

SURREY COUNTY COUNCIL**LOCAL COMMITTEE**

DATE: 18 MARCH 2016

LEAD OFFICER: JOHN HILDER – AREA HIGHWAY MANAGER

SUBJECT: HIGHWAYS UPDATE

DIVISION: ALL DIVISIONS IN WAVERLEY

<p><u>SUMMARY OF ISSUE:</u></p> <p>The report provides an update on the 2015/16 programmes of highway improvement and maintenance works funded by this committee. The report also details the 2016/17 highways budget devolved to this committee which was confirmed at the end of February 2016.</p>
<p><u>RECOMMENDATIONS:</u></p> <p>The Local Committee (Waverley) is asked to:</p> <ul style="list-style-type: none"> (i) Note progress of the 2015/16 programme of highway works funded by this committee and external sources as described at Annex 1 of the report. (ii) Agree that the Local Transport Plan (LTP) Task Group brings further recommendations on the allocation of the 2016/17 budget to the next meeting of the committee on 17 June 2016. (iii) Note the Localism applications submitted by parish and town councils and a housing association and ask the Area Highway Manager to scrutinise these and agree allocations within the £45,000 budget allocated in consultation with the chairman of the local committee.
<p><u>REASONS FOR RECOMMENDATIONS:</u></p> <p>The committee is asked to agree actions by the LTP Task Group, Area Highway Manager and chairman in order to resolve budget allocations for 2016/17.</p>

1. UPDATE:**2015/16 budgets and forecast expenditure**

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

PIC and S106

1.2 **Annex 1** shows that £375,000 of developer transportation funding is expected to be used to support the 2015/16 programme of Integrated Transport Schemes (ITS).

Local committee budget for 2016/17

- 1.3 In December 2015 the committee agreed the following allocations in the expectation that the devolved budget for 2016/17 would be significantly reduced in comparison with recent years.

Revenue maintenance works and operations

Reserve funding for the Lengthsman scheme	45,000
Jetter for three weeks	15,000
Ad hoc signs, lines, bollards, etc. by the local team	<u>10,000</u>
	70,000

Capital maintenance works (up to 30% may be directed to ITS)

Footway, carriageway and drainage maintenance allocated at £100,000 for each of the four task group areas	400,000
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- 1.4 In late February 2016 the devolved budget for 2016/17 was confirmed as follows:

Revenue maintenance	237,173
Capital (maintenance and ITS)	457,242

- 1.5 This information was received too late to allow the LTP Task Group to reconvene in advance of this meeting of the committee, but its recommendations on how the additional budget could be allocated will be submitted to the next meeting on 17 June 2016.

Lengthsman (Localism) bids for 2016/17

- 1.6 At the end of February 2016 the following bids had been submitted by town (TC) and parish (PC) councils and by one housing association (HA):

Bramley PC	9,790
Chiddingfold PC	6,500
Dunstable PC	8,000
Farnham TC	14,000
Hambledon PC	2,500
Haslemere TC	6,500
Western villages	8,000
Witley PC	4,750
First Wessex HA (Sandy Hill and The Chantry)	<u>7,350</u>
Total	67,390

- 1.7 As described at 1.3 above the committee allocated £45,000 to the Lengthsman scheme for 2016/17. The Area Highway Manager will scrutinise bids and agree allocations within the £45,000 budget in consultation with the chairman of the committee. These will be reported to the committee at its next meeting.

Customer Enquiries

- 1.8 The total number of enquiries received in the calendar year 2015 is 121,578, an average of 10,130 per month. This is down from 149,000 in 2014 and is due to a combination of milder weather throughout the year and ongoing improvement projects.
- 1.9 All reports 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 Surrey County Council (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 39/61.
- 1.10 This change can be mainly attributed to work that has been undertaken through the Customer Service Excellence project to improve the response times and quality of response, reducing 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.
- 1.11 For Waverley specifically 15,249 enquiries were received between January and December, of which 5,689 (37%) were directed to the local area office for action; of these 97% have been resolved. This response rate is slightly above the Highways countywide average of 96%
- 1.12 For 2015, 513 complaints were received of which 87 stage 1 and 16 stage 2 were for the South West area, including Waverley. The main reasons for these complaints were communication, resurfacing and policy/decision making. The service was found to be at fault in 4 of the stage 2 complaints following independent investigation. We 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.
- 1.13 Recent surveys conducted with our 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.
- 1.14 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.

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 Work 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 No specific implications.

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 Lengthsman initiative allows local councils and other relevant organisations 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.

Contact Officer:

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Consulted:

As described in the report.

Annexes:

Annex 1: Highways budget and expenditure for 2015/16

Sources/background papers:

Local Committee (Waverley) on 16 December 2015 – Item 9: Highways Update