

Notice of Meeting

Environment & Transport Select Committee



Date & time
Thursday, 12
December 2013
at 10.00 am

Place
Ashcombe Suite,
County Hall, Kingston
upon Thames, Surrey
KT1 2DN

Contact
Tom Pooley or Victoria Lower
Room 122, County Hall
Tel 020 8541 9122 or 020
8213 2733

Chief Executive
David McNulty

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or
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This meeting will be held in public. If you would like to attend and you have any special requirements, please contact Tom Pooley or Victoria Lower on 020 8541 9122 or 020 8213 2733.

Members

Mr David Harmer (Chairman), Mr Mike Bennison (Vice-Chairman), Mr John Beckett, Mrs Natalie Bramhall, Mr Mark Brett-Warburton, Mr Stephen Cooksey, Mrs Pat Frost, Mr David Goodwin, Mr Ken Gulati, Mr Peter Hickman, Mr George Johnson, Mr Adrian Page, Mr Michael Sydney, Mr Richard Wilson and Mrs Victoria Young

Ex Officio Members:

Mr David Munro (Chairman of the County Council) and Mrs Sally Ann B Marks (Vice Chairman of the County Council)

TERMS OF REFERENCE

The Select Committee is responsible for the following areas:

Environment

- Strategic Planning
- Countryside
- Waste
- Economic Development & the Rural Economy
- Housing
- Minerals
- Flood Prevention

Transport

- Transport Service Infrastructure
- Aviation
- Highway Maintenance
- Community Transport
- Local Transport Plan
- Road Safety
- Concessionary Travel

PART 1 IN PUBLIC

1 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

2 MINUTES OF THE PREVIOUS MEETING: 23 OCTOBER 2013

(Pages 1
- 12)

To agree the minutes as a true record of the meeting.

3 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.

4 QUESTIONS AND PETITIONS

(Pages
13 - 14)

To receive any questions or petitions.

Notes:

1. The deadline for Member's questions is 12.00pm four working days before the meeting (6 December 2013).
2. The deadline for public questions is seven days before the meeting (5 December 2013).
3. The deadline for petitions was 14 days before the meeting, and no petitions have been received.

One question has been received from Councillor Will Forster and the response is attached.

5 RESPONSES FROM THE CABINET TO ISSUES REFERRED BY THE SELECT COMMITTEE

There are no responses to report.

6 RECOMMENDATION TRACKER AND FORWARD WORK PROGRAMME

(Pages
15 - 20)

The Committee is asked to monitor progress on the implementation of recommendations from previous meetings, and to review its Forward Work Programme.

7 SURREY HIGHWAYS CUSTOMER SERVICE & RESIDENT SATISFACTION (Pages 21 - 34)

Purpose of report: Scrutiny of Services

To update the Select Committee on the customer service within, and resident satisfaction relating to, Surrey Highways and the work being undertaken to improve customer service through the Customer Service Excellence (CSE) Standard.

8 COMMUNITY RECYCLING CENTRE SERVICE UPDATE (Pages 35 - 40)

Purpose of report: Policy Development and Review

To provide an update on the current and potential future provision of service.

9 TREE MAINTENANCE (Pages 41 - 44)

Purpose of the report: Scrutiny of Services and Budgets

To update the Select Committee on Highway Tree Maintenance.

10 GULLY CLEANING UPDATE (Pages 45 - 50)

Purpose of the report: Scrutiny of Services and Budgets

To update the Select Committee on highway gully cleaning.

11 DATE OF NEXT MEETING

The next meeting of the Committee will be held at 10am on 23 January 2014 at Elmbridge Civic Office.

David McNulty
Chief Executive

Published: Wednesday, 4 December 2013

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MINUTES of the meeting of the **ENVIRONMENT & TRANSPORT SELECT COMMITTEE** held at 10.00 am on 23 October 2013 at Ashcombe Suite, County Hall, Kingston upon Thames, Surrey KT1 2DN.

These minutes are subject to confirmation by the Committee at its meeting on Thursday, 12 December 2013.

Elected Members:

- * Mr David Harmer (Chairman)
- * Mr Mike Bennison (Vice-Chairman)
- * Mr John Beckett
- * Mrs Natalie Bramhall
- * Mr Mark Brett-Warburton
- * Mr Stephen Cooksey
- * Mrs Pat Frost
- Mr David Goodwin
- * Mr Ken Gulati
- * Mr Peter Hickman
- * Mr George Johnson
- Mr Adrian Page
- * Mr Michael Sydney
- * Mr Richard Wilson
- Mrs Victoria Young

Ex officio Members:

Mr David Munro, Chairman of the County Council
Mrs Sally Ann B Marks, Vice Chairman of the County Council

Substitute Members:

- * Mr Will Forster
- * Mr Mike Goodman
- * Mr Colin Kemp

In attendance

- * Mr John Furey, Cabinet Member for Transport, Highways and Environment

49/13 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS [Item 1]

Apologies were received from David Goodwin, Adrian Page and Victoria Young.

Will Forster, Mike Goodman and Colin Kemp substituted respectively.

50/13 MINUTES OF THE PREVIOUS MEETING: 11 SEPTEMBER 2013 [Item 2]

The minutes were agreed as an accurate reflection of the meeting.

51/13 DECLARATIONS OF INTEREST [Item 3]

There were no declarations of interest.

52/13 QUESTIONS AND PETITIONS [Item 4]

No questions or petitions were received.

53/13 RESPONSES FROM THE CABINET TO ISSUES REFERRED BY THE SELECT COMMITTEE [Item 5]

The Committee received a response from the Cabinet Member for Transport, Highways and Environment regarding the Fortyfoot Road petition submitted to the Select Committee in July 2013. The Committee were pleased that a resolution had been found and noted the response.

54/13 RECOMMENDATION TRACKER AND FORWARD WORK PROGRAMME [Item 6]**Declarations of interest:**

None.

Witnesses:

None.

Key points raised during the discussion:

1. Members requested that the last page of the Winter Service Review be circulated to the Committee as it was not available at the last meeting.
2. Members were informed that the Select Committee's recommendations regarding the Community Infrastructure Levy (CIL) from the July meeting had been discussed at the most recent Local Committee Chairmen's Group. Concern was expressed during this meeting that the County Council was being side stepped and would have no involvement in how the funding would be granted. However, it was also acknowledged that it was not within the County's remit to decide how this money was spent. It was felt that it was important that County Councillors were kept informed of developments within their Boroughs and Districts, and that they negotiated funding for highways and schools.

3. The Committee were informed the Communities Select Committee were holding a meeting to scrutinise the Cycling Strategy on 28 November to which the Environment and Transport Select Committee was invited.
4. It was felt that the item scheduled on Operation Horizon for a meeting on 12 June 2014 should scrutinise the first year's performance of Kier, rather than the annual performance.
5. Members were informed that an item on Superfast Broadband was being scheduled for the meeting on 23 January 2014. This would enable the Committee to scrutinise the performance figures for the second quarter.
6. Members felt that until update reports on Utilities and CIL were received by the Committee in January these Task Groups should be terminated. Furthermore, the Committee requested the wording for the Winter Maintenance Task Group be edited to read 'The Task Group will reconvene in the spring of 2014 to consider the effects of the Winter Maintenance policy for 2013/14 and any suggestions for winter 2014/15.'

Recommendations:

None.

Actions/further information to be provided:

1. Members to be provided with the last page of the Winter Maintenance Policy.
2. The Task Groups considering CIL and Utilities Coordination be terminated until update reports be received in January 2014.
3. Members were requested to consider items scheduled for future meetings and what they would like to discuss during the meeting. This would ensure appropriate officers were present at the meetings and the reports considered Members concerns.

Committee next steps:

The Committee will consider the Forward Work Programme and Recommendations Tracker at its next meeting.

55/13 BRIEFING: SURREY HIGHWAYS PERMIT SCHEME [Item 7]

Declarations of interest:

None.

Witnesses:

Kevin Orledge, Street Works Manager
Matthew Jezzard, Traffic Manager

Key points raised during the discussion:

1. Members were provided with a presentation on the South East Permit Scheme (SEPS) which had received Department for Transport (DfT) sign off to be implemented on 11 November 2013. This permit scheme would replace notices and would require utility companies to ask rather than tell Surrey County Council that they are doing works.
2. The SEPS could impose conditions on the utility companies which could either be standard or model, and would be decided on a site by site basis. Each permit would cost £216 on traffic sensitive roads.
3. The charging element of the permit scheme would enable the Street Works team to double in size which would mean there were more officers on the street monitoring the works and ensuring the conditions were being adhered to.
4. The Committee were informed that SEPS was not a lane rental scheme, the likes of which was being trialled in London Boroughs. A lane rental scheme would be considered in the future if shown to be successful. Results to-date had been positive as the scheme appeared to be driving the right behaviour. However, the County Council would be required to charge for its own works, unlike under SEPS, and any profits would be required to be invested on projects and research within the industry.
5. Members queried whether there would be any budget net savings under the permit scheme, however it was stated that there would be no savings as profits from the charging were to be reinvested in the scheme and new staffing.
6. Members questioned whether it was possible to regulate how long utility companies took to complete a job. It was stated that the conditions could control the work and how long it took to complete, however the legislation required the County Council to be 'reasonable' and it was felt that the permit scheme would help control the works but would not entirely resolve the issue of works taking a long time to complete.
7. One of the conditions which would be part of the permit scheme would be that all works on traffic sensitive roads would require an information board to be visible to the public. These boards would include information such as; contact number, type of works and expected duration. It was felt that although these boards would assist, it was very difficult to manage the time frames accurately as other emergency works could arise which would push back the start date. However, if there was a significant drift from the stated start date there would be a condition which would deal with this issue.
8. For emergency works the same rules would apply; that a permit would be required and a fee charged. The officers would only be given a couple of hours notice of works starting but would have the power to question whether the works being completed were emergency works.

If utility companies found further issues in the locality, which were not of an urgent nature, then a subsequent permit would be required.

9. Officers would have the power to revoke permits if it was felt the conditions were not right, such as snow and floods, and would then engage with the utility companies to find an alternative suitable date for works to begin.
10. The Committee were informed that it was difficult to make all works take place at night due to a number of restrictions, including noise, but where it was felt that it was possible this could be made to be a condition of the permit.
11. Members were concerned that utility companies may be willing to work outside the terms of their permits and accept a fixed penalty notice if it came at a lesser cost than compensating local businesses. However officers confirmed that the County Council had the power to take the company to court if penalties were not paid or conditions were repeatedly breached.
12. The potential for a Lane Rental scheme in Surrey was discussed. Officers informed the Committee that feedback from the Department for Transport and Kent County Council – who currently operated such schemes – was positive, and that this could possibly be rolled out in Surrey in the future. It was noted however that under a lane rental scheme the Council would be obliged to apply charges to its own works.
13. The Committee were informed that the permit scheme would enable more inspections of works to take place as each inspection could be charged to the works promoter. The inspections would be used to ensure there was compliance with the conditions of the permit and could ensure that full reinstatement of the road took place and all materials were removed after the works were completed.
14. Members queried whether officers expected a rise in applications prior to the start date of 11 November 2013 for the permit scheme. The officers assured Members that any works which were to take place after 11 November were being requested to reapply after this date.
15. The Committee were informed that pothole works were considered emergency works as these were reactive works.

Recommendations:

None.

Actions/further information to be provided:

None.

Committee next steps:

The Committee will scrutinise the South East Permit Scheme six months following its implementation.

56/13 HIGHWAYS STRATEGIC PEER REVIEW [Item 8]

Declarations of interest:

None

Witnesses:

Jason Russell, Assistant Director Highways

Key points raised during the discussion:

1. Members were informed that a peer review based around the Local Government Association (LGA) peer review process was conducted in November 2012 by similar organisations to Surrey County Council. The feedback from this process had been positive though also highlighted that the Council's Highways Team needed to do more work on communication and organisational capability.
2. Officers have since considered the recommendations from the peer review and have developed an action plan to look at integrated team working, customer service excellence and a people strategy. Officers hope to develop more integrated teams with contractors, such as the one on Operation Horizon, where appropriate, as this would strengthen the delivery of services.
3. There was a recognition between Members and officers that the peer review was limited given that no other organisation was in a similar situation regarding long term programmes, such as Operation Horizon.
4. The Assistant Director Highways stated that he had been working with Infrastructure UK to look into asset management, and there had been a number of recommendations from this work which had been signed off by the Cabinet Member for Transport, Highways and Environment. Officers were in the process of considering the recommendations and forming responses which would be brought to the Select Committee in March for consideration.
5. The Highways department were in the process of learning from other industries, such as Water, to ensure assets could be managed and accounted for appropriately.
6. It was felt that it was important to scrutinise the contract with Kier after one year to ensure that the contract was performing at a high level.

Recommendations:

That the Select Committee endorses the approach as set out in the report, and that more detailed scrutiny be given to the following individual proposals at the dates set out below:

- a. Customer Service Excellence (December 2013)
- b. Proposals for development of a longer-term approach to management of highways (February 2014)

- c. Review of the first 12 months of Operation Horizon (June 2014)
- d. Review of the first 12 months of new approach to safety defects (October 2014)

Actions/further information required:

The Committee be provided with details for a Member Reference Group at its next meeting to assist officers to develop future highways proposals.

Committee next steps:

The Committee will scrutinise the above items at future Select Committee meetings.

57/13 INTERNAL AUDIT REPORT: HIGHWAYS CONTRACTS LOT 5 - HIGHWAY FLOOD PREVENTION [Item 9]

Declarations of interest:

None.

Witnesses:

Jason Russell, Assistant Director Highways
Diane Mackay, Audit Performance Manager

Key points raised during the discussion:

1. The Committee were informed there were 159,000 known gullies and 8,000 soakaways in Surrey, though there may be several which had not been found yet. Officers attend Local Flood Forums which were useful for utilising local knowledge of where additional gullies and soakaways were located. Additionally, if there were any concerns or issues in a particular area these are investigated and sometimes an additional gully discovered.
2. Officers undertake around two site visits a week to gullies and soakaways to ensure the cleansing work is taking place. It was hoped that technology would assist officers to monitor progress.
3. Members queried whether it was possible to remove cars which were obstructing gullies/soakaways which were due to be cleaned. Officers stated that if cars prevented cleaning contractors were required to do a second visit when it was considered parking may be lighter. Furthermore, officers tried to coordinate with Borough and District street cleans to decrease the inconvenience to residents. Officers would not have cars towed away at a cost of £1,000 unless a deep clean was taking place which would make it more cost effective.
4. If it was not possible to clean a gully it would be flagged up and go on a list for further investigation. Additionally, there was a wet spot list for investigation which had around 1,000 locations where water was unable to run off properly. It was felt that the cleaning and investigation works needed to be coordinated effectively.

5. It was felt by officers that at present the contract with Conway was performing well, with the follow-up of works being improved as requested. The contractors were in the process of also implementing a mapping system so as to better understand the works and system.
6. Members queried how design faults in gullies, such as swan necks, were being fixed. It was explained that the cost to replace all swan necks would be significant so they were not being replaced unless there was a fault.
7. The Committee requested a schedule of works of gully cleaning be circulated to Members for their information. The Assistant Director agreed to look into whether this was possible.

Recommendations:

None.

Actions/further information to be provided:

None.

Committee next steps:

The Committee will scrutinise gully cleaning during a meeting in December 2013.

58/13 COUNTRYSIDE MANAGEMENT TRANSFORMATION PROGRAMME UPDATE [Item 10]

Declarations of interest:

None.

Witnesses:

Lisa Creaye-Griffin, Countryside Group Manager

Key points raised during the discussion:

1. The Chairman suggested amendments to the proposed Terms of Reference of the Countryside Management Task Group as he felt it would not be effective with the current Terms of Reference. The amendments were noted by officers and would be circulated to Task Group Members for approval.
2. Members expressed their dissatisfaction with the Surrey Wildlife Trust (SWT) agreement and wished to look at the contract between Surrey County Council and the Surrey Wildlife Trust, and requested they be provided with advice regarding the ten year review.
3. Members of the Task Group suggested that all elements of the countryside, which came under SWT management, be considered by the Task Group also.

4. Members raised issues with point 11 of the Transformation Project as Boroughs and Districts were concerned with the effect of the Countryside Management Partnerships Review.
5. Members raised concerns regarding the Knight Frank review of the Rural Estate and queried whether they could submit questions and concerns they would like the final report to consider. It was felt that it would be best to wait for the final report by Knight Frank; and if any concerns were not answered these should be subsequently asked. It was agreed that this review would be considered by the Countryside Task Group, who would report back any concerns to the Select Committee.
6. The Committee requested that when the Basingstoke Canal is being considered as part of the Transformation Programme that Members of the Joint Management Committee be invited to attend because they would be better able to understand the current financial situation of the Canal.
7. Members requested the wording on point 7 of the Transformation Programme be edited as the Surrey Hills AONB had been established for over 50 years.

Recommendations:

None.

Actions/further information to be provided:

Updated Terms of Reference for the Countryside Management Task Group be circulated and approved.

Committee next steps:

None.

59/13 BRIEFING: SURREY FUTURE [Item 11]

Declarations of interest:

None.

Witnesses:

Iain Reeve, Assistant Director Economy, Transport & Planning
Hannah Philpott, Senior Policy Manager

Key points raised during the discussion:

1. Surrey Future had been set up to concentrate on large scale infrastructure programmes, such as the recently completed Hindhead Tunnel and Walton Bridge. These projects had taken a long time to be completed with the suggestion for a Hindhead bypass first being made in the 1930s.

2. It was felt that it was important to begin thinking about the next large scale infrastructure project for Surrey, because although the Government will invest in projects, it takes many years to lobby successfully and funding is getting harder to win, with around only one in five bids successful.
3. Surrey had a strong economic case for investment with the Surrey economy estimated to be worth around £30 billion but with huge problems with congestion both on roads and rail.
4. The Rail Strategy priorities had been agreed by Cabinet and active lobbying had begun. In addition, a Rail Officer would be recruited to pursue investment in these projects.
5. £2.8m had been successfully granted for the Redhill Balanced Network which had been successful due to the joint work with the Borough. It was important that joint working continued with Boroughs and Districts for both major and minor infrastructure projects to be successful.
6. Five top priorities had been decided upon by Surrey Future partners – the A3 corridor, the major schemes programme, the North Downs Line, Crossrail 2 and improving journeys to airports.
7. Members queried whether smaller scale schemes, such as looking at congestion in rural town centres, would be considered as there was a concern that these towns were suffering and would ‘die out’ in the long run. Officers confirmed that strategies were being looked at for pinch points in town centres.
8. Members felt it was important to concentrate on the issues along the A3 as businesses were beginning to question how long they could stay why in Guildford with the current congestion issues. Officers informed the Committee that the Highways Agency was looking at highway improvements schemes, and that they had discussed congestion issues on the A3 and M3.
9. Members queried whether officers were bidding when funding was released by the Government. Officers explained that often there was a very short window of opportunity to bid for these schemes and they felt it was important to maintain Surrey’s reputation for quality bids. This meant they only submitted a bid if they had a scheme that met the government’s criteria.
10. Officers felt it was important to work with the Local Enterprise Partnerships (LEPs) as they were receiving more responsibilities and funding to distribute. The Cabinet Member stated that LEPs had £2 – 3 billion and needed to function effectively to ensure this funding was distributed appropriately. The LEPs were preparing Strategic Economic Plans in order to negotiate Growth Deals with government. These Growth Deals would influence how much funding each of the two Surrey LEPs receives. The Committee requested that the LEP Strategic Economic Plans are discussed in January 2014 when drafts have been submitted.

Recommendations:

None.

Actions/further information to be provided:

None.

Committee next steps:

The Committee will scrutinise Surrey County Council's relationship with Local Enterprise Partnerships (LEPs) and their strategies at the meeting in January 2014.

60/13 DATE OF NEXT MEETING [Item 12]

It was noted that the next meeting of the Environment & Transport Select Committee would be held on 12 December 2013 at 10am.

The Committee were informed they were invited to attend the Communities Select Committee meeting on 28 November 2013 at 2pm to scrutinise the Surrey Cycling Strategy.

Meeting ended at: 1.00 pm

Chairman

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Member Question from Will Forster (Woking South):

Under Rule 178 of the Highway Code, it is an offence for motorised vehicles to choose to enter and stop in an Advanced Stop Line area.

Please could the Chairman confirm what powers the County Council and the Police have to enforce Advanced Stop Lines?

Transport for London would like to enforce Advanced Stop Lines with cameras, would this Council consider that use cameras to enforce Advanced Stop Lines in Surrey?

Response:

The County Council do not have any powers to enforce advanced stop lines for cyclists. This is a criminal offence and so would be enforceable only by the police. The contravention would be enforceable in the same way as the contravention of a normal stop line by a motor vehicle, which would usually result in a fixed penalty notice £100 fine and 3 penalty points on the driving licence. The only exception is if the lights change from green to amber and the driver is unable to stop in time for the first (advanced) stop line. Therefore it is usually the case that in practice the police need to see the motorist pass the first advanced stop line into the box reserved for cyclists while the lights were red to confirm that an offence has been committed.

It is feasible for the police to use red light enforcement cameras to enforce advanced stop lines. These work through the use of in-ground vehicle detectors positioned just beyond a stop line that will trigger a camera to take a picture if it detects a vehicle moving beyond a stop line at the same time as the red light is showing. Therefore it would be feasible to position the in-ground detectors just beyond the first advanced stop line. However new camera units cost in the order of £50,000, and one camera would be required for each stop line. Therefore the council's policy is to invest in red light cameras only in agreement with the police at collision hot-spots where there has been a history of collisions and evidence of red light contraventions.

David Harmer
Select Committee Chairman

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ENVIRONMENT & TRANSPORT SELECT COMMITTEE ACTIONS AND RECOMMENDATIONS TRACKER

The recommendations tracker allows Committee Members to monitor responses, actions and outcomes against their recommendations or requests for further actions. The tracker is updated following each Committee. Once an action has been completed and reported to the Committee, it will be removed from the tracker.

Date of meeting	Item	Recommendations/ Actions	Achieved or still outstanding?	Deadline	Responsible Officer:
19 July 2013	Progress towards implementing the Community Infrastructure Levy (CIL) [Item 9]	That Local Committees are requested to consider how they might best combine some of their capital allocation with other available funding, such as CIL, in order to maximise the impact on local transport issues and problems.	Achieved. The Committee's recommendation was considered at the October meeting of the Local Committee Chairmen's Group.	October 2013	Scrutiny Officer/Local Committee Chairmen
23 October 2013	Recommendations Tracker and Forward Work Programme [Item 6]	That the Task Groups considering CIL and Utilities be suspended until update reports are received in January 2014.	Achieved.	January 2014	Scrutiny Officer
23 October 2013	Recommendations Tracker and Forward Work Programme [Item 6]	That the final page of the Winter Service report be circulated to Members.	Outstanding.		Jason Russell
23 October 2013	Briefing: Surrey Highways Permit Scheme [Item 7]	The Committee to scrutinise the South East Permit Scheme after six months of implementation.	Achieved. Item has been scheduled for the April meeting of the Select Committee.	April 2014	Scrutiny Officer/Kevin Orledge/ Matthew Jezzard

23 October 2013	Highways Strategic Peer Review [Item 8]	That the Committee endorses the approach, as set out in the report, and that more detailed scrutiny be given to the following individual proposals: <ul style="list-style-type: none"> • Customer Service Excellence • Proposals for development of a longer-term approach to management of highways • Review of the first 12 months of Operation Horizon • Review of the first 12 months of the new approach to safety defects 	Achieved. Items have been scheduled for future meetings of the Select Committee.	October 2014	Scrutiny Officer/Jason Russell
23 October 2013	Highways Strategic Peer Review [Item 8]	Assistant Director for Highways to share proposed terms of reference for a Highway's Member Reference Group with the Committee at its next meeting.	Achieved. Terms of Reference for the Highways Member Reference Group will be considered at the 23 January meeting.	December 2013	Scrutiny Officer/Jason Russell
23 October 2013	Briefing: Surrey Future [Item 11]	That the Committee will scrutinise Surrey's relationship with Local Enterprise Partnerships (LEPs) and their strategies at a future meeting.	Achieved. Following discussions between Scrutiny Officer, Chairman and Strategic Director for E&I, it has been agreed that a seminar for all Members will take place in 2014.	TBC, 2014	E&I Officers

Environment and Transport Select Committee Work Programme

12 December 2013

Item	Purpose	Contact Officer	Comments
Community Recycling Centres	To inform the Committee of current initiatives and programmes in relation to recycling in Surrey, and to provide an update on the current and future provision of service.	Justin Foster	Report
Surrey Highways Customer Service and Resident Satisfaction	To update the Select Committee on the customer service within, and resident satisfaction relating to, Surrey Highways and the work being undertaken to improve customer service through the Customer Service Excellence (CSE) Standard.	Nick Hindes	Report
Gully Cleaning	To consider the Council's approach to gully maintenance, including prioritisation, challenges and costs.	Lucy Monie	Report
Tree Maintenance	To receive an update as to the Council's tree maintenance policy, specifically with regards to proposed devolvement to Districts and Boroughs.	Lucy Monie	Report

23 January 2014

Item	Purpose	Contact Officer	Comments
CIL update report	To review progress on the adoption of district and borough core strategies and CIL, and the degree to which available CIL funding is being used to help finance transport infrastructure. To also include an update as to the implementation of recommendations from recent Rapid Improvement Events.	Paul Sanderson	Report
Operation Horizon – accelerated project plan	To consult with the Committee on plans to accelerate the Operation Horizon programme from five to three years.	Jason Russell	Report
Superfast Broadband	To review progress on phase two of the Council's Superfast Broadband project.	Lucie Glenday	Report Joint item with Members of COSC.
Road Safety Review	To consider the most recent annual road safety figures for Surrey, and for Members to propose appropriate actions as required.	Duncan Knox/Lesley Harding	Report
Utilities Task Group: update report	To consider progress towards, and outcomes from, the recommendations of the Utilities Task Group submitted to Committee on 10/01/13.	Lucy Monie	Report

13 March 2014

Item	Purpose	Contact Officer	Comments
Countryside Transformation Programme	To consider a progress update regarding implementation of the Countryside Management Task Group's recommendations.	Lisa Creaye-Griffin	Report

Environment and Transport Select Committee Work Programme

River Thames Scheme	To brief the Committee on the Lower Thames, and to consider where further areas of scrutiny are required.	Lesley Harding	Report
Operation Horizon – project update	To inform the Committee of current progress with Operation Horizon, and to update Members as to the 2014/15 schedule for future schemes.	Mark Borland	Report
Proposals for Development of a Longer-Term Approach to Management of Highways	To scrutinise the Highways service’s proposals for long term management of Surrey’s roads.	Jason Russell	Report

24 April 2014

Item	Purpose	Contact Officer	Comments
South East Permit Scheme	To monitor performance of the Council’s permit scheme following implementation in November 2013.	Kevin Orledge/Matthew Jezzard	Report
Sustainable Transport	To provide the Committee with an update as to latest developments with the Council’s sustainable transport policy.	Lesley Harding	Report
Utilities Task Group: update report	To monitor implementation of the Task Group’s recommendations from January 2013.	Kevin Orledge	Report

12 June 2014

Item	Purpose	Contact Officer	Comments
Operation Horizon – 12 month review	To scrutinise the first year’s performance of the Council’s highways contractor Kier, including achievement of targets and objectives.	Mark Borland	Report
Basingstoke Canal	To inform the Committee of progress regarding the asset management plan for the Basingstoke Canal.	Lisa Creaye-Griffin	Report

Items for 2014 to be scheduled:
Aviation
Cabinet Member Priorities
Flooding
Highways – Organisational Development Strategy
Long-Term Plan for Waste
Major Schemes

Environment and Transport Select Committee Work Programme

Task and Working Groups:

<p>Winter Maintenance</p>	<p>Stephen Cooksey (Spokesperson) David Goodwin David Harmer</p>	<p>To provide scrutiny and oversight of Surrey's annual Winter Maintenance policy.</p>	<p>The Task Group met in July 2013 to scrutinise the proposed Winter Maintenance policy for 2013/14. Its comments were incorporated into the final report, which was considered by Select Committee and approved by Cabinet in September 2013.</p> <p>The Task Group will reconvene in the spring of 2014 to consider the Winter Maintenance policy for 2013/14.</p>
<p>Countryside Management Member Reference Group</p>	<p>Bill Barker Mark Brett-Warburton Stephen Cooksey Pat Frost David Harmer</p>	<p>To report to Environment & Transport Select Committee with recommendations to advise the Cabinet Member on the changes required to the Surrey Wildlife Trust (SWT)/Surrey County Council (SCC) Agreement and its governance, to ensure that it is fit for purpose for the remainder of its term.</p> <p>To include:</p> <ul style="list-style-type: none"> • determining the terms of the Agreement between the County Council and SWT • determining the powers of SCC under the Agreement • advising on how the agricultural portfolio should be managed • advising on how the forestry portfolio should be managed • advising on how the rest of the property portfolio should be managed • advising on Governance to ensure that SCC fulfils its stewardship duty (to include also the co-ordination of the activities of Surrey representatives on Boards and Management Groups related to the SWT Agreement, and the establishment of an appropriate method of reporting 	<p>The Group's amended terms of reference were agreed at Select Committee on 23 October 2013.</p> <p>The Group will have its first meeting in January 2014.</p>

Environment and Transport Select Committee Work Programme

		<p>back to the Select Committee and its Task Group)</p> <ul style="list-style-type: none">• advising on the SCC makeup of the Partnership Committee and to ensure a clear remit for those Members• advising on the draft strategy and business plan for the SCC Estate• advising on the future of the Sawmill and Workshop	
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Environment & Transport Select Committee
12 December 2013

Surrey Highways Customer Service & Resident Satisfaction

Purpose of the report: Scrutiny of Services

To update the Select Committee on the customer service within, and resident satisfaction relating to, Surrey Highways and the work being undertaken to improve customer service through the Customer Service Excellence (CSE) Standard.

Introduction:

1. Early in 2013 the Committee Chairman requested that a report be brought to Members highlighting current performance against customer facing processes including how we handle enquiries, complaints and freedom of information requests, together with resident feedback concerning Surrey Highways via surveys.
2. This report provides an overview of current performance handling for the types of customer contact listed above, summarises current resident satisfaction levels with the service and outlines the work being undertaken within Surrey Highways to improve customer service.

Enquiry Handling

3. The Local Highway Service (LHS) is one of four groups within Surrey Highways and takes the lead in handling customer engagement, enquiries, complaints and freedom of information requests. The LHS comprises the four Area teams, Parking and a Customer Service & Improvement Team (CSIT).
4. The LHS is the front door for Surrey Highways which receives approximately 8000 enquiries per month via numerous channels. Customers are able to report issues to Highways or request information using mediated access via the Contact Centre or directly via e mail, phone, online reporting, and letter.

5. Enquiries cover a very broad range of issues including potholes, vegetation, flooding, parking and licence requests. All enquiries are filtered, either by CSIT Customer Care Team or in the case of pothole reports through the automated system. If the Customer Care team are unable to deal with these they will be passed to the Community Highway Officers to carry out an onsite inspection and update the customer accordingly. Out target response time for dealing with enquiries is 20 days.
6. Between January and October this year we have received almost 82000 enquiries of which 91.6% have been responded to within 20 days. This compares to 2012 where 75000 enquiries were received with 81.6% dealt with within timescale. A breakdown of types of enquiry is attached at annex 1.
7. The increase in enquires this calendar year can be partly attributed to the weather conditions at the start of the year, the two episodes of snow followed by heavy rainfall lead to an increase in pothole reports and follow up enquiries. In addition the busy programme of work being carried out on the network this year, for example Operation Horizon, has lead to an increase in customer contact concerning date changes, general information requests and accessibility to sites. To help address these issues and improve information flow a Planned Works Desk has been introduced to act as a link between the contractors and Local Highway Service staff. This will assist the Contact Centre to provide a first time enquiry fix for customers and ensure all Local Highway Service Officers have easy access to this important information concerning changes to planned works on the network.
8. Highways work closely with SCC Customer Services with the aim of managing enquiries at the first point of contact. Both services have signed up to a Working Together Agreement (WoTA). This sets out how the two parties will work in partnership to provide the best possible service to the customer. To further improve relationships and understanding an ongoing programme of training and job swaps is taking place.
9. When reporting highway issues Members are requested to use the dedicated phone number 0300 200 1014 or email address councillors@surreycc.gov.uk. This ensures all enquiries are logged and dealt with appropriately.

Complaints

10. Staff within Surrey Highways are encouraged to direct customers to use the county's complaints process if they are unhappy with the service they have received. As a service that is used by all residents and visitors to the county it is no surprise that a large number of complaints are received compared to some other services. However in comparison to the volume of enquiries this is a very small percentage, less than 1%.

- 11. In 2012/13 financial year 406 stage 1 complaints were received of which 96% were dealt with within the SCC standard of 10 days. 140 of these escalated to stage 2 of the complaints procedure of which only 21 were upheld in full or part. None of the 16 complaints referred to the Ombudsman were upheld. In comparison from April to October 2013 we have seen a slight pro rata increase in the number of stage 1 complaints received at 302 but the corresponding response rate has remained high at 95%. Those escalated to stage 2 have dropped slightly pro rata to 76. Again the Ombudsman has not upheld any of the 12 complaints she has received since April.
- 12. LHS carries out a quarterly analysis of all stage 1 complaints, the most recent has shown that the main areas customers complain about are vegetation, resurfacing and roadworks and lack of contact (this includes enquiries not responded to within 20 days), a breakdown of complaints for April to October is attached at annex 2.
- 13. Examples of how the analysis has been used to improve the service are; the Planned Works Desk (paragraph 7), additional complaints training for customer care staff and a revised complaints process for vehicle crossovers.
- 14. Seasonal trends such as vegetation or winter maintenance can be identified and help inform our communication strategy.

Freedom of Information Requests

- 15. Under the Freedom of Information Act customers have the right to request all recorded information held on any subject. These must be responded to within 20 days.
- 16. Volumes of FOI requests are maintained centrally by the Corporate Information Governance Team and are monitored at a Directorate rather than service level. During 2013 Environment & Infrastructure have received the highest volume of requests at 448 (29% of the county total). This is already an increase on 2012 where E & I received 340. As an authority our response rate is 92% for January to August 2013. Annex 3 gives a comparison by directorate.
- 17. This calendar year has seen an increase in the number of requests for highway inspection records under FOI. It is believed members of the public are sourcing information prior to submitting an insurance claim.
- 18. As with complaints, FOI requests are processed by the Highways Customer Care Team. They will either respond directly or coordinate this on behalf of the service.

Survey Data

- 19. For a number of years now E&I has subscribed to the annual National Highways and Transport (NHT) Survey in order to assess resident satisfaction with service provision. Typically 4,500 residents receive a

postal questionnaire with an approximate 20% response rate. Resident satisfaction with various aspects of highway maintenance are summarised in a table in annex 4. The table shows satisfaction levels over the last five years from 2009-2013 inclusive, but also provides county council averages and rankings for 2013 to show how SCC compares to other counties taking part in the survey

20. Surrey County Council also regularly checks public satisfaction with its services via the quarterly Surrey Residents Survey (SRS). Typically 1,650 residents are surveyed by telephone interview each quarter. Resident satisfaction for pavement maintenance and road maintenance are two of the services included in the survey and results for the last two years are summarised in annex 5.
21. Survey data will be used more widely in future as part of the Customer Service Excellence project to inform service provision and drive improvements.

Customer Service Excellence

22. As an organisation providing a service we need to put customers at the heart of everything we do. Highways are using the national Customer Service Excellence (CSE) Standard, previously Charter Mark, to help us achieve this goal.
23. The standard has a focus on who our customers are, how we inform and interact with them, how we deliver our services and deal with problems, and how committed we are to customer service. Currently no other County Council Highways services hold the award.

The Shared Service Centre became the first service within Surrey County Council to be awarded the CSE Standard in 2010, creating a culture of continuous improvement. Business Services have recently commenced work to secure the CSE Standard but Highways have taken the lead as the most complex operational service.

24. This programme, which commenced in May 2013, forms one strand of the new Highways for the Future: People Strategy and by achieving accreditation will:
 - drive customer-focused change and culture
 - improve the accuracy and detail of the information we provide
 - put the customer at the heart of everything we do
 - consult with customers in a meaningful way
 - increase our internal and external customer focus to improve handling of customer queries/complaints
 - demonstrate our commitment and professionalism in the way we provide our services
25. Improvements in customer service will increase satisfaction and lead to a reduction in enquiries and complaints for officers and Members, allowing resources to be more focussed on the core service. Additional

benefits include highlighting customer service successes and areas for improvement; allowing individuals and teams to acquire new customer focused skills; and achieving formal, external recognition of excellent customer service by accreditation of the CSE Standard.

26. We have created a team of volunteer Customer Service Champions (CSCs) to support the collation of evidence and to share the message of customer service excellence throughout Highways. These champions, who are from all levels of the service, are carrying out the role in addition to their day to day work as they have a desire to make real improvements for the service for the benefit of the customer. Although this places additional pressure on these staff improvements made within the workstreams will deliver more efficient processes.
27. A self assessment has recently been carried out that is informing detailed action plans to drive forward improvements. A series of focus groups are in progress to gather evidence and identify areas of best practice. This will be followed by a pre-assessment on 10 December undertaken by the accreditation body. The outcome of which will help determine when the service will seek to submit a formal request for assessment, however we expect this to be early in 2014.
28. The project has helped influence a number of improvements including the Planned Works Desk and vehicle crossover complaints process already mentioned. Other areas currently being worked on are improved feedback procedures to better understand our customers, internal Service Level Agreements to improve information flow and introduction of a customer service charter.
29. We would welcome the opportunity to work with representatives of the select committee to develop member engagement with the Highway Service as part of Customer Service Excellence.

Conclusions:

30. The service receives a high volume of enquiries, complaints and FOI requests and has developed processes to ensure performance has increased in relation to these. However it is also recognised that there is room for improvement and work is being undertaken to achieve this through the CSE, Highways for the Future projects and an ongoing review of roles and responsibilities.
31. There are a range of measures in place to manage customer enquiries and performance. These include an internal quality assurance process that checks the quality and timeliness of responses, monitors feedback from customers, audits correspondence where areas for improvement are identified and an agreed process with the Contact Centre to escalate outstanding issues.
32. The CSE programme puts customers at the heart of what we do. Feedback and survey data will be used more intelligently to drive service improvement and set challenging targets to increase performance.

Recommendations:

33. That the Select Committee
- a) Notes the contents of this report
 - b) Supports the Customer Service Excellence project
 - c) Advise on Member involvement to the CSE project

Next steps:

A further progress report will be brought to the committee following the outcome of the CSE accreditation process

Report contact:

Mike Dawson, Customer Service & Improvement Manager, Surrey Highways
Nick Hinds, Performance Manager, Environment & Infrastructure

Contact details: 0208 541 8019 miker.dawson@surreycc.gov.uk

Sources/background papers:

National Highway and Transport Survey
Surrey Resident Survey
SCC Feedback database
SCC FOI Database
Maximo Highway Enquiry Database

Enquiries in 2013 Jan-Oct (All enquiries on Maximo excluding those entered by a Highways Safety Inspector)

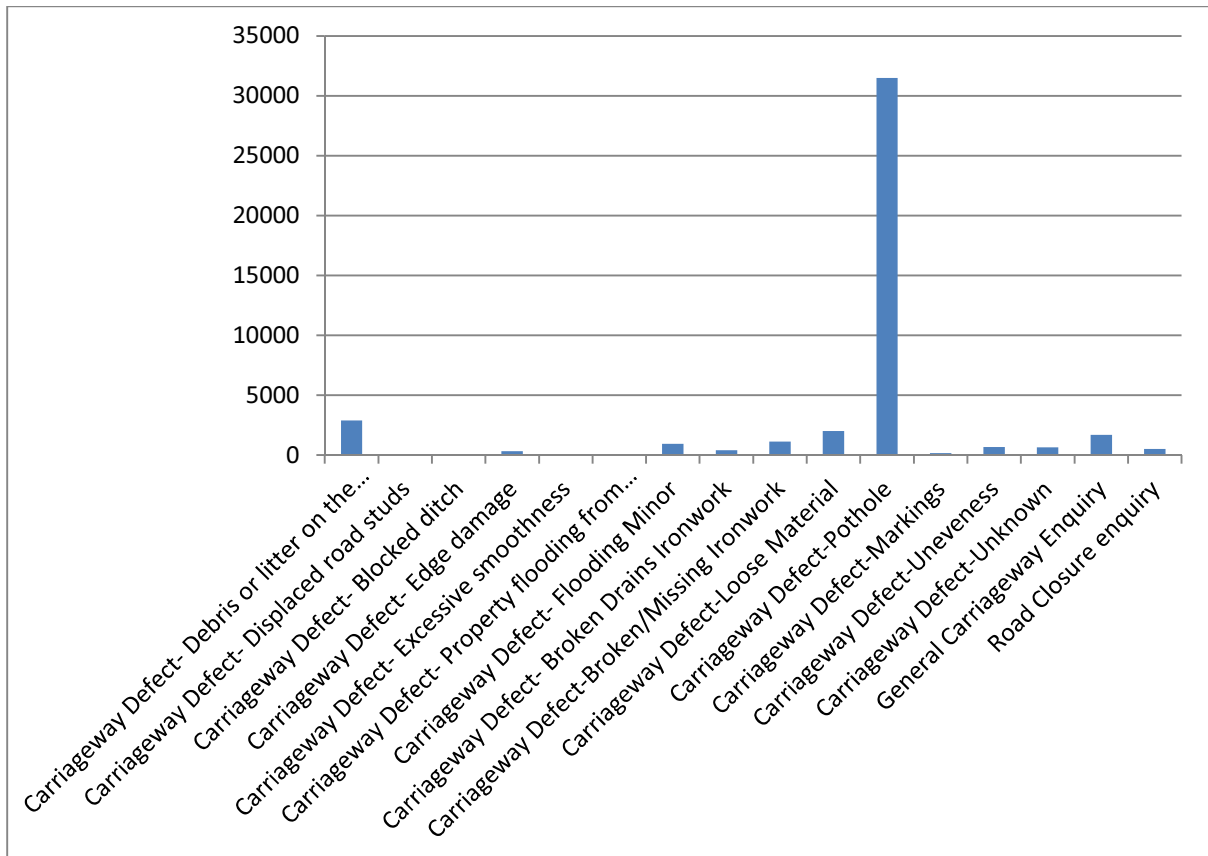
Total Enquiries Received: **81482**

Total Enquiries dealt with (status is closed, resolved, perm fix or temp fix): **74689**

Response rate: **91.7%**

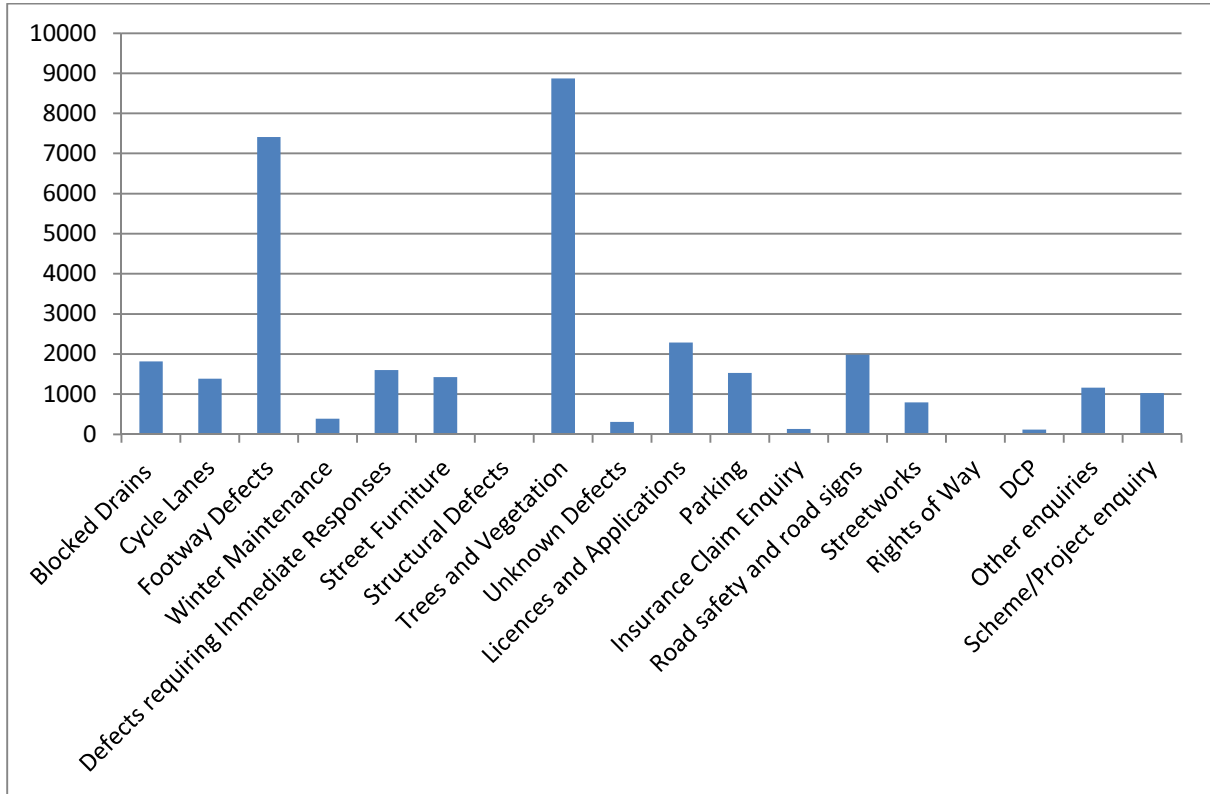
Response time: **91.6%** of these enquiries were resolved within 20 days

Carriageway Defects



All Other Highway Enquiries

7



Surrey Highways - Customer Complaints Analysis
April - October 2013

Summary

Complaint stage	Number of complaints made April - October	Number - currently under investigation	Number - fault not found	Number - fault found in part	Number - fault found	No. of complaint reasons (one letter may contain several reasons)
1	302	0	247	30	25	350
2	66	12	30	22	2	74
4	12	2	10	0	0	11
Total	380	14	287	52	27	435

1. What customers are complaining about in this period

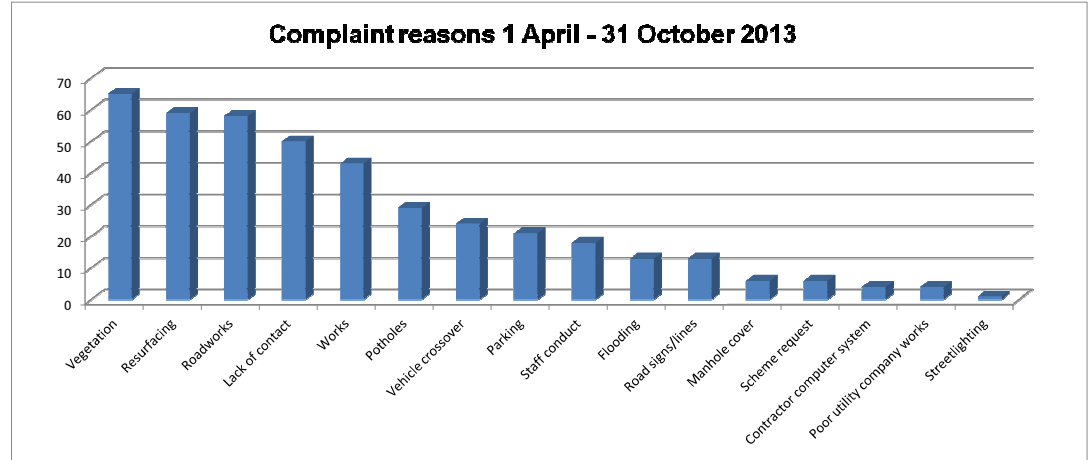
Rank	Reason	Number
1	Vegetation	65
2	Resurfacing	59
3	Roadworks	58
4	Lack of contact	50
5	Works	43
6	Potholes	29
7	Vehicle crossover	24
8	Parking	21
9	Staff conduct	18
10	Flooding	13
10	Road signs/lines	13
12	Manhole cover	6
12	Scheme request	6
14	Contractor computer system	4
14	Poor utility company works	4
16	Streetlighting	1

2. Complaints that have been upheld or partially upheld

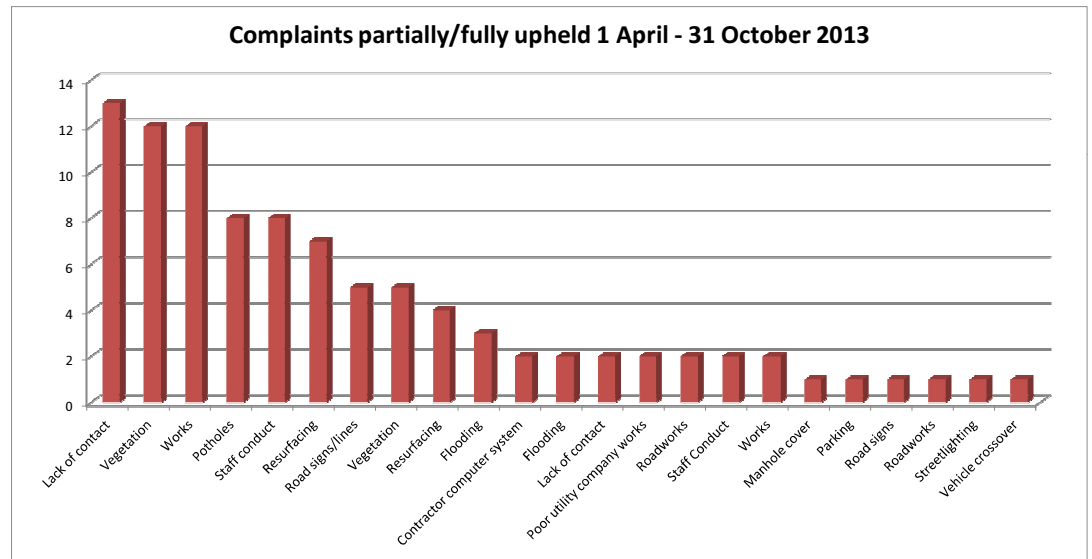
Rank	Reason	Number
1	contact	13
2	Vegetation	12
2	Works	12
4	Potholes	8
4	Staff conduct	8
6	Resurfacing	7
7	Road signs/lines	5
7	Vegetation	5
9	Resurfacing	4
10	Flooding	3
11	Contractor computer system	2
11	Flooding	2
11	Lack of contact	2
11	Poor utility company works	2
11	Roadworks	2
11	Staff Conduct	2
11	Works	2
18	Manhole cover	1
18	Parking	1
18	Road signs	1
18	Roadworks	1
18	Streetlighting	1
18	Vehicle crossover	1

Lack of contact = we have failed to respond to enquiry within customers expected timescale.

Complaint reasons 1 April - 31 October 2013

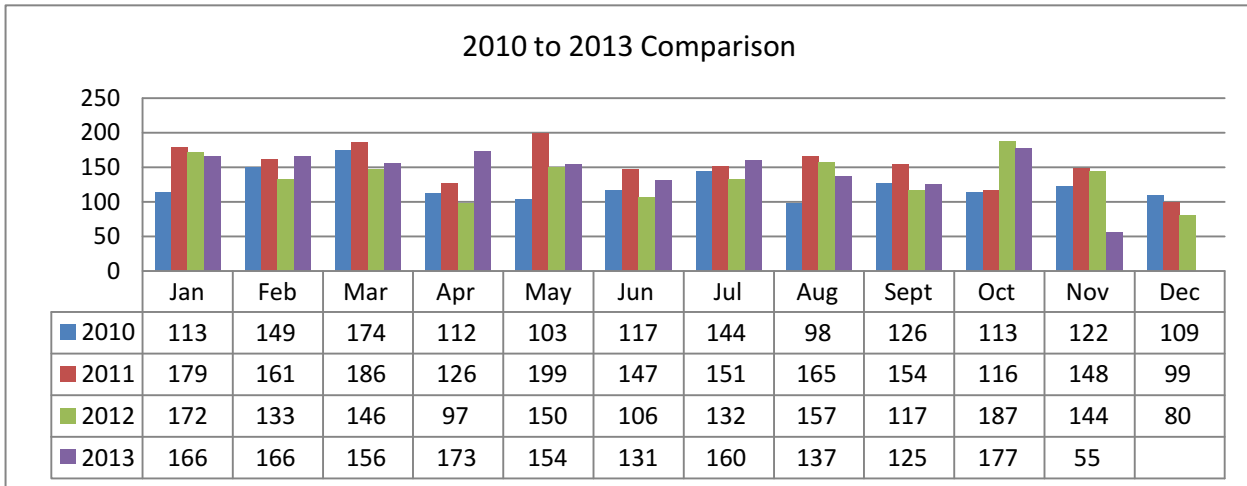


Complaints partially/fully upheld 1 April - 31 October 2013

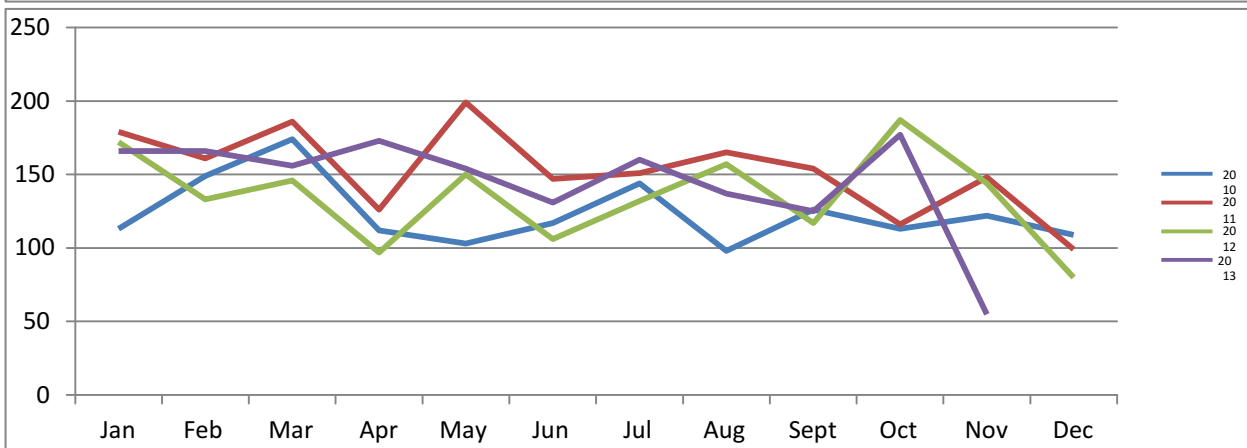


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FOI Statistics to 11 November 2013



7



Current Average is 150 approximately requests per month.

Districts/Boroughs report averages of circa 50 requests per month

2013 Timeliness (responses sent out within 20 working days)

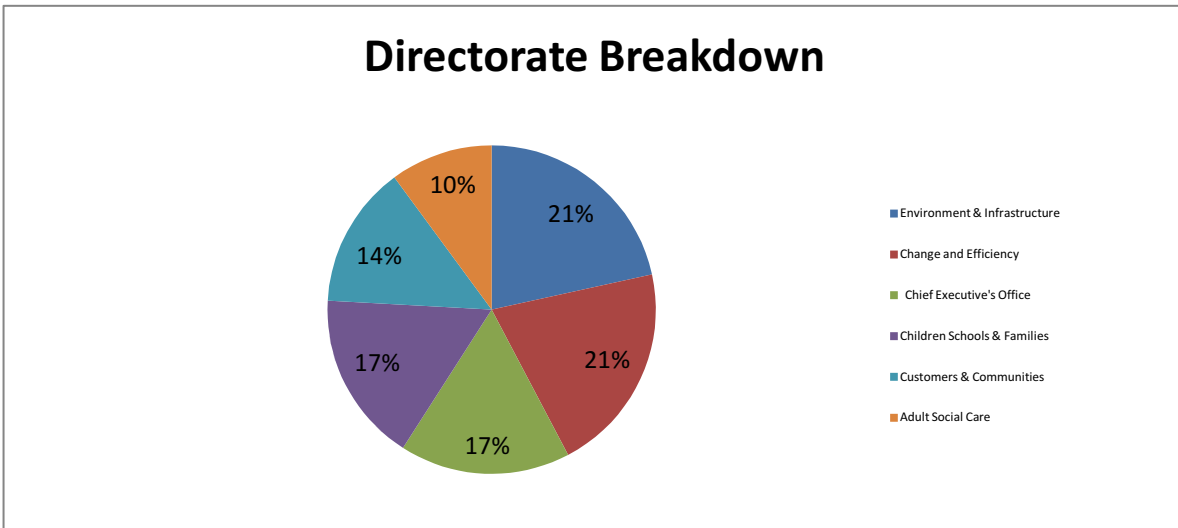
Our reported response rates

Jan	94%	Feb	91%
Mar	95%	Apr	90%
May	91%	June	86%
July	97%	Aug	93%
Sept	95%		

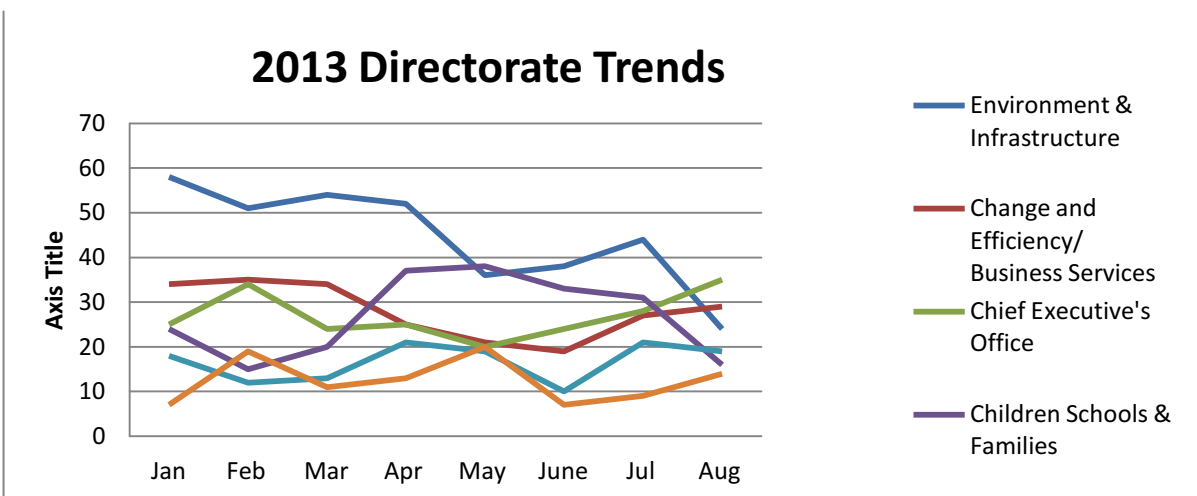
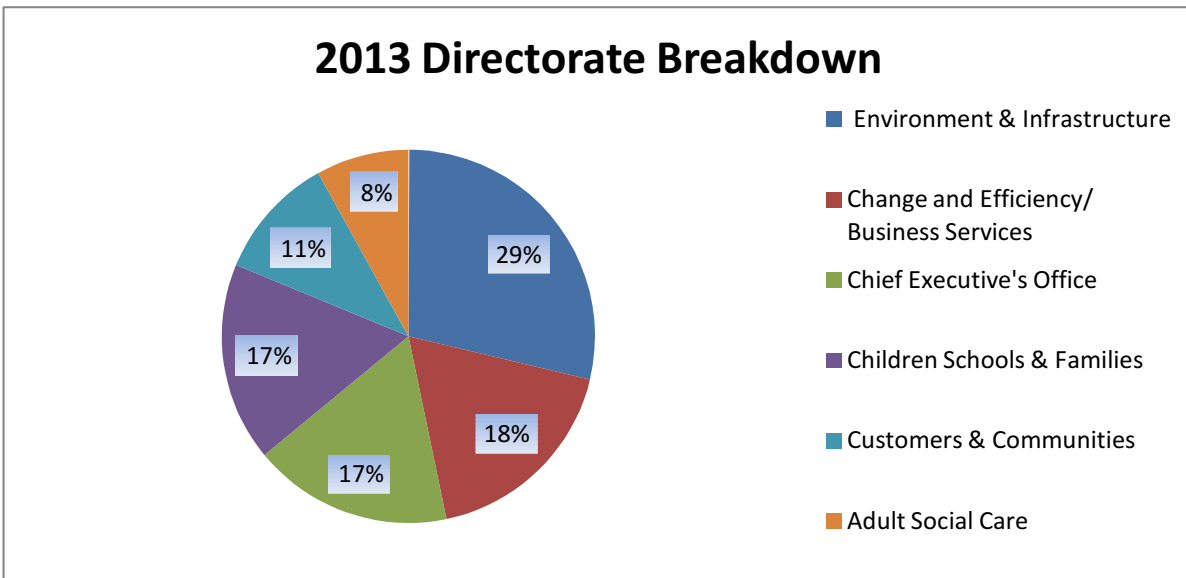
The ICO's target for public bodies is 85%.

2012 breakdown

7



2013 breakdown relates to the period Jan to August 2013



Annex 4 – National Highways and Transport (NHT) Survey Results 2009-2013 (Highway Maintenance Theme)

Percentage of residents satisfied with service provision over the last 5 years

	2009	2010	2011	2012	2013	2013 Hertfordshire CC	2013 County Council Average	SCC 2013 ranking (of 25 counties) ¹
Top level subjects:								
Condition of highways	29%	25%	26%	26%	24%	30%	30%	22 nd
Highway Maintenance	44%	45%	45%	45%	47%	48%	49%	21 st
Street lighting	59%	63%	66%	68%	67%	55%	65%	12 th
Highway Enforcement	47%	49%	51%	49%	49%	52%	49%	13 th
Component service aspects:								
Condition of road surfaces	31%	25%	23%	25%	21%	28%	28%	23 rd
Cleanliness of roads	53%	53%	56%	57%	55%	59%	57%	18 th
Condition of road markings	53%	52%	52%	55%	54%	53%	55%	16 th
Condition and cleanliness of road signs	55%	54%	54%	55%	55%	56%	57%	20 th
Speed of repair to streetlights	51%	54%	60%	59%	60%	53%	59%	11 th
Speed of repair to damaged roads/pavements	23%	22%	19%	21%	17%	23%	23%	21 st
Quality of repair to damaged roads/pavements	-	-	27%	29%	26%	26%	30%	20 th
Maintenance of highway verges/ trees/shrubs	41%	44%	46%	44%	44%	50%	46%	22 nd
Weed killing on pavements and roads	43%	47%	50%	47%	47%	51%	48%	19 th
Keeping drains clear and working	43%	43%	47%	43%	46%	52%	49%	21 st
Deals with potholes and damaged roads	-	-	-	26%	22%	26%	28%	22 nd
Deals with obstructions on pavements	46%	47%	49%	42%	42%	43%	43%	19 th
Keeps roads clear of obstructions	53%	57%	58%	55%	57%	58%	58%	22 nd
Deals with illegally parked cars	42%	44%	49%	45%	46%	46%	44%	7 th
Undertakes cold weather gritting	44%	36%	35%	46%	52%	50%	56%	20 th
Cuts back overgrown hedges	41%	42%	44%	43%	42%	44%	43%	18 th
Deals with mud on the roads	48%	50%	53%	53%	51%	52%	49%	7 th
Deals with abandoned cars	50%	51%	53%	57%	56%	57%	56%	20 th
Provision of street lighting	-	-	-	-	64%	54%	-	-
Provision of drains	-	-	-	-	51%	53%	-	-
Provides information on gritting	-	-	-	-	41%	37%	-	-

¹ Higher ranking is better.

Annex 5 - Surrey Residents Survey (SRS) Results from Quarter 2 2011/12 to Quarter 2 in 2013/14

Resident satisfaction with service provision.

	Qtr 2 2011/12	Qtr 3 2011/12	Qtr 4 2011/12	Qtr 1 2012/13	Qtr 2 2012/13	Qtr 3 2012/13	Qtr 4 2012/13	Qtr 1 2013/14	Qtr 2 2013/14
Pavement Maintenance	49%	53%	52%	51%	52%	51%	48%	47%	49%
Road Maintenance	28%	31%	31%	31%	35%	33%	26%	23%	32%



Environment and Transport Select Committee
12 December 2013

Community Recycling Centre Service Update

Purpose of the report: Policy Development and Review

To provide an update on the current and potential future provision of service

Introduction:

1. Surrey County Council is a Waste Disposal Authority (WDA) and has a statutory duty under Section 51 of the Environmental Protection Act 1990 to provide places where residents living in the area can dispose of their own household waste, free of charge.
2. In order to fulfil this duty, Surrey County Council provides a network of 15 Community Recycling Centres (CRCs) across the county, where residents can dispose of and recycle many household materials and some non-household materials, free of charge. The sites, which are operated by the council's waste management contractor, SITA Surrey, are open 363 days of the year (apart from Bond Road which is closed on Sundays). The county council also provides four waste transfer stations where waste and recycling from the CRCs and our 11 District and Borough Councils is delivered, bulked and transported to onwards destinations.
3. Surrey residents produce over 500,000 tonnes of waste and recycling each year. Waste and recycling from the CRCs makes up just over one quarter the total and during 2012/2013 was 130,000 tonnes.
4. The recycling rate for the entire County (including district and borough kerbside collections and CRCs) is currently 52% but at the CRCs alone the rate is higher, at 65%. Over the past few years significant steps have been taken to reduce the amount of material from CRCs that is landfilled. Currently over 90% of materials at the CRCs are separated out to be either recycled, composted, reuse, recovered or sent to energy from waste facilities.
5. The Environmental Protection Act 1990 does not specify how many sites should be provided by WDAs. However it specifies that the

authority should provide site(s) that are reasonably accessible to residents and make those place(s) available at reasonable times for residents to dispose of their own household waste free of charge.

Current performance, service planning and pilots

6. Surrey County Council is working with SITA Surrey to increase recycling and divert as much waste away from landfill. For the year to date approximately one third of the CRCs are recycling, composting or recovering almost all material that they collect such that virtually nothing from the sites is sent to landfill.
7. Almost 40 different materials are collected at the CRCs sites and the range of materials continues to be expanded as opportunities arise.
8. Mattresses, which are one of the most difficult materials to recover or recycle, are currently being separated at all sites and then processed at Epsom Waste Transfer Station. The metal from the mattresses is separated and recycled, whilst the fibres are processed into Refuse Derived Fuel (RDF) which is then shipped to Amsterdam to create energy for the city.
9. Water based paints are currently being separated at all sites, to be either reused or sent for recovery.
10. A trial is currently underway at two sites to extract further recycling out of the residual (or black bag) containers. One of the sites is currently extracting almost half a ton per day of material which would have previously been sent to landfill or energy recovery plants.
11. Automated Traffic Counters (ATCs) have now been installed at all of the sites. This will provide an hourly count of vehicles at every site, enabling better service planning and in future improving the efficiency of the service.

Cost reductions

12. The CRC service is currently being reviewed by officers with a view to improving performance, achieving financial savings and improving the efficiency of the service. Officers are investigating a number of different options and have visited other local authorities who have already successfully adopted very different approaches to the provision of their own services. Some of the options being investigated are –
 - Review of opening hours – this may result in proposals to reduce opening hours slightly when the sites are not busy
 - Review of opening days – during the winter sites are much less busy than in the summer and will not be running efficiently as a result. There may be opportunities to close certain sites on certain days and redirect residents to the next nearest site
 - Review of the number of sites provided – the EPA 1990 requires Surrey County Council to provide site(s) for residents to use free

of charge, but does not specify any particular number. Officers are investigating the overall effect of reducing the total number of sites in the County.

- Introduction of charging for non-household waste – a number of other large authorities are already charging for non-household items brought by residents to their sites. Officers are investigating charging systems for tyres, gas bottles, rubble, plasterboard and asbestos.
- Introduction of alternative 'Pay as you throw' sites – an alternative to closing sites is to reclassify sites so they are no longer provided under Section 51 of the Environmental Protection Act 1990 and charge an entry fee. Officers have already spoken to colleagues in Somerset where 4 of their 18 sites now charge for entry.
- Increasing capture rates for recycling – a trial is currently underway at two sites in Surrey to intercept and extract more recycling which would have ended up going to landfill or energy from waste facilities. Officers are calculating whether this trial is cost effective.
- Advertising at sites – Surrey's sites receive over 2 million visits per year. Officers are investigating whether there is scope to generate revenue from advertising at the sites.

Site Redevelopments

Redevelopment programme

13. Following the adoption of the Surrey Joint Municipal Waste Management Strategy in 2006, SITA Surrey commenced a major redevelopment programme of Surrey's community recycling centres.

14. The following redevelopments have already taken place.

- Epsom – addition of new split level container area
- Lyne Lane, Chertsey – redevelopment into split level site
- Earlswood, Redhill – new split level site
- Charlton Lane, Sunbury – new split level container area
- Martyrs Lane, Woking – new split level site
- Witley – new split level site
- Leatherhead – new split level site and waste transfer station

Future developments

15. **Slyfield (Guildford)** – Surrey County Council and Sita Surrey are currently working on redeveloping the existing Waste Transfer Station (WTS) and Community Recycling Centre (CRC). The existing facilities are overburdened due to the continuous development and expansion of services and materials collected by Surrey. As a result, there are serious congestion problems which affect residents using the site and the local authorities who deliver waste and recycling to the site. This has a knock on effect for the entire industrial estate, when the site is busy.

16. **Other sites** – As part of the major redevelopment programme, it was intended to relocate the sites at Bagshot and Waringham. Both are small sites with access constraints. However despite extensive searches it has not been possible to find any suitable alternative sites in the nearby area and therefore the sites will remain as they are for the time being.

Awards

17. The redeveloped CRCs have proved popular with residents and have won a number of awards for their design. These are listed as follows.

- Earlswood Redevelopment
 - Award from Reigate Society 2011
- Witley Redevelopment
 - Godalming Trust Design Award 2012
 - Letsrecycle 'National Civic Amenity Site of the Year 2013
 - Waverley Design Award 2013
- Leatherhead Redevelopment
 - Shortlisted for Institute of Civil Engineers South East England Engineering Excellence Awards 2013.

Customer Satisfaction

18. The CRC service is the most highly rated service that Surrey County Council provides and has been so for the last two years. The county council and Surrey Police jointly commission the survey to regularly check public satisfaction with public services, gather views on local issues affecting quality of life and track change over time. The satisfaction level for the service (satisfied or very satisfied) is currently 80% for Quarter 2 of 2013/2014 and regularly achieves up to 85% each quarter. Link to the resident survey is here-

<http://www.surreyi.gov.uk/GroupPage.aspx?GroupID=56>

Link to Quarter 2 data is here -

<http://www.surreyi.gov.uk/Resource.aspx?GroupID=56&ResourceID=1219>

Conclusions:

19. Considerable work is underway to improve Surrey's waste infrastructure, the efficiency of the CRC service and to achieve financial savings associated with the CRC service.

Recommendations:

20. Officers request that members note this report and comment on the progress made to date.

Next steps:

21. Officers continue to progress the development of infrastructure and the review of the CRC service and will forward proposals to committee for consideration in due course.

Report contact: Justin Foster, Contract Management Officer, Waste Group

Contact details: 07971 307131, justin.foster@surreycc.gov.uk

Sources/background papers: None.

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Environment and Transport Select Committee
12 December 2013

Tree Maintenance

Purpose of the report: Scrutiny of Services and Budgets

To update the Select Committee on Highway Tree Maintenance

Introduction:

1. It was agreed at the meeting in March 2013 that the Committee receive a further progress report on Highway Tree Maintenance in autumn 2013.
2. Previous Committee discussion has raised the question about devolvement of tree maintenance and the likely potential for this to be achieved. This report aims to provide an update on progress and consider the next steps.

Update on Progress and Current Situation

3. The most positive interest from the Districts and Boroughs on the devolvement of tree maintenance during the last seven months has been from Spelthorne Borough Council. Discussions are currently ongoing and are yet to reach a conclusion.
4. In terms of utilising more local funding for tree maintenance, most of the Local Highway Areas now fund a vegetation gang throughout the year. The majority of works carried out are low level vegetation, siding footways and clearing brambles etc however some tree maintenance works are also completed by this resource.
5. The table below provides a breakdown of the current service wide budget allocations for tree maintenance;

Tree Maintenance Activity	2013/14 Budget
Maintenance on SPN1 & 2 roads	£273,000
Maintenance on SPN 3 roads	£297,000

Epicormic Growth Removal	£56,000
Pollarding	£100,000
Bus route clearance	£17,000
Street lighting clearance	£3,000
Stump grinding	£52,000
Total	£798,000

6. The existing budget allocations will continue to be targeted at managing the risk from trees, as required by our statutory duty. Given the size of the tree asset in Surrey this demand in itself is significant and increasing in scale. The budget above is fully committed and consequently there is no scope to address any non-risk related or condition maintenance issues, such as pruning etc. As has been raised previously, the opportunity to carry out condition work on trees is available within the current contract arrangements however it would need to be funded via alternative sources of discretionary funding, such as the Local Committee Highways budget allocation.
7. The limit to the scope of maintenance will impact on our ability to improve the overall condition of the tree stock. Without additional investment to bring the trees up to a certain standard, for some Districts and Boroughs the prospect of taking on tree maintenance is not appealing or a viable option. Conversations on devolvement are continuing with the Districts and Boroughs but this position is reflective of the conversations we are having with them.
8. We are also facing another challenge in terms of the necessity for tree maintenance across the county. The spread of the disease Chalara (Ash die back) across Southern England is likely to present us with a challenge in the near future. There are an estimated 80,000 Ash highway trees in Surrey. Although there are no confirmed cases in the county at the moment Surrey Highways is continuing to monitor the Ash trees for the signs of the disease and it is extremely unlikely that Surrey will remain unaffected. Ash trees require more frequent monitoring given the rate at which a diseased tree will deteriorate so in response we will need to accelerate our inspection and maintenance regimes to be able to successfully manage the disease. This additional work will put further pressure on the budget.

Conclusions:

9. On review of the current and anticipated demand for tree maintenance, it is apparent that other sources of discretionary funding, such as the Local Committee revenue allocation, will need to be utilised to fund condition works.
10. It is expected that interest in devolvement by the Districts and Boroughs will remain limited whilst we maintain service levels at the current state.

Recommendations:

11. That the Committee note and comment on the ongoing situation.

Next steps:

Conclude the discussions with Spelthorne Borough Council and keep the offer open to other parties.

Monitor the network for signs of Chalara and finalise a plan to be able to deal with any outbreak.

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Sources/background papers: Previous Environment & Transport Select Committee reports on Tree Maintenance and minutes from 19 April 2012, 8 November 2012 and 6 March 2013.

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Environment and Transport Select Committee
12 December 2013

Gully Cleaning Update

Purpose of the report: Scrutiny of Services and Budgets

To update the Select Committee on highway gully cleaning.

Introduction:

1. Gully cleaning is the routine cleaning of the drains located on the highway. Normally located at the edge of the road by the kerb, a gully is design to take water away from the road surface. A gully consists of a concrete pot positioned under the road surface with an iron grate visible from the road. The water collects in the concrete pot before being channelled through a series of pipes connected to the main drainage system. The pot also collects any debris, leaves, litter, soil and rubbish that are washed off the road ensuring that the connecting pipe does not become blocked.
2. Without regular cleaning, gullies can become blocked and consequently will not be able to drain surface water away from the road efficiently. The resulting standing water can subsequently contribute to flooding problems and damage the integrity of the road structure leading to potholes for example.
3. Surrey County Council undertakes a variety of routine cleaning and maintenance activities on the highway drains each year. The 2013/14 budget for routine and reactive drainage maintenance activities is £2,853,640 and includes the following activities;
 - Routine cleaning of gullies
 - Clearing of blocked drains using additional jetting vehicles
 - Cleaning out soakaways
 - Drainage asset data collection
 - Drainage system minor repairs, including clearing of ditches

4. All of the routine and reactive drainage maintenance activities form part of the maintenance contracts awarded to May Gurney, now Kier, in November 2010. All of these contracts commenced in April 2011. The Gully cleaning contract was delivered by May Gurney's sub-contractor ACL until mid June this year at which point the sub-contractor arrangement changed and routine cleaning activities are now delivered by Conway.

Data and Access to Information

5. There are over 159,000 gullies and 8,000 soakaways located on the highway network across Surrey. These figures have been collated and verified whilst cleaning the assets over many years and are considered to be fairly accurate however given the size and age of the highway network in Surrey it is recognised that there will be some gaps in our data.
6. To improve our knowledge of the drainage systems a survey is currently underway to record all visible highway drainage assets. The survey will assist in filling in the gaps and provide a more comprehensive drainage inventory. This can then be used to ensure our cleaning programmes are capturing all drainage assets, are efficient and targeted based on need.
7. Data is also collected during the routine gully cleaning cycle. When the gullies are cleaned, the record of the visit is electronically stored against the individual gully using a mobile device. This provides useful information on the date when the gully was cleaned, the silt levels at the point of cleaning (how full up the gully is) and if the gully is defective or blocked. This information is then used to determine whether any further maintenance action requires programming.
8. In terms of wider access to gully data, the public on line web reporting facility will display individual gullies in a map based format, against which issues such as blockages can be reported.
9. Information on the gully cleaning schedule is also most easily accessed via the SCC website where it is possible to search for details on what month a specific road will be cleaned.

Routine Cleaning of Gullies

Gully Cleaning Programme

10. To ensure the programme of gully cleaning is efficient it is good practice to use the recorded silt levels when determining the frequency of cleaning. For example if a gully is more prone to becoming full of silt and therefore working less effectively then it will be programmed for more frequent cleaning. This may mean that some gullies are cleaned more than once a year and others will be cleaned less than once a year. The current contract requirements are that SPN 1 and 2 roads do not contain

more than 50% silt and the SPN 3 roads do not contain more than 75% silt at any time.

11. During 2013/14 the gully cleaning programme is designed to clean all known gullies at least once during the year. The intention is to optimise the programme for 2014/15 onwards which will mean the frequency of cleaning may vary to ensure the contractual silt levels are adhered to.
12. Based on an asset volume of over 159,000 gullies, the contractor is required to clean around 13500 gullies per month. On a daily basis, we have on average five vehicles cleaning gullies, one vehicle cleaning soakaways and two vehicles undertaking jetting of blocked gullies.

Programme Performance and Output

13. There are a number of key performance indicators that are used to measure the performance of the gully cleaning contract. Adherence to the annual programme has significantly improved over the last twelve months with the contractor now achieving over 95% for the KPI that measures 'the number of gullies cleaned each month against the number programmed'.
14. Where a gully cannot be cleaned at the first visit it will most likely be due to one of the following reasons; it is found to be blocked, there are parked cars preventing access, or the gully lid is jammed or broken. The year to date position indicates that on average 97% of the gullies are reported as free running after cleaning.
15. About 3% of all gullies visited are found to be blocked. Over 80% of the blocked gullies are now being cleared by additional jetting carried out within seven days of the first visit. Where necessary the vehicles also use root cutting equipment to clear blocked connections. The remainder require further investigation that will most likely involve excavation and pipe repair via the minor works programme.
16. Approximately 5% of gullies are found to be obstructed by parked vehicles at the first visit. A second follow up visit will take place however records suggest that less than 20% will actually be cleaned at the second visit. This essentially means that approximately 6,400 gullies (4% of the overall total) will remain not cleaned each year due to parked vehicles.
17. Emptying the gullies of silt obviously generates waste. On average we remove over 180 tonnes of silt from our gullies each month. The silt is transferred to a centre, currently in Dartford, where 100% of the waste is recycled. For example, Aggregates are used in concrete and asphalt production, and organic material is used for composting etc.

Other Activities

Soakaway Cleaning

18. Soakaways are also subject to a routine cleaning programme. The annual soakaway programme is designed to prioritise cleaning against reported wetspots.

Drainage System Minor Repairs

19. Where minor breakages or problems are identified with the drainage system they are considered and prioritised by the Local Area Teams for progression via the minor works programme. In 2013/14 we have a budget for minor drainage repairs of approx £1.4million. This represents an increase of approx £700,000 from the 2012/13 allocation. To date over 300 orders have been placed for minor drainage repair during 2013/14 of which about 250 have been completed or commenced.
20. Jammed and broken gully lids are also progressed via the minor works programme to repair and replace as necessary.

Conclusions:

21. Gully cleaning is an essential maintenance activity that contributes to the management of surface water on the highway network and assists in protecting the integrity of the road structure.
22. Recent contractual changes have been positive with regards to the gully cleaning programme with noticeable improvements in programme adherence and the success of follow up activities such as clearing blocked connections.
23. The increase in budget for minor drainage repairs has proved beneficial in resolving a significant number of drainage issues.

Recommendations:

24. That the Select Committee
- a) Notes and comments on the progress of the gully cleaning programme.
 - b) Endorses the allocation of a minor works budget to support the gully cleaning programme.

Next steps:

The performance of the subcontractors will continue to be monitored and improvements developed as required.
The gully cleaning programme will be optimised for 2014/15 and website details updated.
The Select Committee will be updated on progress in Spring/Summer 2014.

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