

SURREY COUNTY COUNCIL**LOCAL COMMITTEE (REIGATE & BANSTEAD)**

DATE: 14 SEPTEMBER 2015
LEAD OFFICER: ZENA CURRY, AREA HIGHWAY MANAGER
SUBJECT: HIGHWAY SCHEMES UPDATE
DIVISION: ALL REIGATE AND BANSTEAD DIVISIONS

**SUMMARY OF ISSUE:**

At the 1 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 2 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 has 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 Winter Service:** The Winter Service Report will be presented to the Economic Prosperity, Environment and Highways Board and to Cabinet on 9 September and 22 September 2015 respectively. The report will include an update on the funding and management costs for grit bins. Currently, the rate for the supply and servicing of a new grit bin for a 4 year period is £1,009. Subject to Cabinet approval, the cost will be reduced to £947 for this winter, with an extension charge of £639 to cover the next 4 year period where a grit bin has not been transferred to the core winter service. These costs reflect the current actual costs to the County. In October, Members will receive an information pack on the winter service which will include any agreed changes to the salting network, as discussed in the spring round of local committees, and costs relating to grit bin funding.
- 2.3 Customer Enquiries:** The number of enquiries received in the second quarter of the year is consistent with the number received during the first quarter, but lower than the corresponding period in 2014 when flooding generated a high level of correspondence.
- 2.4** All enquiries are categorised at the point of logging, either automatically through the website or by officers. Safety defects are directed to Kier with the remainder passed to the SCC local office for further investigation. During 2014 the average split was 44% SCC and 56 % Kier; for the year to date this split has shifted to 35% and 65% respectively. Improvements to the online reporting, and general information available to the public through the website and through the SCC Contact Centre have contributed to this change.
- 2.5 Table 1** shows the number of enquiries received during the first six months of 2015.

Period (2015)	Surrey Highways: Total enquiries (no.)	Reigate & Banstead: Total enquiries (no.)	Local Area Office: Total enquiries (no.)
Jan-March	35,467	4,943	1,672
April - June	30,254	4,062	1,387
Total	65,721	9,005	3,059

Table 1: Customer Enquiries

Of the enquiries received by the local area office, 97% have been resolved, a rate above the countywide average of 95%. The County continues to work with its contractors to improve this response rate.

2.6 The number of complaints received is shown in **Table 2**.

Period (2015)	Surrey Highways: Complaints (no.)	South East Area: Stage 1 Complaints (no.)
Jan-March	110	28
April – June	178	24
Total	288	52

Table 2: Complaints

The two main reasons for complaints were lack of contact and issues regarding resurfacing works. Officers continue to work closely with the corporate customer relations team to improve performance. In addition, new systems have been introduced to track agreed actions arising from complaints to ensure these actions are delivered, so reducing the likelihood of further escalation

2.7 A new Works Communication Team is being put in place, the purpose of which is to improve the availability of work programmes, increase information available to the public to allow them to self-serve and deliver significant improvements to the advance notification of planned works.

2.8 Members should be aware that a dedicated online National Highways & Transport survey for Members is being carried out during September. This survey has not been carried out for several years and the Service is keen to receive as much feedback as possible to help influence future business planning. The Service is reviewing its customer service Key Performance Indicators, with particular focus on advance notification of works on the highway through our Customer Stakeholder Engagement Plan.

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.

10. WHAT HAPPENS NEXT:

10.1 Delivery of the highway works programme will continue and a further update report will be presented to the Local Committee at its December meeting.

Contact Officer:

Anita Guy, Principal 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, 1 December 2014, Highways Forward Programme 2015/16 – 2016/17
- Report to Reigate and Banstead Local Committee, 2 March 2015, Revised Highways Forward Programme 2015/16 – 2016/17