

SURREY COUNTY COUNCIL**LOCAL COMMITTEE (TANDRIDGE)**

DATE: 26th JUNE 2015
LEAD OFFICER: JOHN LAWLOR, AREA TEAM MANAGER
SUBJECT: HIGHWAY SCHEMES UPDATE
DIVISION: ALL

**SUMMARY OF ISSUE:**

At the 12th December 2014 Local Committee, Members agreed a programme of revenue and capital highway works in Tandridge. An amended programme of works was agreed on 20th 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 (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 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 Tandridge 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 Tandridge.

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

Period (2015)	Surrey Highways: Total enquiries (no.)	Tandridge: Total enquiries (no.)	Local Area Office: Total enquiries (no.)
Jan-March	35,467	3,587	1,143

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 (2015)	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)	Set out below
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	No significant implications arising from this report

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 Tandridge is set out in Annex 1. 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 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 Tandridge Local Committee, 12th December 2014, Highways Forward Programme 2015/16 – 2016/17
 - Report to Tandridge Local Committee, 20th March 2015, Revised Highways Forward Programme 2015/16 – 2016/17
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CAPITAL ITS IMPROVEMENT SCHEMES		
Project: A22/M25 J6 Junction Improvement		
Detail: Improvements to road markings	Division: Godstone	Allocation: £10,000
<p>Progress: The original proposal to change the road markings on the circulatory carriageway included amendments to the road markings on the M25 slip roads. The Highways Agency required modelling of the junction to be carried out to assess the impact of the proposed changes on the M25 slip roads. Without this in place, the HA would not agree to the markings to be changed. The cost of carrying out the modelling was estimated at £18,500. The Local Committee Chairman and Vice-Chairman have agreed that this cost cannot be justified and have agreed that this scheme will not progress in its current format.</p> <p>An alternative road marking scheme has been developed to improve safety at the junction without requiring changes to be made to the road markings on the M25 slip roads. Resurfacing of the roundabout circulatory carriageway is planned to be carried out as part of Operation Horizon in 2015/16. It is proposed that the changes to the road markings are carried out as part of the resurfacing scheme.</p>		
Project: A25 East Hill, Oxted		
Detail: Pedestrian crossing	Division: Oxted	Allocation: £50,000
<p>Progress: Implementation of a puffin crossing on the A25 East Hill in the vicinity of Uvedale Road started on site on 23rd February 2015, with the cost being spread across two financial years. Scheme completed. Stage 3 Road Safety Audit to be carried out.</p>		
Project: Farleigh Road/Harrow Road, Warlingham		
Detail: Junction improvement	Division: Warlingham	Allocation: £25,000
<p>Progress: Introduction of a mini-roundabout at the junction of Farleigh Road/Harrow Road to be carried out as part of the scheme to replace the existing traffic calming in Farleigh Road with a combination of road tables and cushions. Implementation to be coordinated with the Operation Horizon works to resurface Farleigh Road this financial year.</p>		

CAPITAL ITS IMPROVEMENT SCHEMES		
Project: Byers Lane, South Godstone		
Detail: Speed Limit Reduction	Division: Godstone	Allocation: £10,000
Progress: Speed limit assessment to be carried out to determine if a reduction in the speed limit in the vicinity of the cottages complies with Surrey's Speed Limit Policy.		
Project: A25 Nutfield Road and Mid Street, Nutfield		
Detail: Speed Limit Reduction	Division: Godstone	Allocation: £10,000
Progress: Possible reduction in the speed limit to 40mph on the A25 Nutfield Road between the boundary with Reigate and Banstead and Nutfield. Consideration also to be given to reducing the speed limit in Mid Street from 40mph to 30mph, between the A25 and the existing 30mph limit. Speed limit assessments to be carried out in June 2015.		
Project: Redehall Road, Smallfield		
Detail: Alternative Traffic Calming Measures	Division: Lingfield	Allocation: £5,000
Progress: Design only – alternative traffic calming measures to replace existing speed cushions.		
Project: Stanstead Road, Caterham		
Detail: Speed Reducing Measures	Division: Caterham Hill	Allocation: £5,000
Progress: Design only – initial design of kerb build-outs with priority give-way, to reduce traffic speeds.		
Project: Station Road East, Oxted		
Detail: 20mph Zone and Pedestrian Facilities	Division: Oxted	Allocation: £5,000
Progress: Design only – speed limit assessment to determine feasibility of introducing a 20mph zone and investigation of pedestrian crossing facilities.		

CAPITAL ITS IMPROVEMENT SCHEMES

Project: Station Road/Station Approach, Whyteleafe		
Detail: One-way Working	Division: Caterham Valley	Allocation: £15,000
<p>Progress: Request from Whyteleafe Village Council to make Station Road/Station Approach one-way. Consultation to be carried out with residents directly affected. Results of the consultation to be reported to the Chairman, Vice-Chairman and divisional Member for decision as to whether to progress the proposal.</p>		
Project: Tithepit Shaw Lane, Hamsey Green		
Detail: Hamsey Green Infants Safer Routes to School	Division: Warlingham	Allocation: £20,000
<p>Progress: Initial report being produced looking at existing provision of guard railing and feasibility of providing a pedestrian crossing facility outside the Infants School. Report to be shared with Chairman, Vice-Chairman and divisional Member.</p>		
Project: High Street/Plough Road/Dormans Road, Dormansland		
Detail: Junction Improvement	Division: Lingfield	Allocation: £5,000
<p>Progress: It is hoped to use section 106 funding to implement a scheme to improve safety at the High Street/Plough Road/Dormans Road junction. However, the wording of the s106 agreement is very specific and has to be spent on build-outs in the High Street (the scheme that was stopped a couple of years ago). In seeking Tandridge District Council's agreement to use the s106 funding on an alternative scheme, an initial design is required. Local Committee has agreed to fund the initial design of a road table at the junction to present to Tandridge DC as part of this application.</p>		
Project: Small Safety Schemes		
Detail: To be identified	Division: All	Allocation: £13,573
Project: Signs and Road Markings		
Detail: To be identified	Division: All	Allocation: £5,000

CAPITAL ITS IMPROVEMENT SCHEMES
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Project: Stage 3 Road Safety Audits
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Detail: To be carried out as required
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Division: All

Allocation: £5,000

CAPITAL ITS MAINTENANCE SCHEMES (LSR/FOOTWAYS)

Project	Division	Update
Update to be provided at meeting		

POTENTIAL DEVELOPER FUNDED SCHEMES

Project: Oak Grove (Oaklands Hospital Site)
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Detail: Pedestrian Crossing Improvements

Division: Caterham Hill

Progress:

Section 106 funding was collected from the Oak Grove (Oaklands Hospital) site to provide improvements to pedestrian crossing facilities in the immediate vicinity of the development. Possible measures are to be identified and submitted to Tandridge District Council as part of an application for the release of the funding.

Any s106 funding remaining following completion of the above works could be used to meet a request from Chaldon Village Council to investigate the feasibility of providing measures to assist pedestrians in Rook Lane near Chaldon Common Road, subject to the agreement of Tandridge District Council.

POTENTIAL DEVELOPER FUNDED SCHEMES

Project: High Street/Plough Road/Dormans Road, Dormansland

Detail: Junction Improvement | **Division:** Lingfield

Progress:
See above – initial design to be funded from Local Committee ITS allocation.

ROAD SAFETY TEAM SCHEMES

Project: B2029 Ray Lane/Lingfield Common Road, Lingfield

Detail: Signs and road markings | **Division:** Lingfield

Progress:
Signing and road markings to address loss of control and head-on collisions at bend on Ray Lane south of Lingfield Common Road and to improve give-way junction..

Project: Stanstead Road/White Hill Lane, Caterham

Detail: Signs | **Division:** Caterham Hill

Progress:
Provision of Steep Hill warning signs, displaying 10% gradient and Keep in low gear plates.

PARKING**Progress:**

The 2013-14 parking review works have been completed with the exception of Westerham Road, Oxted, where significant Traffic Management is required, currently scheduled for 4 June 2015.

The 2015 review site visits have taken place and the report with recommendations went to the March meeting of Tandridge Local Committee. Consultation about possible permit parking in Edgeworth Close, Whyteleafe closed on 1 May 2015, the outcome of which is due to be discussed with divisional Member shortly. The Notice and amendment TRO are being prepared for advertisement in June/July 2015.

Note: Information correct at time of writing (02/06/15)