

SURREY COUNTY COUNCIL
LOCAL COMMITTEE (GUILDFORD)

DATE: **26 NOVEMBER 2014**

LEAD OFFICER: **JOHN HILDER**

SUBJECT: **HIGHWAYS UPDATE**

DIVISION: **ALL**



SUMMARY OF ISSUE:

This report provides an update on the 2014/15 programme of minor highway works funded by this committee as well as Section 106 (developer funded) schemes.

RECOMMENDATIONS:

The Local Committee (Guildford) is asked to agree that / asked to:

- (i) Authorise the prohibition of the right turn from Jacobs Well Road into the A320 Woking Road.
- (ii) Note that ten additional resurfacing schemes will be centrally funded.
- (iii) Note the Highways Update report

REASONS FOR RECOMMENDATIONS:

The committee is asked to formally 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 the budget is now thought to be about 7% over committed. The position will become clearer as the year progresses and work is priced, but it may be necessary to defer starts on schemes to stay within budget.

Prohibit right turn Jacobs Well Rd into A320 Woking Road

- 1.2 The 2014/15 programme includes an allocation of £10,000 for improving safety and movement at the junction of Jacobs Well Road with the A320 Woking Road.
- 1.3 The road is bounded by common land (Stringers Common) and there is little opportunity to widen the junction. A design has been produced which would provide an improved central refuge for pedestrians crossing the mouth of Jacobs Well Road and which would prohibit the right turn into the Woking Road.
- 1.4 There have been several personal injury collisions involving right turning vehicles exiting Jacobs Well Rd and this is considered due in part to restricted visibility, particularly at peak hours when vehicles on the A320 southbound queue through the junction. Residents of Jacobs Well would have to access the A320 northbound via Clay Lane.
- 1.5 The police have been consulted and support the proposal.

Additional Capital Maintenance LSR (surfacing) Schemes

- 1.6 The centrally funded planned highways capital maintenance programme for 2014/15 was reported to the June meeting of the local committee. The programme included carriageway and footway resurfacing schemes as well as drainage, bridge and embankment works.
- 1.7 The central Asset Management Group has agreed to fund a number of additional surfacing schemes in Guildford in the current financial year and these new schemes are listed below.

Radnor Lane, entire length	Holmbury St Mary
Totford Lane, middle section near bridge	Seale
Scotland Farm Road, entire length	Ash Vale
Sandy Lane, entire length	Albury
Mill Lane, various sections	Ripley
School Lane, between school accesses	Normandy
Chapel Lane, Melrose to Fitzella	Pirbright
Pilgrims Way/Echo Pit, car park to A281	Guildford
Cranley Rd, Cross Lanes to school entrance	Guildford
Semaphore Rd, entire length	Guildford

High Street Setts

- 1.8 At their meeting in June the committee agreed to increase the allocation towards relaying the setts in Guildford High St to £150,000. Since then Guildford Borough Council has agreed to commit £350,000 towards the project, as has the Deputy Leader of the County Council, so the major element of funding is now in place.
- 1.9 Guildford town will host the Armed Forces Day in 2015, with the date set for 27 June. The window between now and then is too narrow to be confident that relaying the setts could be procured and completed in advance, and work is planned to start on site in the Summer of 2015, following Armed Forces Day.
- 1.10 Costs will be incurred against design and procurement only in the current financial year, and the balance of the £150,000 allocated by the committee will be carried forward to 2015/16 to meet construction costs.
- 1.11 In August The Project Centre (consulting engineers) were commissioned to produce a scoping report looking at how relaying the setts might be widened to a public realm/environmental enhancement scheme. They had been asked to look at different configurations for the High Street including wider footways, bringing the carriageway to the same height as the footways, planting (trees) and street furniture.
- 1.12 The Steering Group for this project met 30 October to consider the scoping report. The group felt it was appropriate that consideration should be given to the idea of altering the appearance of the High Street in view of the scale of work involved in relaying the setts. However after a lengthy discussion it was concluded that given the fact that the overall appearance had remained unchanged for centuries and that the High Street is within a Conservation Area (so to be preserved for future generations) any radical change would be inappropriate, would require lengthy consultations, and would likely provoke widespread objection. The steering group considered that the project should remain as originally proposed, namely to relay the setts with consideration of further 'flatter' crossing places such as that at Tunsgate. The group noted that the scoping report estimated costs for a public realm scheme at £2m plus, but that this included rebuilding everything between shop facades including footways, kerbs & drainage systems, planting trees and installing new street furniture.
- 1.13 The Steering Group meets next on 1 December to consider to agree traffic management, deliveries and communication strategies in preparation for opening discussions with high street retailers in the new year.
- 1.14 Detailed design and contract documents will be prepared between December and April 2015, with procurement (tendering) carried out between April and July, with construction starting August 2015.

Lengthsman Scheme

- 1.15 In June the committee agreed to fund a 2014/15 bid of £4,800 by Ash PC.
- 1.16 In September the committee agreed to fund bids by Shere (£7,000) and Worplesdon (£4,500).
- 1.17 The Horsleys are understood to be preparing a bid.

Community Enhancement Fund

- 1.18 At the end of October £17,000 of the £50,000 community enhancement fund had been committed. SCC members 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.

Customer Enquiries and Reactive Repairs

- 1.19 Following the extremely high volume of enquires in the first part of the year, the second and third quarters have seen a steady reduction. This is to be expected given the time of year but overall volumes remain high with over 118000 received for the calendar year to date, giving an average of approximately 13100 per month, down from 14600 in the second quarter.
- 1.20 For Guildford specifically, 13698 enquiries have been received since January of which 7706 were directed to the local area office for action, 91% 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 the service we provide. This includes the launch of a new customer enquiry and works scheduling system and revised customer service KPIs.
- 1.21 Through the Customer Service Excellence project we are also seeking to improve the accessibility of information and advance notification of roadwork's. As part of which we have recently moved our roadwork information to a new website; www.roadworks.org that also contains information on work being undertaken by utility companies. Customers can sign up to receive alerts and provides a fuller picture of the work in an area.
- 1.22 Although there have been a reduction in customer contacts, complaints have remained high with 308 at stage 1 for the 9 months to the end of September compared to 208 for the first half of the year. The South West area including Guildford have received 78. The main reasons for these being communication and the failure to carry out works to either the required standard or timescale. In addition 11 complaints have been escalated to stage 2 of which we were found to be at fault in only three. Seven complaints have been made to the Local Government Ombudsman about the Service, none of which have been upheld.

2. OPTIONS:

- 2.1 As discussed with members.

3. CONSULTATIONS:

3.1 Appropriate consultation will be carried out for all schemes.

4. FINANCIAL AND VALUE FOR MONEY IMPLICATIONS:

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

5. EQUALITIES AND DIVERSITY IMPLICATIONS:

5.1 None

6. LOCALISM:

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

6.2 The Lengsthman initiative allows parish councils to undertake enhanced maintenance of the public highway.

7. OTHER IMPLICATIONS:

7.1 None

8. CONCLUSION AND RECOMMENDATIONS:

8.1 As set out in the body of the report.

9. WHAT HAPPENS NEXT:

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

Contact Officer:

SCC Area Highway Manager SW
Tel 0300 200 1003

Consulted:

As described within the report

Annexes:

1. Highways Budget and Expenditure for 2014/15

Sources/background papers:

Local Committee for Guildford Wednesday 11 December 2013 Item 12: 'Highways Budgets 2014/15'

Local Committee for Guildford Wednesday 12 March 2014 Item 14: 'Highways Update'

Local Committee for Guildford Wednesday 24 June 2014 Item 15: 'Highways Update'

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