

SURREY COUNTY COUNCIL

LOCAL COMMITTEE (WAVERLEY)

DATE: 26 SEPTEMBER 2014

LEAD OFFICER: JOHN HILDER

SUBJECT: HIGHWAYS UPDATE

DIVISION: ALL DIVISIONS IN WAVERLEY

**SUMMARY OF ISSUE:**

This report provides an update on the 2014/15 programme of minor highway works funded by this committee.

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

- (i) Note progress on the programme of minor highway works for 2014/15.
- (ii) Agree the Lengthsman bid by Witley PC (£2,000) subject to County Council officer scrutiny.

REASONS FOR RECOMMENDATIONS:

The committee is asked to agree the recommendations above in order to progress the programme of work for 2014/15.

1. UPDATE**Local Committee Budgets and Forecast Expenditure**

1.1 The 2014/15 budget, agreed allocations and forecast expenditure for 2014/15 are set out at **Annex 1**, which shows that currently it is estimated that the budget is slightly (about 1%) over-committed.

1.2 At the mid-point of the financial year the design of Integrated Transport Schemes (ITS) is complete or approaching completion, with installation planned for Quarter 3 and Quarter 4. All feasibility studies are expected to be complete in the next month or so, in time for consideration by the four task groups meeting later in the Autumn to prioritise schemes for 2015/16.

Capital Maintenance LSR (surfacing) Schemes

1.3 **Annex 1** includes new surfacing schemes which have been identified and prioritised by the area team. Condition was the primary consideration in the selection of these roads, although officers were mindful of the distribution of surfacing schemes included in the central Horizon and Flood Recovery programmes, which were reported at the June meeting of the Committee.

Lengthsman Scheme

1.4 At the meeting of 21 March 2014 the committee agreed to fund Lengthsman bids by Chiddingfold, Dunsfold, First Wessex (Sandy Hill and The Chantry, Farnham), Hambledon, Haslemere, and Farnham to a total maximum value of £42,361 subject to scrutiny by highways officers.

1.5 A bid has recently been submitted by Witley PC, valued at £2,000.

1.6 The Committee discussed how Lengthsman funding could be allocated in future, with the option of dividing equally by County Council division with the local County Councillor directing expenditure, either directly or via town and parish councils. It is recommended that this is considered by the Local Transport Plan Task Group, with a report coming to the December committee meeting.

Community Enhancement Fund

1.7 At the end of August £22,000 of the £45,000 fund had been committed. County Councillors are asked to discuss potential work within their divisions with the area team and confirm their requirements by the end of November so that works can be ordered and delivered before the end of the financial year.

Parking Team update

1.8 Objections to the 2013/14 review of parking restrictions in Waverley were considered by the committee at an additional public meeting on 9 May. Owing to the size of the review and the need to rectify historical inconsistencies with the existing lining, the Committee agreed to a phased implementation, town by town. The Parking Team issued the works order for lining in Farnham in August and the work will be carried out during September and October. The Godalming area will follow in October/November with a further update at the next meeting in December.

Customer Enquiries

1.9 The first quarter of the financial year (April, May, June) has seen a reduction in the level of enquiries compared to the extremely high volume during January, February and March, mainly due to better weather. For the first half of 2014 some 87775 enquiries have been received, giving an average of almost 14,600 per month for the calendar year, down from 19,000.

1.10 For Waverley specifically, 11656 enquiries have been received since January of which 5134 were directed to the local area office for action, 93% of these have been resolved. This response rate is slightly below the

countywide average of 95%. Although the response rate remains high, we are working hard in conjunction with our contractors to improve and also reduce the need for customers to chase for an answer.

1.11 The reduction in customer contacts has also been reflected in the volume of complaints received, 208 for the 6 months to the end of June compared to 143 for the first quarter. The South West area comprising Guildford and Waverley has received 52 stage 1 complaints. The main reasons for these being communication and the failure to carry out works to either the required standard or timescale.

1.12 The Service is reviewing the customer service KPIs and is particularly looking at advance notification of works on the highway through our Customer Stakeholder Engagement Plan.

4. OPTIONS:

4.1 As discussed with members.

5. CONSULTATIONS:

6.1 Appropriate consultation will be carried out for all schemes.

6. FINANCIAL AND VALUE FOR MONEY IMPLICATIONS:

6.2 Works will be carried out by the County Council's term highways contractor, Keir, who won the term contract in a competitive tender process.

7. EQUALITIES AND DIVERSITY IMPLICATIONS:

7.1 None specific to this report.

8. LOCALISM:

8.1 Works and schemes are designed to improve and make safer the facilities for local communities in the borough.

8.2 The Lengthman initiative allows parish councils to undertake enhanced maintenance of the public highway.

9. OTHER IMPLICATIONS:

9.1 None

10. CONCLUSION AND RECOMMENDATIONS:

10.1 As set out in the body of the report.

11. WHAT HAPPENS NEXT:

11.1 Officers will continue to progress the programme of schemes agreed by the committee.

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Contact Officer:

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Consulted:

As described within the report

Annexes:

1. Highways Budgets and Expenditure for 2014/15

Sources/background papers:

Local Committee for Waverley Friday 13 December 2013 Item 11: 'Highways Budgets 2014/15'

Local Committee for Waverley Friday 21 March 2014 Item 9: 'Highways Update'

Local Committee for Waverley Friday 20 June 2014 Item 14: 'Update on Local Committee Highway Improvement Programmes for 2013-14 and 2014-15.'