

SURREY COUNTY COUNCIL**LOCAL COMMITTEE (MOLE VALLEY)****DATE:** 4th MARCH 2015**LEAD OFFICER:** JOHN LAWLOR, AREA TEAM MANAGER**SUBJECT:** HIGHWAY SCHEMES 2014/15 – END OF YEAR UPDATE**DIVISION:** ALL**SUMMARY OF ISSUE:**

To inform the Local Committee on the outcome of the 2014/15 Integrated Transport and highways maintenance programmes in Mole Valley.

RECOMMENDATIONS:

The Local Committee (Mole Valley) 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 Mole Valley.

1. INTRODUCTION AND BACKGROUND:

- 1.1 In December 2013, Mole Valley Local Committee agreed a programme of capital Integrated Transport Schemes (ITS) and revenue maintenance expenditure for 2014/15 in Mole Valley to be funded from the Local Committee's devolved budget. The £368,666 ITS capital budget was divided equally between improvement schemes and maintenance (local structural repair) schemes. The revenue maintenance budget was set at £252,110. In addition to this, each County Member was allocated £5,000 Community Enhancement funding to spend on improvements in their local area.
- 1.2 In addition to the Local Committee's devolved budget, Countywide budgets have been used over the past year to fund major maintenance (Operation Horizon), flood damage repair (Project 400), drainage works and other capital highway schemes. Countywide revenue budgets are used to carry out both reactive and routine planned maintenance works.
- 1.3 In addition to the Local Committee's devolved highways budget, developer contributions can be used to fund, either wholly or in part, highway

improvement schemes to mitigate the impact of developments on the highway network.

2. ANALYSIS:

Capital Programme

2.1 **Annex 1** provides an end of year update of the 2014/15 capital programme of Local Committee funded highway works in Mole Valley. It also provides an update on schemes funded by the Road Safety Working Group and those being progressed using developer contributions.

2.2 A number of ITS improvement schemes have been progressed in 2014/15, as highlighted below and set out in detail in Annex 1.

- A24 Horsham Road, Holmwood: scheme to prevent buses overhanging central reservation when turning right and closure of gap in central reservation.
- A24 Horsham Road (Spook Hill to Beare Green), Dorking: completion of next phase of works to convert existing footway to shared pedestrian /cycle path.
- West Street, Dorking: footway improvement works to provide new surfacing, localised widening and new informal crossing points.
- Ruckmans Hill, Oakwood Hill: introduction of signed width restriction to prevent use by unsuitable vehicles.
- Decluttering: work completed in Great Bookham to remove surplus illuminated signs and posts at the junction of Lower Road/Rectory Lane/Bookham Street.

2.3 Seven Local Structural Repair schemes are due to be completed in 2014/15, funded from the Local Committee ITS capital maintenance budget. It had been intended to deliver fourteen micro asphalt schemes this financial year but the schemes were deferred due to the retendering of the surface treatment contract.

Revenue Programme

2.4 **Table 1** below shows the revenue maintenance allocations for 2014/15, together with works carried out to date. This budget will have been spent in full by the end of the financial year.

2.5 The Highways Localism Initiative was set up to allow Parish Councils and Residents' Associations to bid to the Local Committee for funding of local revenue projects. £5000 per County Member was allocated for localism initiative works in their divisions, with the proviso that if any of the funding had not been distributed by the end of November 2014, the money would revert to the relevant Member's Community Enhancement allocation. In 2014/15, two bids were received, from Buckland Parish Council and Ashted Residents' Association.

2.6 Mole Valley Local Committee was allocated £30,000 Community Enhancement Fund, which equates to £5,000 per County Member, to pay for small highway improvements to benefit the local community. This budget is projected to be spent in full by the end of the financial year and has been

used to fund drainage works, kerb and footway works, gateway features, and provision of grit bins, as requested by Members.

Item	Allocation	Works Carried Out
Drainage / ditching works	£28,000	Works carried out include: Area-wide ditching programme Ditch and tree/vegetation clearance on A29 Beare Green/Wigmore Lane, Wonham Lane Drainage investigation and repair in Bushbury Lane, Coldharbour Common Road, Cotton Row, Penrose Road, Cobham Road, Kingston Road, Fernden Abrams Lane, The Street (Capel), Weare Street, Wheelers Lane, Church Lane (Headley).
Tree works and flailing	£20,000	Works carried out include: Area-wide Autumn hedge flailing programme Tree works at Knoll roundabout, Boxhill Road
Carriageway or footway patching works	£5,000	Works carried out include: Footway repairs in Crays Avenue, Wildcroft Drive, Westhumble Street, Middle Street Carriageway repairs in Westcott Street, Stane Street, Glovers Road
Parking	£15,000	Contribution towards parking review in Mole Valley
Signs and Road markings	£2,000	Provision of new signs at various locations across the District.
Localism Initiative	£30,000	£5,000 per County Member to fund bids from Parish Councils and Residents' Associations for local revenue highway projects (see para 2.5)
Sub Total	£100,000	
Revenue Maintenance Gang/Drainage Works/Low Cost Measures	£152,110	Hire of Revenue Maintenance Gang to carry out minor works throughout the District. Around 400 minor works jobs carried out including vegetation trimming, verge repairs, road sign works and drainage maintenance.
Sub Total	£152,440	
TOTAL	£252,550	

Table 1 – Revenue Maintenance 2014/15

Customer Enquiries

2.7 **Table 2** shows the number of enquiries received during 2014. The extremely high volume of enquiries received in the first quarter of the year was a result of the extremely wet winter of 2013/14. The second and third quarters saw a reduction in the number of enquires received, although overall volumes remain high and the downward trend has continued in the last quarter.

2.8 Of the enquiries received by the local area office, 96% have been resolved, a rate slightly above the countywide average of 95%. Although the response rate remains high, Highway Services are working hard in conjunction with contractors to improve the service provided. The new Works Management

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System has allowed greater visibility throughout the life of a customer enquiry and officers are able to view better information and works schedules.

Period (2014)	Surrey Highways: Total enquiries (no.)	Mole Valley: Total enquiries (no.)	Local Area Office: Total enquiries (no.)
Jan - March	58,224	6,021	2,620
April - June	29,551	3,358	1,163
July - Sept	30,225	2,633	1,346
Oct – Dec	31,000	3,005	1,162
Total	149,000	15,017	6,291

Table 2: Customer Enquiries

2.9 Work continues to improve performance and a Key Driver Analysis is currently being undertaken which looks at the annual National Highways and Transport survey to better understand customer satisfaction. In addition, the Customer Service Excellence Member Reference Group is reviewing response standards and the Customer Charter.

2.10 **Table 3** shows the number of complaints received in 2014 by Surrey Highways and the South East area, which includes Mole Valley. Although there has been a reduction in the overall number of customer contacts in 2014 compared to 2013, the number of Stage 1 complaints has increased, with 524 complaints made at Stage 1 in 2014 compared to 487 in 2013. However, for 2014 this equates to only 0.35% of all enquiries received by Surrey Highways being taken to a Stage 1 complaint. The main reason for complaints is the lack of communication and the failure to carry out works to either the required standard or timescale.

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
Oct – Dec	216	58
Total	524	160

Table 3: Complaints

2.11 In addition, 61 complaints have been escalated to Stage 2 of the complaints process, of which Surrey County Council were found to be at fault in 26. Seven complaints have been made to the Local Government Ombudsman 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 The key objective with regard to the 2014/15 budgets has been to manage to a neutral position. Final end of year figures are not yet available to determine if this objective has been achieved. Financial outturns will be presented to Local Committee at the June 2015 meeting.

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 The Highways Service is mindful of the localism agenda and engages with the local community as appropriate before proceeding with the construction of any highway scheme.

7.2 Specific funding is allocated from the Local Committee's devolved budget which allows Parish Councils and Residents' Associations to bid to the Local Committee for the funding of local revenue projects.

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

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 This report sets out highway works carried out in Mole Valley in 2014/15, for Members' information.

10. WHAT HAPPENS NEXT:

10.1 The remaining budget for 2014/15 will be spent and the end of year outturn figures will be finalised, to be reported to Local Committee in June 2015.

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Contact Officer:

Anita Guy, Senior Engineer, South East Area Team, 03456 009 009

Consulted:

Not applicable

Annexes:

Annex 1: Summary of Progress

Sources/background papers:

- Report to Mole Valley Local Committee, 4th December 2013

CAPITAL ITS IMPROVEMENT SCHEMES			
Project: A24 Horsham Road, Holmwood			
Detail:	Measures to address right turn/vehicle overhang on A24 central reservation	Division:	Dorking Rural
Allocation: £60,000			
Progress: Implementation of northbound lane closure, as trialled in October 2012. Closure of gap in central reservation opposite petrol station to improve safety. Completed. Stage 3 Road Safety Audit carried out.			
Project: Rectory Lane, Bookham			
Detail:	Footway extension	Division:	Bookham and Fetcham West
Allocation: £1,333			
Progress: Two options been developed by Design Team. Ecological assessment carried out Spring 2013. Land issues to be resolved before scheme can be progressed..			
Project: High Street, Bookham			
Detail:	Measures to address speed, congestion and HGVs	Division:	Bookham and Fetcham West
Allocation: £30,000			
Progress: Proposals developed in consultation with the Bookham Residents' Association and divisional Member. Changes to waiting restrictions carried out as part of 2013/14 parking review to provide passing places. Following consultation on the provision of three road tables in the High Street, the proposals were revised to minimise the loss of on-street parking. Design is being completed and implementation is likely to be early 2015/16.			
Project: A24 Deepdene Avenue, Dorking (Phase 3)			
Detail:	Safety measures	Division:	Dorking South & the Holmwoods
Allocation: £5,000			
Progress: Design of Phase 3 measures, for implementation in 2015/16.			

CAPITAL ITS IMPROVEMENT SCHEMES			
Project: A24 Horsham Road (Spook Hill to Beare Green), Dorking			
Detail:	Shared cycle/pedestrian path	Division: Dorking South & the Holmwoods Dorking Rural	Allocation: £20,000
Progress: Design and implementation of next phase of works to convert the existing footway to a shared cycle/pedestrian path, continuing northwards from the work carried out north of Old Horsham Road in 2013/14. Completed. Next phase of works to be carried out in 2015/16.			
Project: Hollow Lane, Wotton			
Detail:	Measures to reduce speeds in vicinity of cottages	Division: Dorking Hills	Allocation: £10,000
Progress: No local support for the options developed to improve pedestrian safety in the section of Hollow Lane by the cottages Agreed to progress provision of SLOW road markings and signs to warn drivers of pedestrians in the road. Works ordered.			
Project: Approaches to Therfield School			
Detail:	Safer Routes to School/Cycle improvements	Division: Leatherhead and Fetcham East	Allocation: £5,000
Progress: Option to provide a shared cycle path on Kingston Road to link with existing cycle facilities being progressed. Design on-going.			
Project: Garlands Road, Leatherhead			
Detail:	Measures to reduce speeds/improve pedestrian facilities	Division: Leatherhead and Fetcham East	Allocation: £10,000
Progress: Proposal to provide a raised table at the junction of Garlands Road and Linden Gardens rejected following statutory consultation. A revised scheme to include a zebra crossing and a kerb build-out/priority give way being progressed. Implementation to be carried out in 2015/16.			

CAPITAL ITS IMPROVEMENT SCHEMES

Project: Dene Street, Dorking			
Detail: One-way working	Division: Dorking South & the Holmwoods	Allocation: £25,000	
Progress: Proposed one-way working in Dene Street between Heath Hill and the A25 High Street. Traffic surveys completed. Design work on-going. Scheme programmed for implementation 2015/16, subject to consultation.			
Project: Ruckmans Hill, Oakwood Hill			
Detail: Width restriction	Division: Dorking Hills	Allocation: £2,000	
Progress: Design and implementation of signed width restriction on Ruckmans Hill, Oakwood Hill to prevent use by unsuitable vehicles. Traffic Regulation Order has been advertised and works ordered. To be completed by end March 2015.			
Project: Stage 3 Road Safety Audits			
Detail: To be carried out as appropriate	Division:	Allocation: £3,000	
Progress: Stage 3 Road Safety Audits to be carried out as appropriate.			
Project: Decluttering			
Detail: Great Bookham	Division: Bookham and Fetcham West	Allocation: £5,000	
Progress: Decluttering carried out in Great Bookham in 2013/14. Additional work identified by the Bookham Residents Association. Completed.			
Project: Small Safety Schemes			
Detail: To fund minor safety schemes, as and when identified	Division: All	Allocation: £4,000	
Progress: Schemes to be identified.			

CAPITAL ITS IMPROVEMENT SCHEMES			
Project:	Signs and Road Markings		
Detail:	To fund new signs and road markings, as and when identified	Division: All	Allocation: £4.000
Progress:	<p>Ewhurst Brickworks: HGV direction signs to be erected in advance of the brickworks resuming production. Works ordered.</p> <p>Vincent Road: Advance warning signs of No Motor Vehicle restriction to be erected in Vincent Lane and South Street. Substantially completed. Sign on South Street to be placed on a cantilever arm to maximise available footway for pedestrians.</p>		

CAPITAL ITS MAINTENANCE SCHEMES (LSR)			
Project	Division	Treatment	Update
Broomfield Park, Westcott - entire length	Dorking Hills	Channel plane and base repair. 40mm DBM resurfacing	Works ordered. To be completed by end March 2015.
Mowbray Gardens, Dorking - entire length	Dorking Hills	Channel plane and base repair. 40mm DBM resurfacing	Works ordered. To be completed by end March 2015.
Pippbrook Gardens, Dorking - entire length	Dorking Hills	Overlay	Works ordered. To be completed by end March 2015.
Bennetts Wood, Capel - entire length	Dorking Rural	Channel plane and base repair. 40mm DBM resurfacing	Works ordered. To be completed by end March 2015.

CAPITAL ITS MAINTENANCE SCHEMES (LSR)			
Project	Division	Treatment	Update
Malcolm Gardens, Hookwood - entire length	Dorking Rural	Channel plane and base repair. 40mm DBM resurfacing	Works ordered. To be completed by end March 2015.
Nutwood Avenue, Brockham - from Nutwood Close to end	Dorking Rural	Channel plane and base repair. 40mm DBM resurfacing	Works ordered. To be completed by end March 2015.
Denfield, Dorking - entire length	Dorking South and the Holmwood	Channel plane and base repair. 40mm DBM resurfacing	Works ordered. To be completed by end March 2015.

DEVELOPER FUNDED SCHEMES			
Project: Woodfield Lane, Ashtead			
Detail: Parking lay-by/localised road widening		Division: Ashtead	
Progress: Application submitted to the Secretary of State for consent to construct a new footway on common land. Subject to outcome of common land application, scheme to be implemented 2015/16.			
Project: Leatherhead Town Centre			
Detail: Town centre improvements		Division: Leatherhead and Fetcham East	
Progress: See separate report on this agenda.			
Project: West Street, Dorking			

DEVELOPER FUNDED SCHEMES		
Detail:	Footway improvements	Division: Dorking South & the Holmwoods
Progress: New footway surfacing, localised footway widening, upgrading street furniture and provision of dropped kerbs/tactile paving. Works on-going and programmed to be completed by end March 2015. Part funded from Mole Valley District Council s106 contributions.		
Project: A246 Guildford Road, Bookham		
Detail:	Provision of street lighting	Division: Leatherhead and Fetcham East Bookham and Fetcham West
Progress: Completed. Work on-going to mitigate concerns expressed by residents regarding light spill/light pollution.		
Project: Dene Street, Dorking		
Detail:	One-way working	Division: Dorking South & the Holmwoods
Progress: See capital ITS improvement schemes.		
Project: Pebble Hill Road, Betchworth		
Detail:	Safety scheme	Division: Dorking Rural
Progress: Improvements to signs completed. Additional road markings to be provided in conjunction with Operation Horizon works in Pebble Hill Road. Scheme delayed due to utility works.		
Project: Waterway Road, Leatherhead		
Detail:	Pedestrian safety scheme	Division: Leatherhead and Fetcham East
Progress: Feasibility design for provision of pedestrian facility near junction with Mill Lane.		

DEVELOPER FUNDED SCHEMES

Project: A245 Randall Road/Cleeve Road, Leatherhead

Detail: Pedestrian and cycle measures **Division:** Leatherhead and Fetcham East

Progress:
Provision of a pedestrian phase at the existing traffic signals. Cycle facilities to improve link between Leatherhead and River Lane. Design work on-going .

Project: Ruckmans Lane area, Ockley

Detail: HGV access issues **Division:** Dorking Rural

Progress:
See capital ITS improvement schemes.

Project: Kiln Lane, Brockham

Detail: Pedestrian safety scheme **Division:** Dorking Rural

Progress:
Feasibility design of footpath and lighting improvements. Divisional Member to be consulted on requirements for this location.

Project: Woodfield Lane, Ashtead

Detail: Footway improvements **Division:** Ashtead

Progress:
Feasibility design of measures to improve the alignment of the existing narrow footway at southern (A24) end of Woodfield Lane.

Project: Ottways Lane, Ashtead

Detail: Footway improvements **Division:** Ashtead

Progress:
Completed. Stage 3 Road Safety Audit carried out.

ROAD SAFETY TEAM SCHEMES

Project: A217 Reigate Road, Hookwood

Detail: Kerb build out and speed limit reduction **Division:** Dorking Rural

Progress:

Kerb build-out at junction of A217 Reigate Road and Mill Lane: Completed.

Speed limit reductions: A217 Reigate Road between north of Mill Lane and Hookwood roundabout; A217 between Hookwood roundabout and existing 30mph limit northwest of the A23 Longbridge roundabout; C62 Reigate Road between Hookwood roundabout and Povey Cross Road; and C64 Povey Cross Road. Completed.

Project: A25 Coast Hill, Wotton b/w Sheepphouse Lane and Coast Hill Lane.

Detail: Hazard marker posts and warning signs **Division:** Dorking Hills

Progress:

Provide hazard marker posts and replacement warning signs on A25 Coast Hill between Sheepphouse Lane and Coast Hill Lane. Completed.

PARKING

Progress:

The 2014/15 review was reported to Local Committee in December 2014. A few additional measures were added at the meeting, most of which have now been agreed by officers and members. The remaining issues will be resolved prior to advertising in March 2015.

Proposals currently being advertised are:

- new loading, waiting, and parking restrictions on North Street and Bridge Street, Leatherhead (objection period ends 19 February);
- double yellow lines on Ottways Lane, Agates Lane and Bramley Grove, Ashted (objection period ends 12 February); and

PARKING

- yellow lines on Lower Shott and Leatherhead Road, Great Bookham, and single and double yellow lines together with loading restrictions on High Street, Dorking (objection period ended on 23 January 2015).

The Leatherhead and Dorking proposals came out of the task group projects looking at congestion in those two High Streets, and the Ashted and Great Bookham proposals are outstanding proposals from last year's review.

Note: Information correct at time of writing (17/02/15)

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