

SURREY COUNTY COUNCIL

LOCAL COMMITTEE (WAVERLEY)

DATE: 26 JUNE 2015
 LEAD OFFICER: JOHN HILDER: AREA HIGHWAYS MANAGER
 SUBJECT: HIGHWAYS UPDATE
 DIVISION: ALL DIVISIONS IN WAVERLEY



<p><u>SUMMARY OF ISSUE:</u></p> <p>This report provides an update on the 2014/15 and 2015/16 programmes of highway improvement and maintenance works funded by this committee seeks agreement to amend a speed limit.</p>
<p><u>RECOMMENDATIONS:</u></p> <p>The Local Committee (Waverley) is asked to:</p> <ul style="list-style-type: none"> (i) Note progress and outturn cost for the 2014/15 programme of highway works funded by this committee and described at Annex 1. (ii) Note progress of the 2015/16 programme of highway works funded by this committee and external sources and described at Annex 2. (iii) Agree to extend the 30mph speed limit on the A286 Grayswood Road on the approach to Haslemere approximately 200m to the north as part of the gateways improvement scheme for the town.
<p><u>REASONS FOR RECOMMENDATIONS:</u></p> <p>The committee receives regular reports on the progress of its programme and associated budgets. The committee is also asked to agree recommendation (iii) which is intended to improve road safety at the junction of the A286 with Three Gates Lane and Church Lane.</p>

1. UPDATE

2014/15 Expenditure

- 1.1 The 2014/15 budgets, allocations and year end costs are set out at **Annex 1**.
- 1.2 **Annex 1** reflects the fact that the installation of a number of 2014/15 improvement schemes has been delayed, with works now planned in the first half of 2015/16. As reported to the 20 March 2015 meeting, these delays became apparent during January, and are due either to late completion of design work or to the fact that design was completed but our term contractor did not have the resources available to install in the busy final quarter of the financial year.
- 1.3 £12,000 capital underspend has been carried forward to 2015/16.

2015/16 Budgets and Forecast Expenditure

- 1.4 **Annex 2** shows 2015/16 budgets, allocations and forecast expenditure.
- 1.5 The report to the committee on 20 March 2015 advised that the revenue maintenance allocation for 2015/16 would be £237,000, with £45,000 Community Enhancement in addition. This is incorrect: Community Enhancement is included in the £237,000 revenue maintenance allocation, and **Annex 2** now reflects this.

PIC & S106

- 1.6 **Annex 2** shows that £235,000 of developer transportation funding which is held by Waverley Borough Council (WBC) is currently being claimed by Surrey County Council (SCC) against completing the 2014/15 improvement scheme programme.
- 1.7 SCC officers are assessing what developer funding can be claimed against the 2015/16 improvement scheme programme, and these contributions are expected to sum at least £100,000. More information will be included in the September 2015 highways update report

Lengthsman (Localism) Scheme

- 1.8 Bids for funding in 2015/16 have been submitted by the following organisations:

First Wessex (Sandy Hill and The Chantry)	£7,500
Witley PC	£10,500
Hambledon PC	£3,500
Haslemere TC	£15,000
Chiddingfold PC	£7,000
Dunsfold PC	£7,000
Western Villages	£9,000
Farnham TC	<u>£14,000</u>

Total £73,500

1.9 The value of these bids is well in excess of the £45,000 allocated by the committee. As in 2014/15 area team officers have scrutinised bids to ensure works fall within with the remit of the scheme and following discussions with the parish and town councils the following allocations have been made:

First Wessex (Sandy Hill and The Chantry)	£7,500
Witley PC	£5,000
Hambledon PC	£3,500
Haslemere TC	£6,000
Chiddingfold PC	£5,000
Dunsfold PC	£5,000
Western Villages	£6,000
Farnham TC	<u>£7,000</u>

Total £45,000

Haslemere Gateways

- 1.10 The approved programme of improvement schemes includes new gateways on the four main approaches to Haslemere, which are intended to reduce speeds entering the town and imbue a sense of place.
- 1.11 Further to the petition response at **Item 8** on the agenda for this meeting, highways officers and the police agree that moving the start of the 30mph limit on the A286 Grayswood Road approximately 200m to the north is likely to reduce speeds on this approach and improve safety at the junction with Three Gates Lane. The committee is asked to approve this change, to be implemented as part of the gateways scheme: see recommendation (iii) above.

Casualty Reduction Group Schemes

- 1.12 The Highways Safety Team is a central team based at County Hall which monitors police accident data to identify sites where clusters of accidents occur. For each of the eleven boroughs and districts, SCC has established a Casualty Reduction Group, comprising representatives from the area team, the safety team and the police, which meets quarterly to review these accident cluster sites and develop centrally sponsored and funded low-cost remedial measures.
- 1.13 Members of the local committee have requested that the list of 2015/16 Casualty Reduction schemes be reported to the committee. These are as follows:

A281 Horsham Road, near Stone Hatch, Alfold: estimated cost £12,000

Accidents involving loss of control on bends: improve signing and hazard marker posts; possibly extend scheme to address a similar accident pattern at nearby Alfold Crossways.

B3001 Charles Hill, near The Donkey public house, Elstead: estimated cost £6,000

Accidents involving loss of control on bends: install warning signs and SLOW markings.

Customer Enquiries and Reactive Repairs

- 1.14 The mild weather in the first quarter of 2015 has meant the slight downward trend has continued since 2014. For January to March 35467 enquiries were received at an average of 11822 per month; this compares to 12400 for 2014.
- 1.15 For Waverley specifically, 4645 enquiries have been received of which 1530 were directed to the local area office for action: 94% of these have been resolved. This response rate is slightly above the countywide average of 93%.
- 1.16 For the first quarter, 110 Stage 1 complaints were received of which 26 were for the South West Area, including Waverley. The main reason for these complaints was service delivery.
- 1.17 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. We recognise that there is still a long way to go but CSE is a continuous improvement tool and we are using this to improve our performance and the customer experience.
- 1.18 Examples of improvements made over the last year include the introduction of the new Works Manager System and changes to the Roadworks web page. An improvement project for communicating information on Horizon resurfacing schemes is ongoing.
- 1.19 To increase our understanding of customer satisfaction we have 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.

2. OPTIONS:

- 2.1 Officers seek to implement the most cost effective measures which meet scheme objectives.

3. CONSULTATIONS:

- 3.1 Appropriate consultation will be carried out for all schemes.

4. FINANCIAL AND VALUE FOR MONEY IMPLICATIONS:

- 4.1 Works will be carried out by SCC's term highways contractor, Keir, who won the term contract in a competitive tender process.

5. EQUALITIES AND DIVERSITY IMPLICATIONS:

- 5.1 No specific implications.

6. LOCALISM:

- 6.1 Works and schemes are designed to improve and make safer the facilities for local communities in the borough.

6.2 The Lengthman initiative allows parish councils and other organisations to undertake enhanced maintenance of the public highway.

7. OTHER IMPLICATIONS:

7.1 None

8. CONCLUSION AND RECOMMENDATIONS:

8.1 As set out in the body of the report.

9. WHAT HAPPENS NEXT:

9.1 Officers will continue to progress the programme of schemes agreed by the committee.

Contact Officer:

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Consulted:

As described within the report

Annexes:

1. Highways budget and expenditure for 2014/15
2. Highways budgets and forecast expenditure for 2015/16

Sources/background papers:

Local Committee for Waverley Friday 20 March 2015: Item 13: 'Highways Update & 2015/16 Budget.'

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