

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

DATE: 14 DECEMBER 2015
LEAD OFFICER: ZENA CURRY, AREA HIGHWAY MANAGER
SUBJECT: HIGHWAY SCHEMES UPDATE
DIVISION: ALL REIGATE & 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. Funding has also been secured through the Coast to Capital Local Enterprise Partnership (LEP) for works in Reigate and Banstead. An update of progress on the Greater Redhill Sustainable Transport Package is included as part of this report.

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 **Greater Redhill Sustainable Transport Package (STP):** Progress for delivery of the bus, cycle and walking improvements along routes connecting Redhill/Reigate and Horley/Gatwick continues. This includes improvements to sections of the National Cycle Route 21 (NCR21) for delivery during 2015/16. Tree works and vegetation clearance started on 20 Oct, in preparation for further cycle/pedestrian improvements scheduled to take place throughout winter, including widening of some sections of route and surface treatments. Disruption for cyclists and pedestrians will be kept to a minimum with alternative diversion routes signed where possible during the works. A further 'phase 2' of NCR21 schemes is being considered by the Project Board which includes officers from both County and Borough, for delivery during 2016/17. Phase 2 is likely to include adding a sealed surface to some sections of route and further potential enhancements, subject to available funding.
- 2.3 Other works due for completion before the end of the current financial year include widening of the shared cycle and pedestrian footway along Woodhatch Road between Pendleton Road and Maple Road junctions. Improvements to this busy section of footway will provide better connectivity by bike and on foot to East Surrey Hospital and the wider area. Improvements to all other cycle/pedestrian routes that were identified during the consultation exercise are being progressed through the design process for delivery during 2016/17.
- 2.4 Feasibility design work is being completed for the quality bus corridor improvements planned for delivery during 2016/17. Analysis of the recent Surrey Transport Review outcomes is being used to identify the specific bus stop locations and measures that will be introduced to provide improved facilities and services to encourage more people to use buses.
- 2.5 A further progress report on this project will be brought to the March 2016 Local Committee. This will include a provisional programme of schemes for delivery during 2016/17 for committee approval. Interim updates on scheme progress will be provided to the Member Task Group.
- 2.6 **Customer Enquiries:** The total 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.

2.7 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.

2.8 **Table 1** shows the number of enquiries received during the first nine 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
July – Sept	28,164	3,827	1,493
Total	93,885	12,832	4,552

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.

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

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

Table 2: Complaints

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 next meeting of the Local Committee.

Contact Officer:

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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
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