

SURREY COUNTY COUNCIL
LOCAL COMMITTEE (TANDRIDGE)

DATE: 24TH JUNE 2016
LEAD OFFICER: ZENA CURRY, AREA HIGHWAY MANAGER
SUBJECT: HIGHWAY SCHEMES UPDATE
DIVISION: ALL



SUMMARY OF ISSUE:

At the 11th December 2015 Local Committee, Members agreed a programme of revenue and capital highway works in Tandridge. An amended programme of works was agreed on 23rd 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 number of enquiries received from customers.

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 2015, the Tandridge Local Committee agreed its forward programme for 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 programme of highway works in Tandridge 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 Tandridge.

2.2 Project Horizon (Carriageway): 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 Tandridge is attached at **Annex 2**. 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.

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

2.3 Customer Enquiries: 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, 43,342 were received at an average of 14,447 per month compared to 11,822 for January to March 2015.

2.4 Table 1 shows the number of enquiries received during the opening quarter of the 2016 calendar year, compared with the opening quarter of the 2015 calendar year.

Table 1: Customer Enquiries

Period (2015)	Surrey Highways: Total enquiries (no.)	Tandridge: Total enquiries (no.)	Local Area Office: Total enquiries (no.)
Jan - March (2015)	35,467	3,587	1,143
Jan - March (2016)	43,342	4,947	1,761

Of the enquiries received by the local area office during the first quarter of the 2016 calendar year, 95% have been resolved, a rate slightly above the countywide average of 94%.

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

Table 2: Complaints

Period	Surrey Highways: Complaints (no.)	Tandridge Area: Stage 1 Complaints (no.)
Jan-March (2016)	90	10

The main reasons for complaints concerned service quality and service delivery. In addition three Stage 2 complaints were received, the Service was not found to be at fault regarding any of these complaints. One complaint was submitted to the Local Government Ombudsman which was not upheld. Officers continue to work closely with the corporate customer relations team to improve performance.

2.6 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 continuing to use this to drive up performance and the customer experience.

2.7 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: <https://www.surreycc.gov.uk/roads-and-transport/highways-information-online/highways-customer-panel>. 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”.

2.8 Two areas of compliance plus were also identified; these are behaviours or practices which exceed requirements of the standard and are viewed as exceptional or 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
- The service has introduced a Customer Agreement Process where promises made during the handling of Stage 1 complaints are logged and monitored against 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

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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)	Set out below
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	No significant implications arising from this report

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 revenue and capital highway works in Tandridge 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: The Year 4 2016/17 Horizon (Carriageway) programme for Tandridge

Sources/background papers:

- Report to Tandridge Local Committee, 11th December 2015, Highways Forward Programme 2016/17 – 2017/18
 - Report to Tandridge Local Committee, 23rd March 2016, Revised Highways Forward Programme 2016/17 – 2017/18
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