

SURREY COUNTY COUNCIL

LOCAL COMMITTEE (WAVERLEY)

DATE: 25 SEPTEMBER 2015
 LEAD OFFICER: JOHN HILDER
 AREA HIGHWAY MANAGER
 SUBJECT: HIGHWAYS UPDATE
 DIVISION: ALL

**SUMMARY OF ISSUE:**

This report provides an update on the 2015/16 programme of highway improvement and maintenance works funded by this committee.

RECOMMENDATIONS:**The Local Committee (Waverley) is asked to:**

- (i) Note progress of the 2015/16 programme of highway works funded by this committee and external sources described at **Annex 1**.
- (ii) Note that a zebra crossing in Station Road Bramley has now been included in the 2015/16 programme of improvements as an entirely externally funded scheme; see **Annex 1**.
- (iii) Note that, following Cabinet Member review, the introduction of a 30mph speed limit on the A283 Petworth Road south of Cherry Tree Roundabout, Milford has been included in the 2015/16 programme.

REASONS FOR RECOMMENDATIONS:

The committee receives regular reports on the progress of its programme and associated budgets.

1. UPDATE**2015/16 Budgets and Forecast Expenditure**

1.1 **Annex 1** shows 2015/16 budgets, allocations and forecast expenditure.

PIC & S106

1.2 **Annex 1** shows £241,000 of developer transportation funding which has been transferred to Surrey County Council (SCC) from Waverley Borough Council and will be applied to complete the 2015/16 improvement scheme programme.

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- 1.3 SCC officers are assessing what further developer funding can be claimed against the 2015/16 programme; these contributions are expected to total at least £50,000. More information will be included in the December highways update report

Customer Enquiries and Reactive Repairs

- 1.4 The total number of enquiries received between January and June 2015 is 65721, an average of 11000 per month. This is consistent with the first quarter but lower than the corresponding period in 2014 due to the flooding we experienced last year.
- 1.5 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 has shifted to 35/65. Improvements to online reporting and general information available to the public and through the SCC Contact Centre have contributed to this change.
- 1.6 For Waverley specifically, 8301 enquiries have been received since January of which 2751 (33%) were directed to the local area office for action; of these 95% have been resolved. This response rate is in line with the countywide average.
- 1.7 For the first half of 2015, 288 complaints were received of which 49 at stage 1 and four at stage 2 were for the South West Area, comprising Waverley and Guildford. The service was found to be at fault in seven of these. The two main reasons for these complaints were lack of contact and resurfacing. We continue to work closely with the corporate customer relations team to improve performance. In addition new systems have been introduced to deal with actions identified by complaints to ensure delivery and no further escalation.
- 1.8 A new Works Communication Team is being developed, 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.
- 1.9 During September we will be conducting a dedicated online National Highways and Transport survey for members. This is the first time it has been carried out for several years and the service is keen to receive as much feedback as possible to help influence future business planning.

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, Kier, who won the term contract in a competitive tender process.

5. EQUALITIES AND DIVERSITY IMPLICATIONS:

5.1 None

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 town and parish councils and other partners 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.

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Consulted:
 As described within the report

Annexes:
 1. Highways budget and expenditure for 2015/16

Sources/background papers:
 None

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