

Supplementary Agenda

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



Venue

Location: Bourne Hall, Spring
Street, Ewell KT17
1UF

Date: Monday, 12 March
2018

Time: 7.00 pm



SUPPLEMENTARY AGENDA

4 WRITTEN PUBLIC QUESTIONS AND STATEMENTS (Pages 1 - 4)

To answer any questions or receive a statement from any member of the public who lives, works or studies in the Surrey County Council area in accordance with Standing Order 69. Notice should be given in writing or by e-mail to the Partnership Committee Officer at least by noon four working days before the meeting.

7 MEMBER QUESTION TIME (Pages 5 - 8)

To receive any written questions from Members under Standing Order 47. Notice should be given in writing to the Partnership Committee Officer by 12.00 noon four working days before the meeting.



**SURREY COUNTY COUNCIL
LOCAL COMMITTEE EPSOM & EWELL
12 March 2018**

PUBLIC QUESTIONS AND STATEMENTS

**Question 1 – Mr Colin Taylor
Re: Street Works Manor Green Road**

Recently, Manor Green Road was shut completely all week, from Monday morning 19th February to Friday evening 23rd February, for street works on one of the buried services.

I didn't see any sign displayed, so I don't know which utility and contractor were involved.

Although Manor Green Road is "unclassified", it is a heavily used link between the Chase estate and the Court estate, giving access to local schools and local shops. During the works, traffic had to divert either via the town centre or via Horton Lane, a considerable detour in either case.

I thought at the time that it was unusual to close the full width of the carriageway, even for a trench right across, instead of doing it in two halves. However now the road is open again, it can be seen from the extent of the patch on the road surfacing that in fact the excavation extended significantly less than half way across.



My questions are:

- (a) Did SCC issue the contractor with a TRO for these works?
- (b) If so, did it permit full-width closure of the carriageway?

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- (c) If so, was this required for safety reasons or to reduce costs?
- (d) What consideration was given to the inconvenience to local residents of a complete closure for such an extended period, compared to the requirement for the works?

Officer Response:

These works were not planned works but emergency works, consequently they operate under somewhat different rules. As these works were submitted as an emergency, UKPN close the road if they consider it necessary and apply subsequently for the closure. This is designed for circumstances such as these where the emergency has arisen out of hours and waiting for Council permission to grant the closure could be detrimental; a burst water main being the more obvious example.

UKPN submitted a permit stating that works started on 21.50 on Saturday 17th February as customer supply was affected. They were reminded on Monday 19th of the need to request a TTO and were asked to justify the reason. UKPN are required, as is every statutory undertaker, to work under the requirements of the manual entitled Safety at Street Works and Roadworks, known colloquially as the Red Book. This prescribes minimum distances for both running lanes, and sideways clearance from working zones around work and UKPN stated they were unable to maintain the minimum requirements to keep the road open and thus had closed it. The site was visited later in the week by our Highways Inspector for Epsom & Ewell, Nick Corbett, who agreed that the closure was justified on safety grounds. Consequently a TTO was processed when the works had been completed.

So to answer the questions:

- a) Yes, retrospectively.
- b) Yes it did; there would be no need to issue a TTO for the temporary obstruction of half of the carriageway unless a one way system was proposed.
- c) It was for safety reasons; costs would never been a basis on which a closure was granted or refused.
- d) Once a full closure has been justified under safety grounds the question of inconvenience to ALL road users, not just local residents, no longer has any relevance from a Street Works perspective; safety is always the primary consideration, both for the workforce and for road users of all classes.

Question 2 – Cllr Martin Olney Re: Yellow lines - Wheelers Lane

At the last Local Committee I asked when the double yellow lines up Wheelers Lane were going to be re-draw. I was given the response that they would be done by November (2017).

As yet they have not been done. Can I get another estimate for the work to be done?

Officer Response:

A request had previously been recorded to refresh the single yellow lines on the bend and this should now have been completed. Officers were not aware of a request to refresh the double yellow lines, this will be added to the next order which it is anticipated will be carried out in around April 2018.

Question 3 – Mr Colin Taylor
Re: Parking for Shops – Manor Green Road

At the 27th November 2017 meeting of this Local Committee I asked in the “Open Forum” about the provision of time-limited parking bays outside the shops in Manor Green Road, which were not being progressed due to objections, despite having been proposed in response to a petition.

The shops are inconvenienced by neighbouring residents parking in front of the shops. Customers are being deterred, delivery vehicles are unable to park and traffic is dangerously congested.

I asked how shopkeepers can ask for parking restrictions where their immediate neighbours are not in favour, if only comments on the proposal are considered and petitions are not taken into account.

The divisional member kindly agreed to look at this area again.

My questions are:

- (a) Is it possible yet to indicate what alternative solutions are likely to be proposed?
- (b) What steps can be taken to ensure that at least the originators of the petition are made aware of these proposals and of the need to re-act to them?

Officer response:

Unfortunately there were a number of objections to the proposal for restricted parking outside the parade of shops on Manor Green Road, which we tried to introduce in the 2017 Epsom and Ewell parking review. The objections included a number of the shops, residents and the landlord for the parade.

We are planning to have two different restrictions in this location. A longer one for those shops that need it and shorter one for quick stops - so likely to be split between 20mins and 1 hour.

We will look to advertise any proposals as part of the 2018 Epsom and Ewell parking review - at this stage, all of those immediately affected will be notified and street notices will be erected, as well as a public notice going in the local papers.

Question 4 – Mr Colin Taylor
Re: Chartwell Place – St Christopher’s School

At the 27th November 2017 meeting of this Local Committee there was an interesting discussion about the advertised proposals for parking restrictions in Chartwell Place, arising from the conflicting requirements of commuters, local residents and parents dropping and collecting young children from St Christopher’s School.

The divisional member proposed to modify the parking restrictions to operate between 8.30 – 11.30am and 2.00 - 4.30pm. However concerns seemed to remain, partly about these times but particularly about the length of time needed in practice to deliver or collect a young child from the school compared to that allowed by enforcement officers, which would need to be discussed with the borough council.

I notice that so far no yellow lines or parking restriction signs have appeared in Chartwell Place, so I assume the issues are still under consideration.

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My question is this. Given:

- (a) The need for both morning and afternoon curfew times to deter Epsom commuter parking.
- (b) The difficulty of matching appropriate curfew times with the wide range of different times at which children are dropped at or collected from school.
- (c) The problem of balancing the need to ensure the safety of vulnerable children against the need for clear rules for parking enforcement.

has consideration been given to the alternative of introducing time-limited parking bays instead?

Officer response:

SCC has not considered introducing time limited parking bays on Chartwell Place. This would limit the residents to only being able to park for a short period of time in their road and may well lead to less available parking.

If we were to introduce parking bays on the western most side, for instance, we would then have to introduce a more restrictive parking restriction on the eastern most side, as the road cannot accommodate parking on both sides.

We are still in discussion with the school and councillors over how best to resolve the parking issues. Unfortunately due to a legal complication within the most recent proposals, we have not yet determined whether or not the current proposals will be going ahead.



**SURREY COUNTY COUNCIL
LOCAL COMMITTEE IN EPSOM & EWELL
12 March 2018**

MEMBER QUESTIONS

Question 1: Cllr Neil Dallen
Re: Street light fault reporting

Once again the street lights are out along High Street (East) and some in Station Approach (early January 2018).

When the lights were replaced, Skanska stated that the new lights would be able to 'report' that they were failing and also when they had failed.

Does anyone get these 'reports' and, if so, what action is taken?

If these 'reports' are not received can a process be put in place to receive them and then action the failures.

Officer Response:

Our Service Provider (Skanska) receives reports from our Central Management System (CMS) on a daily basis about any lights that are operating outside of agreed limits or are not communicating correctly.

We have observed that it is possible for lights to be 'out of communication' with the CMS for several days but still be working (i.e. they continue operating to their last known configuration). The reports are therefore monitored and programmed for repair after seven days of 'no communication'.

Skanska had received reports that these lights were 'out of communication' with the CMS and they had been programmed for repair. Subsequently we received reports from members of the public confirming that the lights were not working and the repair was prioritised.

Skanska attended on 4 January and identified that the third party festive decorations were faulty and were causing the power to 'trip'. These decorations were disconnected and the street lighting was restored.

We are making improvements to our website and in addition to reporting, it should now be possible to track and monitor faults online: <https://www.surreycc.gov.uk/roads-and-transport/road-maintenance-and-cleaning/street-lights-traffic-signals-and-signs/street-lights/street-lighting-faults-and-repairs/report-or-track-faults-with-street-and-sign-lighting>

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Question 2: Cllr Michael Arthur Re: Phase 10 Parking Restrictions

I have observed that the coming into operation date of 1st March has been hampered in a number of streets in my ward and I suspect elsewhere too, by parked vehicles preventing the full lining installation.

I believe that some of the parking is seemingly permanent without any movement and by those in defiance of the parking order.

What steps can be taken to have parked vehicles removed where lining is required to be installed?

Also, under the same order, there are some time plates yet to be installed, could I be told the timescale of completion for this?

Officer response:

Due to the adverse weather conditions, the lining gangs have not been able to complete a lot of the lining works. The lines are a thermoplastic material and rely on the road surface being clean, dry and above a certain temperature.

There is also some snagging, with cars parking in areas where yellow lines are due to be installed - again, due to the weather, we have not been able to get out on site to temporarily fill the gaps before calling the lining gang back to complete the works. We are aiming to get the snagging looked at over the next couple of weeks, with proper implementation once we have sorted out a vast amount of the snagging.

The signs are due to be completed by the end of this week at the latest - again there have been issues with the weather and ground conditions.

Question 3: Cllr Neil Dallen Re: Parking permits for businesses

I have recently learnt that business parking permits are available in resident parking areas.

- (a) When and how was this decided and by who?
- (b) How was this publicised?
- (c) What consideration, if any, is made regarding lack of available space for residents.

Officer response:

There are some businesses located within the new residents permit zone (I believe there are 5) and it is only these businesses who can apply for permits.

They are limited and there is a charge of £150 per permit.

When considering the implementation of the resident permit zone, we have to be mindful of businesses that currently exist within the proposed zone and do everything we can to ensure that these businesses still thrive.

No businesses from outside of the zone are able to apply for permits.

All residents received a set of FAQs as part of the consultation process and details about business permits were included within that set of FAQs. It is only the one zone that has business permits, they are not available in any other zone.

Due to the limit on business permits, we do not anticipate that there will be any issues with residents being able to find somewhere to park. The number of vehicles that currently park in the area, will be reduced considerably as the zone becomes enforceable.

Question 4: Cllr Neil Dallen
Re: Trading Standards

Trading standards comes under Surrey County Council but SCC web site gives their number as CAB consumer help line who act as a front end can pass on any complaint to trading standards.

They will not confirm that trading standards are acting on it, nor will they give any contact details for trading standards.

- (a) Is it correct that trading standards will not confirm to the complainant receipt of any complaints?
- (b) Is it correct that trading standards are autonomous and can choose whether or not to look into complaints?
- (c) If there are a number of legitimate complaints to trading standards about a trader acting fraudulently, how does a member of the public ensure action is being taken and get some feedback?
- (d) How does a member of the public complain that action is not being taken when traders are acting illegally and information has been passed to trading standards?
- (e) What is the criteria for trading standards to investigate any case?
- (f) How do you find out the outcome of any investigation?

Officer response:

- (a) The Trading Standards service receives an extremely high volume of complaints from the Citizens Advice Consumer Service each year. The complaints are acknowledged by the Citizens Advice Consumer Service who also provide all necessary advice to the person making the complaint on what their rights are and on how best to go about resolving their problem. Details of all complaints are passed on to Trading Standards. Most complaints are not investigated any further by the Trading Standards service but are kept as intelligence and to help create a picture of the issues and businesses that are causing most concern or damage. It is only those issues that reach a threshold of risk or harm that will trigger an investigation, a small proportion of the total received. The service does not automatically acknowledge receipt of complaints received via the Citizens Advice Consumer Service.
- (b) Trading Standards reviews every complaint received into the service and makes a decision on whether or not to consider further based on a number of matters. These include the seriousness of the issue, if there are safety concerns, the level of financial harm, vulnerability of the victim, previous dealings with any of the parties involved, the scale of the issue, and any other pertinent considerations. The great majority of complaints received are not investigated further.
- (c) If the service determines that an investigation into a matter would be appropriate then the member of the public who has been affected would be contacted to discuss further. It is likely a witness statement would be sought to help clarify matters and assist with the progress of the investigation. Depending on the nature of the fraud then other agencies

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such as the Police may also be involved.

- (d) The Trading Standards service is not able to investigate all allegations of criminality and individual allegations of illegal activity do not necessarily lead to a criminal investigation. If a member of the public is unhappy with the service provided by Trading Standards then they should utilise the corporate complaints procedures. A link is here for the Surrey County Council Corporate Complaints Procedure - <https://www.surreycc.gov.uk/your-council/complaints-comments-and-compliments/all-other-council-services/how-to-make-a-complaint>
- (e) A link is here for the Trading Standards Investigation Criteria, which is published on their website - <https://www.surreycc.gov.uk/business-and-consumers/trading-standards/trading-standards-policies-and-plans/trading-standards-investigations-criteria>
- (f) If an investigation has been conducted, Trading Standards will keep the member of the public informed as to the progress of the investigation.