

SURREY COUNTY COUNCIL

LOCAL COMMITTEE (TANDRIDGE)

DATE: 12th DECEMBER 2014

LEAD OFFICER: JOHN LAWLOR, AREA TEAM MANAGER

SUBJECT: HIGHWAY SCHEMES UPDATE

DIVISION: ALL

**SUMMARY OF ISSUE:**

At the 13th December 2013 Local Committee, Members agreed a programme of revenue and capital highway works in Tandridge. Delegated Authority was given to enable the forward programme to be progressed without the need to bring further reports to the Local Committee for decision. This report sets out recent progress. The report also updates Members on other maintenance programmes in Tandridge and on customer enquiries.

RECOMMENDATIONS:

The Local Committee (Tandridge) is asked to note the contents of the report.

REASONS FOR RECOMMENDATIONS:

To update the Local Committee on the progress of the highway works programme in Tandridge.

1. INTRODUCTION AND BACKGROUND:

- 1.1 In December 2013, Local Committee agreed its forward programme for both Integrated Transport Schemes (ITS) Capital Improvement Schemes and ITS Capital Maintenance Schemes. Local Committee also agreed the allocation of its revenue budget for maintenance works.
- 1.2 A revised capital works programme was agreed by Local Committee in June 2014 to allocate additional funding to maintenance schemes. This was required to address the damage caused to the local road network following the exceptional wet winter of 2013/14.
- 1.3 To allow flexibility in the delivery of the Local Committee's highways work programme, delegated authority was given so that the programme could be amended if necessary and works could be progressed without the need to bring further reports to the Local Committee for decision.
- 1.4 In addition to the Local Committee's devolved highways budget, developer contributions are used to fund, either wholly or in part, highway improvement schemes to mitigate the impact of developments on the highway network.

2. ANALYSIS:

- 2.1 **Capital Highway Schemes:** Progress on the approved Local Committee funded capital programme of highway works in Tandridge is set out in **Annex 1**. It also provides an update on schemes being progressed using developer contributions.
- 2.2 The weather conditions at the end of 2013 and early part of 2014 resulted in widespread deterioration of the road network. A Flood Recovery Plan has been developed following an announcement from the Leader of the Council of an additional £23m for the repair of flood damaged roads and bridges. Work has started on the programme of roads in Tandridge to be repaired with funding from this additional money. This work is additional to the Operation Horizon major maintenance programme, which is on-going.
- 2.3 **Drainage:** The centrally funded drainage budget managed by the local area team continues to be used to carry out drainage investigation and small repairs locally.
- 2.4 **Customer Enquiries:** Following the extremely high volume of enquiries 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. **Table 1** shows the number of enquiries received during the first nine months of 2014.

Period (2014)	Surrey Highways: Total enquiries (no.)	Tandridge: Total enquiries (no.)	Local Area Office: Total enquiries (no.)
Jan - March	58,224	6,108	2,485
April - June	29,551	2,553	1,282
July - Sept	30,225	2,464	1,041
Total	118,000	11,125	4,808

Table 1: Customer Enquiries

- 2.5 Of the enquiries received by the local area office, 96% have been resolved, a rate slightly above the countywide average of 95%. The County continues to work with its contractors to improve the service provided. This includes the launch of a new customer enquiry and works scheduling system and revised customer service Key Performance Indicators (KPIs).
- 2.6 Through the Customer Service Excellence project, Surrey is seeking to improve the accessibility of information and advance notification of roadworks. Roadwork information has been moved to a new website; (www.roadworks.org) as part of this project. The website also contains information on work being undertaken by utility companies, providing customers with a fuller picture of the work being carried out on the road network. Customers can sign up to receive alerts.
- 2.7 Although there has been a reduction in customer contact with Surrey Highways, the number of complaints received has increased marginally from 0.25% of all enquiries at the start of the year to 0.33% in the last reported quarter. **Table 2** shows the number of complaints received by Surrey Highways and the South East area, which includes Tandridge.

Period (2014)	Surrey Highways: Complaints (no.)	South East Area: Stage 1 Complaints (no.)
Jan - March	143	47
April - June	65	28
July - Sept	100	27
Total	308	102

Table 2: Complaints

- 2.8 The main reason for complaints is the lack of communication and the failure to carry out works to either the required standard or timescale. In the South East area since January 2014, 23 complaints have been escalated to Stage 2 of which Surrey Highways were found to be at fault in ten. Countywide, seven complaints have been made to the Local Government Ombudsman this year about the Service, none of which have been upheld.

3. OPTIONS:

- 3.1 Not applicable.

4. CONSULTATIONS:

- 4.1 Not applicable

5. FINANCIAL AND VALUE FOR MONEY IMPLICATIONS:

- 5.1 Budgets are closely monitored throughout the financial year and monthly updates are provided to the Local Committee Chairman and Vice-Chairman. The Local Committee have put in place arrangements whereby monies can be vired between different schemes and budget headings.

6. EQUALITIES AND DIVERSITY IMPLICATIONS:

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

7. LOCALISM:

- 7.1 Funding has been allocated from the revenue maintenance budget to fund the Highways Localism Initiative.

8. OTHER IMPLICATIONS:

Area assessed:	Direct Implications:
Crime and Disorder	Set out below
Sustainability (including Climate Change and Carbon Emissions)	No significant implications arising from this report
Corporate Parenting/Looked After Children	No significant implications arising from this report
Safeguarding responsibilities for vulnerable children and adults	No significant implications arising from this report
Public Health	Set out below

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8.1 Crime and Disorder implications

A well-managed highway network can contribute to reduction in crime and disorder.

8.2 Sustainability implications

The use of sustainable materials and the recycling of materials is carried out wherever possible and appropriate.

9. CONCLUSION AND RECOMMENDATIONS:

9.1 Progress on the programme of revenue and capital highway works in Tandridge is set out in section 2 and Annex 1 of this report. Local Committee is asked to note the contents of this report

10. WHAT HAPPENS NEXT:

10.1 Delivery of the highway works programme will continue and an end of year update report will be presented to the March 2015 meeting of the Local Committee.

Contact Officer:

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Consulted:

Not applicable

Annexes:

Annex 1: Summary of Progress

Sources/background papers:

- Report to Tandridge Local Committee, 13th December 2013, Highways Forward Programme 2014/15 – 2015/16
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