

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

**DATE:** 15<sup>th</sup> JUNE 2016  
**LEAD OFFICER:** ZENA CURRY, AREA HIGHWAY MANAGER  
**SUBJECT:** HIGHWAY SCHEMES UPDATE  
**DIVISION:** ALL

**SUMMARY OF ISSUE:**

At the 2<sup>nd</sup> December 2015 Local Committee, Members agreed a programme of revenue and capital highway works in Mole Valley. An amended programme of works was agreed on 2<sup>nd</sup> 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 Strategic Transport Programmes for Dorking and Leatherhead and the number of enquiries and complaints received from customers.

**RECOMMENDATIONS:**

**The Local Committee (Mole Valley) 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 Mole Valley.

**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.

## **2. ANALYSIS:**

- 2.1 **Capital Highway Schemes:** Progress on the approved Local Committee funded capital programme of highway works in Mole Valley 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 Mole Valley.
- 2.2 **Dorking STP:** Works are underway on the cycle and pedestrian improvements on the A24 between Dorking Main and Dorking Deepdene and are progressing well.
- 2.3 Works have begun to improve pedestrian crossing facilities across Station Approach, when these works are complete, the team will move across to the cycle ramp behind bus stop A to continue the scheduled improvements there. The continuation of the pavement widening works on Station Approach will be undertaken by Southern/GTR and this is planned for July. Works on-station at Dorking Deepdene are due in the autumn.
- 2.4 One objection was received to the road table on Lincoln Road and the associated works. The relevant officers and Members met on site to consider the objection, and under delegated authority the decision was made to continue with the works with some additional measures. This decision was not supported by the divisional member Mrs Watson. The objector has been informed accordingly.
- 2.5 Work is continuing on the wayfinding element of this scheme, and more information on the scheme can be found at [www.surreycc.gov.uk/dorkingstp](http://www.surreycc.gov.uk/dorkingstp).
- 2.6 **Leatherhead STP:** Progress is continuing on work to develop the Business Case which is to be submitted to Local Enterprise Partnership at the end of July.
- 2.7 **A24 Resilience Scheme:** Drainage works on the A24 are progressing well, the contractor is continuing work on the northbound section of the A24 from Burford Bridge to Old London Road (Phase 5). Once these works are complete works on the northbound section of the A24 from Old London Road to Givons Grove (Phase 6) will commence.
- 2.8 The next phase of the pavement resurfacing works from Givons Grove Roundabout to Swanworth Lane (southbound) is due to commence on 14<sup>th</sup> June 2016. Givons Grove Roundabout resurfacing work will then follow on from this work. Both phases of the resurfacing work are expected to last approximately 28 days but this is weather dependent.
- 2.9 It is the aim that all work will be completed and traffic management will be removed by 23<sup>rd</sup> July 2016 to ensure the embargo for the Prudential Ride London event is achieved.
- 2.10 **Customer Enquiries:** The opening quarter of the 2016 calendar year has seen an increase in the number of enquires of over 22% on the same

period last year. **Table 1** below shows the number of enquiries received from January-March 2015, compared to the same period in 2016.

<b>Period</b>	<b>Surrey Highways: Total enquiries (no.)</b>	<b>Mole Valley: Total enquiries (no.)</b>	<b>Local Area Office: Total enquiries (no.)</b>
Jan-March 2015	35,467	3,562	1,185
Jan-March 2016	43,342	4,569	1,489

**Table 1: Customer Enquiries**

2.11 Despite the 22% increase in enquiries, 97% have been resolved, a rate slightly above the countywide average of 94%.

2.12 The number of complaints received is shown in **Table 2**.

<b>Period</b>	<b>Surrey Highways: Complaints (no.)</b>	<b>South East Area: Stage 1 Complaints (no.)</b>
Jan-March (2015)	110	28
Jan-March (2016)	90	8

**Table 2: Complaints**

2.13 For the first quarter of the calendar year, Highways received 90 stage 1 complaints, of which 8 were for the Mole Valley area, these concerned flooding due to blocked gullies and condition of the road surface. Officers continue to work closely with the corporate customer relations team to improve performance.

2.14 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.

2.15 A number of areas of good practice were highlighted by the 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”.

2.16 Two areas of compliance plus were also identified, these are behaviours or practices which exceed the requirements of the standard and are viewed as

## ITEM 6

exceptional or as exemplar to others, either within the applicant's organisation or the wider customer service arena. These two areas are;

- The investment in time to keep the roadworks information updated, the clarity and customer focused language used has assisted in Surrey being the most accessed area nationally on [www.roadwork.org](http://www.roadwork.org).
- The service has introduced a 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 has 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 Funding has been allocated from the revenue maintenance budget to fund the Highways Localism Initiative.

### **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.

<b>9. CONCLUSION AND RECOMMENDATIONS:</b>
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9.1 Progress on the programme of revenue and capital highway works in Mole Valley is set out in section 2 and Annex 1 of this report. Local Committee is asked to note the contents of the report.

<b>10. WHAT HAPPENS NEXT:</b>
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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:**

Anne-Marie Hannam, Senior Traffic Engineer, South East Area Team, 03456 009 009

**Consulted:**

Not applicable

**Annexes:**

Annex 1: Summary of Progress

**Sources/background papers:**

- Report to Mole Valley Local Committee, 2<sup>nd</sup> December 2015, Highways Forward Programme 2016/17 – 2017/18
- Report to Mole Valley Local Committee, 2<sup>nd</sup> March 2016, Highway Schemes 2015/16 End of Year Update.

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