

**SURREY COUNTY COUNCIL****LOCAL COMMITTEE (MOLE VALLEY)**

**DATE:** 2<sup>ND</sup> DECEMBER 2015  
**LEAD OFFICER:** ZENA CURRY, AREA HIGHWAY MANAGER  
**SUBJECT:** HIGHWAY SCHEMES UPDATE  
**DIVISION:** ALL

**SUMMARY OF ISSUE:**

At the 3<sup>rd</sup> December 2014 Local Committee, Members agreed a programme of revenue and capital highway works in Mole Valley. An amended programme of works was agreed on 4<sup>th</sup> 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 (Mole Valley) 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 Mole Valley.

**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 Local Committee funded capital programme of highway works in Mole Valley 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 Mole Valley.
- 2.2 Dorking Sustainable Transport Package (STP):** The package of works being undertaken as part of the Local Enterprise Partnership bid for Dorking STP is in two parts:
- The 'on station' improvements which are being undertaken by First Great Western at Dorking Deepdene railway station
  - The 'on highway' improvements that are being carried out by Surrey County Council.
- 2.3** First Great Western are currently carrying out detailed design and plan to commence the improvement works in January 2016, with substantial completion by end of March 2016.
- 2.4** Surrey County Council will be carrying out design work during the period January to March 2016, with the improvement works commencing during May and completion anticipated by September 2016, subject to all necessary approvals being granted.
- 2.5 Customer Enquiries:** The number of enquiries received by Surrey Highways in the third quarter of the year is lower than in either of the first two quarters of the year, but is consistent with the summer months, when enquiries tend to reduce slightly. However, the number directed to the Local Area Office increased slightly.
- 2.6** 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 36% and 64% respectively. This can be partly attributed to improvements to the online reporting and additional information available to customers on Surrey's roadwork web page.
- 2.7 Table 1** shows the number of enquiries received during the first nine months of 2015.

<b>Period (2015)</b>	<b>Surrey Highways: Total enquiries (no.)</b>	<b>Mole Valley: Total enquiries (no.)</b>	<b>Local Area Office: Total enquiries (no.)</b>
Jan-March	35,467	3,562	1,185
April- June	30,254	3,579	904
July - Sept	28,164	3,401	1,169
<b>Total</b>	<b>93,885</b>	<b>10,542</b>	<b>3,258</b>

**Table 1: Customer Enquiries**

Of the enquiries received by the local area office, 96% have been resolved, a rate that is in line with the countywide average.

- 2.8 The number of complaints received in the first nine months of 2015 is shown in **Table 2**.

<b>Period (2015)</b>	<b>Surrey Highways: Complaints (no.)</b>	<b>South East Area: Stage 1 Complaints (no.)</b>
Jan-March	110	28
April- June	178	24
July – Sept	89	33
<b>Total</b>	<b>377</b>	<b>85</b>

**Table 2: Complaints**

The main reasons for complaints were roadworks and lack of contact. Eleven of the Stage 1 complaints in the South East Area were taken to Stage 2. Of these, following independent investigation, the service was found to be at fault in four of them. Officers continue to work closely with the corporate customer relations team and have created corrective action plans for all outstanding actions.

### **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 has 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 Funding has been allocated from the revenue maintenance budget to fund the Highways Localism Initiative.

### **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 revenue and capital highway works in Mole Valley is set out in section 2 and Annex 1 of this report. Local Committee is asked to note the contents of the report.

**10. WHAT HAPPENS NEXT:**

10.1 Delivery of the highway works programme will continue and an end of year update report will be presented to the March meeting of the Local Committee.

**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 Mole Valley Local Committee, 3<sup>th</sup> December 2014, Highways Forward Programme 2015/16 – 2016 /17
- Report to Mole Valley Local Committee, 4<sup>th</sup> March 2015, Revised Highways Forward Programme 2015/16 – 2016 /17