

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

DATE: 2nd MARCH 2016
LEAD OFFICER: ZENA CURRY, AREA HIGHWAY MANAGER



SUBJECT: HIGHWAY SCHEMES 2015/16 – END OF YEAR UPDATE

DIVISION: ALL

SUMMARY OF ISSUE:

To inform the Local Committee on the outcome of the 2015/16 Integrated Transport and highways maintenance programmes in Mole Valley.

RECOMMENDATIONS:

The Local Committee (Mole Valley) is asked to:

- (i) note the contents of the report; and
- (ii) approve the transfer of the £30,000 Dorking Sustainable Transport Package funding from Bus Stop E to provision of Real Time Passenger Information at the bus stops at Dorking Main railway station.

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, revised in March 2015, Mole Valley Local Committee agreed a programme of capital Integrated Transport Schemes (ITS) and revenue maintenance expenditure for 2015/16 in Mole Valley to be funded from the Local Committee's devolved budget. The £368,666 ITS capital budget was divided equally between improvement schemes and maintenance (local structural repair) schemes, with 25% of the latter being spent on drainage schemes. The revenue maintenance budget was set at £196,810, which included an allocation for localism/community enhancement works.

1.2 In addition to the Local Committee's devolved budget, Countywide budgets have been used over the past year to fund major maintenance (Operation Horizon), drainage works and other capital highway schemes. Countywide

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revenue budgets are used to carry out both reactive and routine planned maintenance works.

1.3 Developer contributions can be used to fund, either wholly or in part, highway improvement schemes to mitigate the impact of developments on the highway network.

2. ANALYSIS:

Capital Programme

2.1 **Annex 1** provides an end of year update of the 2015/16 capital programme of Local Committee funded highway works in Mole Valley. It also provides an update on schemes funded by the Road Safety Working Group and those being progressed using developer contributions.

2.2 A number of ITS improvement schemes have been progressed in 2015/16, as highlighted below and set out in detail in Annex 1.

- A24 Deepdene Avenue, Dorking (Phase 2): new street lighting installed between the pedestrian island south of Kuoni and Chart Lane. Informal lay-by north of Chart Lane removed for safety reasons.
- A24 Horsham Road (Spook Hill to Beare Green), Dorking: installation of barriers at the subway in South Holmwood to reduce cyclist speeds.
- Dene Street, Dorking: trial one-way working to commence late February/early March 2016.
- Decluttering: work undertaken in Leatherhead, in collaboration with Mole Valley District Council, to remove surplus signs and posts in the town centre.
- Design of schemes for implementation in 2016/17.

2.3 The Local Committee ITS capital maintenance budget has been used to fund one Local Structural Repair scheme this financial year, with 13 micro asphalt sites to be completed by the end of March. Three drainage schemes have also been carried out.

Revenue Programme

2.4 **Table 1** below shows the revenue maintenance allocations for 2015/16, together with examples of the works carried out. This budget has been spent in full.

2.5 The Highways Localism Initiative was set up to allow Parish Councils and Residents' Associations to bid to the Local Committee for funding of local revenue projects. £5000 per County Member was allocated for localism initiative works in their divisions, with the proviso that if any of the funding had not been allocated by the end of May 2015, the money would revert to the relevant Member to fund Community Enhancement works. Five Localism bids have been funded, from Ashtead Residents' Association, Buckland Parish Council, Betchworth Parish Council, Holmwood Parish Council and Bookham Residents' Association.

Item	Allocation	Works Carried Out
Drainage / ditching works	£30,000	Works carried out include hire of additional jetting resource for the District and minor ditching programme
Tree works and flailing	£11,810	Works carried out include District-wide hedge flailing programme and tree works
Parking	£15,000	Contribution towards parking review in Mole Valley
Signs and Road markings	£5,000	Provision of new signs at various locations across the District.
Speed Limit Assessments	£5,000	Speed limit surveys carried out at various locations across the District
Localism Initiative	£30,000	Three Localism bids received (see para 2.5) Community Enhancement Works include provision of grit bins, provision of village gateway signs in Walliswood, footway works in South Street, Dorking and High Street, Leatherhead
Revenue Maintenance Gang/Drainage Works/Low Cost Measures	£100,000	Hire of Revenue Maintenance Gang to carry out minor works throughout the District
TOTAL	£196,810	

Table 1 – Revenue Maintenance 2015/16

Dorking Sustainable Transport Package (STP)

2.6 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

2.7 On Station Improvements: Complications with funding agreements between the LEP, GWR and SCC have contributed to a delay in the start of improvement works at Dorking Deepdene. Therefore the estimated start on site is now April 2016. However, it is still anticipated that these improvements will be completed by end of September 2016.

2.8 On Highway Improvements: Surrey County Council have carried out design work during the period January to March 2016, with the improvement works planned to commence during May and completion anticipated by September 2016, subject to all necessary approvals being granted.

2.9 Following consultation, consideration was given to whether it was best value for money for Bus Stop E to be retained within the scheme. Bus passenger surveys were undertaken which indicated that Bus Stop E is only lightly used. It was therefore considered that Bus Stop E should be removed from the remit of the scheme, and the allocated funds be transferred to Dorking Main

railway station, where it can be used to deliver Real Time Passenger Information at each of the three bus stops (£30,000). The revised proposal will mean that no improvements are made to Bus Stop E.

Customer Enquiries

- 2.10 **Table 2** shows the number of enquiries received during 2015. The volume of enquiries received in 2015 is down from the 2014 figure of 149,000, due to a combination of milder weather throughout the year and ongoing improvement projects.
- 2.11 All enquiries are categorised at the point of logging, either automatically through the website or by officers. Safety defects are passed to Kier to deal with and the remainder are passed to the SCC local office for further investigation. During 2014 the average split was 44% SCC and 56% Kier, for 2015 this has seen a shift to 39% SCC/61% Kier.
- 2.12 Work undertaken through the Customer Service Excellence project to improve the response times and quality of response has reduced the need for customers to contact us again in relation to their enquiry. Enhancements to the roadwork web page, online reporting and proactive communication of planned works have also helped to reduce the number of general enquiries made by customers.

Period (2015)	Surrey Highways: Total enquiries (no.)	Mole Valley: Total enquiries (no.)	Local Area Office: Total enquiries (no.)
Jan-March	35,467	3,562	1,185
April- June	30,254	3,579	904
July - Sept	28,164	3,401	1,169
Oct – Dec	27,693	3,151	961
Total	121,578	13,693	4,219

Table 2: Customer Enquiries

- 2.13 Of the enquiries received by the local area office, 97% have been resolved, a rate slightly above the countywide average of 96%.
- 2.14 **Table 3** shows the number of complaints received in 2015 by Surrey Highways and the South East area, which includes Mole Valley. Of the 105 Stage 1 complaints, 14 were taken forward to Stage 2. For Mole Valley, there were 39 Stage 1 and 3 Stage 2 complaints in 2015. The main reasons for these complaints were service delivery, communication and decision making. Following independent investigation, the service was found to be at fault in one of the Stage 2 complaints. Surrey Highways continue to work closely with the corporate customer relations team and have created corrective action plans for all outstanding actions. In addition any remedial action identified at Stage 1 is now monitored more closely to ensure compliance and reduce escalation to Stage 2.

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
Oct – Dec	136	20
Total	513	105

Table 3: Complaints

- 2.15 Recent surveys conducted with the Highways Customer Panel showed that 71% of those surveyed were either satisfied or very satisfied with the customer service they received. This result was endorsed by the findings of the annual independent National Highways & Transport Survey conducted by MORI.
- 2.16 Improvements identified for 2016 include piloting a new hand-held device for Local Highway Officers to increase mobile working, better coordination between the Customer Care Team and the Area Offices, and further enhancements to the website.

Forward Programme 2016/17

- 2.17 In December 2015, the Local Committee agreed its programme of capital Integrated Transport Schemes (ITS) and revenue maintenance expenditure for 2016/17. The capital funding was based on the budget set out in the Medium Term Financial Plan (MTFP) 2015-20 and the revenue budget assumed the same level of funding as received this financial year.
- 2.18 The budget has now been agreed by full Council. The total amount of capital funding across the 11 district and borough Local Committees has been confirmed as that set out in the MTFP and the revenue budget is the same as this financial year. As in previous years, £100,000 has been allocated per borough/district, with the remainder of the budget shared between them using a formula based on population and road length. The formula has been updated using the latest available date, which has resulted in the total share for Mole Valley being slightly reduced.
- 2.19 The capital budget for Mole Valley Local Committee has been set at £322,002, a reduction from that reported in December 2015 of £508. Similarly, the revenue budget has been set at £196,601, a reduction of £209. These small budget reductions can be accommodated within the programme agreed by Local Committee in December.

3. OPTIONS:

- 3.1 Not applicable.

4. CONSULTATIONS:

- 4.1 Not applicable

5. FINANCIAL AND VALUE FOR MONEY IMPLICATIONS:

5.1 The key objective with regard to the 2015/16 budgets has been to manage to a neutral position.

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 The Highways Service is mindful of the localism agenda and engages with the local community as appropriate before proceeding with the construction of any highway scheme.

7.2 Specific funding is allocated from the Local Committee's devolved budget which allows Parish Councils and Residents' Associations to bid to the Local Committee for the funding of local revenue projects.

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 This report sets out highway works carried out in Mole Valley in 2015/16, for Members' information.

10. WHAT HAPPENS NEXT:

10.1 The remaining budget for 2015/16 will be spent and the end of year outturn figures will be finalised.

Contact Officer:

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Consulted:

Not applicable

Annexes:

Annex 1: Summary of Progress

Sources/background papers:

- Report to Mole Valley Local Committee, 3rd December 2014
 - Report to Mole Valley Local Committee, 4th March 2015
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