

SURREY COUNTY COUNCIL

LOCAL COMMITTEE (TANDRIDGE)

DATE: 20 MARCH 2015

LEAD OFFICER: JOHN LAWLOR, AREA TEAM MANAGER

SUBJECT: HIGHWAY SCHEMES 2014/15 – END OF YEAR UPDATE

DIVISION: ALL



<u>SUMMARY OF ISSUE:</u>
To inform the Local Committee on the outcome of the 2014/15 Integrated Transport and highways maintenance programmes in Tandridge.
<u>RECOMMENDATIONS:</u>
The Local Committee (Tandridge) is asked to note the contents of the report.
<u>REASONS FOR RECOMMENDATIONS:</u>
To update the Local Committee on the progress of the highway works programme in Tandridge.

1. INTRODUCTION AND BACKGROUND:

- 1.1 In December 2013, revised in June 2014, Tandridge Local Committee agreed a programme of capital Integrated Transport Schemes (ITS) and revenue maintenance expenditure for 2014/15 in Tandridge to be funded from the Local Committee's devolved budget. The £367,146 ITS capital budget was divided equally between improvement schemes and maintenance (local structural repair) schemes. The revenue maintenance budget was set at £251,440. 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 Tandridge. 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 summarised below and set out in detail in Annex 1.

- A25 East Hill, Oxted: work to provide a signalised pedestrian crossing near Uvedale Road started on site on 23rd February 2015. Budget split over two financial years with works scheduled to be completed in April 2015.
- Titsey Road/Titsey Hill, Titsey: reduction in speed limit from national speed limit (60mph) to 40mph to be completed by end of March 2015.
- Felcourt Road/East Grinstead Road, Felcourt: reduction in speed limit from 50mph to 40mph to be completed by end March 2015.
- Succombs Hill, Whyteleafe and Bug Hill, Woldingham: amendments to the existing width restriction Traffic Regulation Orders and improved signing.

2.3 Nine Local Structural Repair carriageway/footway schemes are due to be completed in 2014/15, funded from the Local Committee ITS capital maintenance budget.

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. Only one bid was received, from Chaldon Parish Council to carry out vegetation works, sign cleaning etc.

2.6 Tandridge 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 works such as verge improvements, provision of bollards, pond clearance and provision of access ramps, as requested by Members.

Item	Allocation	Works Carried Out
Drainage / ditching works	£20,000	Works carried out include: Drainage investigations at Moor Lane, Drainage schemes in Outwood Lane, Moor Lane (new ditch and headwall), Broadbridge Lane (ditch/culvert/headwall repairs), Horne (ditch fence repairs). Hire of additional gully machine for 10 weeks during the year to clean gullies where problems identified.
Tree works and flailing	£10,000	Hire of additional gang to carry out clearance of visibility splays at junctions across the District. Other work includes vegetation clearance in Wolfs Hill and flailing at various locations including A22 Caterham By-Pass..
Footway patching works	£25,000	Works carried out include footway repairs in Copthorne Road, Redehall Road, Limpsfield Road, Station Road, Woodhurst Lane
Parking	£10,000	Contribution towards parking review in Tandridge
Signs and Road markings	£5,000	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	£151,440	Hire of Revenue Maintenance Gang to carry out minor works throughout the District. Small flood relief works.
Sub Total	£151,440	
TOTAL	£251,550	

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 rest of the year saw a reduction in the number of enquires received, although overall volumes remain high.

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 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.)	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
Oct – Dec	31,000	2,782	893
Total	149,000	13,907	5,701

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 Tandridge. 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 Tandridge 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.

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
 - Report to Tandridge Local Committee, 27th June 2014
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