

SURREY COUNTY COUNCIL

LOCAL COMMITTEE (TANDRIDGE)

DATE: 23 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 Tandridge.

RECOMMENDATIONS:

The Local Committee (Tandridge) 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 Tandridge.

1. INTRODUCTION AND BACKGROUND:

- 1.1 In December 2014, revised in March 2015, Tandridge Local Committee agreed a programme of capital Integrated Transport Schemes (ITS) and revenue maintenance expenditure for 2015/16 in Tandridge to be funded from the Local Committee's devolved budget. The £367,146 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 £196,390, 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 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 Tandridge. 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 summarised below and set out in detail in Annex 1.

- A25 East Hill, Oxted: completion of signalised pedestrian crossing near Uvedale Road.
- Speed limit reductions:
A25 Westerham Road (outside Limpsfield Infant School), Limpsfield
A25 Nutfield Road and Mid Street, Nutfield
Byers Lane, South Godstone
Outwood area (various roads)
All to be completed by end of March 2016.
- M25 J6/A22 roundabout, Godstone: changes to road markings carried out as part of Operation Horizon works at the junction.
- Farleigh Road/Harrow Road, Warlingham: mini-roundabout delivered as part of Operation Horizon works.
- Design of schemes for implementation in 2016/17.

2.3 The Local Committee ITS capital maintenance budget has been used to fund five Local Structural Repair schemes this financial year. Two 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. Three Localism bids have been funded, from Chaldon Village Council to carry out vegetation works, sign cleaning etc, from Caterham on the Hill Parish Council for bollard cleaning and verge/hedge cutting and from Burstow Parish Council for tree works.

Table 1 – Revenue Maintenance 2015/16

Item	Allocation	Works Carried Out
Drainage / ditching works	£30,000	Works carried out include hire of additional jetting resource for the District
Tree works and flailing	£10,000	Flailing programme across the District
Footway patching works	£10,000	Works carried out include footway works in Wheelers Lane, Woodhurst Lane, Hillbury Road and Needles Bank.
Parking	£10,000	Contribution towards parking review in Tandridge
Signs and Road markings	£5,000	Provision of new signs at various locations across the District.
Speed Limit Assessment	£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: Footway works in Station Road, Woldingham, Blackberry Lane, Lingfield and Wapses Lodge, Caterham Carriageway repairs in Court Road, Caterham, King Mead, Nutfield and Crowhurst Road, Lingfield Contribution towards the speed limit reduction in the Outwood area
Revenue Maintenance Gang	£96,390	Hire of Revenue Maintenance Gang to carry out minor works throughout the District
TOTAL	£196,390	

Customer Enquiries

2.6 **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.

2.7 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.

2.8 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.

Table 2: Customer Enquiries

Period (2015)	Surrey Highways: Total enquiries (no.)	Tandridge: Total enquiries (no.)	Local Area Office: Total enquiries (no.)
Jan - March	35,467	3,587	1,143
April - June	30,254	2,647	1,023
July - Sept	28,164	2,153	1,002
Oct – Dec	27,693	2,381	1,030
Total	121,578	10,768	4,198

2.9 Of the enquiries received by the local area office, 98% have been resolved, a rate above the countywide average of 96%.

2.10 **Table 3** shows the number of complaints received in 2015 by Surrey Highways and the South East area, which includes Tandridge. Of the 105 Stage 1 complaints, 14 were taken forward to Stage 2. For Tandridge, there were 27 Stage 1 and 5 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.

Table 3: Complaints

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

2.11 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.

2.12 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.

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 Tandridge 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 Tandridge Local Committee, 12th December 2014
 - Report to Tandridge Local Committee, 20th March 2015
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