4

The current service is made up of 3 teams, Housing Benefit & Council Tax Support, Housing Options and Private Sector Housing with 45 full time equivalent (FTE) posts. The Housing Benefit & Council Tax Support team process the housing benefit claims. It is important to note that Council Tax support is a benefit and different from the Council Tax discount some residents receive. Approximately 1800 households are on the register for social housing, but only 200-250 units become available each year.

Universal Credit is being rolled out in stages. Once it is rolled out to other working age households including families which is expected to be in 2017/18 then the EBC benefit service will change, but will still deal with pension age households and Council Tax support will remain local.

When the benefit 'cap' is lowered to £20,000 later in 2016 the number of families affected is expected to increase to 200. The importance of the discretionary housing payment (dhp) is likely to increase and families will need more help to get them into work which will exempt them from the benefit 'cap'.

Affordable housing is a challenging area with the numbers available in Surrey not near the level of need.

Members raised the following points:

- Whether brand new carpets needed to be fitted for each new tenant
- The standard of the green areas around the Paragon social housing sites
- The valuation of the right to buy housing
- The links between housing and the family support programme

In response Julie Cook explained that it is the responsibility of the tenants to provide their own carpets, that Councillors can approach Paragon directly to discuss any issues, but that a session is run with Borough Councillors and Paragon to which County Councillors could be invited. She explained that the BC has a responsibility to house vulnerable people and children, but not single people or couples. The service is working to help the 200 families not in work who will be affected by the £20,000 'cap' through close links with the Family Support Programme and also it has put in a bid to the DWP.

Tenants with a tenancy of over 3 years wishing to take up the 'Right to Buy' opportunity will receive a discount of approximately £75,000 but with the current Elmbridge house prices they will still need to raise a significant sum.

### **5/16 CHAIRMAN'S ANNOUNCEMENTS [Item 5]**

Margaret Hicks, the Chairman, updated the Local Committee that all the allocations had been spent this financial year and gave a few examples of the types of projects which had been funded by the Members.

### **6/16 LOCAL COMMITTEE DECISION TRACKER [FOR INFORMATION] [Item 6]**

The Local Committee noted the updated tracker document.

### **7/16 PETITIONS [Item 7]**

No petitions had been received for this meeting.

#### **8/16 PETITION RESPONSE [FOR INFORMATION] [Item 7a]**

Nick Healey, the Area Highway Manager (NE), presented the response which detailed that the road would be kept safe, but currently was not on any programme to be resurfaced.

#### **9/16 PUBLIC QUESTION TIME [Item 8]**

Seven public questions had been received for this meeting and the questions and responses are attached as Annex B.

##### **Question 1**

Clare Hillman said she appreciated the information provided in the response, spoke about her experience in the Netherlands and asked as a supplementary question whether a feasibility study could be carried out for Ember Lane.

Comments from local Members included that:

- Ember Lane should be included in the cycling strategy
- For an effective solution funding from Government was needed

Nick Healey responded by explaining that the culture and approach to town planning was very different in the Netherlands and in addition much of the town planning had been done from scratch which had led to the building of good quality, wide segregated cycle lanes. In the UK there also exist different groups of different types of cyclists. The Local Committee has prioritised the development of a cycling strategy and expects to reach Ember Lane, but is focussing on Weybridge to start.

##### **Question 2**

As a supplementary question Cllr Barry Fairbank asked why the officers don't identify the shortcomings of the contractors and why we have to wait for months for the lines to be replaced.

Nick Healey explained that the service was already aware of the lines which the Councillor had identified in his original question, but due to the cost of the mobilisation of the road marking gang and the materials it is more efficient to do a number of roads at one time. He also confirmed that the re-doing of the road marking is included in the cost of the resurfacing, but as a batch not individually.

Councillor Dorothy Mitchell reminded the officers of the marking error in Freelands Road Cobham which still has not been resolved.

##### **Question 3**

David Bellchamber thanked County Councillor Mary Lewis for her help with this issue. As a supplementary question he asked why the public had not

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been made aware earlier of the matters holding up the work and what confidence they can now have in the current promises.

Mike Bennison asked what is happening as regards the contractor breaking its permit and whether the Police are happy to do the 30 mile trial once the work is finished, which Nick Healey confirmed they were.

Richard Parr, the SCC Network Co-ordinator, explained that the contractor is being paid a price to do the whole job and is not paid on a daily rate so there is no benefit to the contractor to extend the time taken to complete the work. Once the ground was dug up plant not shown on plans was found and the work had to stop as other services cannot be 'knocked out'. A new route for the main has been identified which will not impact on the A245. A further meeting is taking place on Thursday 24 March which will provide more details of timescales and the work involved. He added that by law SCC need to give access to the utility company and that it is difficult to please all residents, as in fairness to local residents the contractor was not working 24 hours.

Margaret Hicks suggested that, although the service was liaising closely and regularly with the local Divisional Member, Mary Lewis, that perhaps it could also communicate directly with key residents.

### **Question 4**

As a supplementary question Hussam Raouf asked whether the Council intended to continue increasing the cost of parking at Walton-on-Thames Station, and whether they could prioritise adjusting the restrictions within the existing CPZ to areas adjacent to the station as the residents of Silver Tree Close (of whom more than 75% have signed a petition) are concerned that there will be nowhere to park by the time of the next review in circa 18 months.

Local Committee Members Cllr Chris Elmer and Tony Samuels commented that the CPZs near both Walton and Hersham stations needed to be reviewed, saying that exemptions to the strategy need to be made as the current situation is not convenient.

Rikki Hill, the Parking Project Team Leader, explained that the CPZs around the stations are huge areas and there were no plans to increase the on-street parking charges in the area. He added that the number of residents parking permit spaces had been increased at the last 2 reviews to try to help improve the situation.

### **Question 5**

Cllr John O'Reilly spoke on behalf of the resident, Sarah Tourell. As a supplementary question he asked the cost for maintaining the tree and what other options there were for funding this tree maintenance.

Nick Healey responded by explaining there is a huge demand for discretionary tree works and due to the limited budget, SCC must concentrate on safety issues. Pollarding costs between £40 & £100 per tree, but once it is started the pollarding needs to continue as trees grow faster after pollarding, therefore SCC continues to pollard any previously pollarded trees, but is not starting any new pollarding unless the cost would be greater in the long term

due to damage. The LC cannot make any long term commitment to tree maintenance and Community Infrastructure Levy cannot be used for tree maintenance. Cllr O'Reilly asked whether a householder could pay for pollarding themselves. Nick Healey said as a one-off a householder could pay to lift or thin the crown, but not pollard the tree.

#### **Question 6**

In response to the supplementary question from Mark Sugden, the Chairman confirmed that SCC's responsibility is to guarantee a school place for every child. Mike Bennison asked if school transport could be provided for those Claygate pupils who had been offered a place at a school in Epsom. The Chairman explained transport would only be offered if the pupil lived over 3 miles away from the allocated school and their first preference had been their closest school.

#### **Question 7**

Jeremy Coombs asked as a supplementary question whether the Local Committee could make an exception to the parking strategy due to his particular circumstances.

County Councillor Rachael Lake said she believed it was planned to make this bay mandatory, if unsuccessful as non-mandatory, and felt this issue was already on-going when the Parking Strategy was introduced and therefore unfair on the resident. She asked for it be added to the next review rather than waiting until the review to take place in Walton.

Rikki Hill said that at no time was it proposed to automatically make the bay mandatory. He explained that disabled bays are not usually mandatory unless they are within areas with other parking restrictions. This particular issue will be discussed at the next meeting of the Parking Task group.

Peter Hickman left the meeting.

#### **10/16 MEMBER QUESTION TIME [Item 9]**

No Member questions were received.

#### **11/16 HIGHWAYS UPDATE [EXECUTIVE FUNCTION] [Item 10]**

Nick Healey introduced the report and explained that up to paragraph 2.12 was a summary of the work for 2015/16. He added he would like a task group to oversee the Esher Transport Study, for which £50,000 from Community Infrastructure Levy fund had been allocated. Three Members, County Councillors Stuart Selleck and Mike Bennison along with Borough Councillor Tim Oliver, were proposed by Margaret Hicks and seconded by Rachael Lake, to sit on this group.

Nick continued that when the Local Committee agreed the allocation of the 2016/17 budget in September 2015, it was based on an assumed budget of

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£460,050. The budget has now been confirmed as £548,700. As per table 4 it was the Pooled Revenue which was reduced in the assumed budget so the recommendation was to increase the Pooled Revenue to make it broadly similar to the 2015/16 budget.

Stuart Selleck said he did not agree with the recommendation to increase the Pooled Revenue, but proposed that the extra budget to be divided between the nine Members. Ernest Mallett seconded this proposal. A vote took place and the Local Committee voted to agree recommendation (ii).

Ernest Mallett left the meeting.

In response to a question about carried forwards, Nick said he hoped to be able to report on any at the meeting in June. He also confirmed that the list of Horizon footways and the year 4 roads will be circulated soon. Roads not listed in year 4 will be included in year 5 of the Project Horizon programme. In addition he pointed out an error in the papers – Old Esher Rd in table 7 is no longer a reserve scheme.

The Local Committee resolved to:

- (i) Appoint a member Task Group, comprising of both Borough and County Members, **County Councillors Stuart Selleck and Mike Bennison and Borough Councillor Tim Oliver**, to steer the Esher Transport Study (paragraphs 2.29 and 2.30 refer)
- (ii) Approve the recommended budget allocations for the next Financial Year 2016-17 as detailed in Table 5, now that the Local Committees' Highways budgets have been confirmed (paragraphs 2.31 to 2.34 refer)
- (iii) Authorise the Area Highway Manager in consultation with the Chairman, vice Chairman, and relevant Divisional Member(s) to undertake all necessary procedures to deliver the agreed programmes

Reason for decision: to establish a Member task group to oversee the Esher Transport Study for which Elmbridge Borough Council has allocated £50,000 of CIL funding, to approve the allocation of the confirmed Local Committees' Highways budgets and to provide the necessary authorisation to deliver the already agreed programmes of work without the need to revert to the Local Committee as a whole.

## **12/16 ELMBRIDGE JOINT YOUTH STRATEGY UPDATE [FOR INFORMATION] [Item 11]**

Chris Beck, the Services for Young People Elmbridge Team Manager, introduced the report.

Members raised the following points:

- Whether the youth service access into schools will be the same if all schools become academies
- A preference for a one page report providing more clarity and summarising what has been achieved



- A need for the organisations involved to state clearly a starting point for their work, what is being done and the current position
- The suggestion that 10 key performance indicators are identified at the youth task group meeting

In response Chris Beck explained that the schools had been successfully contacted with a combined 'youth' offer of pooled resources and a clear route has now been established. In addition a baseline data document was being put together and an outcomes document will follow. Emily Pentland added that the consultation was still at an embryonic stage, but would feed into the Joint Youth Strategy action plan.

The Local Committee noted:

- (i) How the Joint Youth Strategy has been working in partnership across the borough to achieve the goal of improving outcomes for young people in Elmbridge including a focus on those young people experiencing inequality and social exclusion.

#### **13/16 MEMBERS' ALLOCATIONS UPDATE [EXECUTIVE FUNCTION - FOR INFORMATION] [Item 12]**

The Local Committee noted

- (i) The amounts that have been spent from the Members' Allocation budget, as set out in Annex 1 of this report.

Meeting ended at: 6.25 pm

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**Chairman**

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**SURREY COUNTY COUNCIL****LOCAL COMMITTEE (ELMBRIDGE)****DATE:** 27 June 2016

**LEAD OFFICER:** Nadine Davis  
Senior Trading Standards Officer

**SUBJECT:** Buckinghamshire and Surrey Trading Standards work in Elmbridge in 2015

**DIVISION:** All Elmbridge Divisions

**SUMMARY OF ISSUE:**

A report<sup>1</sup> to provide an update on the work of Buckinghamshire and Surrey Trading Standards Service, particularly within the Borough of Elmbridge in 2015/16.

**RECOMMENDATIONS:**

**The Local Committee (Elmbridge) is asked to note that Buckinghamshire and Surrey Trading Standards Service:**

- (i) Reacts to local issues specifically drawn to Buckinghamshire and Surrey Trading Standards's notice in respect of Elmbridge consumer issues.
- (ii) Responds to Trading Standards and consumer issues highlighted by intelligence gathering and reporting. This routinely includes the Elmbridge local area in any project and routine undertakings including test purchasing and sampling as appropriate.
- (iii) Responds to business enquiries and bespoke/chargeable requests from businesses based in Elmbridge focusing on Small/Medium Enterprises (SME) and national businesses. Buckinghamshire and Surrey Trading Standards actively promotes membership to the Regulatory Delivery Primary Authority Partnership scheme.

Please note the report content which is for information and not recommendation.

**REASONS FOR RECOMMENDATIONS:**

This report is for information only and does not contain any recommendations.

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<sup>1</sup> Based on data from our Civica data recording system

## **1. INTRODUCTION AND BACKGROUND:**

### **1.1 Buckinghamshire and Surrey Trading Standards Joint Service:**

Following eighteen months of preparation and planning, Buckinghamshire Trading Standards and Surrey Trading Standards merged to form a new joint service on 1 April 2015 – Buckinghamshire and Surrey Trading Standards Service. Both Buckinghamshire County Council and Surrey County Council have a similar political, strategic and operational ethos, and whilst a common boundary is not shared, there are many similarities between the two counties in terms of respective population profiles and the mix and profile of businesses. As such, both counties were ideal candidates for a Trading Standards joint service.

As a joint service we will:

- provide a better quality service to consumers, businesses and our partners,
- build on the strengths and successes of the current teams,
- provide additional expertise and capacity to create a stronger, more resilient service,
- have greater impact and influence locally, regionally and nationally,
- reduce our delivery costs, offering better value for money, and
- be more innovative in developing new services and protecting residents.

A central challenge for the year 2015-2016 was to enhance the services provided for residents and businesses, maximising the benefits from the creation of the new joint Trading Standards service. In bringing together the skills, experience and innovation of the existing services in Surrey and Buckinghamshire we aimed to create a stronger more effective service as well as reducing the cost to residents. A growing challenge was and remains, working with others to tackle organised cross border consumer crime, rogue traders, scams, and the growth of internet crime. In doing so we need to ensure we protect the most vulnerable in our communities who are often deliberately targeted and exploited.

Our Trading Standards service exists to:

- protect individuals, communities and businesses from harm and financial loss,
- help business to thrive by maintaining a fair trading environment,
- improve the health and wellbeing of people and communities, and
- fulfil the council's statutory responsibilities to deliver consumer and public protection services.

### **1.2 New website:**

Our joint service has launched a new website.

[www.bucksandsurreytradingstandards.gov.uk](http://www.bucksandsurreytradingstandards.gov.uk)

The website has been designed to be accessible and easy to navigate so that consumers and businesses can easily and quickly access the information they need. The website also includes many new innovations, for example, a new landing page which will change to reflect upcoming campaigns/priorities.

### 1.3 **Checkatrade/Trading Standards Approved Trader Scheme:**

Buckinghamshire and Surrey Trading Standards Service are working with Checkatrade to ensure residents can find reputable traders in their area. Locally branded for each Local Authority, the Checkatrade/Trading Standards Approved, Buckinghamshire and Surrey partnerships include a large number of local businesses, meaning residents have a wide choice of reliable traders.

To become a Checkatrade/Trading Standards Approved trader and to obtain our new 'double' accreditation, businesses must meet set standards and pass rigorous background checks.

When a consumer chooses a trader that has the County Council “Trading Standards Approved” logo they know that they will get a reputable, credible trader that has not only been vetted by Checkatrade, but has also been approved by Trading Standards to ensure that they operate in a legal, honest and fair way. Surrey currently has 2046 Checkatrade/Trading Standards Approved members. 142 of those are based in Elmbridge.

The partnership with Checkatrade is not exclusive and we have begun exploring further options to expand this type of support for both businesses and consumers through partnership with additional trade organisations.



### 1.4 **New Volunteer Scheme:**

Trading Standards are recruiting volunteers to enhance our service delivery and to connect further with local communities. The Volunteers initiative provides the opportunity to undertake a variety of tasks, allowing an individual to volunteer for an activity or activities that are most suitable for their own particular skills and circumstances. We will not ask volunteers to undertake active enforcement work and will design volunteering roles so that volunteers should not be required to give evidence in Court as a result of their activities.

Recently, a volunteer visited a range of food premises in Elmbridge as part of an allergens at caterers project and left Eat Out Eat Well leaflets at over 25 premises.

Our volunteering opportunities are advertised on do-it.org and through local Volunteering Centres. We also welcome local people contacting us directly if they would like to know more about what we can offer. We have 7 Surrey volunteers to date, but none from Elmbridge.

This is a new and developing initiative and we would welcome volunteers who live in Elmbridge.

### 1.5 **Scams Hub:**

Buckinghamshire and Surrey Trading Standards Service are signed up to a protocol with the National Trading Standards Scams Team (NTSST) in order to raise awareness of scams within the counties and to visit those found to be most

## ITEM 7

vulnerable to them. We receive priority referrals which result from intelligence gathered by the NTSST and in some cases scam mail has been intercepted which contains money and cheques. When visiting victims of scams we provide advice and support to those identified as being at risk of financial abuse from scams and return any cheques or money which has been sent to the scammers which has been intercepted.

In appropriate cases, we can arrange for call blockers to be installed in homes where residents have been scammed out of large amounts of money and have been upset by a large volume of scam phone calls. We have 47 trueCall units installed in Surrey, 1 of which is in Elmbridge.

Last year, approximately 200 scams victims were visited in Surrey. This year there are already several hundred Surrey consumers on the Scams Hub which we hope to visit over the coming months.

### 1.6 **Social media:**

Buckinghamshire and Surrey Trading Standards issue regular information about our service on Facebook, Twitter, LinkedIn and through TS @lerts.

TS @lerts is a weekly email news bulletin that contains information and alerts about rogue traders, frauds, the latest scams, prosecutions, product safety recalls, new legislation and much more. We currently have over 2800 subscribers to TS@lerts.

This years TS @lerts have included information for consumers and businesses about the new Consumer Rights Act 2015, information on numerous scams such as ticket fraud and details about The Queens Award for Enterprise which has been awarded to trueCall (a system available to vulnerable consumers in Buckinghamshire and Surrey).

Residents and businesses can subscribe to the newsletter via <http://scc.newsweaver.co.uk/trading-standards> and clicking subscribe.

### 1.7 **Eat Out Eat Well:**

The Eat Out Eat Well Award has been developed to reward caterers throughout Buckinghamshire and Surrey who make it easier for their customers to make healthy choices when eating out. It has three levels – Bronze, Silver, and Gold, and is symbolised by an apple logo in the shape of a heart. The level of award is based on a scoring system that takes into account the type of food on offer, cooking methods and how the meals are promoted to customers. This scheme benefits both caterers, by promoting their businesses, and consumers, by helping them make healthier choices when eating out.

The Eat Out Eat Well award is assessed and managed by Buckinghamshire and Surrey Trading Standards in partnership with Public Health England and local Environmental Health Services.

We have recently been highly commended in the Regulatory Delivery Primary Authority Awards 2016 for helping to support 33 branches of Sports and Leisure Management Ltd T/A Everyone Active leisure centres to achieve Gold assessments in the Eat Out Eat Well healthy eating award. The judges described it as “An innovative example of Primary Authority improving public health enabling consumers to make healthy eating choices.”

There are approximately 50 Eat Out Eat Well members in Elmbridge and 230 throughout Surrey. The members include a range of premises such as cafes, schools, clubs and staff restaurants within businesses, for example:

- **Woodlands Park Hotel**, Woodlands Lane, Stoke D'Abernon KT11 3QB
- **Season's Cafe** – Squires Garden Centre (Long Ditton) Surrey KT6 5HN
- **The Ship Hotel**, Monument Green, Weybridge KT13 8BQ
- **St George's Hill Lawn Tennis Club**, Warreners Lane, Weybridge KT13 0LL
- **Brooklands Cafe** at Alliance Boots, Weybridge KT13 0NY
- **ACS Cobham International School**, Cobham KT11 1BL
- **Feltonfleet School**, Road, Cobham KT11 1DR

#### 1.8 **Business Advice Service:**

Buckinghamshire and Surrey Trading Standards Service has extensive experience of advising a variety of businesses from small family companies to international blue-chip corporations. Our Trading Standards Officers provide advice on a comprehensive range of subjects.

We operate a chargeable business advice service. All Buckinghamshire and Surrey businesses receive the first half hour of advice free of charge. Subsequent to that it becomes chargeable, but there are a variety of charging options available.

We offer a wide spectrum of support to businesses, enabling them to choose the services that most suit their needs. For example:

- start-up advice for new businesses,
- face to face meetings to talk businesses through consumer protection legislation, statutory defences for criminal law, etc,
- provide information on changes to legislation,
- free signposting to other essential sources of information, including trader advice leaflets,
- detailed advice about printed and online marketing materials, including labels, to ensure businesses are not misleading customers and breaking the law,
- compliance assessments to identify potential areas for improvement or ways

## ITEM 7

to strengthen a business's procedures, and

- advice and information relating to animal health matters which remains free of charge.

Of approximately 840 businesses registered for business advice in Surrey, 117 businesses are in Elmbridge.

We also promote the Regulatory Delivery (RD) previously Better Regulation Delivery Office (BRDO) Primary Authority Partnership (PAP) scheme to businesses.

Primary Authority enables businesses to be involved in their own regulation. They are able to form partnerships with Local Authorities of their choice.

Being in a Primary Authority partnership helps businesses manage relationships with local authorities across the UK, simplify regulatory processes and reduce the cost of compliance.

As well as significant financial savings, a PA can also help reduce the risk to a business and ultimately ensure it is both profitable and productive.

In 2015 the service was a finalist at the BRDO Primary Authority of the Year Awards and an officer was nominated for Primary Authority Officer of the year. As mentioned above, this year we were highly commended for our Eat Out Eat Well work. It is believed to be the first time that Primary Authority has been used to offer a healthy eating award to the premises of a multi-site business.

The following Elmbridge based businesses have entered into a Primary Authority Partnership:

- **'Dairy Crest'** (Large national dairy food company), Esher,
- **'Taste Trends'** (Supply frozen desserts to caterers), Cobham,
- **'High Spirits'** (Spirit drink distributor), Walton -on-Thames,
- **'Ashleigh & Burwood'** (Fragrant candle supplier), Walton -on-Thames,
- **'Brookwood Partnership'** (School catering provider), Walton -on-Thames,

In Buckinghamshire and Surrey, there are a total of over 100 Primary Authority Partnerships.

### 1.9 **Reported Complaints:**

Over 15 thousand complaints were received by Buckinghamshire and Surrey Trading Standards Service last year. Approximately 600 complaints related to known traders in the Elmbridge area.

Details of our latest court actions against rogue traders, the selling of counterfeit goods and other unlawful trading practices in Buckinghamshire and Surrey can be found on our website by visiting: <http://www.surreycc.gov.uk/business-and-consumers/trading-standards/news-from-trading-standards/prosecutions-and-other-court-actions>



#### 1.10 **Doorstep Crime/Rogue Trading:**

We are committed to protecting residents from being taken advantage of by rogue traders and also from feeling pressured on their doorsteps to make decisions that they would not otherwise make.

We have a Rapid Action Team made up of dedicated officers who respond to calls for help from consumers by attending the scene of doorstep crime incidents. We work closely with Surrey Police and other agencies to help reduce incidents of distraction burglary and rogue trading in Surrey. We normally ask Surrey Police to attend with us in order to avoid a breach of the peace and to carry out arrests if necessary. Our Rapid Action Team are on duty Monday to Friday from 9am until 5pm, and can offer residents a range of support from providing information and assistance, to intervening, disrupting activities and taking enforcement action against doorstep callers.

Approximately 354 doorstep crime incidents reports were received in Surrey between 1<sup>st</sup> April 2015 and 31<sup>st</sup> March 2016, 45 of which related to Elmbridge residents.

#### 1.11 **Food Quality Standards:**

Buckinghamshire and Surrey Trading Standards Service are responsible for enforcing food standards, for example the labelling and quality of food, to ensure consumers are not misled. We carry out this function in partnership with our colleagues in Environmental Health who are responsible for food hygiene and safety. As well as giving advice and dealing with enquires and complaints, we also visit food businesses to ensure they are trading fairly.

Trading Standards and representatives of each of the 11 Districts and Borough Environmental Health Services meet quarterly to discuss issues of joint interest and to ensure consistency of approach etc. Included in this are areas such as Eat Out Eat Well, Food Hygiene Rating Scheme and Primary Authority. Public Health England and the Food Standards Agency (FSA) are also represented on the Group.

Matters which arise on a day to day basis requiring joint working or where we hope to assist each other, are dealt with by officers making direct contact. When the new allergens legislation was introduced, we worked with Environmental Health Officers (EHOs) across the County to develop and deliver an allergens training package to business and EHOs.

Food interventions were carried out at 30 high risk premises in Surrey between 1<sup>st</sup> April 2015 and 31<sup>st</sup> March 2016 and 164 feed visits were completed.

Of the 30 food visits, 3 were in Elmbridge. These comprised of 1 large bakery, 1 importer and 1 small manufacturer.

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### 1.12 **Animal Health:**

Animal health legislation exists to protect both animals and humans. It is intended to prevent the introduction of serious diseases such as Foot and Mouth and includes requirements for maintaining records and ensuring livestock are identified. Measures also exist to protect the welfare of livestock, whether on farms, in transit or at abattoirs. Last year we met our target of visiting 30 high risk animal health premises. These visits were combined with feed visits where possible.

In addition to completing visits to high risk premises, we are also committed to advising all new stock keepers (including existing new keepers with new species). 63 new keeper checks were carried out by phone or visit in Surrey last year. 2 of the new keeper notifications were for one Elmbridge premise.

1 particular premises in Elmbridge was visited on several occasions following complaints, but no legislative breaches were found.

### 1.13 **Underage Sales:**

Historically the focus of trading standards work was on test purchasing and enforcement, however since early 2013 we have increased the number of advice visits carried out at retail premises.

Premises are targeted for advice visits on the basis of intelligence and risk assessment. We aim to work closely with local businesses providing advice and support to assist them to comply with their legal responsibilities in relation to age restricted products. In addition, intelligence led test purchasing is carried out in partnership with Surrey Police in accordance with the Code of Practice for Regulatory Delivery for Age Restricted Products.

Between 1<sup>st</sup> April 2015 and 31<sup>st</sup> March 2016 we conducted 93 Intelligence led under aged sales visits which included test purchases, advice visits and follow ups to licence applications. 10 visits were carried out in Elmbridge.

### 1.14 **Fireworks:**

34 fireworks inspections were carried out in Surrey between 1<sup>st</sup> April 2015 and 31<sup>st</sup> March 2016, 3 of which were to premises in Elmbridge. 2 of the 3 visits in Elmbridge were undertaken in partnership with the Surrey Fire and Rescue Service. The visits were risked according to Intelligence and all new premises (other than supermarkets with a Primary Authority) were visited.

19 Elmbridge businesses renewed their licences last year and 2 new licences were issued. There is one premise in Elmbridge which has a licence to sell fireworks all year round.

#### 1.15 **Petroleum:**

Buckinghamshire and Surrey Trading Standards is responsible for ensuring that sites that store petrol for dispensing are storing fuel in accordance with legislation designed to prevent a risk of fire and explosion.

21 Intelligence led higher risk petroleum inspections were carried out across Surrey between 1<sup>st</sup> April 2015 and 31<sup>st</sup> March 2016. No premises in Elmbridge required a petroleum inspection.

#### 1.16 **Investment in staff:**

All relevant staff are now members of the Chartered Trading Standards Institute (CTSI) and are registered for their Continued Personal & Professional Development (CPPD) scheme. This helps us to ensure the continued competence of staff and enables us to demonstrate this competence to businesses, consumers and other key stake holders. All staff are required to complete a minimum number of hours of training each year to receive their CPPD certification. 34 staff in Buckinghamshire and Surrey Trading Standards have now also gained Chartered Trading Standards Institute Practitioner status.

#### 1.17 **Local Liaison and joint working:**

Buckinghamshire and Surrey Trading Standards Service regularly liaise with the Elmbridge Police Teams and work together to tackle issues, particularly relating to scams and doorstep crime.

### **2. ANALYSIS:**

2.1 This report is for information only

### **3. OPTIONS:**

3.1 This report is for information only

### **4. CONSULTATIONS:**

4.1 This report is for information only

### **5. FINANCIAL AND VALUE FOR MONEY IMPLICATIONS:**

5.1 There are no financial implications in this report

### **6. EQUALITIES AND DIVERSITY IMPLICATIONS:**

6.1 There are no equality and diversity implications in this report

**7. LOCALISM:**

7.1 The purpose of this report is to update the Local Committee on our work in Elmbridge.

**8. OTHER IMPLICATIONS:**

Area assessed:	Direct Implications:
Crime and Disorder	The main areas that impact on community safety are age restricted sales and tackling doorstep crime and deception. We protect local residents in a range of ways and help to reduce the fear of crime
Sustainability (including Climate Change and Carbon Emissions)	No significant implications arising from this report.
Corporate Parenting/Looked After Children	No significant implications arising from this report.
Safeguarding responsibilities for vulnerable children and adults	We have a dedicated vulnerable person's officer based in Surrey who works in partnership with the Adult Social Care Multi-Agency Safeguarding Hub.
Public Health	The main areas that impact on public health are age restricted sales, tackling doorstep crime and deception and promotion of the 'Eat Out Eat Well' healthy eating scheme. An officer also represents our joint service at Smoke Free Surrey and we carry out initiatives to tackle the supply of illicit tobacco.

**9. CONCLUSION AND RECOMMENDATIONS:**

9.1 The Local Committee is asked to note the report for information.

**10. WHAT HAPPENS NEXT:**

10.1 This report is for information only.

**Contact Officer for report:**

Nadine Davis  
Senior Trading Standards Officer

**Consulted:**

Officers of Buckinghamshire and Surrey Trading Standards Service.

**Annexes:**

None

**Sources/background papers:**

None

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**Trading Standards Contacts:**


Telephone - **0300 123 2329**


- Option 1** – Consumer Advice or to report a trader  
**2** – Business Advice  
**3** – Advice for Farmers  
**4** – For other Trading Standards, Police or Law enforcement bodies/agencies

All other callers to remain on the line for reception.

 [facebook.com/BucksSurreyTS](https://facebook.com/BucksSurreyTS)

 [@Bucks\\_SurreyTS](https://twitter.com/Bucks_SurreyTS)

 [buckssurreyts](https://www.linkedin.com/company/buckssurreyts)

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**newsletter** trading-standards

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# Local Committee Decision Tracker

This Tracker monitors progress against the decisions that the local committee has made.

NB. Once actions have been reported to the committee as complete, they are removed from the tracker.

Meeting Date	Item	Decision	Due By	Officer	Comment or Update
14 September 2015	6a	To fund a feasibility study for a crossing on Hurst Road, Molesey	End financial Year 2016-17	Nick Healey	To be carried out during the financial year 2016-17.
7 December 2015	9a	Officers and local Members to meet to discuss Faulkners Rd issues	End of March 2016	Nick Healey	This issue has been overtaken by the current Burwood Rd/Pleasant Place highway improvements consultation.
7 December 2015	10	MMO for Turners Lane & Burhill Road made, be advertised & be submitted to the Secretary of State.	Spring 2017	Dan Williams	The order was advertised, but as 2 objections were received it now needs to be referred to the Secretary of State for determination. Due date amended.
7 December 2015	11	Changes to parking restrictions in Cobham are advertised and implemented	September 2016	Adrian Harris	Approvals received. Detailed design and implementation to take place in spring /summer 2016.
7 December 2015	12	Implementation of new bus stop clearway outside 39 & 41 Station Ave, Walton	End of March 2016	Roy Varley	Now complete and fully operational.

21 March 2016	8	Public questions: Follow up to response to Oakbank Ave disabled bay question	End of May 2016	Rikki Hill	Discussed by parking task group in April 2016 and response provided to resident on 17 May 2016.
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## SURREY COUNTY COUNCIL

## LOCAL COMMITTEE (Elmbridge)

DATE:

LEAD

Edward Cowley

OFFICER:



SUBJECT:

ROAD SAFETY OUTSIDE SCHOOLS PROGRESS REPORT

Hinchley Wood Primary

Hinchley Wood Secondary

DIVISION:

Elmbridge Division

**SUMMARY OF ISSUE:**

Concern has been expressed over the safety of children arriving and leaving Hinchley Wood Primary and Hinchley Wood Secondary Schools and the associated congestion caused by school journey traffic. This report outlines actions taken so far to date in the investigation of these problems and makes reference to the type of measures that could be used to tackle the issues as highlighted by the petition that was received by the Elmbridge Local Committee on issues facing school children attending the above schools.

**RECOMMENDATIONS:**

**The Local Committee (Elmbridge) is asked to note that**

- (i) Further work is being undertaken on the feasibility of introducing highway measures in accordance to the councils approved policy.
- (ii) Detailed highway improvements will be recommended in a future report to the Elmbridge Local Committee in October 2016. Any proposals presented within this report are added to the Elmbridge list of possible future highway improvements and are prioritised alongside other schemes using the countywide scheme assessment process. This will take into account the likely effect of the proposals on congestion, accessibility, safety, economy and future maintenance liabilities.
- (iii) Both Hinchley Wood Primary and Secondary schools will be consulted on the proposals and be asked to take on board any Road Safety Education and School Travel Plan measures that are proposed within this and future reports.

**REASONS FOR RECOMMENDATIONS:**

The outcome of this process will result in the likely recommendation of highway measures that would help to reduce antisocial parking and would improve the road environment to encourage more walking, scooting and cycling to school. A successful increase in these modes would contribute to fewer car journeys and less motor vehicle congestion. The recommended school travel plan and road safety education would also help to address road safety concerns and reduce reliance on the car for the school journey.

## **1. INTRODUCTION AND BACKGROUND:**

- 1.1 One of the most frequently expressed road safety concerns is that of the safety of children outside schools. At school drop off and pick up times the roads in the immediate vicinity of schools are especially busy and there is usually a higher level of vehicle, pedestrian, scooter and cyclist activity. This can mean that the highway infrastructure is under the most pressure at this time, for example for pedestrian crossings. It causes congestion resulting in slower vehicle speeds and very often leads to frustration from residents and motorists at the apparent chaos caused by parents and children arriving or leaving the school.
- 1.2 Concerns have been expressed via a resident petition (presented to Elmbridge Committee in December 2015) over the safety of children arriving and leaving Hinchley Wood Secondary School and Hinchley Wood Primary School. There have also been ongoing concerns over the dangers children face crossing Manor Road North and using Claygate Lane to get to school, and the unsuitability of the current crossing provision on Manor Road North.
- 1.3 A series of site visits during school drop off and pick up times have been conducted during February and March 2016. These assessments have been carried out by the following; Road Safety Audit Team, School Sustainable Travel Team, Surrey Police and Local Highway Engineers. An additional technical meeting has taken place between Road Safety Audit Team, the School Sustainable Travel Team and Highways Engineers. Further casualty analysis has been commissioned and additional speed surveys have been requested to ensure that detailed recommendations can be made. Several additional visits have been made by all stakeholders and detailed observations notes have been compiled which will form the basis of our full report to Local Committee in October.
- 1.4 Since the site assessments have taken place both schools are looking at a number of new road safety education measures. Both schools will be required to update their School Travel Plans as part of this process.
- 1.5 A future report to the October 2016 Local Committee will fully describe the results of investigations into these issues and will present highway and road safety education improvements to address the problems identified. These have been developed in accordance with the county council's Road Safety Outside Schools policy approved by county council Cabinet on 24 June 2014.
- 1.6 The measures recommended will take in to consideration the increase in the school populations as both primary and secondary schools have expanded as part of the SCC's basic needs program, and are not currently at their intended capacity.

## **2. ANALYSIS:**

- 2.1 A report will be brought to the next local committee which will focus on the component s listed below; this will provide a detailed analysis of each school specified.
  - a. A list and options of potential highways improvement measures
  - b. Site Description and Existing Infrastructure

[www.surreycc.gov.uk/Elmbridge](http://www.surreycc.gov.uk/Elmbridge).

- c. Perceived Problems
- d. Analysis of Road Collision Data
- e. Post Code and Sustainable Travel Data
- f. Road User Behaviour Observations
- g. School Travel Plan and Road Safety Education
- h. It has been agreed as a result of the site assessment that a full detailed options appraisal of the current crossing provision on Manor Road North will be carried out and the recommendations will be brought to October's Local Committee meeting.

<b>3. OPTIONS:</b>
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- 3.1 A report will be brought to the October 2016 committee which will outline various options that have been appraised as part of this process; these are likely to include the following:
- a. Potential shared footpath from the northern entrance of the secondary school to the northern entrance of the primary school.
  - b. Possible widening of traffic island on Manor Road North or introduce additional pedestrian refuge nearer the bus stop at the northern end.
  - c. Possible zebra crossing on Manor Road North in the vicinity of Claygate Lane, incorporating a cycling crossing point at Angel Road.
  - d. Possible signalised Toucan crossing on Manor Road North incorporating cycle links to Angel Road.
  - e. Potential to enhance original school signage including school warning signs on Manor Road North.
  - f. Possible inclusion of Wig Wags (amber flashing lights) on Claygate Lane.
  - g. Dropped Kerb facility for School Crossing Patrol location.
  - h. Marked out "Keep Clear" passing places
  - i. Bollards to prevent antisocial parking on the verge at the junction of Claygate Lane, and the cycle path.
  - j. Potential for double yellow lining on Chesterfield Drive which is being considered under the Elmbridge Parking Review.
- 3.2 The future report will provide detailed explanations of why and how these different measures could assist in alleviating the current problems. This will also include estimated costs. It will then be for the members of the Elmbridge Local Committee to decide if these measures will receive funding.

#### **4. CONSULTATIONS:**

- 4.1 Site visits have been undertaken during February and March which has included police colleagues, local highway engineers, road safety team and sustainable travel team.
- 4.2 The Divisional and Local Members and Schools Leadership Teams have been consulted as part of this process.
- 4.3 The School will be consulted on the final proposed options.

#### **5. FINANCIAL AND VALUE FOR MONEY IMPLICATIONS:**

- 5.1 The proposals that will be presented will need to be prioritised alongside other schemes within Elmbridge using the countywide scheme assessment process to ensure value for money. This will take into account the likely effect of the proposals on congestion, accessibility, safety, economy and future maintenance liabilities. Any recommended school travel plan and road safety education activities could be delivered using existing staff resources.

#### **6. EQUALITIES AND DIVERSITY IMPLICATIONS:**

- 6.1 This report has been created in accordance with the council's Road Safety Outside Schools Policy which has been subject to Equality and Diversity Impact Assessment. Highway improvements are subject to independent road safety audit which takes into account the needs of all road users including those with mobility impairment.

#### **7. LOCALISM:**

- 7.1 Future proposals presented within further reports will be developed following consultation with the Local and Divisional Member and School Leadership Teams. If implemented they would help address road safety concerns and encourage more walking, cycling and scooting to school and would help reduce car journeys, anti social parking and congestion which have a negative impact on the local community.

#### **8. CONCLUSION AND RECOMMENDATIONS:**

- 8.1 It is recommended that the Elmbridge Local Committee note the progress so far and a full report will be brought to October 2016 Local Committee for consideration.

#### **10. WHAT HAPPENS NEXT:**

- 10.1 A detailed report covering highway measure options on both Manor Road North and Claygate Lane schools will be brought to the October 2016 Local Committee for consideration.

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**Contact Officers:**

Edward Cowley      Schools Sustainable Transport Office  
01483 517515

Duncan Knox      Road Safety Manager  
0208 5417443

**Consulted:**

Surrey Police  
Divisional Members  
School Senior Management Teams

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**SURREY COUNTY COUNCIL****LOCAL COMMITTEE (ELMBRIDGE)****DATE: 27 June 2016****LEAD OFFICER: Adrian Harris – Engineer, Parking Project Team****SUBJECT: Weybridge Parking Review****DIVISION: Weybridge****SUMMARY OF ISSUE:**

To consider the outcome of a review of parking in Weybridge and some changes to parking, waiting and loading restrictions.

To consider funding for parking infrastructure maintenance and replacement.

To consider implications and recommendations arising from new legislation surrounding school keep clear markings.

**RECOMMENDATIONS:****The Local Committee (Elmbridge) is asked to agree:**

- I. The county council's intention to introduce the proposals in Annex 1 is formally advertised, and subject to statutory consultation.
- II. If objections are received the Parking Strategy and Implementation Team Manager is authorised to try and resolve them;
- III. If any objections cannot be resolved, the Parking Strategy and Implementation Team Manager, in consultation with the Chairman/Vice Chairman of this committee and the county councillor for the division, decides whether or not they should be acceded to and therefore whether the order should be made, with or without modifications.
- IV. To fund additional maintenance of parking signs and lines from the surplus held within the on street parking account.
- V. To fund the replacement of existing on street parking pay and display machines from the surplus held within the on street parking account. This cost is expected to be in the region of £35,000.
- VI. To introduce the new process for implementation of new school keep clear markings (SKCs), and to agree to revoke the traffic regulation orders for existing SKCs across Elmbridge, in light of changes in government legislation.

### **REASONS FOR RECOMMENDATIONS:**

Changes to the highway network, the built environment and society mean that parking behaviour changes and consequently it is necessary for a Highway Authority to carry out regular reviews of waiting and parking restrictions on the highway network.

It is recommended that the waiting restrictions in this report are progressed as they will help to:

- Improve road safety
- Increase access for emergency vehicles
- improve access to shops, facilities and businesses
- Increase access for refuse vehicles, buses and service vehicles
- Reduce traffic congestion
- Better regulate parking

Improved sign and line maintenance will help to improve compliance and awareness of the parking controls.

The existing pay and display machines are nearing the end of their serviceable life and need to be replaced to ensure that they continue to work reliably in the future.

Changes in government legislation mean that a traffic regulation order is no longer required to make school keep clear markings enforceable. We are therefore suggesting to revoke the existing traffic orders for these markings, and suggesting a new process to deal with the implementation of any new markings.

<b>1 INTRODUCTION AND BACKGROUND:</b>
---------------------------------------

- |     |  |
|-----|--|
| 1.1 | At the meeting of 23 February 2015 the local committee agreed to adopt a new parking strategy for Elmbridge.   |
| 1.2 | This new approach involves taking a longer term, more strategic and detailed look at parking and not just reacting to problems that have been brought to our attention, as has been the case during reviews in the past few years.   |
| 1.3 | The strategy will focus on providing parking, if possible, where it is needed. This could include removing or amending existing restrictions. It will also look at introducing new controls if necessary.  |
| 1.4 | As part of the new strategy, the committee agreed to carrying out more comprehensive reviews of different parts of the borough in turn on a three year rolling programme (from April 2015 - March 2018). This started with the Cobham area (including Stoke D'Abernon and Oxshott), followed by Weybridge in year 1, then the Moleseys and the Dittons, followed by Esher, Claygate and Hinchley Wood in year 2 and will finish with Walton and Hersham in year 3. |
| 1.5 | The recommendations contained within this report are the result of the second review under the new strategy.   |



<b>2 ANALYSIS:</b>
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- 2.1 A number of exercises were undertaken to inform the review, including:
- One 'broad brush' online survey which was targeted at local resident and business representation groups, borough councillors, schools and places of worship. The survey was also advertised more broadly through twitter. This consultation lasted from 18 December 2015 to 24 January 2016.
  - One 'specific' consultation targeted at residents on the idea of changing and extending the existing permit parking area within the roads north of the High Street, (area F).
  - Consideration of requests for parking controls received by the parking team directly from members of the public.
  - Meeting the Elmbridge Parking Task Group and the County Councillor for Weybridge, Ramon Gray and discussing potential ideas with them.
- 2.2 Having gained an understanding of the problems in Weybridge, site visits were undertaken to look at the locations concerned, and to develop detailed designs. Beat surveys to look at the occupation levels of parking bays were also carried out.
- 2.3 The review has focussed on on-street parking, and the recommendations included in Annex 1 are all in relation to the management of on street parking. However, a significant amount of the feedback to the initial consultation was in relation to the provision and management of off street parking within the borough, and we will be discussing these comments with the borough council to see if there are any areas for improvement in the future.
- 2.4 We recognise that the provision of inexpensive and available off street parking is a concern within Weybridge, as it is within a lot of towns in Surrey, and addressing these concerns could only be done through a longer term project.
- 2.5 Some of the proposed amendments in Annex 1 will look to free up some on street parking space, which could help reduce the pressure on off street parking facilities.
- 2.6 The county council's Local Highways Group manages a programme of road marking refreshment, which covers all road markings, not only parking controls. However this is a broad brush approach based on network hierarchy, and, as such, sometimes specific problem locations are not addressed as quickly as we would like. This can lead to circumstances where signing and lining is insufficient to allow proper enforcement to take place, and in turn lead to motorists ignoring (or being unaware of) the parking controls. In some cases this could impact on road safety.
- 2.7 Funding to allow 'out of programme' maintenance work will help to resolve these issues, leading to better compliance, more reliable enforcement with reduced challenges to penalty charge notices (PCNs). This will allow a more efficient operation by the parking enforcement team.

- 2.8 The existing pay and display machines are nearing the end of their serviceable life and need to be replaced to ensure that they continue to work reliably in the future.
- 2.9 Elmbridge Borough Council are currently looking to replace their off street parking pay and display machines, and working together to replace the on street machines at the same time would provide an opportunity to reduce the administrative, and potentially financial, burden.

Other anticipated benefits of the new machines (which are located around Walton train station), include:

- Increased reliability - the old ones are coming to the end of their usable life and faults are being reported daily.
- A 'wave & pay / contactless' facility which in turn means they're less likely to get broken into as there's less cash inside them.
- Increased reliability because there's reduced chances of coin jams, with less wear and tear.
- The new machines have better security on them compared to the old ones so reduced chance of theft.
- The above mean we have fewer complaints and more compliments.
- There has been an increased demand for wave and pay to be installed by customers as they expect it (part of the norm nowadays).
- An additional payment method reduces the chances of customers saying they couldn't pay for some reason.
- Reduced cash collection costs.

- 2.10 Anticipated timescales for implementation of the new machines would be 5-6 months, allowing for procurement, then 8-12 week delivery lead time, and installation and initiation.
- 2.11 Following government changes to the regulations, it is no longer necessary for us to make a traffic regulation order (TRO) when we want to introduce a school keep clear (SKC) marking. It is also no longer necessary for us to have a TRO for existing SKC markings. As is already the case with bus stop clearways, all we need to do is put in place the appropriate road marking and signs, and the restriction will be enforceable.
- 2.12 As it is possible for people to receive a penalty charge notice (PCN) if they park on an SKC marking, we think it is important that the decision to install them still has member input. However, in order to simplify and speed up the process to introduce new markings, we would like to propose that this can be done by the parking team with the agreement of the Chairman/Vice Chairman of the local committee and the relevant county councillor, rather than the whole committee, so we do not have to wait until the next committee meeting for a decision.
- 2.13 We would also carry out a consultation exercise with residents and businesses in the local area, in order to ensure that no new markings suddenly appear without prior notification.
- 2.14 As a consequence of the change to the regulations, we are also proposing to revoke the TROs for existing SKC markings.
- 2.15 The cost of permits for on street parking schemes were last adjusted in March 2011. As we are being asked to look at more schemes that operate over longer periods of time, this has a cost implication attached to it. That, combined with the (albeit relatively small) impact of inflation over the past five years, means that the committee may wish to consider whether the cost of permits should be adjusted to reflect these changes.

<b>3 OPTIONS:</b>
-------------------

- 3.1 Agree the recommendations in this report and the proposals as outlined in Annex 1 and proceed with the statutory process for introducing parking controls.
- 3.2 Amend the recommendations and/or the proposals in Annex 1 and proceed with the statutory process for introducing parking controls. This may cause some delay in advertisement of the proposals.
- 3.3 Agree the funding for additional sign and line maintenance.
- 3.4 Agree the funding for replacement Pay and Display machines.
- 3.5 Do not proceed with any of the recommendations or proposals. The parking controls would remain unaltered - however this will not resolve any of the identified parking problems.
- 3.6 Do not agree to fund additional sign and line maintenance, which would mean that the specified problems would remain.

- 3.7 Do not agree to fund Pay and Display machines, which would mean that the specified problems would remain.

#### **4 CONSULTATIONS:**

- 4.1 Consultations have been undertaken with stakeholders as described in paragraph 2.1 of this report.

#### **5 FINANCIAL AND VALUE FOR MONEY IMPLICATIONS:**

- 5.1 At the meeting of 23 February 2015 the local committee agreed to dedicate its portion of the surplus from the on street parking account to funding the development and implementation of the parking reviews. The proposals in this report would therefore have no impact on any other funding streams.

#### **6 EQUALITIES AND DIVERSITY IMPLICATIONS:**

- 6.1 No significant implications arising from this report.

#### **7 LOCALISM:**

- 7.1 The local community has been engaged with in terms of developing the proposals and ideas set out within this report. When the proposals within Annex 1 are advertised this will enable additional input from the local community.
- 7.2 When the proposals are advertised, we will erect street notices at all locations affected, notify residents adjacent to the proposed controls via a post card, and make copies of the proposals available for inspection at local council offices/buildings and on our website.

#### **8 OTHER IMPLICATIONS:**

<b>Area assessed:</b>	<b>Direct Implications:</b>
Crime and Disorder	No significant implications arising from this report
Sustainability (including Climate Change and Carbon Emissions)	No significant implications arising from this report
Corporate Parenting/Looked After Children	No significant implications arising from this report
Safeguarding responsibilities for vulnerable children and adults	No significant implications arising from this report
Public Health	No significant implications arising from this report

<b>9 CONCLUSION AND RECOMMENDATIONS:</b>
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- 9.1 The county council's intention to introduce the proposals in Annex 1 is formally advertised, and subject to statutory consultation.
- 9.2 If objections are received the Parking Strategy and Implementation Team Manager is authorised to try and resolve them;
- 9.3 If any objections cannot be resolved, the Parking Strategy and Implementation Team Manager, in consultation with the Chairman/Vice Chairman of this committee and the county councillor for the division, decides whether or not they should be acceded to and therefore whether the order should be made, with or without modifications.
- 9.4 Additional maintenance of parking signs and lines and the replacement of on street pay and display machines are funded from the on street parking account surplus and a new process for introducing SKC markings is introduced.

<b>10 WHAT HAPPENS NEXT:</b>
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- 10.1 Subject to the committee's approval, we will advertise the agreed amendments to the existing parking controls, in accordance with the statutory process, in the summer of 2016.
- 10.2 Once comments and objections have been considered, we will make the new traffic regulation order and amendments to the existing traffic regulation orders, and introduce the agreed new parking controls.
- 10.3 The procurement process for the pay and display machines will commence within the next few weeks.
- 10.4 We will work with Elmbridge Borough Council to ensure that sign and line maintenance is carried out.
- 10.5 The revocation of the TROs for SKC markings will be advertised alongside the Weybridge parking review, and included along with that process.

**Contact Officer:**

Adrian Harris, Engineer, Parking Project Team  
Tel: 0300 200 1003

**Consulted:**

Parking Task Group.

**Annexes:**

Annex 1: Proposed on street parking amendments

**Sources/background papers:**

Local Committee report 23 Feb 2015 Item 12/15 - Elmbridge parking strategy

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## LIST OF COMMONLY USED ABBREVIATIONS:

PB: parking bay | DYL: double yellow line | SYL: single yellow line | APM: access protection marking | TRO: traffic regulation order | CPZ: controlled parking zone | SKC: school keep clear (yellow zigzag clearway marking) | hr: hour | no: number | n/r: no return within | os: outside | j/w: junction with

Drawing number	Location			Proposal	
	No	Road(s)	Description	Description of controls	Reason for controls
1	1	Thames Street.	Outside St George's School.	Introduce new 'School Keep Clear' zigzag to the north of the existing one, to ensure that entrance to the school is kept free of parked vehicles.	To ensure safe access to the school premises, particularly during school 'pick up and drop off'.
2 Page 37	2	Thames Street, Old Palace Road.	Between Grotto Road and Old Palace Road.	Introduce sections of DYL 'No waiting at any time', and SYL 'No waiting Mon - Sat 9am - 6pm.	To improve safety and reduce congestion by removing the temptation for motorists to park on both sides of Thames Street simultaneously. We are proposing SYL on the western side of Thames Street to improve visibility by removing parking on the inside of the bend.

Drawing number	Location			Proposal	
	No	Road(s)	Description	Description of controls	Reason for controls
2 Page 38	3	Dorchester Road, Gascoigne Road	Whole of both roads.	<p>Introduce permit parking scheme extension to area F. Introduce mixture of PBs 'Monday - Saturday 8am - 8pm permit holders only' and 'Monday - Saturday 8am - 8pm permit holders or 2hrs n/r 2hrs' within Dorchester Road and Gascoigne Road.</p> <p>The permit identifier for this scheme will be 'F'.</p> <p>Key permit eligibility details (full details are listed in the draft TRO):</p> <ul style="list-style-type: none"> <li>* Properties eligible to apply for permits include any residential address of Dorchester Road and Gascoigne Road, and 3 - 12 Monument Green.</li> <li>* The cost for a resident permit is £50pa for the first permit, and £75pa for any subsequent permits issued.</li> <li>* The maximum number of resident permits issuable per place of abode is calculated by the number of vehicles registered to the property minus the number of off street spaces at the property.</li> <li>* The maximum number of resident visitor permits issuable per place of abode per year is 120, at a cost of £2 per permit. Each permit lasts all day and is specific to the registration number of a visitor's vehicle.</li> <li>* Operational permits and carers permits will be available for this scheme.</li> </ul> <p>Introduce DYL 'No waiting at any time' across access to rear of Monument Green properties</p>	To improve parking availability for residents.
3, 4	4	Cedar Road, Holstein Avenue, Elmgrove Road, Oakdale Road.	Whole area.	<p>Extend hours of existing permit bays within area F, and modify some bays to allow a free parking period. Introduce mixture of PBs 'Monday - Saturday 8am - 8pm permit holders only' and 'Monday - Saturday 8am - 8pm permit holders or 2hrs n/r 2hrs'.</p>	<p>To protect residents' parking later into the evenings and earlier in the mornings.</p> <p>To enable some non-resident parking to maximise space utilisation, which will be helpful for short term visitors to the town and to residents alike.</p>
4	5	Thames Street, Monument Green.	Between Dorchester Road and High Street.	<p>Install short section of SYL 'No waiting Monday - Saturday 9am - 6pm' opposite no 14 Monument Green.</p> <p>Revoke existing section of SYL 'No waiting Monday - Saturday 9am - 6pm' near the junction with High Street and replace with DYL 'No waiting at any time'.</p>	To remove parking at the 'pinch point' opposite no 14 Monument Green, to improve traffic flow along Monument Green and Thames Street.



## 2016 Weybridge Parking Review - Statement of Reasons - June 2016

Drawing number	Location			Proposal	
	No	Road(s)	Description	Description of controls	Reason for controls
4	6	High Street (A317), and High Street (D3880).	Between Thames Street and Elmgrove Road.	Revoke sections of SYL 'No waiting Monday - Saturday' on the high Street (A317) and replace with PB 'Monday - Saturday 9am - 6pm 1hr n/r 2hrs', and loading bay 'Goods vehicle loading only, everyday, 8am - 6pm'. Install sections of DYL 'behind' High Street.	To create loading facility for deliveries for shops on the High Street. To extend parking bay to make up for lost space dedicated to the proposed loading bay. To match existing DYLS on site 'behind' High Street.
5	7	Baker Street	Between High Street and no 17.	Revoke section of SYL 'No waiting Monday - Saturday 9am - 6pm' and PB 'Monday - Saturday 9am - 6pm 1hr n/r 2hrs' and replace with DYL 'No waiting at any time', outside 1-3 Baker Street. Revoke existing SYL 'No waiting Monday - Saturday 9am - 6pm' and replace with PB 'Monday - Saturday 9am - 6pm 1hr n/r 2hrs', outside no 17.	To remove parking bay near the junction with High Street which causes congestion and negatively impacts on traffic flow. To extend bay outside 17 to make up for lost space which we do not feel would negatively impact traffic flow.
5	8	Springfield Meadows	Turning head.	Revoke section of SYL 'No waiting Monday - Saturday 9am - 6pm' and replace within DYL 'No waiting at any time'.	To make the TRO match the existing markings as the are on site.
6	9	Minorca Road	Whole road.	Extend hours of existing permit bays to 'Monday - Saturday 8am - 8pm'. Extend existing PB 'Monday - Saturday 9am - 6pm 1hr n/r 2hrs' at the side of the Hall to allow three standard cars to park. Revoke existing permit holders bays opposite the side of the Hall and replace with 'Monday - Saturday 9am - 6pm 1hr n/r 2hrs'.	Extend hours of permit bays to protect residents' parking later into the evening. To replace the permit bays, which are currently underutilised during the day time, with free limited waiting parking for visitors to the local area.
7	10	Limes Road	Whole road.	Extend hours of existing permit bays to 'Monday - Saturday 8am - 8pm'. Amend existing shared use parking bay at the eastern end of Limes Road to 'Monday - Saturday 8am - 8pm'. Amend existing permit holders only bay to the west of the access to rear of 41-49 Church Street, to shared use bay 'Monday - Saturday 8am - 8pm permit holders only or 1hr n/r 2hrs'. Revoke existing SYL 'No waiting Monday - Saturday 9am - 6pm' outside side of no 29 Church Street and replace with 'Goods vehicle loading only, everyday 8am - 6pm'. Introduce Section of DYL o/s no 12.	Extend hours of permit bays to protect residents' parking later into the evening. Re-organise bays to reduce frequency of non-resident motorists driving to the end of Limes Road, to access only one space. Create loading bay to allow for deliveries for vehicle on Church Street. Introduce sections of DYL to prevent parking in 'pinch point'.

Drawing number	Location			Proposal	
	No	Road(s)	Description	Description of controls	Reason for controls
8	11	Curzon Road, Heath Road	Near the junctions on Curzon Road; outside no 15 Heath Road.	Introduce sections of DYL 'No waiting at any time'. Revoke sections of DYL 'No waiting at any time'.	To improve access into and within Curzon Road, and to provide additional space near to the junction with Heath Road. To improve sightlines and safety for vehicle exiting Curzon Road onto Heath Road.
8	12	Mayfield Road, March Road	Around the junction; between March Road and Heath Road.	Introduce sections of DYL 'No waiting at any time'.	To improve sightlines and safety at the junctions. To improve traffic flow along Mayfield Road.
9	13	Brooklands Lane	Multiple locations.	Introduce two sections of DYL 'No waiting at any time', and one section of SYL 'No waiting Mon - Fri 8am - 6pm'.	To improve traffic flow and safety. To enable safety egress from 'Eastlands'. To bring the existing section of SYL that was introduced under an 'emergency traffic order' into the permanent traffic orders.
10	14	Vaillant Road	At the junction with Oatlands Drive.	Introduce sections of DYL 'No waiting at any time'.	To improve sightlines and safety at the junction.
11	15	Queens Road (northern end).	Between North Common and York Road.	Introduce DYLs at specified locations. Extend existing 'School Keep Clear' marking so that it matches the existing extents as on site presently. Introduce two sections of SYL 'No waiting Mon - Fri 10am - 2pm'.	To prevent parking adjacent to The Green which obstructs users of the footway and the carriageway. To prevent all day parking outside the school which prevents access to the school during 'pick up and drop off' times. To improve safety and accessibility around the school, and reduce congestion.
11	16	York Road	Outside the public car park.	Revoke section of SYL and replace and extend DYL 'No waiting at any time'.	To prevent vehicles parking and causing obstruction to the car park and the access to St James Court.
12	17	Queens Road (southern end).	Between no 93 and 113.	Revoke section of existing PB, and section of existing DYL. 'Move' existing Disabled PB further west, and install a loading bay 'Goods Vehicle loading only, everyday, 8am - 6pm'. Revoke existing loading restriction and replace with 'No loading at any time'.	To prevent vehicle loading and unloading outside Tesco's which causes problems for vehicles exiting South Road and for vehicles proceeding along Queens Road. To provide alternative loading space no 97. To improve safety and traffic flow.

## 2016 Weybridge Parking Review - Statement of Reasons - June 2016

Drawing number	Location			Proposal	
	No	Road(s)	Description	Description of controls	Reason for controls
12	18	Queens Road (southern end).	Outside the Tesla garage.	Revoke section of SYL and convert to DYL. Revoke section of SYL and convert to match existing PB 'Parking Mon - Sat 8am - 6pm 2hrs n/r 2hrs'. Revoke eastern end of existing PB. The effect of this change will be to 'swap' the positions of the existing bus stop and parking bays, but with the revised parking bays set further from the junction with Prince's Road to maintain adequate sightlines for vehicles exiting Prince's Road.	To relocate bus stop to enable vehicle to pull in to the stop. This will improve traffic flow on Queens Road and provide a better experience for passengers wishing to use the bus.
12	19	South Road	Outside Ivy Cottage.	Revoke two small sections of DYL 'No waiting at any time'.	To enlarge the space outside Ivy Cottage to allow two vehicle to park rather than one. To provide additional parking space.
13 Page 41	20	Hanger Hill, Pycroft Lane.	At the junction; outside 19/27 Pycroft Lane.	Introduce sections of DYL 'No waiting at any time'. Introduce Disabled PB 'Blue Badge holders only at any time'.	To improve sightlines and safety at the junction. To make existing advisory disabled bay into mandatory bay to prevent abuse by non-blue badge holders.
13	21	Barrington Lodge	Outside Manby Lodge Infant School.	Make existing advisory 'School Keep Clear' into a mandatory marking. NB: this no longer requires a Traffic Regulation Order.	To improve compliance with marking and thereby improve safety at school.
14	22	Pine Grove	Between Daneswood Close and no 10.	Introduce section of DYL 'No waiting at any time'.	To prevent parking between the two bends which is an unsafe place to park, on a road with insufficient width to accommodate parking.
15	23	Egerton Road, Cavendish Road.	At the junction; on Cavendish Road near The Gables.	Provide DYLs 'No waiting at any time' at the junction, and near to The Gables.	To improve sightlines for motorists exiting the junction. To improve safety at the junction. To prevent parking on eastern side of Cavendish Road near to The Gables which creates unwanted 'chicane' effect. To ease traffic flow and improve access to The Gables.
16	24	Egerton Road, Gower Road, Old Avenue, St George's Road.	Multiple locations.	Provide / extend lengths of DYLs 'No waiting at any time' at junctions and accesses specified.	To improve sightlines for motorists exiting junctions. To improve safety at the junctions.

## 2016 Weybridge Parking Review - Statement of Reasons - June 2016

Drawing number	Location			Proposal	
	No	Road(s)	Description	Description of controls	Reason for controls
17	25	Old Avenue	Near the junction with Godolphin Road (private).	Extend existing DYLS 'No waiting at any time' either side of the junction with Godolphin Road.	To improve sightlines for motorists exiting Godolphin Road. To improve safety at the junction.
18	26	Gower Road, Bridgewater Road (southern ends), Ellesmere Road.	At the junctions.	Provide lengths of DYLS 'No waiting at any time' at junctions and accesses specified.	To improve sightlines for motorists exiting junctions. To improve safety at the junctions.
19	27	Bridgewater Road, St George's Road (northern ends), Old Avenue.	At the junction; near the junction with Queens Road.	Provide lengths of DYLS 'No waiting at any time' at junctions specified.	To improve sightlines for motorists exiting junctions. To improve safety at the junctions.
20	28	Brooklands Road	Near junction with The Fairways (southern entrance, private).	Extend existing DYLS.	To improve sightlines for vehicles exiting the southern access of The Fairways.
N/A	29	Various across Elmbridge.	Outside schools.	Revoke all 'School Keep Clear' zigzag restrictions from the Traffic Regulation Orders.	TROs are no longer required to make school keep clear marking enforceable. Provided the markings are installed correctly with the proper traffic signs, then the automatically become enforceable.
N/A	30	Permit Area F	All.	Allow no 2 The Crescent to be included in properties eligible for permits within the permit scheme area F.	To allow resident to park within permit scheme.
All locations on the Weybridge 2016 parking review are within the Weybridge electoral division, for which the County Councillor is Ramon Gray.					

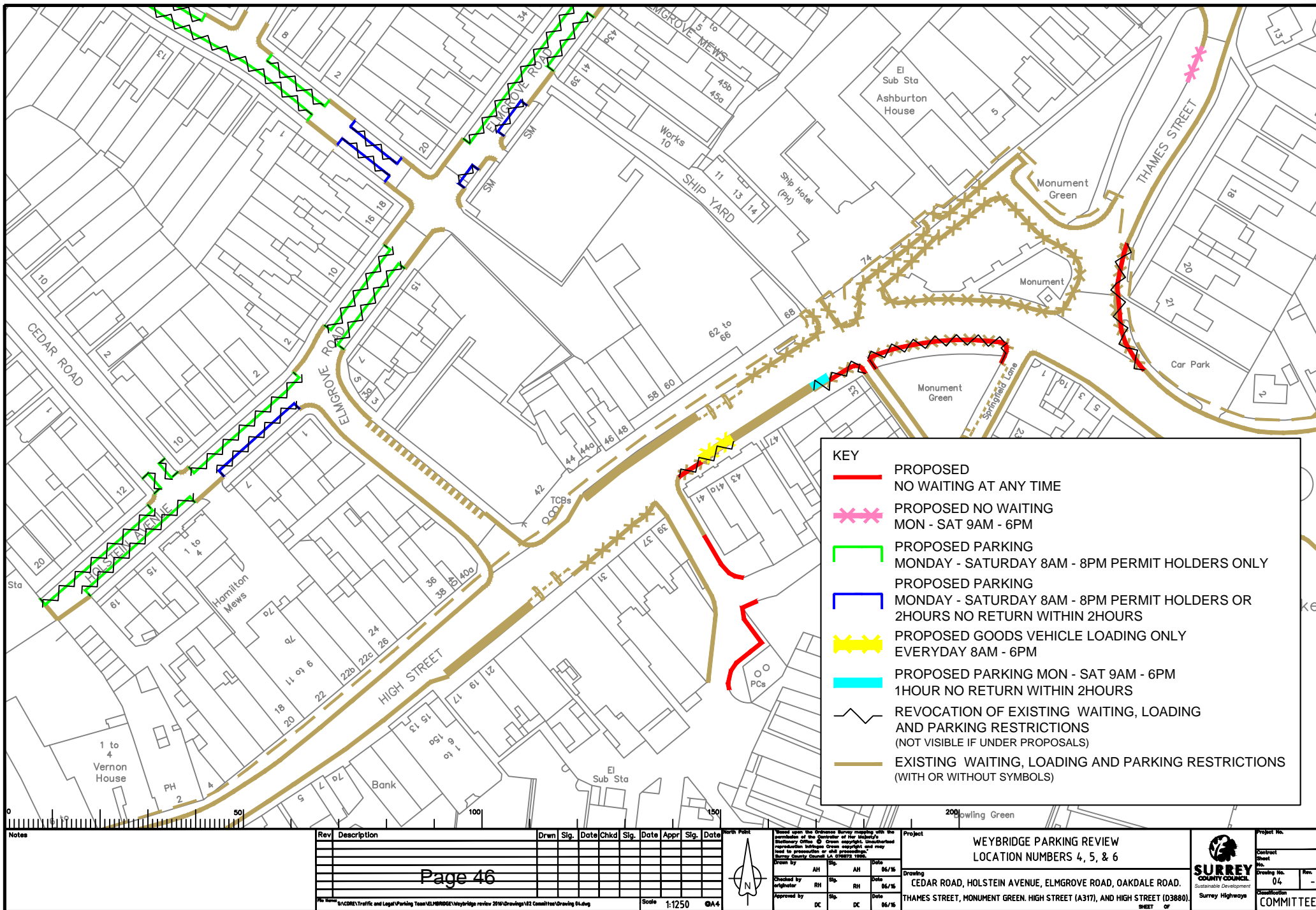
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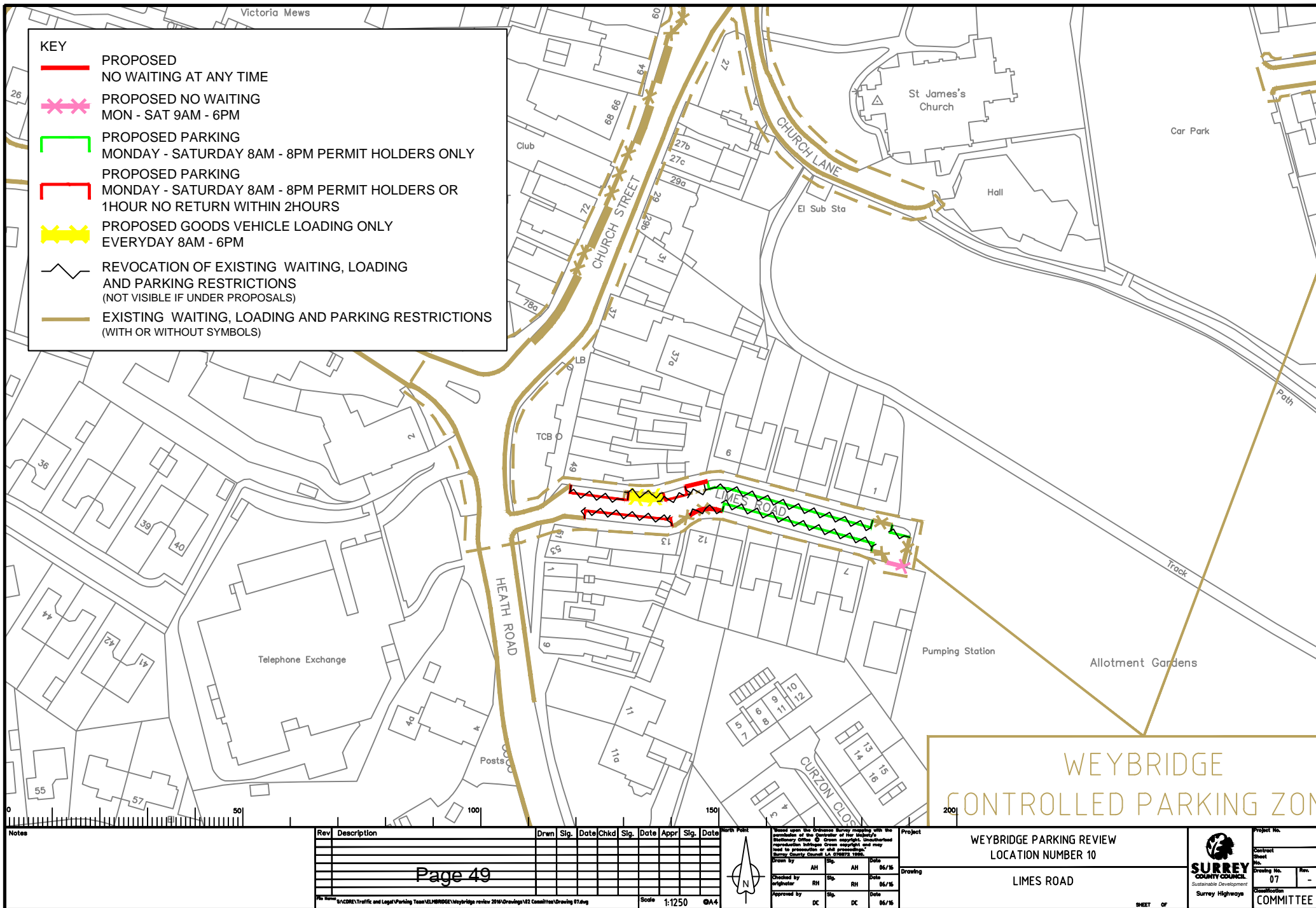








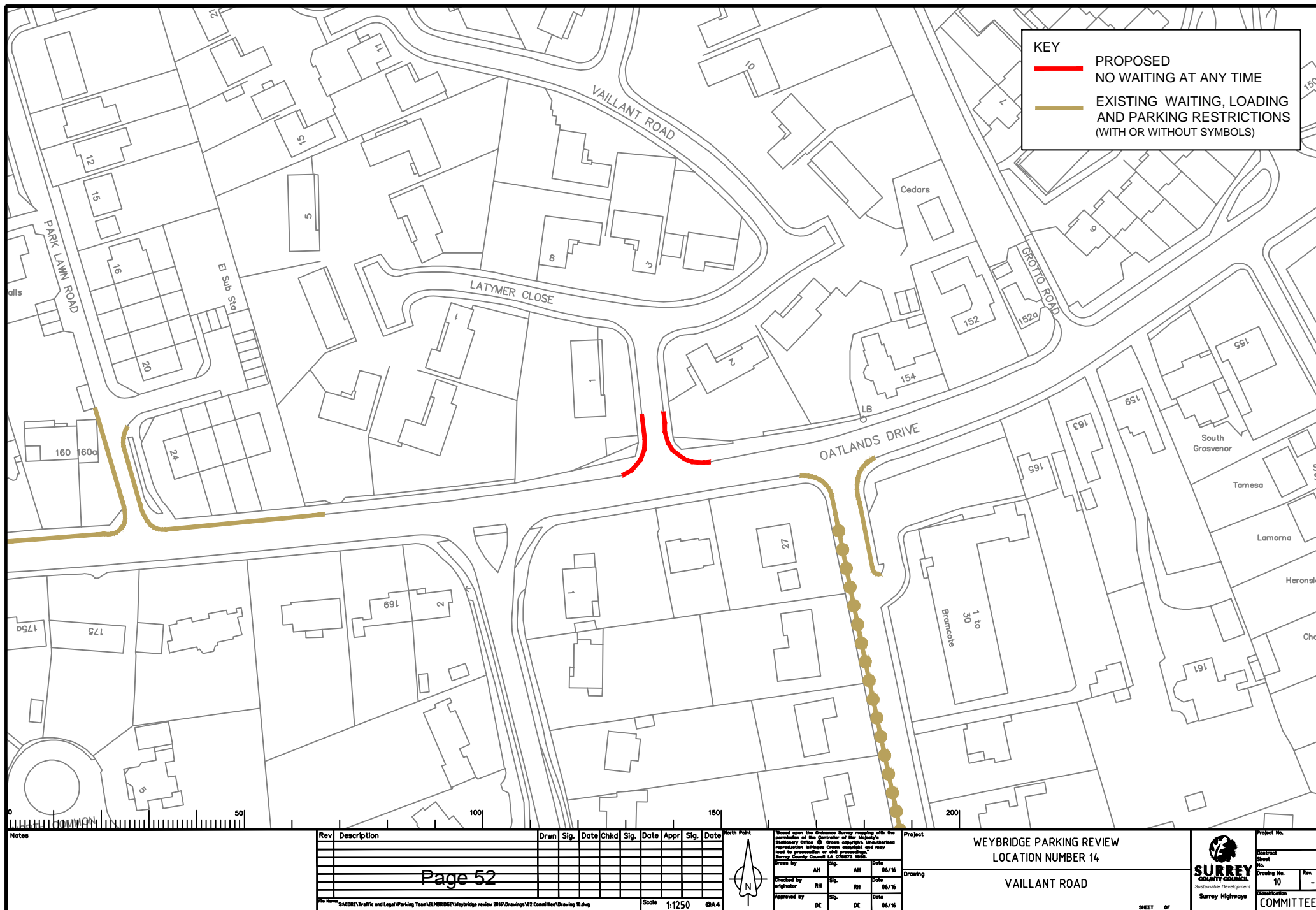






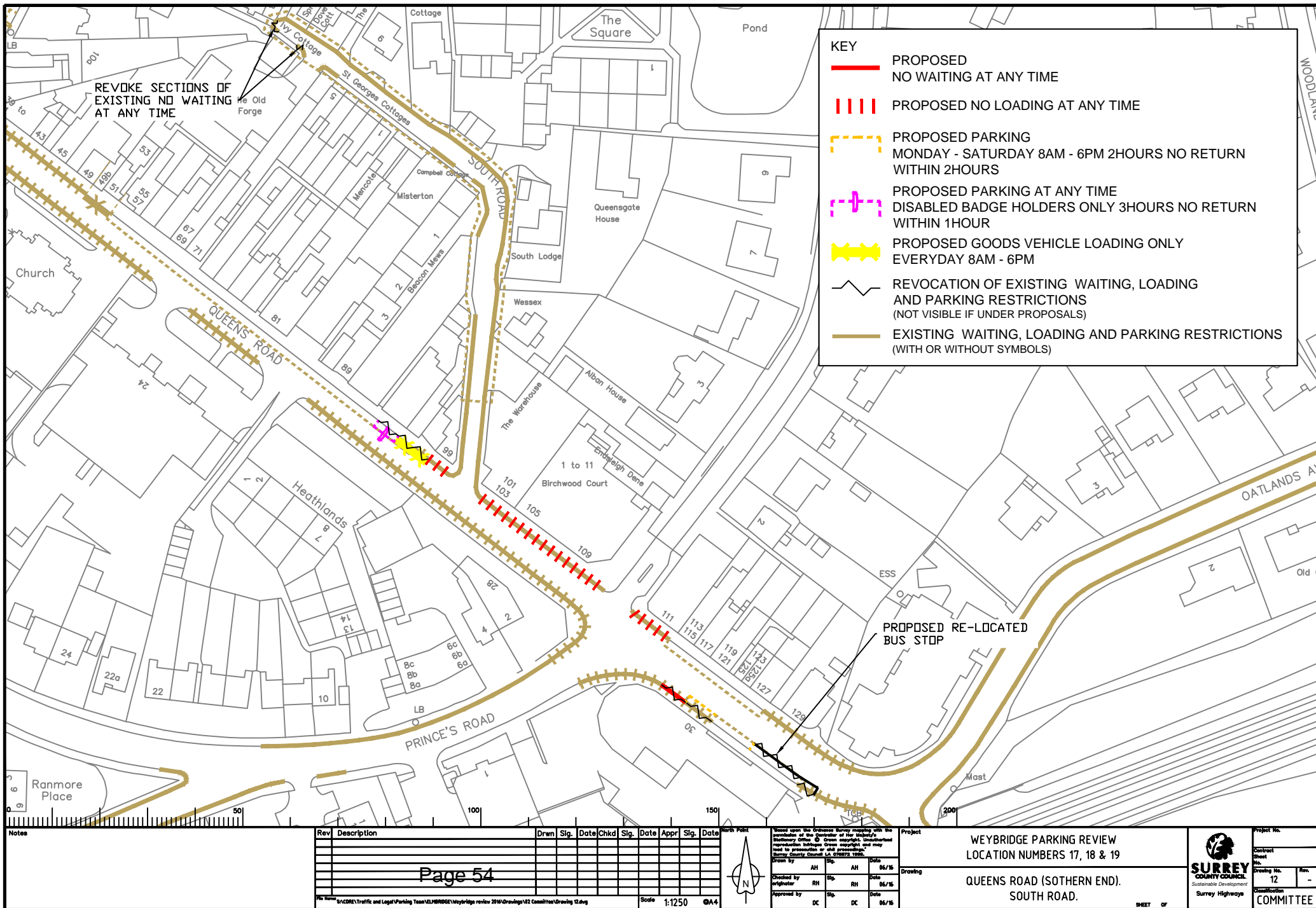






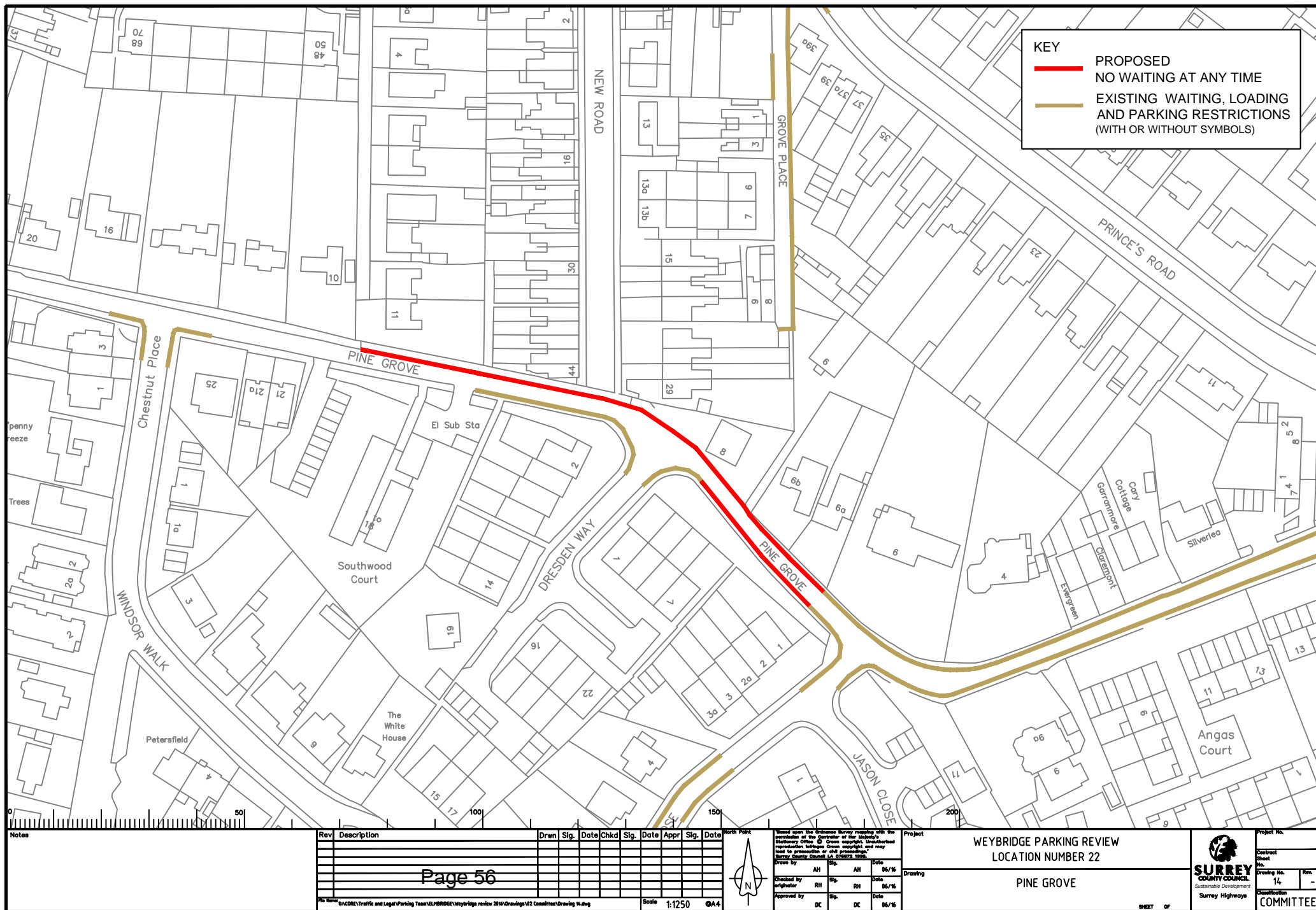


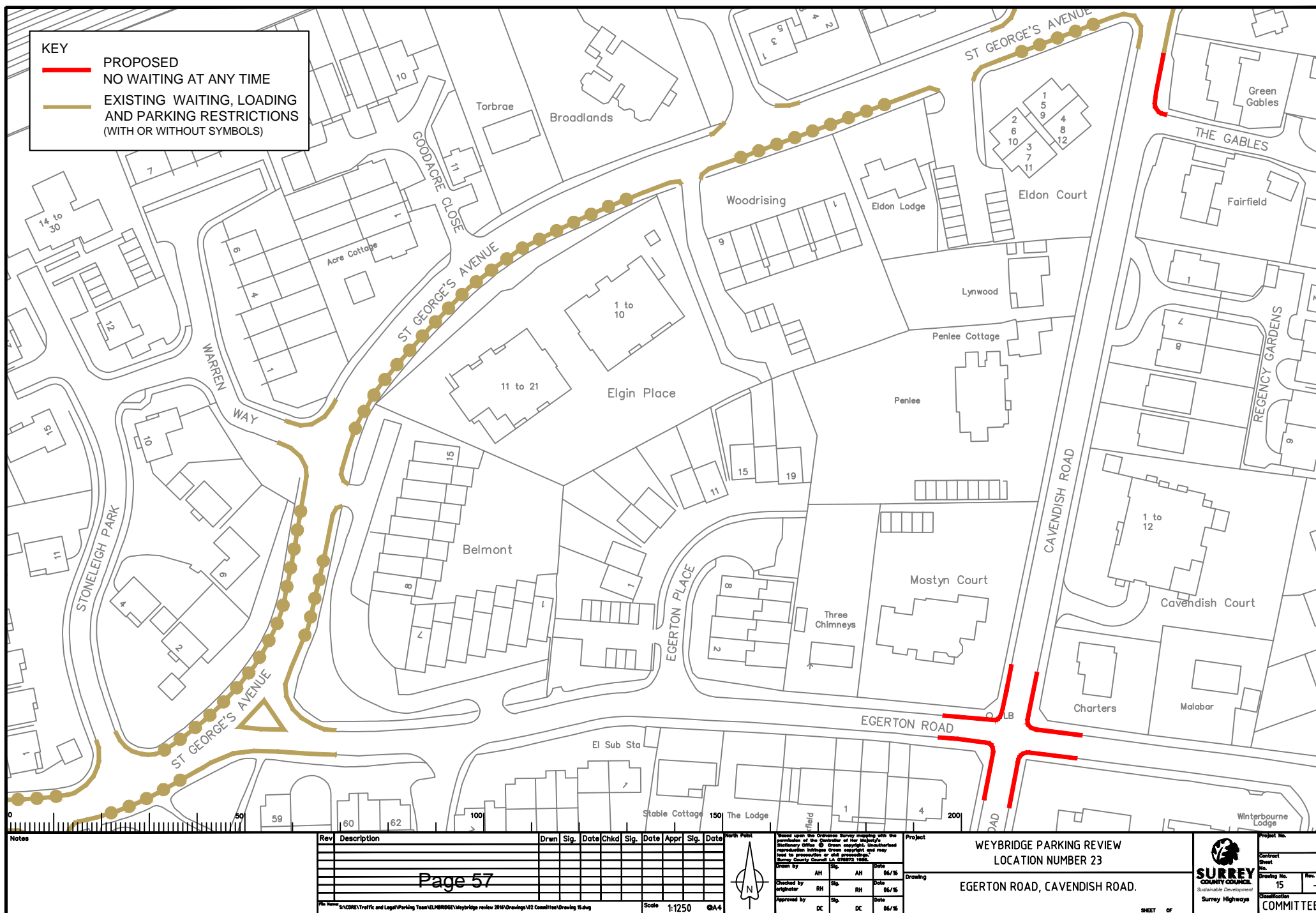


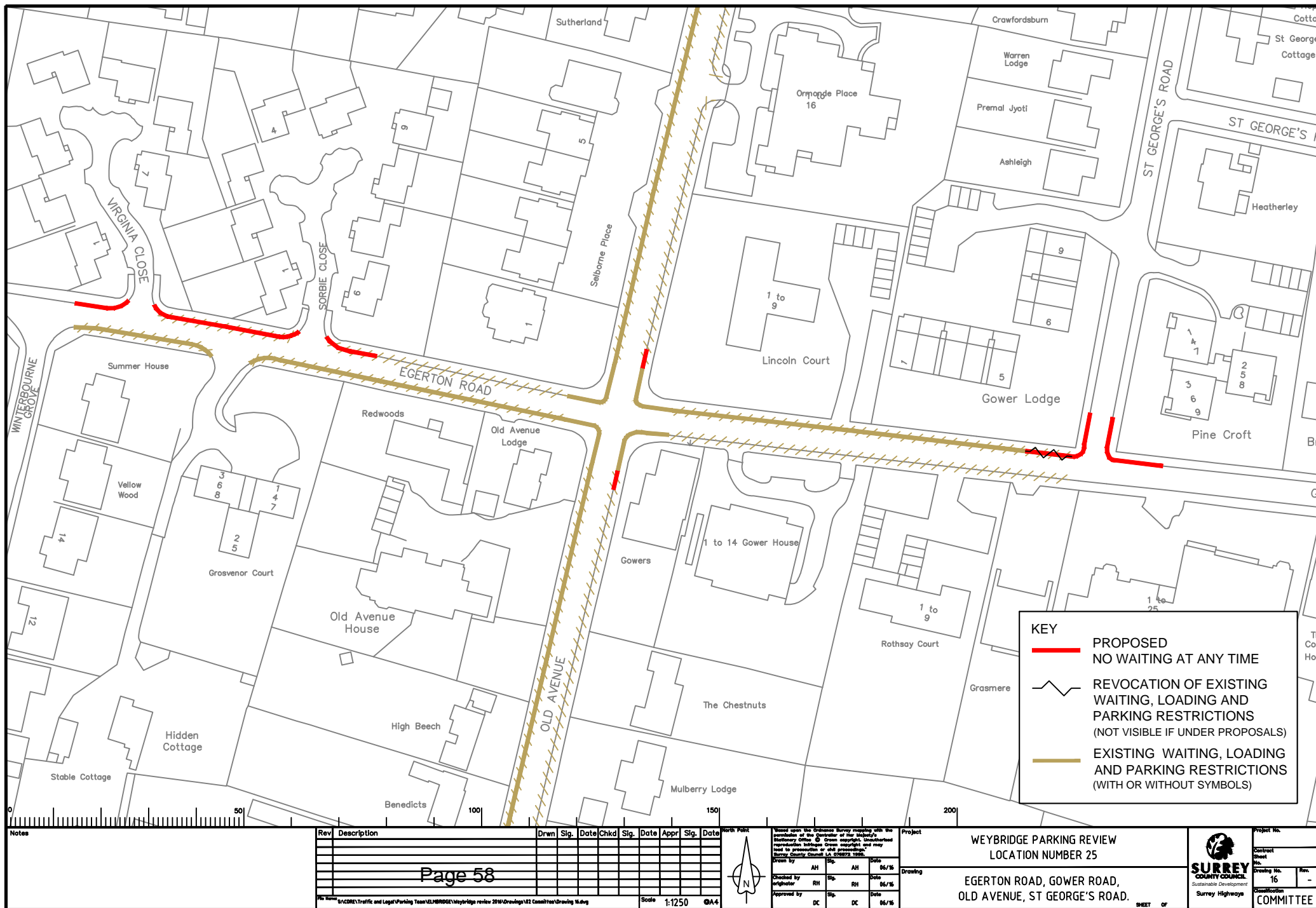








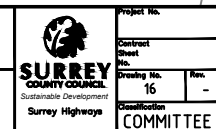




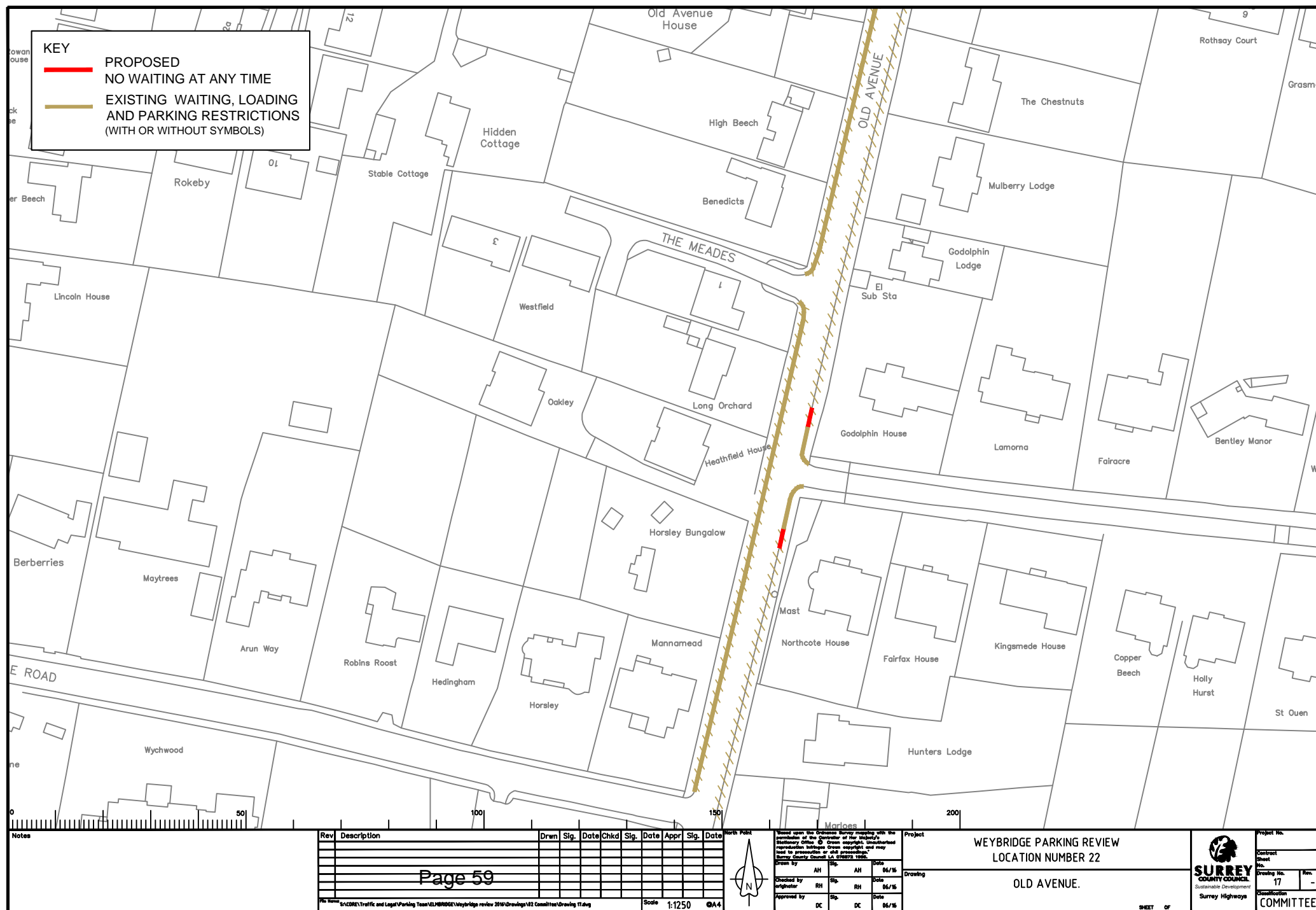
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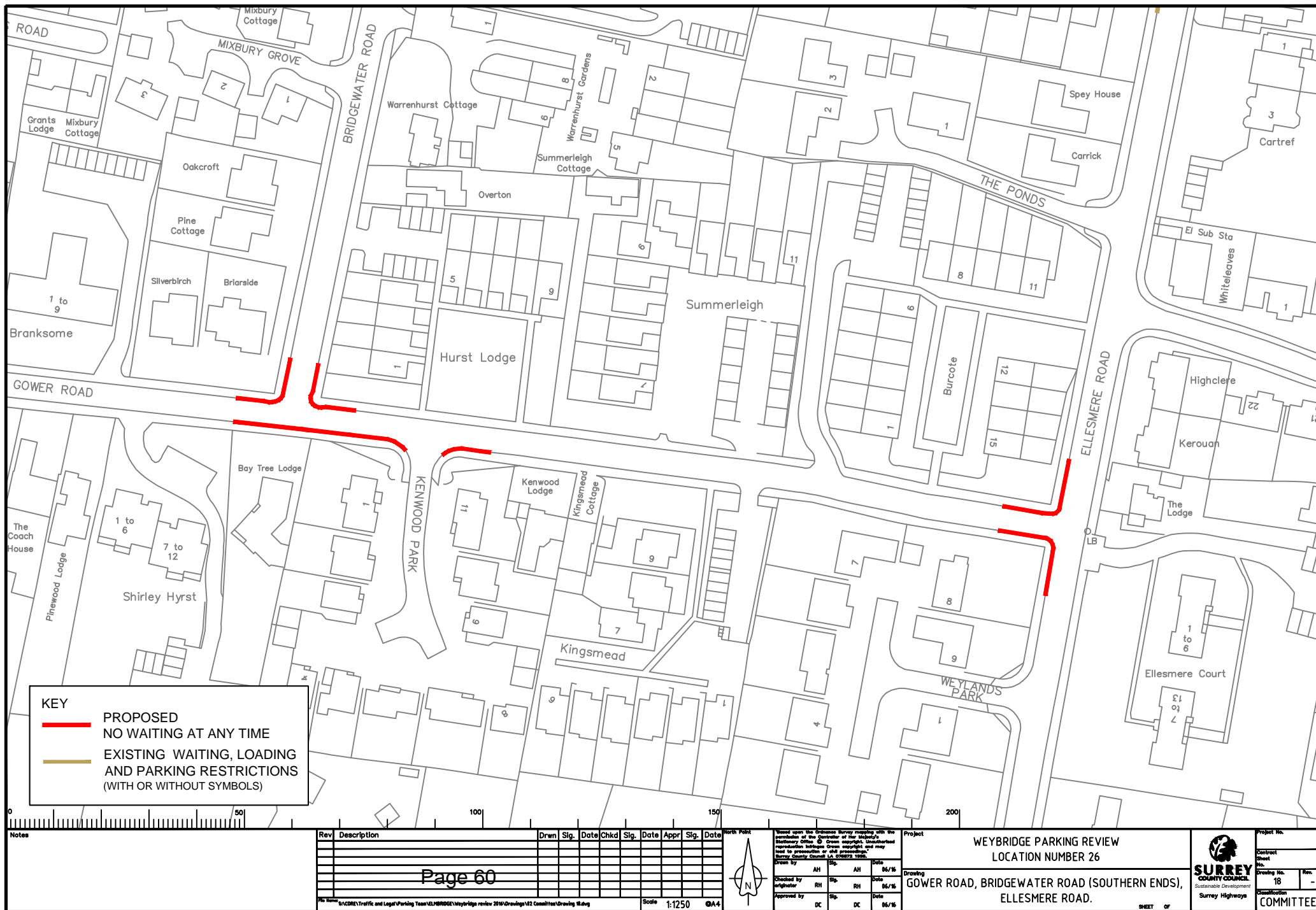
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Checked by	RH	Sig.	RH	Date	06/16
Approved by	DC	Sig.	DC	Date	06/16

Project	WEYBRIDGE PARKING REVIEW LOCATION NUMBER 25
Drawing	EGERTON ROAD, GOWER ROAD, OLD AVENUE, ST GEORGE'S ROAD.
Project No.	16
Contract No.	16
Classification	COMMITTEE











KEY

PROPOSED  
NO WAITING AT ANY TIME

REVOCATION OF EXISTING  
WAITING, LOADING AND  
PARKING RESTRICTIONS  
(NOT VISIBLE IF UNDER PROPOSALS)

EXISTING WAITING, LOADING  
AND PARKING RESTRICTIONS  
(WITH OR WITHOUT SYMBOLS)

Drain

BROOKLANDS ROAD

Silver  
Birches

Derwent

White  
House

Pinehurst

Fairway  
Lodge

Boultons

Breckenridge

Kells

Silverwood

THE FAIRWAY

York Co

Greens



Notes

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Drawn by

Checked by

Approved by

AH

RH

DC

Sig.

Sig.

Sig.

Date

Date

Date

06/16

06/16

06/16

Project

WEYBRIDGE PARKING REVIEW  
LOCATION NUMBER 28

Drawing

BROOKLANDS ROAD

SHEET 07

SURREY

COUNTY COUNCIL

Sustainable Development

Surrey Highways

Project No.

Contract No.

Drawing No.

Revision

Classification

20

-

COMMITTEE



**SURREY COUNTY COUNCIL****LOCAL COMMITTEE (ELMBRIDGE)**

**DATE:** 27 June 2016  
**LEAD OFFICER:** David Sharpington



**SUBJECT:** Update on Terrace Road cycle path scheme

**DIVISION:** Walton, and Walton South and Oatlands

**SUMMARY OF ISSUE:**

The report updates the Local Committee on comments that have been made about the scheme and the response to those comments. There also remains the outstanding issue of the interim section of the scheme. Lastly, whilst data has been collected as described in the report, it is suggested that there needs to be a planned ongoing monitoring programme.

**RECOMMENDATIONS:****The Local Committee (Elmbridge) is asked to:**

- (i) Note the update on the Terrace Road cycle path scheme.
- (ii) Agree that officers continue to investigate potential funding for the section between The Grove and Cottimore Lane, with a view to discussing options with the local businesses.
- (iii) Agree that the members cycling task group develop an ongoing monitoring programme for the scheme.

**REASONS FOR RECOMMENDATIONS:**

The recommendations seek to ensure that the impact of the scheme continues to be monitored, whilst seeking to complete the interim section.

**1. INTRODUCTION AND BACKGROUND:**

1.1 The 'Walton Bridge Links' cycle path has been constructed as a result of a successful bid to the Department of Transport's 'cycle safety fund', awarded in April 2013. It runs between Gaston Bridge in Spelthorne and Waterside Drive in Elmbridge via Walton Bridge. The aims of the proposal were to:

- Reduce the number of injuries to cyclists along this length of road.
- To help people who would like to cycle for local journeys to the shops, school or to visit friends, but are put off by the thought of cycling along main roads with lots of traffic.
- To extend the cycle paths constructed as part of the Walton Bridge scheme, creating a more continuous network.

- 1.2 The Elmbridge section, from Walton Bridge to Waterside Drive, was constructed in the period January 2015 to October 2015, with snagging works commencing in May 2016.
- 1.3 Due to lack of funds, a section of the cycle path past the parade of shops between The Grove and Cottimore Lane has been implemented as an 'interim' scheme. The intention was to incorporate cycling facilities into a general public realm improvement, the details of which would be developed in conjunction with the local businesses, but this has yet to progress.
- 1.4 At its meeting of 24 June 2013, the Local Committee approved the public consultation process, which ran from 9 July to 19 August 2013. It included an exhibition at the library and a web page, with publicity of the consultation via a leaflet drop and other media. A consultation report was produced and agreed by the Committee chairman and divisional member. The report is still available as a downloadable document from the County Council's website, [www.surreycc.gov.uk/waltonbridgelinks](http://www.surreycc.gov.uk/waltonbridgelinks). The main findings from that consultation are included in the 'Analysis' section below.
- 1.5 In addition to the public consultation referred to in the preceding paragraph, there have been additional consultations:
- 1.6 The consultation associated with the waiting restrictions Traffic Regulation Order. This was undertaken in March 2015, with the Local Committee Chairman and divisional member approving the implementation following the consultation.
- 1.7 The divisional member arranged and hosted a public meeting at Walton Playhouse on 15th January 2016, following comments from members of the public that were made during construction of the scheme. A summary of the comments and questions is shown by Annex 3.

## **2. ANALYSIS:**

- 2.1 Casualties: it is too early to conclude on the long-term impact of the levels of casualties - three years of 'after' data are usually needed to provide a useful comparison. Notwithstanding this, available casualty data is shown below:

Number of cyclist casualties by year, 2008-2015		
	from Waterside Drive to New Zealand Avenue junction inclusive	Elmbridge
2008	3	62
2009	3	50
2010	7	61
2011	4	81
2012	3	82
2013	8	107
2014	6	79
2015	4	103

2.2 In the period 2008-2015, a total of 20 pedestrian casualties between Waterside Drive and New Zealand Avenue junction were recorded by police, none of which involved a cycle. Over the same period there were 294 pedestrian casualties in Elmbridge, 13 of which involved a pedal cycle.

2.3 Number cycling: once again, it is probably too early to draw definitive conclusions about use. 'Before' data is limited to a manual count in 2014, whereas 'after' data is collected through automatic counters. The automatic counter data show the number of cyclists:

	Daily average number of cycles on path	Daily average number of cycles on road
Terrace Road north side: November 2015 – April 2016	104	96
Terrace Road south side: October 2015 – April 2016	112	79
Hepworth Way: October 2015 – April 2016	62	Not collected

2.4 A 'before and after' comparison is shown in Annex 1. The comparative one-day data show 79 cyclists using the pavement out of a total of 400 cyclists on 3rd April 2014 and 204 cyclists using the cycle path out of a total of 360 cyclists on 31<sup>st</sup> March 2016.

2.5 The continuously-recorded data in Annex 1 show that cycle use of the road generally peaks at the weekends, whereas use of the path is higher on weekdays.

2.6 Looking ahead, it may be useful to consider collecting qualitative as well as quantitative data, such as the experiences of all path users. This could be developed through the members' cycling task group as part of its ongoing work on the Elmbridge Cycling Plan.

2.7 Link to cycle paths on Walton Bridge: this has been achieved.

2.8 Issues and concerns have been raised through the consultations described in paragraphs 1.4 to 1.7 above. These are discussed below.

2.9 **Cyclists sharing with pedestrians.** In the scheme design that went to public consultation, the proposal was for a fully 'shared use' path, that is with no division between people walking and cycling. A strong response from the consultation was that the two should be divided. As a consequence the design was modified, with most of the length divided by studs. A division was not implemented on narrower sections of the path or where pedestrians would be crossing to the kerb, such as bus stops and pedestrian refuges. Different techniques of segregation are available. An innovative technique was used, with delineation through studs, following its use elsewhere in the County. Delineation helps to guide people to 'their' side when that is necessary but it is still the case that pedestrians have a right of way on the cycle side.

2.10 Regardless of what segregation method is used, an important factor in the operation of pedestrian and cycle paths is considerate behaviour

between path users. The requirements for cyclists are outlined in the Highway Code. Cycling recklessly or dangerously is an offence under the Road Traffic Act, but there is still a need to promote considerate behaviour to help people become used to a type of facility they may be experiencing for the first time. To this end, the County Council is now promoting a code of conduct. This will be on the information leaflet for the route and will also be promoted through the 'DriveSmart' partnership between the County Council and the Police. The code of conduct being promoted is:

- Be courteous and patient with pedestrians and other path users who are moving more slowly than you.
- Give way to people walking and using wheelchairs, passing them carefully, especially when approaching from behind.
- Stay observant at junctions and driveway exits.
- Keep to your side of the dividing studs.
- Carry a bell and use it or give an audible greeting but avoid surprising people. Also, remember that some people are hard of hearing, visually impaired or may be wearing headphones.
- Cycle paths are for sharing, not speeding.

2.11 **Congestion.** The scheme has narrowed the Terrace Road carriageway to create wider paths. At the formal public consultation, concern was expressed that this measure combined with the then-existing parking on the road would result in significant congestion. This led to the introduction of waiting restrictions as described in section 1.6 of this report. Elmbridge Borough Council's civil enforcement officers can also issue parking tickets to vehicles parked on the cycle path / footway.

2.12 Options for junction designs were considered both in terms of accommodating a continuous cycle path and their impact on congestion. The original option to improve cyclist and pedestrian crossings on all four arms of the New Zealand Avenue – Bridge Street junction was modelled and predicted to cause significant delays and so the scheme was modified - 'with flow' crossings have been implemented having minimal impact on existing traffic patterns. For the same reason, the option to reduce the number of south-west bound lanes on Church Street, which would have accommodated a much wider pedestrian-cycle path on the north side of Church Street, was rejected.

2.13 In addition to the above, concern has been expressed that the narrowing of the carriageway leads to delay when people still cycle on the road rather than the cycle path. This is also related to the issue described in paragraph 2.12 below. An automatic traffic counter has been in existence for several years in Terrace Road and this records traffic volumes and speeds. Data from this counter, along with data collected this year from a temporary counter, is shown as [Annex 2](#). This shows little speed difference north-east bound, but a reduction of mean speeds of 5mph south-west bound (along with an increase in traffic volume south-west bound). This may be due to one or more of: drivers waiting to safely pass a cyclist on the carriageway, the operation of the signals at the High Street junction, or other factors during the monitoring period. As with the casualty and path use data, longer-term monitoring will be beneficial.

2.14 **Cycle paths at side roads.** A number of consultees who cycled on the road stated that they would not wish to lose their priority at side roads.

[www.surreycc.gov.uk/elmbridge](http://www.surreycc.gov.uk/elmbridge)

The cycle path as designed and implemented requires people cycling to give way at the side roads. In the UK, it is legally possible to give priority to people using a cycle path at a side road but in practice this is usually only implemented where there is the space to bend the cycle path away from the mouth of the junction; there is no such space along Terrace Road. Therefore, the safety engineering decision was for people cycling along the path to give way. The installation of flat-topped humps helps to minimise approach speeds, further increasing safety.

- 2.15 **Increased conflict when cyclists remain on the road.** In order to maintain a higher speed and priority over side roads, some people continue to use the road even if it is next to the cycle path. This is permitted under the Highway Code, which says, "use of these facilities [cycle routes] is not compulsory and will depend on your experience and skills, but they can make your journey safer". The Terrace Road cycle path is not intended for high speed cycling. Therefore it is to be accepted that some people will continue to cycle on the road rather than the path. The information route for the leaflet seeks to raise awareness of this.
- 2.16 **Standard of construction.** Many of the public comments subsequent to the formal consultation period of 2013 relate to the standard of works. Annex 4 lists the remedial works that are being undertaken in response to both these comments and the stage 3 road safety audit report.
- 2.17 As described in paragraph 1.3, the section of the route at the Cottimore Lane shops is of an interim standard in relation to the initial design. On the northern side people who are cycling have to rejoin the carriageway. This limits the attractiveness of cycling on the path. The opportunity is to implement a public realm improvement in the shopping area that considers the type of materials, street furniture, planting and parking options as well as incorporating a cycle facility. This could be developed in consultation with the businesses in the parade.

### **3. OPTIONS:**

- 3.1 In respect of the 'interim' section, the Committee could decide to leave it as it currently is with no investigation into funding the public realm / cycle path plan. Whilst this would be cost-free it would leave a gap in the scheme, especially on the north side of Terrace Road. In addition, the opportunity to make public realm improvements along the shopping parade would be lost.
- 3.2 In respect of an ongoing monitoring programme, the Committee could decide to limit it to the monitoring tools already present, ie, the automatic counters along the route, with periodic manual counts of pedestrian numbers. However, further information – particularly qualitative data – would help in the longer-term assessment of the scheme.

### **4. CONSULTATIONS:**

- 4.1 The consultations that were undertaken as part of this scheme are described in paragraphs 1.4 to 1.7 of this report.

### **5. FINANCIAL AND VALUE FOR MONEY IMPLICATIONS:**

- 5.1 At this stage there are no costs associated with the report.

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**6. EQUALITIES AND DIVERSITY IMPLICATIONS:**

6.1 There are no equalities and diversities implications arising from this update report.

**7. LOCALISM:**

7.1 Should the 'interim' section of the scheme be progressed, this would involve developing the ideas with local stakeholders.

**8. OTHER IMPLICATIONS:**

Area assessed:	Direct Implications:
Crime and Disorder	No significant implications arising from this report
Sustainability (including Climate Change and Carbon Emissions)	No significant implications arising from this report
Corporate Parenting/Looked After Children	No significant implications arising from this report
Safeguarding responsibilities for vulnerable children and adults	No significant implications arising from this report
Public Health	No significant implications arising from this report

**9. CONCLUSION AND RECOMMENDATIONS:**

9.1 The Committee is asked to note the update on the scheme and the monitoring data collected to date.

9.2 The recommendation of this report is that the Committee agrees that officers investigate potential funding for the 'interim' section of the cycle path and that an ongoing monitoring programme is developed through the members' cycling task group.

**10. WHAT HAPPENS NEXT:**

10.1 Subject to agreement to the recommendation, officers will investigate funding for the 'interim' section and liaise with the divisional member, reporting back to the Local Committee once the investigations have taken place.

10.2 Subject to the agreement to the recommendation, an ongoing monitoring programme will be developed by the task group and could be published through the proposed Elmbridge Cycling Plan.

**Contact Officer:**

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Cycling Programme Manager  
020 8541 9977

**Annexes:**

Annex 1: Cycle count data

Annex 2: Traffic speed and volume data

Annex 3: comments and questions from public meeting of 15th January 2016

Annex 4: Remedial works being undertaken following public comments and the stage 3 road safety audit.

**Sources/background papers:**

- 
1. Bid to the Department for Transport for Cycling Safety Schemes, Local Committee (Elmbridge) report item 70/12, 25 February 2013.
  2. Walton Cycling Safety Schemes, Local Committee (Elmbridge) report item 16/13, 24 June 2013.

## Annex 1: Cycle count data, Terrace Road and Hepworth Way

### 1. Before cycle path construction

A manual count was undertaken on Thursday 3<sup>rd</sup> April 2014 on Terrace Road between Dudley Road and Thameside. It was a 12-hour count 07:00 -19:00, counting people cycling on the road and on the pavement and people walking.

<b>Manual count Thursday 3 April 2014, 07:00-1900</b>	
Number cycling on-road heading NE	169
Number cycling on-road heading SW	152
Number cycling on pavement on north side	46
Number cycling on pavement on south side	33
Number walking on pavement on north side	534
Number walking on pavement on south side	514

Total number of cyclists: 400

Total number of pedestrians: 1048

### 2. After cycle path construction

As part of the cycle path scheme, automatic cycle counters have been installed that continuously collect the numbers of cycles passing over them. These are located at:

- a) Hepworth Way near Bridge Street, collecting cycle numbers using the path in each direction
- b) Terrace Road near Manor Road collecting:
  - i. Cycle numbers on the road NE bound
  - ii. Cycle numbers on the road SW bound
  - iii. Cycle numbers using the north side path in each direction
  - iv. Cycle numbers using the south side path in each direction

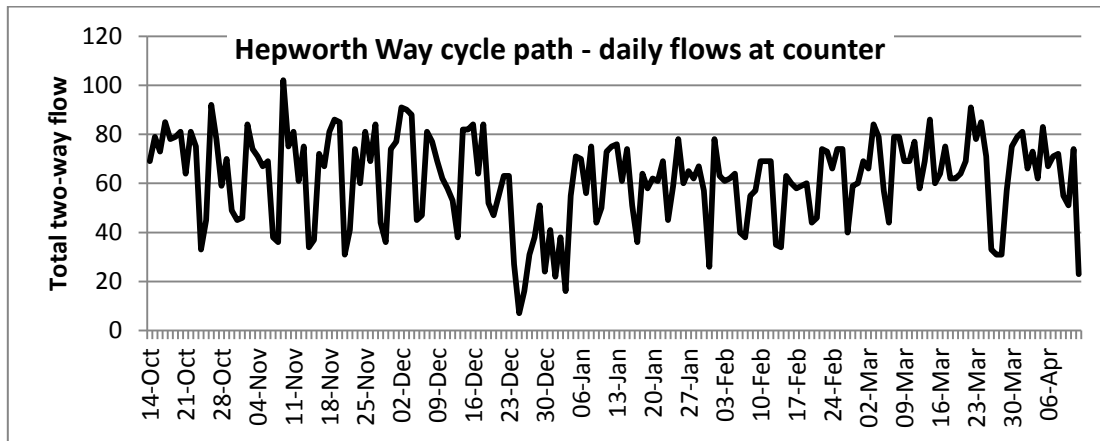
The automatic cycle counters collect data 24 hours a day and are not able to count pedestrians. The graphs below show daily use. For a comparison with the 'before construction' data for cycling, the 07:00-19:00 information for Terrace Road on Thursday 31<sup>st</sup> March 2016.

<b>Automatic cycle count Thursday 31 March 2016, 07:00-1900</b>	
Number cycling on-road heading NE	72
Number cycling on-road heading SW	84
Number cycling on path on north side	95
Number cycling on path on south side	109

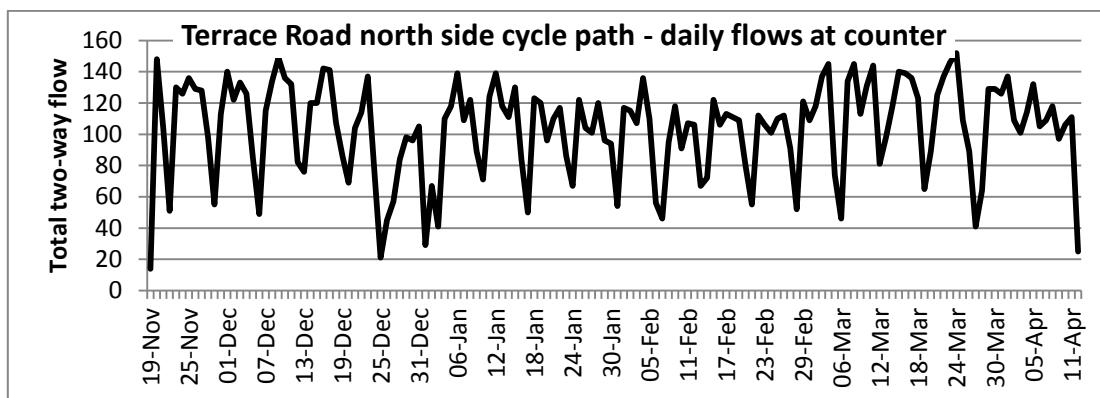
Total number of cyclists: 360



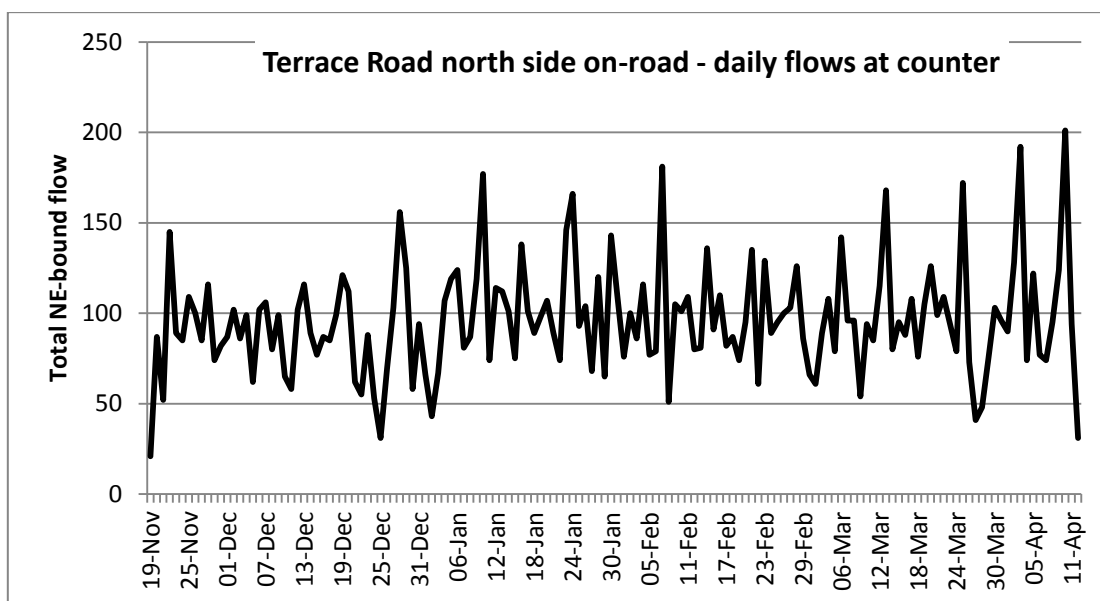
a. Hepworth Way cycle path counter – 14<sup>th</sup> October 2015 to 12<sup>th</sup> April 2016



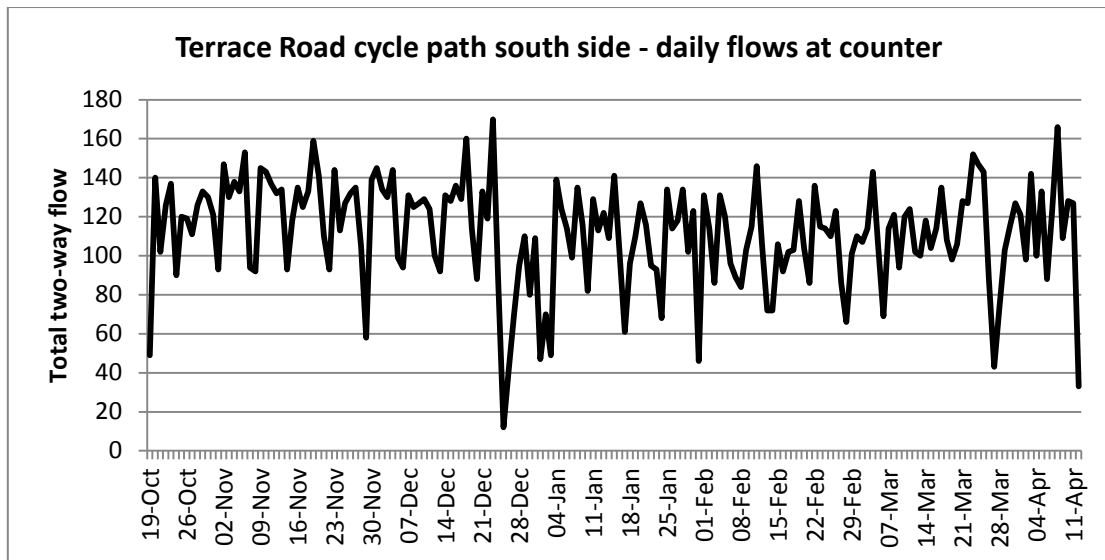
b. Terrace Road north side cycle path counter – 19<sup>th</sup> Nov 2015 to 12<sup>th</sup> April 2016



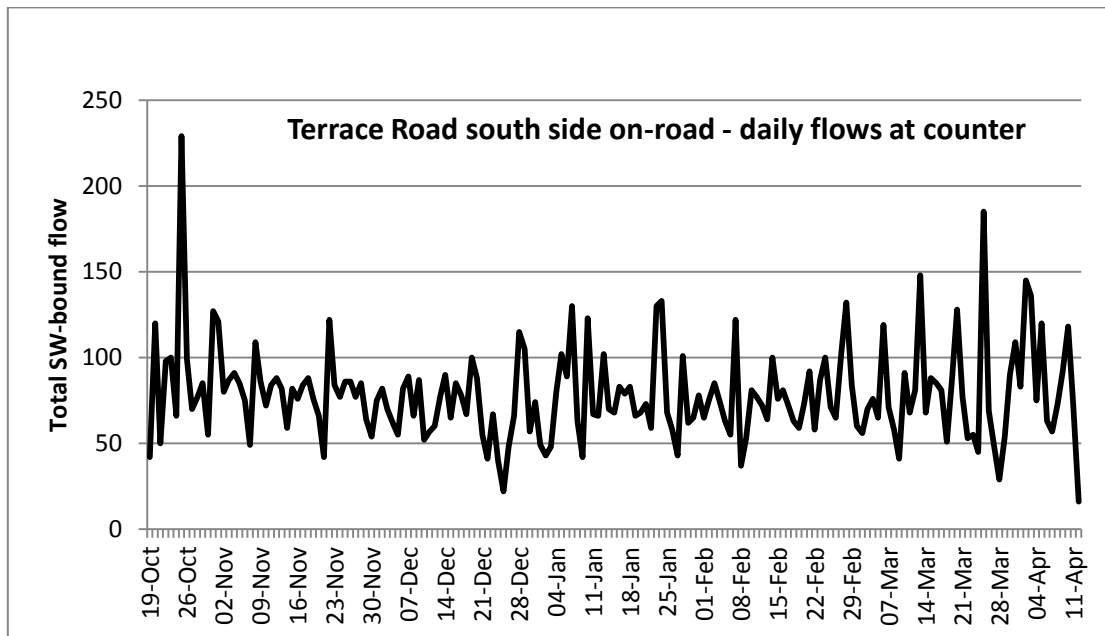
c. Terrace Road north side on-road cycle counter – 19<sup>th</sup> Nov 2015 to 12<sup>th</sup> April 2016



d. Terrace Road south side cycle path counter – 19<sup>th</sup> Oct 2015 to 12<sup>th</sup> April 2016



e. Terrace Road south side on-road cycle counter – 19<sup>th</sup> Oct 2015 to 12<sup>th</sup> April 2016



## Annex 2: Terrace Road automatic vehicle counter speed and volumes

For several years, an automatic traffic counter (which does not count cycles) has been in place on Terrace Road just north-west of Manor Road.

The table below shows the volume and speed of traffic 2013-2016. In 2016, the counter was found to have been damaged (it is being repaired) so to provide a comparison some temporary tubes were laid for a period of one week – so the 2016 is not an exact comparison with previous years.

	<b>NE-bound - average daily volume</b>	<b>NE-bound - mean speed</b>	<b>SW-bound - average daily volume</b>	<b>SW-bound - mean speed</b>
all of March 2013 07:00-19:00	6662	23.7 mph	7255	20.8 mph
all of March 2014 07:00-19:00	7278	23.1 mph	7452	19.8 mph
all of March 2015 07:00-19:00	7481	23.5 mph	7445	21.0 mph
7-13 May 2016 07:00-19:00	6905	22.2 mph	7682	15.4 mph

### Annex 3: comments and questions from public meeting of 15<sup>th</sup> January 2016

Theme	Question / Comment	Response
<b>Access for all</b>	Segregation means one third of space for pedestrians and two thirds for cyclists. Almost impossible for 2 pedestrians to walk side by side. Too narrow for a pram and pedestrian side is near wall / hedge which are often overgrown which further reduces space available.	See report paras 2.9 and 2.10 for explanation of segregation. Vegetation from private properties is usually the responsibility of the owner or resident. Issues of vegetation encroaching on to a path may be raised via the council's reporting system for remedial action.
<b>Access for all</b>	Street furniture is further impediment	street furniture is being relocated where appropriate; see annex 4 of this report
<b>Access for all</b>	People getting off bus walk straight into cycle lane. Likely to be a collision but none so far	At bus stops the route is unsegregated; see report para 2.9
<b>Access for all</b>	Normal cyclists / 'lycra brigade' use the road if they don't have children	some cyclists will prefer the road; see report para 2.15
<b>Access for all</b>	People don't know who are good and bad cyclists and therefore just feel nervous	Code of conduct being introduced (report para 2.10) and qualitative monitoring proposed (report para 2.6)
<b>Behaviour of cyclists</b>	Cyclists going through pedestrian area of shopping centres	This is a matter for the management company
<b>Congestion</b>	Hardly see anyone on cycle lane.	See cycle path use data, report paras 2.3 - 2.5
<b>Congestion</b>	Traffic used to move faster before the scheme / congestion not just at rush hour but all day due to cyclists holding up traffic / key issue is volume of traffic and signals	Speed data reported; see report para 2.13 and ongoing monitoring proposed
<b>Congestion</b>	Increase in volume of traffic is due to signals and bridge	Volume data reported; see report para 2.13
<b>Congestion</b>	How measure success of the scheme?	Original aims of the scheme report para 1.1; ongoing monitoring programme proposed to measure and judge wider impacts
<b>Congestion</b>	Add impact on congestion and traffic speeds to the metrics	Speed data reported; see report para 2.13 and ongoing monitoring proposed
<b>Congestion</b>	Need to know traffic speeds before and after scheme	Speed data reported; see report para 2.13
<b>Construction</b>	Poor standards of workmanship and nothing done to address it	Remedial work being undertaken; see annex 4 of this report

<b>Consultation</b>	Why no consultation on the scheme. No-one knew about consultation. Want to know date by date how many people responded	see report para 1.4 for a description of the public consultation process
<b>Consultation</b>	Person I spoke to at the consultation didn't know about the area at all. Offered a site visit but that wasn't taken up.	Sorry that this offer was not taken up at the time
<b>Location of route</b>	Cyclists polite on tow path – why not run the route on the tow path / already have river route	Both routes are useful
<b>Maintenance</b>	Undergrowth, hedges not maintained so forces pedestrians into the cycle lane	Vegetation from private properties is usually the responsibility of the owner or resident. Issues of vegetation encroaching on to a path may be raised via the council's reporting system for remedial action.
<b>Parking</b>	People still parking on pavement which forces conflict between cyclists and pedestrians – need to paint yellow lines and enforce	see report para 2.11 for description of enforcement responsibilities
<b>Parking</b>	Not clear who responsible for parking enforcement	see report para 2.11 for description of enforcement responsibilities
<b>Safety</b>	Ambleside Avenue and Sydney Junction – dangerous to cross	Speed table installed, remedial works to include further signing (annex 4 of this report)
<b>Safety for all</b>	Pedestrians are not safe	Code of conduct being introduced (report para 2.10) and qualitative monitoring proposed (report para 2.6)
<b>Safety for all</b>	Road narrowed and most cyclists still on road which creates danger. Cyclists more at risk than before the scheme	See report para 2.3 for numbers of cyclists using road and pavement.
<b>Safety for all</b>	Area outside Aveda, by bread shop creates a hazard for oncoming motorists	Not identified as a hazard in the safety audit
<b>Safety for all</b>	Encourages people to cycle on pavements across the borough	Scheme has 'No Cycling' signs on the pavements where people leave the route. Cycling is permitted only where there are the blue signs present.
<b>Scheme construction</b>	Missing dropped kerbs	See remedial works in annex 4 of this report
<b>Scheme design</b>	Design ill-conceived, badly executed, too undulating	See remedial works in annex 4 of this report
<b>Scheme design</b>	cross centre line turning out of side road	The vehicle tracks have been tested and only larger vehicles cross the centre line

<b>Scheme design</b>	Poor construction, large numbers of puddles and therefore get soaked by cars going past, adjacent to raised tables	See remedial works in annex 4 of this report
<b>Scheme design</b>	Studs – most people won't understand what they mean, need image of cyclists, pedestrian, painted on ground	More cycle symbols added, also see remedial works in annex 4 of this report
<b>Scheme design</b>	Issue of puddles impacts on cyclists and pedestrians	See remedial works in annex 4 of this report
<b>Scheme design</b>	Raised tables are good but journey broken up for cyclists	Cycle path priority was considered; see report para 2.14
<b>Scheme design</b>	Wouldn't use the path because of the number of junctions	Cycle path priority was considered; see report para 2.15
<b>Scheme design</b>	Junction at Walton High Street and Hepworth Way is narrowed making turning very difficult, veer onto kerb	This junction has been subject to safety audit and meets required standard.
<b>Scheme design</b>	Kingston are introducing paths and taking out traffic islands – need to look at something similar in Surrey	Depends on the location
<b>Scheme design</b>	Wouldn't use path due to risk of being so close to the road	Path segregates cyclists from vehicles
<b>Scheme design</b>	Traffic lights by bridge – path not widened (bridge to Hepworth Way)	Cannot be made wider to due vehicle lane requirements at traffic signals
<b>Scheme design</b>	Standard design for entrance into highway is not fit for purpose. People confused by different type of cycle way. No consistency in the way cycle ways are dealt with in the borough	Cycle path is continuous apart from the interim section described in report para 1.3
<b>Scheme design</b>	Issues are driveways, service roads – more dangerous for cyclists than before the scheme	Service road is 'interim' section. Code of conduct promotes awareness at driveways.
<b>Scheme design</b>	Why bollards painted black – invisible against tarmac	Reflective strips being added to some bollards (see annex 4 of this report)
<b>Terrace Road shopping parade</b>	Will the Terrace Road shops scheme happen	see report paras 1.3 and 2.17
<b>Terrace Road shopping parade</b>	Terrace road shopping parade proposal didn't work with regard to parking .. needs more consideration	see report paras 1.3 and 2.17

## Annex 4: Remedial works and works resulting from Road Safety Audit stage 3

	Works	Location
1.	Regrade footway adjacent to gully opposite post office to eliminate ponding	o/s post office
2.	Regrade footway either side of zebra crossing near Grovelands school to eliminate ponding	Terrace road adjacent to east of Sandy lane junction
3.	Resolve ponding at uncontrolled crossing point on Sidney road( both sides)	Sidney Road junction with Terrace road
4.	Regrade carriageway at carpet right dropped crossing to eliminate ponding	at dropped crossing by Carpetright
5.	Adjust gully and surrounding re instatement to be level with carriageway	adjacent to no. 124 Terrace Road
6.	Install additional gully on eastern approach of Terrace road raised table and chute into existing gully adjacent to no 27	no. 29 Terrace Road, SCC to mark up
7.	Provide road markings around new pedestrian island at junction of Oatlands Drive and New Zealand Drive	Oatlands Drive
8.	Regrade footway to achieve 1:40 crossfall by increasing kerb height	Adjacent to farm on Terrace road.
9.	Relocate bollard on west of Tithe Close footway so that it is adjacent to the wall at the back of footway on terrace road	West of Tithe close junction on terrace road
10.	Relocate both bollards on east and west of Cambridge road so that they are adjacent to the back of path. Ensure they are still on Terrace road and not on the side road.	terrace road , east and west of Cambridge road
11.	Relocate bollard on Terrace Road located east of Dudley Road to the back of footway adjacent to wall	East of Dudley Road
12.	Relocate bollard on terrace road located west of Annett Road to the back of footway adjacent to wall	West of Annett Road,
13.	Relocate bollard at Terrace Road located west of Manor Road to north of tactile crossing away from kerb face	West of Manor Road -
14.	Relocate bollard at terrace road located east of Manor Road to back of footway adjacent to concrete edging.	East of Manor Road
15.	Add reflective strip to bollards that are located in the centre of the path	Length of scheme
16.	Ensure upstand of no more than 6mm at Oatlands Drive pedestrian island	at pedestrian refuge and dropped kerbs either side
17.	Ensure upstand of no more than 6mm at Walton Lodge junction of Hepworth way	all dropped kerbs at Walton Lodge junction
18.	Provide missing cycle logos	Length of scheme

## ITEM 14

19.	Install 2 bollards - with Diag 956 & 951 on Bridge Street	
20.	Provide cycle symbol to Diag 1057 within shared footway	at bus stop on Church Street
21.	Bollard missing from this drawing which includes Russell Road	South west of Russell Road
22.	Reduce kerb upstand to no more than 6mm	outside no 117
23.	Install missing bollard as per plan	o/s 74
24.	Bollards and lining missing from this section	Junction of Cottimore Lane
25.	Provide markings to Diag. 1057 within the footway at the vehicles access	at Regnolruf Court
26.	Replace damaged stuck on tactile. Adjust levels of cover so tactile is flush	Oatlands Drive island
27.	Provide additional cycle signs as per appendix	
28.	Securely fix the bollard to the central refuge.	Oatlands Drive island
29.	Raise tourist sign board on Hepworth Way / Walton Bridge Road to 2.4m height	Hepworth Way / Walton Bridge Road
30.	provide 3 x warning signs as per Diag 557.1 with supplementary sign 557.4 Hump X yards on all 3 approaches to Sidney Road / Terrace Road table on existing lamp column above existing r/a signs	Sidney Road junction with Terrace road
31.	rectify zig zag road markings at Grovelands School - install Tails on zig zags and replace stop line with give way markings	Grovelands zebra
32.	Ensure bollard north east of Manor Road signing shows diag 956 back to back	Manor Road
33.	Remove redundant cycle dismount sign	Waterside R/A Terrace Road
34.	Erect diag 951 and 956 back to back on lamp column in Garden Road North west path as per original drawing	Garden Road
35.	Swap sign faces on bollard at Waterside Drive / Terrace Road, north of roundabout.	Waterside R/A Terrace Road
36.	Ensure re instatement of previous kerb line at bridge street / Church Street is flush with carriageway, currently sunken	Church Street / Bridge Street
37.	Hatching missing on Bridge Street / Terrace Road island	Bridge Street
38.	Erect missing parking sign at layby on Church Street	As per sign detail
39.	Install inspection cover where existing gully has sunken and make good	at Hepworth Way opposite Carpetright
40.	Erect Give way 600mm sign on existing post on Bridge street Island and give way triangle	Bridge Street / Hepworth Way island
41.	Provide cycling prohibited sign face to existing bollard at High street/ Terrace road junction	High street/ Church Street
42.	Provide advisory cycle lane as per drawing on Church Street	Church Street
43.	Remove centre line on Church Street as per drawing	Church Street
44.	Provide hatchings after zebra and before Waterside Drive	Terrace Road



	r/a as per drawing	
45.	Regrade Terrace road / Sidney road ramp on east approach adj to no.39 as per notes on drawing	Terrace road
46.	Regrade path at flats to eliminate ponding at gate	Terrace Road
47.	Construct additional footway as per drawing at Oatlands Drive	Oatlands Drive
48.	Amend crossover outside no. 80	Terrace Road
49.	Patch and raise sunk stop cock valve outside fish and chip shop to eliminate ponding	o/s 25 Church Street

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**SURREY COUNTY COUNCIL****LOCAL COMMITTEE (ELMBRIDGE)**

**DATE:** 27<sup>th</sup> June 2016  
**LEAD OFFICER:** David Sharpington



**SUBJECT:** Elmbridge Cycling Plan update  
**DIVISION:** ALL

**SUMMARY OF ISSUE:**

At its meeting of 23 February 2015, the Committee approved the methodology for developing a cycling plan and the establishment of a joint Borough-County members task group progress it. This report sets out the progress made and suggests next steps.

**RECOMMENDATIONS:****The Local Committee (Elmbridge) is asked to:**

- (i) Agree to establish the Cycling Plan online, including the mapping of existing and potential cycle facilities.
- (ii) Agree to have an ongoing community engagement for the Plan, facilitated through the online resource, to be regularly reported back to the Local Committee via the task group.
- (iii) Agree that officers undertake further investigation into the Weybridge-Brooklands route that the members cycling task group has identified as a priority.

**REASONS FOR RECOMMENDATIONS:**

- (i) The task group was approved last year and has developed proposals in accordance with its terms of reference.
- (ii) An online resource will help to facilitate further community engagement.

**1. INTRODUCTION AND BACKGROUND:**

1.1 The Surrey Cycling Strategy, approved by Cabinet in December 2013, with an aim of as 'more people cycling, more safely' and set out its vision:

"..... a true Olympic legacy would see every child in Surrey learning to ride a bike and being able to cycle safely to school. It would mean that many more of our residents cycle for transport and leisure, reducing congestion and reliance on cars and reaping the considerable health and economic benefits

this brings. And it would mean that people without access to a car can travel safely and affordably around the county.”

- 1.2 At its meeting of 23 February 2015 (item 13/15), the Local Committee resolved to set up a cycling task group. The task group comprises three Borough members and three County members, with a representative of Elmbridge Cycle Forum also invited. The task group is supported by officers from the County and Borough.
- 1.3 Task group meetings have taken place in June 2015, September 2015 and January 2016. This has included formulation of a district-wide facility network, an approach to public engagement and a priority for more detailed work. These outcomes are now placed before the Local Committee for approval.

## 2. ANALYSIS:

- 2.1 **Cycle facility network plan:** the task group was able to refer to the Elmbridge Local Transport Strategy and existing proposals such as those in Weybridge Society's 2010 cycle strategy, as well as local knowledge. This has enabled a draft cycle facility network for the Borough to be identified, which will be on display for members at the Local Committee meeting. The cycle facility network maps corridors where improvements could help promote more and safer cycling. It does not suggest specific extents of schemes or the type of cycle facility, which would need to be subject to more detailed work. Potential schemes could progress subject to feasibility confirming they are possible, appropriate funding being assigned and a positive safety audit. The plan does serve as a basis for public engagement, will help to ensure that opportunities are taken that arise through the planning process and has enabled the task group to select a priority corridor.
- 2.2 **Cycling task group priority:** notwithstanding the further work required on Terrace Road, as discussed in a separate report to this Committee, the task group discussed which part of the proposed facility network would be a priority for more detailed investigation. A facility between Weybridge town centre and Brooklands would serve shops, education establishments and the major employment centre of Brooklands, as well as linking into an existing route at the Borough boundary with Woking. The route corridor is identified in the 'Elmbridge Forward Programme', which is the Annex to the Elmbridge Local Transport Strategy approved by the Local Committee in September 2014 (item 38/14). It is likely that the development of the route would involve highway, common land, rights of way and, perhaps, negotiations to use private land. This would require the involvement of both Borough and County officers. On 27 March 2016, a report was taken to the Borough's Countryside Consultative Group, asking members to agree in principle to officers undertaking more detailed investigation into those parts of the route on common land, with a view to reporting back to the group. This was agreed and the Local Committee is now asked to agree to County officers also taking more detailed feasibility work for the route as a whole.
- 2.3 **Public engagement:** The task group consider it would be beneficial to have an open-ended engagement, with comments and suggestions evaluated on a regular basis by the task group and reported to the Local Committee as required. The engagement could be facilitated online through a web page on the 'Travel Smart' site, with the facility network plan displayed on the County's interactive map. The Cycling Plan web page would be able to link to

other existing resources, for example, the Elmbridge Borough Cycling page, the Drive SMART web page and the cycle training web page. Currently, work is underway to make more information available to the public – such as casualty data, count data and other survey data – and these would be directly accessible from the Cycling Plan web page.

### **3. OPTIONS:**

- 3.1 An alternative to the proposed engagement method would be to adopt the draft map as the finalised network and have a limited consultation period.
- 3.2 Options for the priority route will be investigated and evaluated.
- 3.3 It may be possible to present the Cycling Plans at events led by the Borough and County, which will help to engage residents who do not have online access.

### **4. CONSULTATIONS:**

- 4.1 As described above, it is proposed to establish an open-ended engagement with suggestions and comments reported back to the cycling task group and then to the Local Committee.
- 4.2 It is not proposed to undertake public consultation on the proposed priority route at this stage; instead officers will first undertake more detailed feasibility work.

### **5. FINANCIAL AND VALUE FOR MONEY IMPLICATIONS:**

- 5.1 There would be no financial implications for the Cycling Plan's publication and the subsequent engagement process.
- 5.2 Part of the proposed further investigation into the priority route would include costing possible measures and identifying possible funding sources.

### **6. EQUALITIES AND DIVERSITY IMPLICATIONS:**

- 6.1 The Elmbridge Cycling Plan forms part of the Surrey Cycling Strategy and the equalities and diversity implications of the strategy were detailed in the Cabinet report of December 2013 (item 224/13a).

### **7. LOCALISM:**

- 7.1 The proposal to have a permanent resource online for residents and local communities to provide comment on proposals and delivered infrastructure promotes localism and local involvement in the development of new cycling infrastructure throughout the borough.

### **8. OTHER IMPLICATIONS:**

Area assessed:	Direct Implications:
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Crime and Disorder	No significant implications arising from this report.
Sustainability (including Climate Change and Carbon Emissions)	Increased cycling, where it replaces motorised forms of transport, will improve air quality and reduce carbon emission levels.
Corporate Parenting/Looked After Children	No significant implications arising from this report.
Safeguarding responsibilities for vulnerable children and adults	No significant implications arising from this report.
Public Health	The promotion of active travel is one of the key objectives of public health programmes.

## **9. CONCLUSION AND RECOMMENDATIONS:**

9.1 The Cycling Task Group has progressed the Elmbridge Cycling Plan as agreed by the Local Committee in February 2015.

9.2 It is recommended that the Committee:

1. Agree to establish the Cycling Plan online, including the mapping of existing and potential cycle facilities.
2. Agree to have an ongoing community engagement for the Plan, facilitated through the online resource, to be regularly reported back to the Local Committee via the task group.
3. Agree that officers undertake further investigation into the Weybridge-Brooklands route that the members cycling task group has identified as a priority.

## **10. WHAT HAPPENS NEXT:**

If members agree with the recommendations, the Cycling Plan will be published online and more detailed investigations will be undertaken into the feasibility of the priority route.

### **Contact Officer:**

David Sharpington  
Cycling Programme Manager  
020 8541 9977.

### **Consulted:**

Members Cycling Task Group, Elmbridge Borough Council Countryside Consultative Group, Elmbridge Borough Council Leisure and Cultural Services officers, Surrey County Council Transport Policy officers, Local Highways officers and Rights of Way officers

### **Sources/background papers:**

1. Elmbridge Cycling Plan, Local Committee (Elmbridge) report item 13/15, 23

February 2015.

2. Elmbridge Local Transport Strategy and Forward Programme, Local Committee (Elmbridge) report item 38/14, 8 September 2014
  3. Surrey Cycling Strategy, Surrey County Council Cabinet report item 224/13a, 17<sup>th</sup> December 2013
  4. Report to Elmbridge Countryside Consultative Group 27 March 2016, unpublished
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**SURREY COUNTY COUNCIL****LOCAL COMMITTEE (ELMBRIDGE)****DATE: 27<sup>TH</sup> JUNE 2016****LEAD OFFICER: NICK HEALEY, AREA HIGHWAY MANAGER (NE)****SUBJECT: HIGHWAYS UPDATE****DIVISION: ALL****SUMMARY OF ISSUE:**

This report summarises progress with the Local Committee's programme of Highways works for the current Financial Year 2016-17.

Members are encouraged to start considering the strategy and priorities for next Financial Year, 2017-18.

**RECOMMENDATIONS:**

**The Local Committee (Elmbridge) is asked to:**

- (i) Approve the amended budget allocations for the current Financial Year 2016-17 as detailed in Table 3 to take account of the capital over spend from 2015-16 carried forward into 2016-17 (paragraph 2.2 refers);
- (ii) Authorise the Area Highway Manager in consultation with the Chairman, Vice Chairman, and relevant Divisional Member(s) to undertake all necessary procedures to deliver the agreed programmes.

**REASONS FOR RECOMMENDATIONS:**

The Capital overspend from 2015-16 has been carried forward into 2016-17, which necessitates an amendment to the budget allocations for 2016-17.

Programmes of work have been agreed with the Committee and individual Divisional Members. Committee is asked to provide the necessary authorisation to deliver those programmes of work in consultation with the Chairman, Vice Chairman and relevant Divisional Member without the need to revert to the Committee as a whole.

## **1. INTRODUCTION AND BACKGROUND:**

- 1.1 Surrey County Council's Local Transport Plan (LTP) aims to improve the highway network for all users. In general terms it aims to reduce congestion, improve accessibility, reduce the frequency and severity of road casualties, improve the environment, and maintain the network so that it is safe for public use.
- 1.2 Outturn figures from 2015-16 are shown in Table 1 below. It has been agreed to carry forward the capital under/overspends into the new Financial Year 2016-17. Revenue under/overspends will not be carried forward.

**Table 1 Outturn from 2015-16 (rounded figures)**

	Budget	Expenditure	Outturn
Revenue	£190,000	£158,000	<b>£32,000 underspend</b>
Capital	£529,000 (including £71,000 external funding)	£587,000	<b>£58,000 overspend</b>

- 1.3 Officers have investigated the reasons for the poor outturn figures.
- Revenue:
    - Member funding worth £12,000 was moved into the revenue budget, when it should have been transferred to capital;
    - There was insufficient evidence to accrue £20,000 of the commitments, leading to a £32,000 under spend altogether.
  - Capital:
    - Member funding worth £12,000 was moved into the revenue budget, when it should have been transferred to capital.
    - Design fees and contractor overhead and profit allocations were unexpectedly high;
    - Some costs from the previous Financial Year 2014-15, which had not been accrued, were paid from the 2015-16 budget.
- 1.4 The Local Committee in Elmbridge has been delegated Highway budgets in the current Financial Year 2016-17 as follows:
- Local Revenue: £158,541
  - Community Enhancement: £45,000
  - Capital Integrated Transport Schemes: £172,568
  - Capital Maintenance: £172,568
  - Capital overspend carried forward from 2014-15: £58,000
  - Total: £490,677  
(2016-17 budget £548,677 minus 2015-16 carry forward £58,000)
- 1.5 The funds delegated to the Local Committee are in addition to funds allocated at a County level to cover various Highways maintenance and improvement activities, including inspection and repair of safety defects, resurfacing, structures, vegetation maintenance, and drainage.

## **2. ANALYSIS:**

### **Annual Local Revenue and Capital Programmes**

- 2.1 In March 2016 Committee approved the 2016-17 budget allocations shown in Table 2 below:

**Table 2 Previously approved allocation of budgets for 2016-17**

Approved allocation	Amount
<b>Pooled Revenue</b> To cover various revenue concerns across the Borough for example: patching and kerb works, minor safety schemes, extra vegetation. The Community Gang would be funded from this allocation.	£150,000
<b>Street Smart</b>	£40,000
<b>Divisional Allocations</b>	£358,700 (£39,855.56 per Division)
<b>Total</b>	<b>£548,700</b>

- 2.2 These allocations need to be amended to take account of the capital over spend, which has resulted in a reduction in funding available for 2016-17. It is recommended to maintain the allocation for Street Smart and the Divisional Allocations, and reduce the Pooled Revenue allocation to £92,000. Table 3 shows the amended allocations

**Table 3 Recommended (amended) allocation of budgets for 2016-17**

Approved allocation	Amount
<b>Pooled Revenue</b> To cover various revenue concerns across the Borough for example: patching and kerb works, minor safety schemes, extra vegetation. The Community Gang would be funded from this allocation.	£92,000
<b>Street Smart</b>	£40,000
<b>Divisional Allocations</b>	£358,700 (£39,855.56 per Division)
<b>Total</b>	<b>£490,700</b>

### 2015-17 Divisional Programmes

- 2.3 Table 4 below details progress with the 2015-17 Divisional Programmes. The schemes for these programmes have been agreed with the individual Divisional Members. Although the balance of investment is uneven across the nine Divisions in the current Financial Year 2016-17, the total investment of Local Committee funding is balanced across the nine Divisions across the two years of these programmes (2015-16 and 2016-17).

**Table 4 2015-17 Divisional Programmes**

Location	Proposed works	Cost	Status
Hurst Road, West Molesey	Pedestrian crossing feasibility study	£5,000	Feasibility study in progress
West Molesey War Memorial	Drainage improvements	£5,000	Needs drainage investigation

Location	Proposed works	Cost	Status
High Street, Claygate	LSR (Local Structural Repair – major carriageway patching)	£10,000	Need to review site following Thames Water repairs to leaking fresh water pipes.
Vale Road, Claygate	LSR	£19,000	Preparations being made for implementation – subject to decision on High Street, Claygate.
Red Lane, Claygate <i>Reserve Scheme</i>	LSR	£tbd	Will bring this scheme forwards if necessary.
Oaken Lane, Claygate <i>Reserve Scheme</i>	LSR	£tbd	Will bring this scheme forwards if necessary.
Danes Hill, Oxshott	New footway – feasibility study.	£5,000	Feasibility study in progress. <i>Funded by Danes Hill School.</i>
Summer Road / Summer Gardens	New heritage style street lighting	£5,200	New equipment on order. <i>Funded from member allocation.</i>
Carrick Gate junction with New Road (bellmouth)	LSR	£13,500	Preparations being made for implementation.
Lammas Lane, Esher	Speed Management	£5,000	Speed assessment in progress.
Stoke Road	Reduce speed limit to 30mph	£5,000	Need to survey and assess speeds following speed limit change – after utility works have been completed. <i>CIL funded.</i>
Station Road, Stoke D'Abernon (including Bray Road bellmouths)	LSR	£30,000	Preparations being made for implementation.
Stoke Road (must include the railway bridge)	LSR	£45,000	Preparations being made for implementation.
Burwood Road junction with Pleasant Place	Pedestrian and traffic management improvements	£120,000	Detailed design being developed. Public consultation complete – need to review responses. <i>Funding includes PIC contribution.</i>
Old Esher Road <i>Reserve Scheme</i>	Footway and carriageway resurfacing	£30,000	Preparations being made for implementation.

Location	Proposed works	Cost	Status
Baker Street, Weybridge	Public realm improvements – feasibility and public consultation.	£8,000	Feasibility study in progress – need to consult Divisional Member to agree scope of study.
Queens Road, Weybridge	Pedestrian crossing(s) feasibility study	£5,000	Feasibility study in progress. <i>PIC funded.</i>
Normanhurst Road junction with York Gardens	LSR	£10,000	Feasibility study in progress
Ronnerly Close	LSR	£60,000	To be delivered as part of Operation Horizon.
Woodlands Grove Reserve Scheme	LSR	£tbd	Will bring this scheme forwards if necessary.
Braycourt Avenue	Footway resurfacing	£15,000	Preparations being made for implementation.
Wolsey Drive	Footway resurfacing	£12,000	Preparations being made for implementation.
Sydney Road	Footway resurfacing	£35,000	Preparations being made for implementation. Part funded by footway Horizon programme.
Long Ditton Schools	School safety measures	£80,000	Detailed design being developed. Will need further public consultation in Summer 2016. <i>CIL funded.</i>
Lime Tree Avenue	Patching	£3,200	Preparations being made for implementation.
<b>Total cost in 2016-17</b>		<b>Approximately £535,900</b> <i>Including £175,000 funding from CIL, PIC, Member Allocation, and a third party.</i>	

- 2.4 Officers will keep the Chairman, Vice Chairman and appropriate Divisional Member updated as the remaining schemes are delivered, taking decisions as necessary to ensure the programmes are delivered, and cost variations managed.

#### **Programme Monitoring and Reporting**

- 2.5 Officers will update Committee with progress in the delivery of its works programmes at each Committee meeting. In addition Committee Chairmen are provided with detailed monthly finance updates, which detail all the orders raised against the various budgets, as well as the works planned for each of the budgets.

**Parking update**

- 2.6 The three year strategic parking review is in progress. The Cobham review has been completed and proposals were advertised on 18<sup>th</sup> December 2015 with a closing date for objections of 22<sup>nd</sup> January 2016. Responses have been analysed and collated and shared with Members for final decisions.
- 2.7 An online questionnaire was sent to all stakeholder contacts in Weybridge, and put on our website, as an initial information gathering exercise. The closing date for responses was 31<sup>st</sup> January and we are still analysing and collating all the responses that we received. We have also met with Weybridge county and borough councillors. We are about to carry out an informal consultation with residents in several roads in north Weybridge to see if there is any appetite for resident permit schemes, prior to a report going to local committee on 27<sup>th</sup> June.

**Customer Services update**

- 2.8 The opening quarter of the 2016 calendar year has seen an increase in enquiries of over 22% on the same period last year. For January to March, 43,342 were received at an average of 14,447 per month compared to 11,822 for January to March 2015.
- 2.9 For Elmbridge specifically, 4,014 enquiries have been received of which 1,724 were directed to the local area office for action, 93% of these have been resolved. This response rate is slightly below the countywide average of 94%.
- 2.10 For the first quarter, Highways received 90 stage 1 complaints of which 3 were for the Elmbridge area, these concerned resurfacing and lack of contact. In addition one Stage 2 complaint was received which was partly upheld but the complainant was not found to have suffered any injustice.
- 2.11 The Service has recently undergone its annual Customer Service Excellence (CSE) review. This is undertaken by an independent, external body licensed by the Cabinet Office. This recognised the continued improvements that have been made and has recommended retention of the award. CSE is a continuous improvement tool and we are using this to drive up performance and the customer experience.
- 2.12 The assessor highlighted a number of areas of good practice including the formation of a Highways Customer Panel. Customers can voluntarily sign up to receive three surveys per year to give their views on various aspects of the service. This allows us to benchmark satisfaction and identify any trends and areas for improvement. The CSE Member Reference Group was also highlighted and "was found to be active in supporting the service in understanding customer needs and views".
- 2.13 Two area of compliance plus were also identified, these are behaviours or practices which exceed the requirements of the standard and are viewed as exceptional or as exemplar to others, either within the applicant's organisation or the wider customer service arena.
- 2.14 The two areas are (1) the investment in time to keep the roadworks information updated, the clarity and customer focused language used has assisted in Surrey being the most accessed area nationally on [www.roadwork.org](http://www.roadwork.org) and (2) the service has introduced a Customer Agreement Process where promises made during the handling of Stage 1 complaints are logged and monitored against the time frame promised to the customer. This assists in ensuring that complaints do not escalate due to promises that are not kept.

**Operation Horizon update**

- 2.15 The Operation Horizon carriageway investment programme is now in its 4<sup>th</sup> year of delivery and is on track to achieve its critical success factors. The

original Horizon programme was intended to treat 500kms of roads, but due to individual Local Committees approving programmes for their areas, the programme grew to over 700kms. Also, there is a new Asset Strategy and extension of the highways contracts, both of which will be in place in April 2017. As a result, we will be reassessing all of the remaining Horizon schemes alongside new identified schemes to produce a new five-year programme for roads to start in April 2017. This new programme will use the most effective treatment for each scheme.

- 2.16 Members have been informed which of the original Horizon schemes are yet to be treated and the future rolling programme will include these deferred schemes along with newly generated schemes from the latest condition surveys. In addition, as part of the consultation process on future programmes, we would invite members to highlight:

- Their top priorities from the original horizon list
- Other priorities not on the original horizon list

#### **Major Schemes update**

- 2.17 Currently there are no active Major schemes, Sustainable Transport Packages or Resilience schemes within Elmbridge.

#### **Priorities for 2017-18**

- 2.18 Members are encouraged to start considering their priorities for investing the Local Committee's Highways budgets in 2017-18. It is suggested that the strategy for allocation of Committee's 2017-18 Highways budgets should be agreed in September 2016, and that the 2017-18 programme of works should be agreed in December 2016. This timetable would facilitate efficient planning and delivery of the 2017-18 programmes.

### **3. OPTIONS:**

- 3.1 None at this stage. Officers will revert to the Chairman, Vice Chairman and Divisional Member, or indeed the Committee as appropriate, whenever preferred options need to be identified.

### **4. CONSULTATIONS:**

- 4.1 None at this stage. Officers will consult the Chairman, Vice Chairman and Divisional Members as appropriate in the delivery of the programmes detailed above.

### **5. FINANCIAL AND VALUE FOR MONEY IMPLICATIONS:**

- 5.1 The financial implications of this paper are detailed in section 2 above.

### **6. EQUALITIES AND DIVERSITY IMPLICATIONS:**

- 6.1 It is an objective of Surrey Highways to take account of the needs of all users of the public highway.

### **7. LOCALISM:**

- 7.1 The Local Committee prioritises its expenditure according to local priorities.

**8. OTHER IMPLICATIONS:**

Area assessed:	Direct Implications:
Crime and Disorder	A well-managed highway network can contribute to reduction in crime and disorder as well as improve peoples' perception of crime.
Sustainability (including Climate Change and Carbon Emissions)	No significant implications arising from this report.
Corporate Parenting/Looked After Children	No significant implications arising from this report.
Safeguarding responsibilities for vulnerable children and adults	No significant implications arising from this report.
Public Health	No significant implications arising from this report.

**9. CONCLUSION AND RECOMMENDATIONS:**

- 9.1 This Financial Year's programmes are being delivered.
- 9.2 Members are encouraged to start considering the strategy and priorities for next Financial Year.

**10. WHAT HAPPENS NEXT:**

- 10.1 The Area Team Manager will work with Divisional Members, the Chairman and Vice-Chairman to deliver this Financial Year's Divisional Programmes.

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**Contact Officer:** Nick Healey, Area Highway Manager (NE)

**Consulted:** Divisional Members, in deciding priorities for their Divisional Allocations

**Annexes:** 0

**Sources/background papers:** None



**SURREY COUNTY COUNCIL****LOCAL COMMITTEE (ELMBRIDGE)****DATE: 27 June 2016****LEAD OFFICER: Cheryl Poole, Community Partnership & Committee Officer****SUBJECT: REPRESENTATION ON OUTSIDE BODIES and TASK GROUPS****DIVISION: All****SUMMARY OF ISSUE:**

This report seeks to appoint Local Committee Members to outside bodies and task groups for the 2016/17 municipal year and seeks approval for terms of reference for the task groups.

**RECOMMENDATIONS:**

**The Local Committee (Elmbridge) is asked to agree:**

- (i) that the terms of reference of the Elmbridge Parking Task group, Esher Transport Study Member Task Group and the Walton to Halliford Transport Study Steering Group as set out in Annex A (i,ii,iii) be approved
- (ii) that the terms of reference of the Elmbridge Youth Task group as set out in Annex B be approved
- (iii) that the terms of reference of the Elmbridge Cycling Task Group as set out in Annex C be approved
- (iv) the appointment of Members to outside bodies and task groups as detailed in sections 2.1 to 2.7.

**REASONS FOR RECOMMENDATIONS:**

The appointment of Members of the Local Committee to outside bodies enables the representation of the Local Committee on these bodies, which affect the lives of the residents of Elmbridge. The task groups meet to review, advise and make informed recommendations to the Local Committee.

**1. INTRODUCTION AND BACKGROUND:**

- 1.1 The Surrey County Council Local Committee (Elmbridge) can make appointments to various outside bodies. The representatives appointed to these outside bodies will be representing Surrey County Council and will be

expected to informally report on the work of these groups as and when necessary.

- 1.2 In September 2004, the Local Committee agreed to establish a Parking Task Group. The Parking task group meets as required to consider and advise on parking issues and parking restrictions in the borough.
- 1.3 The Youth Task Group was set up in 2011 to initially advise the full Committee on the appointment of a contractor to deliver the Local Prevention Framework in Elmbridge and on the priorities to be addressed. The contract went live in April 2012. The role of task group is now to oversee the Joint Youth Strategy and to monitor and report on the progress of the Local Prevention commissions, including:
  - To review the local needs of young people
  - To monitor the performance of Local Prevention grants
  - To make commissioning recommendations to the Local Committee
- 1.4 The Cycling Task Group was set up in February 2015 to develop the Elmbridge Cycling Plan.
- 1.5 A Walton to Halliford Transport Steering Group was agreed by the Elmbridge Local Committee in 2013. It is now acknowledged that it is an appropriate time for this group, which will include Spelthorne County and Borough Members, to start to consider the impacts of the Walton Bridge Project.
- 1.6 The establishment of an Esher Transport Study task group was agreed at the meeting of the Local Committee in March 2016.
- 1.7 Due to the success of the task groups it is recommended that they continue to operate in 2016/17.
- 1.8 Following corporate advice the Local Committee established terms of reference for the task groups. This report seeks Local Committee approval for the Terms of Reference for the Parking Task Group, the Esher Transport Study Member Task Group, the Walton to Halliford Transport Study Steering Group, the Youth Task Group and the Cycling Task Group in 2016/17. Please note that all task groups of the Local Committee have no formal decision-making powers, but make recommendations to the Local Committee.

## **2. ANALYSIS:**

### **2.1 Elmbridge Community and Safety Partnership**

The Elmbridge Community and Safety Partnership sets and monitors work towards achieving the aims of the Elmbridge Community Safety Action Plan. It currently meets quarterly and has two working groups, JAG (Joint Action Group), which meets as required and CIAG (Community Incident Action Group), which meets monthly. The Community Partnership & Committee Officer is also on the board and sits on the JAG. It is proposed that SCC

Local Committee Member, **Mrs Margaret Hicks**, is nominated and appointed to the Community and Safety Partnership.

## 2.2 **Elmbridge Business Network**

The Elmbridge Business Network is a themed group of the Elmbridge Community and Safety Partnership and delivers the Local Economy strand of the Elmbridge Sustainable Community Strategy. The Elmbridge Business Network meets on a quarterly basis. It is proposed that the SCC Local Committee Member, **Mr Peter Hickman**, is nominated and appointed to the Elmbridge Business Network.

## 2.3 **Parking Task Group**

It is proposed that four appointees from the membership of the Local Committee: two SCC Local Committee Members, normally the Chairman and Vice Chairman, and the two Co-opted Local Committee Members from Elmbridge Borough Council, are nominated and appointed to the Parking Task Group.

SCC members proposed: **Mrs Margaret Hicks** and **Mr Mike Bennison**  
Elmbridge BC Co-opted Members: **to be confirmed**

When agenda items at the Parking Task Group refer to one particular division, the relevant divisional Member will also be invited to the meeting.

## 2.4 **Youth Task Group**

It is proposed that three SCC Local Committee Members and three Members of Elmbridge Borough Council are nominated and appointed to the Youth Task Group.

SCC Members proposed: **Mrs Margaret Hicks, Mrs Mary Lewis, Mr Ernest Mallett**  
Elmbridge BC Members: **to be confirmed**

## 2.5 **Cycling Task group**

It is proposed that three SCC Local Committee Members and three Members of Elmbridge Borough Council are nominated and appointed to the Cycling Task Group.

SCC Members: **Mrs Margaret Hicks, Peter Hickman, Rachael I Lake**,  
Elmbridge BC Members: **to be confirmed**

## 2.6 **Esher Transport Study Member Task Group**

It is proposed that two SCC Local Committee Members and one Co-opted Local Committee Member are nominated and appointed to the Esher Transport Study Member Task Group.

SCC Members: **Mr Stuart Selleck, Mr Mike Bennison**  
EBC Co-opted Member: **to be confirmed**

## 2.7 **Walton to Halliford Transport Study Member Steering Group**

It is proposed that two SCC Local Committee Member and one Co-opted Local Committee Member are nominated and appointed to the Walton to Halliford Transport Study Member Steering Group.

SCC Members: **Rachael I Lake, Mr Ramon Gray**  
EBC Co-opted Member: **to be confirmed**

**3. OPTIONS:**

- 3.1 The Committee can confirm the task groups, their Membership and corresponding terms of reference set out within the report, consider new task groups, or not have any task groups. If a new task group is established a provisional terms of reference should be agreed.
- 3.2 The Committee can either make the appointments onto the outside bodies as set out within the report or amend the appointments.

**4. CONSULTATIONS:**

- 4.1 The Local Committee is being asked its views on which Members should be nominated to represent the committee on the outside bodies and task groups.

**5. EQUALITIES AND DIVERSITY IMPLICATIONS:**

- 6.1 Equalities issues are considered within individual groups and specific considerations of high priority will be reported to the Local Committee.

**6. LOCALISM:**

- 7.1 The Members represent all Elmbridge divisions and hence all Elmbridge communities in their role on the outside bodies and task groups.

**7. OTHER IMPLICATIONS:**

Area assessed:	Direct Implications:
Crime and Disorder	Set out below.
Sustainability (including Climate Change and Carbon Emissions)	No significant implications arising from this report.
Corporate Parenting/Looked After Children	No significant implications arising from this report.
Safeguarding responsibilities for vulnerable children and adults	No significant implications arising from this report.
Public Health	No significant implications arising from this report.

**7.1 Crime and Disorder implications**

The appointment of a County Councillor ensures Local Committee representation on the statutory body, the Elmbridge Community and Safety Partnership, which sets and monitors the Elmbridge Community Safety Action Plan.

**8. CONCLUSION AND RECOMMENDATIONS:**

- 8.1 The purpose of this report is to enable the Local Committee to be represented on relevant outside bodies and for the appointed members of the

task groups to be fully informed to enable them to make appropriate recommendations to the Local Committee. It is recommended that

- The terms of reference for the task groups as detailed in annexes A and i,ii,iii, B and C are agreed
- The appointment of the Members to the various outside bodies and task groups as per 2.1 to 2.7 is agreed

<b>9. WHAT HAPPENS NEXT:</b>
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9.1 The Members appointed to the various bodies and task groups will be invited to attend the upcoming meetings.

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**Contact Officer:**

Cheryl Poole, Community Partnership & Committee Officer  
Tel no.: 01372 832606

**Consulted:**

N/a

**Annexes:** 3

**Sources/background papers:** 0

**SCC LOCAL COMMITTEE (Elmbridge)**

**Annex A**

**TASK GROUP PRINCIPLES**

1. The Local Committee will annually (at the first formal meeting after the beginning of the municipal year):
  - determine the role, appointees and lifespan of any Task Groups
  - review the operation of any Task Groups which have been in place over the previous year
  - agree which Task Groups to establish for the current year
  - agree the criteria for consideration by any Task Group and make that criteria available to all Members of the Committee.
2. A Task Group shall exist to advise the Local Committee and make recommendations to its parent Committee; it has no formal decision-making powers. A Task Group will:
  - unless otherwise agreed, meet in private
  - develop an annual work programme
  - formally record its actions
  - officers supporting a Task Group will consult that Group and will give due consideration to the Group's reasoning and recommendations prior to the officer writing their report to the parent Local Committee.
  - A Task Group can, should they so wish, respond to an officer report and submit their own report to the Local Committee.

**Annex Ai****Parking Task Group: Terms of Reference**

1. The Task Group will contain four appointees from the membership of the Local Committee: two County and two Borough Councillors identified in such a way as to ensure adequate geographical coverage of the Borough. It is practice in Elmbridge to appoint the Chairman and Vice-Chairman of the Local Committee. The Task Group may also consult with the relevant Divisional Member.
2. The Task Group will consider on-street parking matters and make recommendations to the Local Committee about periodic reviews of parking restrictions.
3. The Task Group will report to the Local Committee any surplus income arising from the operation of Civil Parking Enforcement (CPE).
4. The Task Group can make recommendations to the Local Committee for any surplus income to be used for projects within the task group's remit.
5. The Task Group will make recommendations on any issues with regard to waiting and loading restrictions to the Local Committee.
6. The Task Group will keep under review the agreement with the Borough Council as required.

**Esher Transport Study Member Task Group – Terms of Reference**

1. The Task Group will contain three appointees from the membership of the Local Committee: two County Councillors and one Borough Councillor identified in such a way as to ensure appropriate geographical coverage in the Borough.
2. The initial actions of the group will be to agree the scope of the study, oversee its commissioning and decide a strategy for public engagement.
3. The results of the study will be reported back to the parent Local Committee.
4. The group will meet in private at appropriate times of the year.
5. The role of the group is primarily strategic. The Task Group Members will act in the interest of the study as a whole, rather than representing the interests of their divisions or wards.



**Annex Aiii****Walton to Halliford Transport Study Steering Group – Terms of Reference**

1. The Task Group will contain three appointees from the membership of the Elmbridge Local Committee to the cross boundary group, (which will also include three Members of the Spelthorne Local Committee). The three will be made up of two County Councillors and one Borough Councillor.
2. The Task Group will oversee the Walton to Halliford Transport Study which will consider the impacts of the Walton Bridge Project including its impact on traffic flow, congestion, HGV movements and patterns of collisions.
3. The group will meet in private at appropriate times of the year.
4. The Task Group will report back and make recommendations to both the Elmbridge and Spelthorne Local Committees.

**Annex B****Youth Task Group: Terms of Reference****Objective:**

The Local Committee agreed on the 20 June 2011, that a Youth Task Group is established to assist and advise the local committee in relation to Youth Issues and the future delivery of Youth Provision locally.

**Membership**

The Task Group will be made up of three County Councillors and an equal number of Elmbridge Borough Councillors. In addition the Task Group can invite up to four local partners and up to four young people from the borough, all with equal status. The Task Group may also consult with other relevant members of the Committee.

**General**

1. It is proposed to establish a Youth Task Group. The Task Group shall exist to advise the local committee. It has no formal decision making powers. The Task Group will:
  - Unless otherwise agreed meet in private
  - a. Develop a work programme
  - b. Record actions,
  - c. Report back to the Local Committee
2. The Task Group's function is to assist and advise the local committee in relation to Youth Issues and the future delivery of Youth Provision locally.
3. The Task Group will work with county and borough officers to develop and support other strategic borough wide youth work.
4. Officers supporting the Task Group will consult the Group and will give due consideration to the group's reasoning and recommendations prior to the officer writing their report to the parent local committee.
5. The Task Group can, should it so wish, respond to an officer report and submit its own report to the local committee.
6. The Task Group terms of reference and Membership is to be reviewed and agreed by the local committee annually.

**Annex C****Cycling Task Group: Terms of Reference****Objective**

The Local Committee agreed to set up a Cycling Task Group in February 2015 to develop the Elmbridge Cycling Plan and advise the Local Committee on cycling issues.

**Membership**

The Cycling Task Group will be made up of three County Councillors and an equal number of Borough Councillors, nominated by Elmbridge BC. A representative from the Elmbridge Cycling Forum will be invited to join. It may also consult with other relevant Local Committee Members, set up additional workshops and invite relevant stakeholders to participate as required.

**General**

The Cycling Task Group shall exist to advise the Local Committee and make recommendations to its parent Committee; it has no formal decision-making powers.

The Task Group:

- will oversee the production of a Cycling Plan
- develop a work programme
- unless otherwise agreed, meet in private
- formally record its actions
- officers supporting a Task Group will consult that Group and will give due consideration to the Group's reasoning and recommendations prior to the officer writing their report to the parent Local Committee and other relevant committees.
- can, should it so wish, respond to an officer report and submit their own report to the Local Committee.
- the terms of reference and membership will be reviewed annually, at the first Local Committee meeting of the new municipal year

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