

SURREY COUNTY COUNCIL**LOCAL COMMITTEE (REIGATE & BANSTEAD)****DATE:** 8th JUNE 2015**LEAD OFFICER:** JOHN LAWLOR, AREA TEAM MANAGER**SUBJECT:** HIGHWAY SCHEMES UPDATE**DIVISION:** ALL**SUMMARY OF ISSUE:**

At the 1st December 2014 Local Committee, Members agreed a programme of revenue and capital highway works in Reigate and Banstead. An amended programme of works was agreed on 2nd March 2015 to take account of the reduced revenue budget. 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 the number of enquiries received from customers.

RECOMMENDATIONS:

The Local Committee (Reigate & Banstead) 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 Reigate and Banstead.

1. INTRODUCTION AND BACKGROUND:

- 1.1 In December 2014, 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. A revised works programme was agreed in March 2015 to take account of the reduced revenue budget devolved to the Local Committee.
- 1.2 To allow flexibility in the delivery of the Local Committee's highways work programme, delegated authority was given so that works could be progressed without the need to bring further reports to the Local Committee for decision.
- 1.3 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. The Road Safety Team also have a small Countywide budget which is used, on a priority basis, to address sites with an identified collision problem.

2. ANALYSIS:

2.1 Capital Highway Schemes: Progress on the approved programme of highway works in Reigate and Banstead is set out in **Annex 1**. It also provides an update on schemes being progressed using developer contributions and the Road Safety Team's schemes for Reigate and Banstead.

2.2 Customer Enquiries: **Table 1** shows the number of enquiries received during the first quarter of 2015.

| Period (2014) | Surrey Highways: Total enquiries (no.) | Reigate & Banstead: Total enquiries (no.) | Local Area Office: Total enquiries (no.) |
|--------------------------|---|--|---|
| Jan-March | 35,467 | 4,943 | 1,672 |

Table 1: Customer Enquiries

Of the enquiries received by the local area office, 95% have been resolved, a rate slightly above the countywide average of 93%. The County continues to work with its contractors to improve this response rate.

2.3 The reduction in customer contact has also been reflected in the volume of complaints received, as shown in **Table 2**.

| Period (2014) | Surrey Highways: Complaints (no.) | South East Area: Stage 1 Complaints (no.) |
|--------------------------|--|--|
| Jan-March | 110 | 28 |

Table 2: Complaints

The main reason for these complaints is poor communication service delivery.

2.4 The Service has recently undergone its annual Customer Service Excellence (CSE) review. This recognised the improvements that have been made and has recommended retention of the award. It is recognised that there is still some way to go but CSE is a continuous improvement tool, and this is being used to drive up performance and the customer experience.

2.5 Examples of improvements made over the last year include the introduction of the new Works Manager System and changes to the Roadworks web page. A project to improve communication of Horizon schemes is ongoing.

2.6 To increase our understanding of customer satisfaction it has been arranged for customer service questions to be included in the annual National Highways & Transport survey. This will provide a new opportunity for benchmarking the service we provide and input to future business planning. A Member survey will run in parallel to this giving councillors the opportunity

to have their say, More information will be provided through the CSE Member Reference Group

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 Local issues can be addressed through the Member's Community Enhancement Budget.

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 Progress on the programme of capital highway works in Reigate and Banstead is set out in Annex 1. Local Committee is asked to note the contents of this report.

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| 10. WHAT HAPPENS NEXT: |
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10.1 Delivery of the highway works programme will continue and a further update report will be presented to the next meeting of the Local Committee.

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 Reigate and Banstead Local Committee, 1st December 2014, Highways Forward Programme 2015/16 – 2016/17
 - Report to Reigate and Banstead Local Committee, 2nd March 2015, Revised Highways Forward Programme 2015/16 – 2016/17
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| CAPITAL ITS IMPROVEMENT SCHEMES | | | |
|---|--|--|----------------------------|
| Project: Outwood Lane, Chipstead | | | |
| Detail: | Footway improvements | Division: Banstead, Woodmansterne and Chipstead | Allocation: £45,000 |
| Progress: Funding was allocated in 2014/15 to implement a scheme to improve the existing footway between Hazlewood Lane and the Ramblers Rest. The scheme involves widening of the existing footway and improving access to it. However, land adjoining the highway was identified as SSSI and the works will require consent from Natural England. A request was approved to re-profile the 2014/15 allocation of £45,000 to 2015/16, giving a total scheme budget of £90,000 to implement the scheme. | | | |
| Project: A242 Gatton Park Road, Reigate | | | |
| Detail: | Removal of existing traffic islands and provision of pedestrian refuge in Carlton Road | Division: Reigate; Redhill West and Meadvale | Allocation: £20,000 |
| Progress: Provision of pedestrian refuge island in the bellmouth of Carton Road has been progressed and is currently the subject of a Stage 2 (detailed design) Road Safety Audit. A feasibility study into the safety implications of removing the existing traffic islands in Gatton Park Road has been completed. One option has been identified for which a Stage 1 (feasibility design) Road Safety Audit is being carried out. The proposals may be amended following the safety audits and then will be shared with the Chairman, Vice-Chairman and divisional Member. | | | |
| Project: Merland Rise, Epsom Downs | | | |
| Detail: | Pedestrian crossing | Division: Nork and Tattenhams | Allocation: £70,000 |
| Progress: Feasibility design carried out in 2014/15 developed a scheme to remove the existing kerb build-out/priority give-way and introduce a zebra crossing south of Headley Drive. The Stage 2 Road Safety Audit and the Police have identified the potential for speeds to increase following the removal of the kerb build-out/priority give-way, with a detrimental impact on the safety of the proposed zebra. The design is being revised to include speed cushions on both approaches to the proposed crossing. | | | |

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| Project: Lee Street, Horley | | | |
| Detail: | Pedestrian crossing facility | Division: | Horley West, Salfords and Sidlow Allocation: £20,000 |
| Progress: Two locations near Whitmore Way have been identified where it could be feasible to introduce a pedestrian refuge if there is localised carriageway widening. The options will be discussed with the Chairman, Vice-Chairman and divisional Member once a Stage 1 Road Safety Audit and any necessary amendments have been carried out. | | | |
| Project: Pendleton Road, Redhill | | | |
| Detail: | Zebra crossing | Division: | Redhill West and Meadvale Allocation: £18,000 |
| Progress: Match funding for a scheme to introduce a zebra crossing north-east of Abinger Drive. Detailed design has been carried out and a Stage 2 Road Safety Audit has been carried out. Subject to the agreement of the Chairman, Vice-Chairman and divisional Member, a notice of the intention to introduce a zebra crossing will be advertised, and local residents directly affected will be informed. | | | |
| Project: A217 Brighton Road, Lower Kingswood | | | |
| Detail: | Uncontrolled pedestrian crossing facility | Division: | Merstham and Banstead South Allocation: £4,000 |
| Progress: Feasibility design for an informal crossing point near Holly Lodge. Facility likely to be similar to the crossing point implemented on the A217 near Mill Road/The Warren, Kingswood. Work on design only schemes to commence towards the end of 2015/16. | | | |
| Project: Victoria Road, Horley | | | |
| Detail: | Pedestrian crossing | Division: | Horley East Allocation: £4,000 |
| Progress: Work on design only schemes to commence towards the end of 2015/16. | | | |
| Project: Tattenham Crescent, Epsom Downs | | | |
| Detail: | Upgrade of existing pedestrian refuge | Division: | Nork and Tattenhams Allocation: £4,000 |
| Progress: Work on design only schemes to commence towards the end of 2015/16. | | | |

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| Project: Slipshatch Road, Reigate | | | |
| Detail: | Speed reducing feature | Division: | Earlswood and Reigate South |
| Allocation: £4,000 | | | |
| Progress: Work on design only schemes to commence towards the end of 2015/16. | | | |
| Project: Small Safety Schemes | | | |
| Detail: | As set out below | Division: | See below |
| Allocation: £20,050 | | | |
| Woodmansterne Primary School – Merrymeet, Woodmansterne Banstead, Woodmansterne and Chipstead Following a petition to Local Committee, a Road Safety Outside Schools assessment was carried out at Woodmansterne Primary School. It was suggested that the existing highway infrastructure outside the school frontage in Merrymeet be improved, to include the provision of a kerb build-out to assist pedestrian crossing movements. The land required to progress this scheme is in the ownership of Surrey County Council and is being acquired through appropriation. A Stage 2 Road Safety Audit will be required. | | | |
| Sandcross School – Sandcross Lane, Reigate Earlswood and Reigate South A petition was presented to the December Local Committee and it was agreed to improve the crossing point where the school crossing patrol operates by providing dropped kerbs, resolve drainage issues and install some additional pedestrian guard railing. It was not possible to get this work carried out last financial but work commenced in May 2015. A Road Safety Outside Schools assessment is planned for early September 2015 and traffic speeds will be measured as part of this process. | | | |
| St John's School - Pendleton Road, Redhill Redhill West and Meadvale A variable speed limit was introduced outside St John's School in 1995. A 20mph speed limit operates at the start and end of the school day, the speed limit being indicated by Variable Message Signs (VMS). The rest of the day the speed limit is 30mph. One of the VMS is currently missing. A quote is being obtained to replace the missing sign. | | | |
| Project: Signs and Road Markings | | | |
| Detail: | To be identified | Division: | All |
| Allocation: £9,000 | | | |
| Progress: | | | |
| Project: Stage 3 Road Safety Audits | | | |
| Detail: | To be carried out as required | Division: | All |
| Allocation: £5,000 | | | |
| Progress: | | | |

CAPITAL ITS MAINTENANCE SCHEMES (LSR/FOOTWAYS)

| Project | Division | Update |
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| Harewood Close, Reigate - carriageway (whole length) | Reigate | Work ordered. Waiting to be programmed. |
| Woodmansterne Lane, Banstead - footway | Banstead, Woodmansterne and Chipstead | Work ordered. Waiting to be programmed. |
| Prince Albert Square, Redhill - carriageway (between nos. 65 to 87) | Earlswood and Reigate South | Work ordered. Waiting to be programmed. |
| Blundell Avenue, Horley - carriageway (whole length) | Horley West, Salfords and Sidlow | Work ordered. Waiting to be programmed. |
| Palmer Close, Redhill - carriageway (patches) | Redhill East | Work ordered. Waiting to be programmed. |
| Fairlawn Drive, Redhill - carriageway (patches) | Redhill West and Meadvale | Work ordered. Waiting to be programmed. |
| Harps Oak Lane, Merstham - carriageway (patches) | Merstham and Banstead South | Work ordered. Waiting to be programmed. |
| Canons Lane, Burgh Heath - carriageway (patches) | Tadworth, Walton and Kingswood | Work ordered. Waiting to be programmed. |
| Blue Cedars, Banstead - carriageway (whole length) | Nork and Tattenhams | Work ordered. Waiting to be programmed. |
| The Avenue, Horley - carriageway (whole length) | Horley East | Work ordered. Waiting to be programmed. |

| POTENTIAL DEVELOPER FUNDED SCHEMES | | |
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| Project: A23 High Street, Merstham | | |
| Detail: Convert existing zebra to signal control | Division: Merstham and Banstead South | |
| Progress: Design completed, safety audit carried out. There is currently insufficient developer funding available to implement conversion of the zebra to signal control so proposal deferred until additional funding source has been identified. | | |
| Project: Tadworth Street, Tadworth | | |
| Detail: Localised road widening | Division: Tadworth, Walton and Kingswood | |
| Progress: Localised road widening to provide additional traffic lane on approach to A217 Brighton Road roundabout. Utilities equipment identified as requiring diversion. There is currently insufficient developer funding available to meet the budget estimated scheme cost of £129,110. Scheme on hold. Officers to meet with The Children’s Trust to discuss reinstatement of fence along new boundary. 2015/16 revenue budget to be used for removal/replacement of trees, in consultation with The Children’s Trust and the Reigate and Banstead Tree Officer, to improve the local environment. | | |
| Project: A23 Brighton Road/Salbrook Road/ Lodge Lane, Salbrook | | |
| Detail: Junction Improvement | Division: Horley West, Salfords and Sidlow | |
| Progress: Expansion of activities on the Salbrook industrial site (Police Holding Centre, new Fire Station, waste recycling centre) will increase traffic movements at the existing priority junction, which already has a poor safety record. Consideration also to be given to providing facilities to assist pedestrians and cyclists crossing the A23 at this location. This proposal has been added to the A23 Corridor Economic Support Scheme in the Reigate and Banstead Strategic Economic Plan. The Design Team has produced a first draft report. The report will be issued to the Chairman, Vice-Chairman and divisional Member once the report is finalised. | | |

POTENTIAL DEVELOPER FUNDED SCHEMES

| POTENTIAL DEVELOPER FUNDED SCHEMES | | |
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| Project: A240 Reigate Road | | |
| Detail: Pedestrian Improvements | Division: Nork and Tattenhams | |
| Progress: Improvements to footway (localised widening, provision of tactile paving as set out in s106 agreement) associated with new care home being constructed south of Yew Tree Bottom Road. Work on scheme to start once the funding has been deposited. | | |
| Project: A217 Brighton Road/A2022 Fir Tree Road/Bolters Lane, Banstead (Banstead Crossroads) | | |
| Detail: Junction Improvement | Division: Banstead, Woodmansterne and Chipstead/Nork and Tattenhams | |
| Progress: Investigation into provision of pedestrian crossing facilities on A217 at signalised junction. Design brief issued. | | |
| Project: A240 Reigate Road/A2022 Fir Tree Road (Drift Bridge junction), Epsom Downs | | |
| Detail: Junction Improvement | Division: Nork and Tattenhams | |
| Progress: Review of existing traffic signal operation. Possible upgrading of signal equipment. Investigation being carried out by signals team. | | |
| Project: A217 Brighton Road, (north of The Drive), Nork | | |
| Detail: Vehicle restraint system | Division: Nork and Tattenhams | |
| Progress: Increased development along the service road of the A217 Brighton Road north of The Drive has raised concerns about the potential for vehicles to leave the service road and enter the main northbound carriageway. A design brief has been issued to investigate the feasibility of providing either a restraint system or kerbing. | | |

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| Project: Preston Regeneration | | |
| Detail: | Various measures | Division: Nork and Tattenhams/Tadworth, Walton and Kingswood |
| Progress: Regeneration of the Preston area being managed by the Borough Council. Works to include infrastructure and open space improvements addressing parking and traffic flow problems, supporting sustainable transport, and improving the quality of open spaces. One-way working in Ferriers Way and part of Coxdean one-way to be the subject of public consultation with residents directly affected, programmed for July 2015. | | |
| Project: Epsom Road North, Epsom Downs | | |
| Detail: | Accident Remedial Scheme | Division: Nork and Tattenhams |
| Progress: Scope of scheme to be agreed and design brief issued. Member to be consulted on requirements for this location. | | |
| Project: Chequers Lane, Walton on the Hill | | |
| Detail: | Priority give-way | Division: Tadworth, Walton and Kingswood |
| Progress: Investigation of previous proposal to install measures to slow traffic entering the village from the west. Divisional Member to be consulted on requirements for this location. | | |

| ROAD SAFETY TEAM SCHEMES | | |
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| Project: A217 Brighton Road/Bonsor Drive, Tadworth | | |
| Detail: | Anti-skid surfacing | Division: Tadworth, Walton and Kingswood |
| Progress: Provide high friction surfacing on both lanes on the approach to the traffic signals on the circulatory carriageway of the roundabout approaching Bonsor Drive. Work to be carried out in conjunction with the Babylon Lane roundabout resurfacing scheme. | | |

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| Project: A217 Brighton Road/Babylon Lane, Lower Kingswood | | |
| Detail: | Verge marker posts and road markings | Division: Merstham and Banstead South |
| Progress: Provide verge marker posts in the central reservation on the northbound approach to the Babylon Lane roundabout and provide white centre lane markings on the part of the circulatory carriageway of the roundabout. Work to be carried out in conjunction with the Babylon Lane roundabout resurfacing scheme. | | |
| Project: Headley Common Road, Headley | | |
| Detail: | Speed limit reduction and signing | Division: Tadworth, Walton and Kingswood |
| Progress: Work started to reduce the speed limit to 40mph to remove short sections of derestricted speed limits in Headley Common Road and Boxhill Road, funded by Local Committee. This scheme is now being funded by the Road Safety Team, together with improvements to signing. | | |

PARKING

Progress:
 The 2014 review signing has been completed and the lining is substantially complete. The TRO was made on 25 February 2015 so the new controls and restrictions come into effect as soon as the markings and signs are installed.

The 2015 parking review site visits have been completed and are the subject of a separate report on this agenda.

A consultation was carried out in September/October 2014 regarding possible permit parking in the Redstone Hill area of Redhill. Officers met Cllr Jonathan Essex in April 2015 and proposals are being drawn up to be reported this meeting of Local Committee alongside the 2015 review.

We also carried out a consultation in December 2014/January 2015 with residents in the Albert Road area of Merstham, also about possible permit parking. Officers met Cllr Bob Gardner in April 2015 to discuss the results and agreed not to progress this proposal. Residents are to be informed accordingly.

Note: Information correct at time of writing (22/05/15)

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