

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

DATE: 6 JUNE 2016
LEAD OFFICER: ZENA CURRY, AREA HIGHWAY MANAGER
SUBJECT: HIGHWAY SCHEMES UPDATE
DIVISION: ALL REIGATE & BANSTEAD DIVISIONS

**SUMMARY OF ISSUE:**

At the 14 December 2015 Local Committee, Members agreed a programme of revenue and capital highway works in Reigate and Banstead. An amended programme of works was agreed on 7 March 2016 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 progress of the Greater Redhill Sustainable Transport Package, the Epsom Banstead Sustainable Transport Package, the Langshott Bus Scheme and 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 2015, 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 2016 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. Phase 1 of pedestrian/cycling improvements along sections of the National Cycle Route 21 (NCR21) connecting Cross Oak Lane to the A23 at Salfords Station has been completed. This provides upgraded "commuter standard" sections of cycle route along byway 401 and footpath 403. A further 'phase 2' of NCR21 schemes is being considered by the Officer 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 route enhancements, subject to available funding and prioritisation against other sustainable transport schemes currently being progressed through design.
- 2.3 Phase 1 of the works to widen the shared pedestrian/cycle footway along Woodhatch Road between Pendleton Road and Maple Road junctions is complete. Phase 2 of the works to complete the widening works up to the junction with Maple Road is now underway. Improvements to all other off-highway pedestrian/cycle routes along the A23 corridor connecting Redhill to Gatwick/Horley that were identified during the public consultation exercise are being progressed through the design process for prioritisation by the Officer Project Board, for subsequent delivery during 2016/2017 and 2017/2018.
- 2.4 Design work is underway for the quality bus corridor improvements planned for delivery during 2016/17 and 2017/18. This includes local bus services 430/435 and 420/460. 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 high quality and accessible passenger waiting facilities and bus service reliability improvements.
- 2.5 Construction work has begun to introduce a bus only signalised right turn facility into Ladbrooke Road from Princess Way (northbound) in Redhill town centre. The right turn facility for buses will provide additional service reliability and journey time improvements.

- 2.6 A further progress report on this project will be brought to the September 2016 Local Committee. This will include a programme of schemes for delivery during 2016/17 and 2017/18. An additional scheme update will be provided shortly to the Member Task Group in place for this project, which will include a more detailed summary of the schemes delivered to date.
- 2.7 Epsom Banstead Sustainable Transport Package (STP):** Work is continuing to progress the business case submission for the Epsom Banstead STP scheme funding bid to the Coast 2 Capital Local Enterprise Partnership (LEP). The agreed shortlist package of schemes within the bid is currently being appraised to identify the benefits against the LEP project objectives. The LEP has recently revised the submission timeframes for the bid. This was originally expected to the end of May, but has now been moved to July 2016. If successful in the bid for funding, the project itself is expected to be delivered from the end of 2016 through to March 2018.
- 2.8 Final scheme cost estimates are under review. This will determine the amount of local contribution funding required to support the funding bid to the LEP.
- 2.9 A public consultation exercise is currently being prepared in advance of the July business case bid submission to gauge support for the package of sustainable transport schemes being progressed. The consultation is expected to take place from the end of June through to August, for a 7 week period. The dates and details of this are being finalised and will be advertised as soon as available. The consultation event itself will be online and promoted through a range of printed and other media, and available for comments electronically and in paper format, with a staffed exhibition being planned at suitable venues in both Reigate & Banstead and Epsom & Ewell Boroughs.
- 2.10 A report will be presented to the Member Task Group at the end of August 2016 and brought to the September 2016 Local Committee with results of the public consultation exercise and proposed programme of scheme delivery for committee approval.
- 2.11 Langshott Bus Scheme Progress Update:** In October 2013, Local Committee considered a number of options for the delivery of a bus route to serve The Acres, a development of over 710 new homes in North East Horley.
- 2.12 Local Committee agreed to support a scheme which was consistent with the earlier planning permissions and Section 106 agreements. This scheme comprises the clockwise one way circulation of the bus service through Brookfield Drive (eastbound only), existing onto Langshott via a bus “gate” and travel westbound to Wheatfield Way.
- 2.13 Local Committee agreed to support an option for the reconstruction of Langshott, including the provision of a footway, passing places and traffic calming, between the bus “gate” and Wheatfield Way, subject to the identification of available funding.
- 2.14 Good progress has been made in recent months to further develop this scheme including, Surrey County Council’s (SCC’s) Cabinet agreeing in November 2015 to fund the Langshott highway works and Local Committee agreeing the proposals for the 20mph speed limit for the Acres and Langshott

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in March 2016. Design work is also progressing with survey work being undertaken to ascertain levels, drainage and land ownership.

2.15 The design aims to ensure that the bus service can operate effectively and safely along Langshott, to meet current design standards and respects the rural nature of the area.

2.16 In the coming weeks the design for Langshott and the bus gate will be completed and will include details on the footway facility, drainage works, road signs and proposed parking restrictions. It is intended to present this design to key local Members and local residents as soon as practical. This will give residents an opportunity to find out about the scheme and comment on any detailed aspect.

2.17 The current programme that officers are working towards is broadly as follows

- Complete preliminary design – Early June 2016
- Road Safety Audit Stage 1 – June 2016
- Presentation to key local Members (format/date to be agreed) – Late June/Early July 2016
- Community Engagement – July 2016
- Road Safety Audit Stage 2 – August 2016
- Local Committee update – September 2016
- Completion of detailed design and construction procurement – Autumn 2016/Spring 2017
- Construction – Summer 2017

2.18 **Customer Enquiries:** The opening quarter of 2016 calendar year has seen an increase in enquiries of over 22% on the same period last year. **Table 1** overleaf shows the number of enquiries received from January-March 2015, compared to the same period in 2016.

Period	Surrey Highways: Total enquiries (no.)	Reigate & Banstead: Total enquiries (no.)	Local Area Office: Total enquiries (no.)
Jan-March 2015	35,467	4,943	1,672
Jan-March 2016	43,342	6,157	2,146

Table 1: Customer Enquiries

Of the enquiries received by the local area office, 91% have been resolved, a rate slightly below the countywide average of 94%, possibly as a result of the increase in enquiries received. The County continues to work with its contractors to improve the response rate.

2.19 For the first of the 2016 calendar year, Highways received 90 stage 1 complaints of which 14 were for the Reigate & Banstead area, this is a reduction when compared to the same period of the 2015 calendar year, shown in **Table 2**.

Period	Surrey Highways: Complaints (no.)	South East Area: Stage 1 Complaints (no.)
Jan-March 2015	110	28
Jan-March 2016	90	14

Table 2: Customer Complaints

The main reason for these complaints is service quality and service delivery. One of the Stage 1 complaints in the Reigate & Banstead area was taken to Stage 2, following independent investigation, the service was not found to be at fault. Three of the complaints for the Reigate & Banstead area were submitted to the Local Government Ombudsman of which the Service was found to be at fault in one.

2.20 The Service has recently undergone its annual Customer Service Excellence (CSE) review. This is undertaken by an independent, external body licensed by the Cabinet Office. This recognised the continued improvements that have been made and has recommended retention of the award. CSE is a continuous improvement tool and we are using this to drive up performance and the customer experience.

2.21 A number of areas of good practice were highlighted by assessor during the review, including the formation of a Highways Customer Panel where customers voluntarily sign up to receive 3 surveys a year to give their views on various aspects of the service. This allows us to benchmark satisfaction and identify any trends for improvement. The CSE Member Reference Group was also highlighted and “was found to be active in supporting the service in understanding customer needs and views”.

2.22 Two areas of compliance plus were identified, these are behaviours or practices which exceed the requirements of the standard and are viewed as exceptional or as exemplar to others, either within the applicant’s organisation or the wider customer service arena. These two areas are;

- Investment in time to keep the roadworks information updated, resulting in Surrey being the most accessed area nationally on www.roadworks.org
- Introduction of Customer Agreement Process where promises made during the handling of Stage 1 complaints are logged and monitored against the time frame promised to the customer. This assists in ensuring that complaints do not escalate due to promises that are not kept.

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.

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Consulted:

Not applicable

Annexes:

Annex 1: Summary of Progress

Annex 2: Update on Year 4 Horizon Programme

Sources/background papers:

- Report to Reigate and Banstead Local Committee, 14 December 2015, Highways Forward Programme 2016/17 – 2017/18
 - Report to Reigate and Banstead Local Committee, 7 March 2016, Revised Highways Forward Programme 2016/17– 2017/18
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