

## SURREY COUNTY COUNCIL

## LOCAL COMMITTEE (REIGATE &amp; BANSTEAD)

DATE: 7 MARCH 2016

LEAD OFFICER: ZENA CURRY, AREA HIGHWAY MANAGER

SUBJECT: HIGHWAY SCHEMES 2015/16 – END OF YEAR UPDATE

DIVISION: ALL

**SUMMARY OF ISSUE:**

To inform the Local Committee on the outcome of the 2015/16 Integrated Transport and highways maintenance programmes in Reigate and Banstead.

**RECOMMENDATIONS:**

**The Local Committee (Reigate & Banstead) is asked to note the contents of this report.**

**REASONS FOR RECOMMENDATIONS:**

To update the Local Committee on the progress of the highway works programme in Reigate and Banstead.

**1. INTRODUCTION AND BACKGROUND:**

- 1.1 In December 2014 (revised in March 2015), Reigate and Banstead Local Committee agreed a programme of capital Integrated Transport Schemes (ITS) and revenue maintenance expenditure for 2015/16 in Reigate and Banstead to be funded from the Local Committee's devolved budget. The £446,100 ITS capital budget was divided equally between improvement schemes and maintenance (local structural repair) schemes, with 25% of the latter being spent on drainage schemes. The revenue maintenance budget was set at £217,180, which included an allocation for community enhancement works.
- 1.2 In addition to the Local Committee's devolved budget, countywide budgets have been used over the past year to fund major maintenance (Operation Horizon), drainage works and other capital highway schemes. Countywide revenue budgets are used to carry out both reactive and routine planned maintenance works.
- 1.3 Developer contributions are also used in Reigate and Banstead to fund, either wholly or in part, highway improvement schemes to mitigate the impact of developments on the highway network.

<b>2. ANALYSIS:</b>
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**Capital Programme**

2.1 **Annex 1** provides an end of year update of the 2015/16 capital programme of Local Committee funded highway works in Reigate and Banstead. It also provides an update on schemes funded by the Road Safety Working Group and those being progressed using developer contributions.

2.2 A number of ITS improvement schemes have been progressed in 2015/16, as highlighted below and set out in more detail in Annex 1.

- Zebra crossings installed in Pendleton Road, Redhill and Merland Rise, Epsom Downs.
- Pedestrian refuges provided in Carlton Road, Reigate at junction with Gatton Park Road and in Lee Street, Horley near Whitmore Way.
- Safety improvements at schools: Sandcross Lane by Sandcross Primary School and Merrymeet by Woodmansterne Primary School.
- Design of schemes for implementation in 2016/17.

2.3 The Local Committee ITS capital maintenance budget has been used to fund ten Local Structural Repair schemes this financial year. Five drainage schemes have also been carried out.

**Revenue Programme**

2.4 **Table 1** below shows the revenue maintenance allocations for 2015/16, together with examples of the works carried out. This budget has been spent in full.

Item	Allocation	Works Carried Out
Drainage / ditching works	£30,180	Works carried out include hire of additional jetting resource for the Borough and small drainage works
Tree works	£10,000	Works carried out include tree works, stump grinding and flailing
Parking	£15,000	Contribution towards parking review in Reigate and Banstead
Signs and Road markings	£7,000	Provision of new signs at various locations across the Borough
Speed Limit Assessments	£5,000	Speed limit surveys carried out at various locations across the Borough
Community Enhancement	£50,000	£5,000 per divisional Member, spent on small highway improvements to benefit the local community. Works carried out include provision of VAS signs, footway and verge works, provision of grit bins and tree works.
Minor Maintenance Works	£100,000	Hire of Revenue Maintenance Gang to carry out minor works throughout the Borough, including vegetation clearance, sign cleaning, general highway 'housekeeping' etc.
<b>TOTAL</b>	<b>£217,180</b>	

**Table 1 – Revenue Maintenance 2015/16**

### **Greater Redhill Sustainable Transport Package (STP)**

- 2.5 Scheme delivery for 2015/16 commenced during autumn 2015. This included improvements to sections of the National Cycle Route 21 (NCR21). Tree works and vegetation clearance started on 20 October, in preparation for further route improvements that are now underway and scheduled for completion by the end March 2016. A further 'phase 2' of NCR21 schemes is being considered by the Project Board including officers from Surrey County Council (SCC) and Reigate and Banstead Borough Council (RBBC) for delivery during 2016/17. Phase 2 is likely to include adding a sealed surface to some sections of the route, and further route enhancements subject to available funding and prioritisation against the other schemes currently being progressed through design.
- 2.6 Other works in progress and due for completion before the end of March 2016 include widening of the shared cycle and pedestrian footway along Woodhatch Road, between Pendleton Road and Maple Road junctions. Improvements to this busy section of footway will provide better connectivity by bike and on foot to East Surrey Hospital and the wider area.
- 2.7 Improvements to all other off-highway cycle/pedestrian routes along the A23 corridor that were identified during the public consultation exercise are being progressed through the design process for prioritisation by the Officer Project Board, and subsequent delivery during 2016/17 and 2017/18.
- 2.8 Design work is underway for the quality bus corridor improvements planned for delivery during 2016/17 and 2017/18. This includes local bus services 430/435 and 420/460. Analysis of the recent Surrey Transport Review outcomes is being used to identify the specific bus stop locations and measures that will be introduced to provide high quality and accessible passenger waiting facilities and bus service reliability improvements. Detailed design work is almost complete to introduce a bus only signalised right turn facility into Ladbrooke Road from Princess Way (northbound) in Redhill town centre. Construction of this new junction layout will follow during 2016/17. The right turn facility for buses will provide service reliability and journey time improvements.
- 2.9 A further report on this project will be presented to a future Local Committee. This will include a report on the schemes delivered during 2015/16 and the programme of schemes for delivery during 2016/17 and 2017/18. It is anticipated the future delivery programme will be available for either the June or September Local Committee for approval. Interim updates on scheme progress will be provided through the Member Task Group in place for this project.

### **Customer Enquiries**

- 2.10 **Table 2** shows the number of enquiries received during 2015. The volume of enquiries received in 2015 is down from the 2014 figure of 149,000, due to a combination of milder weather throughout the year and ongoing improvement projects.
- 2.11 All enquiries are categorised at the point of logging, either automatically through the website or by officers. Safety defects are passed to Kier to deal with and the remainder are passed to the SCC local office for further

investigation. During 2014 the average split was 44% SCC and 56% Kier; for 2015 this has seen a shift to 39% SCC/61% Kier.

- 2.12 Work undertaken through the Customer Service Excellence project to improve the response times and quality of responses has reduced the need for customers to contact us again in relation to their enquiry. Enhancements to the roadwork web page, online reporting and proactive communication of planned works have also helped to reduce the number of general enquiries made by customers.

<b>Period (2015)</b>	<b>Surrey Highways: Total enquiries (no.)</b>	<b>Reigate &amp; Banstead: Total enquiries (no.)</b>	<b>Local Area Office: Total enquiries (no.)</b>
Jan-March	35,467	4,943	1,672
April - June	30,254	4,062	1,387
July – Sept	28,164	3,827	1,493
Oct – Dec	27,693	4,102	1,498
<b>Total</b>	<b>121,578</b>	<b>16,934</b>	<b>6,050</b>

**Table 2: Customer Enquiries 2015**

- 2.13 Of the enquiries received by the local area office, 96% have been resolved, a rate in line with the highways countywide average.

- 2.14 **Table 3** shows the number of complaints received in 2015 by Surrey Highways and the South East area, which includes Reigate and Banstead.

<b>Period (2015)</b>	<b>Surrey Highways: Complaints (no.)</b>	<b>South East Area: Stage 1 Complaints (no.)</b>
Jan-March	110	28
April- June	178	24
July – Sept	89	33
Oct – Dec	136	20
<b>Total</b>	<b>513</b>	<b>105</b>

**Table 3: Complaints 2015**

- 2.15 Of the 105 Stage 1 complaints, 14 were taken forward to Stage 2. For Reigate and Banstead, there were 39 Stage 1 and 6 Stage 2 complaints in 2015. The main reasons for these complaints were service delivery, communication and decision making. Following independent investigation, the service was found to be at fault in two of the Stage 2 complaints. Surrey Highways continue to work closely with the corporate customer relations team and have created corrective action plans for all outstanding actions. In addition any remedial action identified at Stage 1 is now monitored more closely to ensure compliance and reduce escalation to Stage 2.

- 2.16 Recent surveys conducted with the Highways Customer Panel showed that 71% of those surveyed were either satisfied or very satisfied with the customer service they received. This result was endorsed by the findings of the annual independent National Highways & Transport Survey conducted by MORI.

- 2.17 Improvements identified for 2016 include piloting a new hand-held device for Local Highway Officers to increase mobile working, better coordination between the Customer Care Team and the Area Offices, and further enhancements to the website.

### **3. OPTIONS:**

- 3.1 Not applicable.

### **4. CONSULTATIONS:**

- 4.1 Not applicable

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

- 5.1 The key objective with regard to the 2015/16 budgets has been to manage to a neutral position.

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

- 6.1 It is an objective of Surrey Highways to treat all users of the public highway equally and with understanding. The needs of all road users are considered as part of the design process for highway schemes.

### **7. LOCALISM:**

- 7.1 The Highways Service is mindful of the localism agenda and engages with the local community as appropriate before proceeding with the construction of any highway scheme.
- 7.2 Specific funding is allocated from the Local Committee's devolved budget which allows Parish Councils and Residents' Associations to bid to the Local Committee for the funding of local revenue projects.

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

Area assessed:	Direct Implications:
Crime and Disorder	Set out below
Sustainability (including Climate Change and Carbon Emissions)	Set out below
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

- 8.1 Crime and Disorder implications  
A well-managed highway network can contribute to reduction in crime and disorder.
- 8.2 Sustainability implications  
The use of sustainable materials and the recycling of materials is carried out wherever possible and appropriate.

**9. CONCLUSION AND RECOMMENDATIONS:**

9.1 This report sets out highway works carried out in Reigate and Banstead in 2015/16, for Members' information.

**10. WHAT HAPPENS NEXT:**

10.1 The remaining budget for 2015/16 will be spent and the end of year outturn figures will be finalised.

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**Consulted:**

Not applicable

**Annexes:**

Annex 1: Summary of Progress

**Sources/background papers:**

- Report to Reigate and Banstead Local Committee, 1<sup>st</sup> December 2014
  - Report to Reigate and Banstead Local Committee, 2<sup>nd</sup> March 2015
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