

**SURREY COUNTY COUNCIL****LOCAL COMMITTEE (WAVERLEY)**

**DATE:** 17 JUNE 2016  
**LEAD OFFICER:** JOHN HILDER  
 AREA HIGHWAY MANAGER  
**SUBJECT:** HIGHWAYS UPDATE  
**DIVISION:** ALL

**SUMMARY OF ISSUE:**

This 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.

**RECOMMENDATIONS:****The Local Committee (Waverley) is asked to:**

- (i) Agree the recommendations of the Local Transport Plan Task Group to allocate additional 2016/17 budget as described at 1.5 and 1.6 of this report.

**REASONS FOR RECOMMENDATIONS:**

*The committee is asked to agree the recommendations of the LTP task group so that the 2016/17 programme of highway works can be progressed in a timely manner.*

<b>1. UPDATE</b>
------------------

**2015/16 Budgets and Forecast Expenditure**

- 1.1 As previously reported at the March meeting, **Annex 1** shows 2015/16 budget, allocations and forecast expenditure and reflects that the entire programme of improvement schemes was completed by the end of the financial year.
- 1.2 Annex 1 shows a total of around £375,000 of developer transportation funding will be deployed to support the 2015/16 programme of ITS schemes. This will ensure that there will be no under or over spend of the committee budget.

**Local Committee Budget for 2016/17**

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

**Revenue maintenance works and operations**

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

**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 areas

	<b><u>400,000</u></b>
<b>Total</b>	<b>470,000</b>

- 1.4 In late February the devolved budget for 2016/17 was confirmed as follows.

<b>Revenue Maintenance</b>	<b>237,173</b>
<b>Capital (Maintenance &amp; ITS)</b>	<b><u>457,242</u></b>
<b>Total</b>	<b>694,415</b>

### Local Transport Plan (LTP) Task Group Recommendations

- 1.5 This information was received too late to allow the Local Transport Plan task group to reconvene in advance of the March 2016 meeting to make recommendations on how the additional **224,415** should be allocated. The task group convened in early May and made the following recommendations.

Additional funding for the Lengthsman scheme	<b>20,000</b>
Additional funding for capital maintenance works At 50,000 for each of the four areas (up to 30% may be directed towards ITS)	<b>200,000</b>
Additional funding for ad-hoc lines etc by the area team	<b><u>4,415</u></b>
<b>Total</b>	<b>224,415</b>

- 1.6 The Area Manager informed the task group that this year the centre were funding additional jetter weeks for the area teams, and so the 15,000 previously allocated was not required. The task group recommends that this funding remains with the area team for ad-hoc minor maintenance works.

### Lengthsman (Localism) Bids for 2016/17

- 1.7 At the end of February the following bids had been submitted by Town (TC) and Parish (PC) Councils..

Bramley PC	9,790
Chiddingfold PC	6,500
Dunsfold PC	8,000
Farnham TC	14,000
Hambledon PC	2,500
Haslemere TC	6,500
Sandy Hills & The Chantry's	7,350
Western Villages	8,000
Witley PC	<u>4,750</u>
<b>Total</b>	<b>67,390</b>

- 1.8 If the recommendation to increase the localism allocation to 65,000 is agreed all these bids can very nearly be met in full subject scrutiny by the Area Manager in consultation with the committee Chairman.

**ITS Schemes 2016/17**

- 1.9 At the December meeting the committee agreed the LTP task group recommendation that committee funding be directed towards maintenance work in 2016/17, with ITS schemes funded largely from developer contributions. If allocations recommended in this report are approved, each of the four areas will have 150,000 for maintenance work, but up to 30% can be directed towards ITS in the recognition that some areas have relatively little S106 or PIC funding available.
- 1.10 The LTP group recognised that a lot of PIC funding has been accumulated by WBC and that this funding can only be used for highway capital improvement (ITS) schemes. It cannot be used for highway maintenance.
- 1.11 The LTP group also discussed the fact that the majority of the devolved SCC budget was intended to be used for maintenance work, though in the past it had been used largely for highway improvement schemes.
- 1.12 The group recommended, and the committee agreed, to promote the full list of prioritised schemes of the four task groups, included at **Annex A**, to be funded as far as possible from PIC and S106. They recognised that it was unlikely these development funds would be sufficient to deliver all the prioritised schemes in 2016/17, and also that the area task groups would again review their priorities in a years time.
- 1.13 For the high value schemes prioritised in Farnham and Haslemere the group highlighted the need for appropriate public consultation prior to implementation in order to ensure proposals are supported by residents.

**Planning Infrastructure Contributions (PIC)**

- 1.14 At the beginning of 2016 the amount of PIC accumulated by SCC electoral division was as follows.

Cranleigh, Ewhurst	£27,000
Eastern Villages	£51,000
Farnham Central	£12,000
Farnham South	£76,000
Farnham North	£60,000
Godalming, Farncombe & Catteshall	£140,000
Godalming South, Milford & Witley	£18,000
Haslemere & Grayswood	£207,000
Western Villages	£60,000

- 1.15 Note that PIC expenditure is subject to approval by SCC Transport Development Planning (TDP) officers, and that PIC may be directed towards Rights of Way and Passenger Transport projects as well as Highways improvement projects.
- 1.16 The Area Manager will work with the four area task group chairmen and TDP officers to secure PIC funding to deliver locally prioritised highway schemes in 2016/17.

## Project Horizon (Carriageway)

- 1.17 Horizons carriageway investment is now in its 4th year of delivery and is on track to achieve the original target of reconditioning 500km of roads, The year 4 (2016/2017) programme for Waverley is appended to this report.
- 1.18 A new Asset Strategy has been developed and will be in place in April 2017, and the term contract with Kier will be extended for a further five years during 2016. In view of these significant considerations all remaining 'year 5' Horizon schemes will be reassessed alongside new identified schemes to produce a new five-year programme for roads to start in April 2017. This new programme will use the most effective treatment for each scheme.
- 1.19 Members have been informed which of the original Horizon schemes are yet to be treated and the future rolling programme will include these deferred schemes along with newly generated schemes from the latest condition surveys. In addition, as part of the consultation process on future programmes, we would invite members to highlight:
- Their top priorities from the original horizon list
  - Other priorities not on the original horizon list

## Customer Enquiries

- 1.20 The opening quarter of the 2016 calendar year has seen an increase in enquiries of over 22% on the same period last year. For January to March, 43342 were received at an average of 14447 per month compared to 11822 for January to March 2015.
- 1.21 For Waverley specifically, 6036 enquiries have been received of which 1889 were directed to the local area office for action, 92% of these have been resolved. This response rate is slightly below the countywide average of 94%.
- 1.22 For the first quarter, Highways received 90 stage 1 complaints of which 12 were for the Waverley area, these concerned flooding and potholes.
- 1.23 The Service has recently undergone its annual Customer Service Excellence (CSE) review. This is undertaken by an independent, external body licenced 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 the we are using this to drive up performance and the customer experience.

## ITEM 11

- 1.24 The assessor highlighted a number of areas of good practice including the formation of a Highways Customer Panel. Customers can voluntarily sign up to receive three surveys per year to give their views on various aspects of the service. This allows us to benchmark satisfaction and identify any trends and areas 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”.
- 1.25 Two area of compliance plus were also 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.
- 1.26 The two areas are:
- Investment in time to keep the roadworks information updated, the clarity and customer focused language used has assisted in Surrey being the most accessed are 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

### **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 Works will be carried out by SCC's term highways contractor, Keir, who won the term contract in a competitive tender process.

### **5. EQUALITIES AND DIVERSITY IMPLICATIONS:**

- 5.1 None

**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 parish councils 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: John Hilder**  
 SCC Area Highway Manager SW  
 Tel 0300 200 1003

**Consulted:**  
 As described within the report

**Annexes:**

1. Highways budget and expenditure for 2015/16
  - A. 2016/17 Area Task Group Priorities

**Sources/background papers:**

Local Committee for Waverley Friday 11 December 2015: Item 10: 'Highways Budgets for 2016/17'  
 Local Committee Waverley Friday March 18 Item 10 'Highways Update'

This page is intentionally left blank