

SURREY COUNTY COUNCIL**LOCAL COMMITTEE (MOLE VALLEY)****DATE:** 5 September 2016**LEAD OFFICER:** Guy Davies (MVDC)**SUBJECT:** Infrastructure Needs Assessment - results**DIVISION:** Dorking Rural, Dorking South & the Holmwoods, Bookham & Fetcham West, Leatherhead & Fetcham East, Ashted, Dorking Hills**SUMMARY OF ISSUE:**

Mole Valley District Council carried out an Infrastructure Needs Assessment earlier this year. This report outlines the results of the consultation and future actions.

RECOMMENDATIONS:

The Local Committee (Mole Valley) is asked to:

1. Note the results of the Infrastructure Needs Assessment
2. Support MVDC on publicising the results of the Assessment and actions to be taken by infrastructure providers in addressing the issues raised

REASON FOR RECOMMENDATION:

To inform the Local Committee about the results of Mole Valley Infrastructure Needs Assessment and consider appropriate responses to the issues raised.

1. INTRODUCTION AND BACKGROUND:

1.1 The Committee considered a report in September 2015 setting out the intention of MVDC to carry out an Infrastructure Needs Assessment.

1.2 The purpose of the Infrastructure Needs Assessment was:

- To identify the infrastructure needs that are important to local people
- To help prioritise funding, including Mole Valley's Community Infrastructure Levy once adopted

1.3 The scope of the Assessment was widely-drawn and included the following:

- A focus on local infrastructure needs

- Covered a range of infrastructure requirements
- Gave local communities a say in infrastructure planning
- Complemented wider strategic infrastructure studies

2. CONSULTATION:

- 2.1 Consultation was wide-ranging, using different forms of publicity to reach as many people as possible. Methods of consultation included:
- Post card drop to all addresses in the district
 - Web-based questionnaire
 - Publicity events using 'wishing well'
 - Social media advertising
 - Stakeholder engagement with a range of local interest groups including parish councils, residents' associations, schools, business groups, and youth groups
 - Local newspaper and radio
- 2.2 Some local communities engaged in neighbourhood development planning have identified infrastructure deficits or needs as part of their plan-making work. These have been taken into account in the wider assessment.
- 2.3 It became apparent during the assessment that there was a risk of conflict with the second phase of the Transform Leatherhead consultation late last year. The Infrastructure Needs Assessment consultation was therefore divided into two phases with mail outs to Dorking and the southern part of the district in November, and Leatherhead and the northern part of the district in early January.

3. RESULTS

- 3.1 Because of the open-ended nature of the consultation, the views received covered a wide range of topics. These were analysed to identify broad themes that were common amongst respondents and represented the most important issues to local people.
- 3.2 The themes were further analysed to provide general themes drawn from district-wide data (Annexe 1) and place themes looking at issues in the different towns and villages (Annexe 2). A proportional comparison (Annexe 3) was also produced to highlight where there were marked variations within the District, representing issues of particular local concern.

General Themes:

- 3.3 By far the largest response was on the general theme of **road maintenance**. Some 21% of all replies were on this topic, which was the most important in nearly all locations across the District. Potholes, road repairs and the need for resurfacing were the most popular issues mentioned. In addition, cutting back overhanging vegetation from pavements and sightlines, the need to clean road signs, and clearing road gullies and ditches were all issues raised under this general theme.

- 3.4 **Parking** was the second largest response with some 12% of replies. There were a number of sub-themes driving interest in this topic: more parking in the town centres of Dorking and Leatherhead; more commuter parking near the mainline railway stations in Dorking and Leatherhead and also smaller stations at Ashted, Beare Green and Ockley; and a request for free short-term parking in Dorking and to a lesser extent Leatherhead. Most respondents asked for between half and one hour free parking, with a particular emphasis on locations close to GP practices.
- 3.5 **Traffic congestion** was the third most popular topic with 11% of all responses. Most concerns in this category were directed at congestion in the Dorking town centre gyratory system, in particular the Vincent Lane/A25/West Street section and the approach from Westcott. Further details are given below under 'Place Themes' for Dorking.
- 3.6 Concerns about **bus services** were the fourth most popular topic, with some 6% of all responses. Reliability was often mentioned, along with a wish for more frequent services and extending services into late evening and weekend periods. These concerns were most often expressed in suburban or village locations.
- 3.7 A variety of other general themes received significant responses including the need for faster and more reliable **broadband/mobile** reception; difficulty in getting GP appointments in **medical services**, demand for better **retail offer** in both town centres; and better **street cleaning** (particularly dog mess).
- 3.8 **Cycling** was also a theme across the District although with two distinct (and opposing) aims. On the one hand there was support for more cycle lanes and cycle stands, versus on the other a wish for greater control over cyclists to lessen annoyance to motorists and/or residents. The latter response was particularly marked in certain locations which have become popular with cyclists at the weekends or through cycling events.
- 3.9 **Refuse services** also featured as a general theme, mostly focused on restrictions of use and opening hours of local amenity tips. These comments were generated largely because of changes being proposed by Surrey County Council at the same time that the consultation was being conducted.
- 3.10 There were two large collective responses from members of two sporting clubs, raising issues of particular concern to their operation:
- **Dorking and Mole Valley Athletics Club** generated some 11% of responses received, highlighting their wish for an all-weather, floodlit running track and facilities to allow athletics training throughout the year.
 - **Dorking Wanderers Football Club** also generated a significant response with 5% of all replies, emphasising their need for new playing facilities that recognise the club's success and support its growing youth teams.
- 3.11 These two responses have been separated from the 'general' and 'place' themes to avoid them skewing the results.

Place Themes:

- 3.12 Different places within the District exhibited differing priorities as to what was considered the most important infrastructure issues. While the general themes summarised above featured to a greater or lesser extent in all locations, the data was analysed to highlight where there were marked variations from the norm. In some cases, responses were grouped to give statistically valid sample sizes.

- 3.13 In **Dorking**, by far the most significant local issue was **traffic congestion** in the one-way gyratory system around the town centre, and the High Street. Resurfacing works during the consultation period allied to problems with traffic light phasing may have exaggerated the response, but it is clear from the replies made that frustrations over delays caused by congestion in Dorking town centre are significant and have an effect on visitors' behaviour.
- 3.14 Solutions to the congestion problem were many and varied, depending on individual respondents' circumstances. Popular suggestions included replacement of traffic lights with mini-roundabouts or standard junctions, rephasing and coordination of traffic lights, and stricter controls around on-street parking and deliveries. More involved solutions include making Vincent Lane two-way, and installing a slip-road from the A25/Vincent Lane junction to Station Road to ease congestion from the Westcott direction.
- 3.15 Other issues of importance in Dorking were a desire for free **parking** for the first half/one hour, particularly near Medwyn Surgery; and concerns about **uneven pavements** in the High Street and South Street.
- 3.16 A desire for **leisure services** was particularly marked in Dorking, with well-organised responses from the Dorking and Mole Valley Athletics Club and the Dorking Wanderers Football Club highlighting their wish for new or better facilities.
- 3.17 In **Leatherhead**, issues of concern followed the general themes more closely, although more **parking** in the town centre, including the need to improve the Swan Centre carpark, featured strongly. There were a range of more minor issues, including the need to control vehicle speeds on Gimcrack Hill; improve pedestrian access to the town centre; and support for Leatherhead Theatre. Consultations around Transform Leatherhead have given Leatherhead residents an alternative means of expressing their views, and these have been captured as part of the masterplanning exercise.
- 3.18 In **Bookham**, **road maintenance** was an issue, with particular concerns about the state of repair of Eastwick Drive and Sole Farm Road. **Parking** was also an issue, partly because of the introduction of parking charges at Lower Shott, which took place shortly before the consultation. **Drainage problems** in Lower Road and East Street featured in responses, as did **traffic congestion** in the village centre with a number of residents suggesting a one-way system in the High Street and East Street as a possible solution.
- 3.19 In **Fetcham**, the need for better **road maintenance** featured highly, particularly in Cock Lane which was the road most mentioned in the consultation as needing repair and resurfacing. The other issue of concern in Fetcham was the shortage of GP **medical services** and the difficulty in getting appointments.
- 3.20 In **Ashted**, the issues largely mirrored those of the general themes, with **road maintenance** of concern, particularly Links Road, Craddocks Avenue and Barnett Wood Lane. There are problems with school-related **parking** and congestion in Taleworth Road. Parking also featured as an issue in Woodfield Lane, Parkers Hill and around the station, as did **traffic congestion** due to the level crossing barrier and the length of time the road is closed in peak periods. **Highway safety** also featured with a number of requests to remove the speed humps along Barnett Wood Lane.
- 3.21 In the more **rural areas** of Mole Valley, **road maintenance** was an ever-present theme with concerns that the repair of rural lanes receives less attention than streets in urban areas. In addition to potholes, rutted verges and

overhanging vegetation also featured as issues. **Bus services** were a popular concern, with demand for more frequent services to and from local towns, and for the service to operate later into the evenings so that residents in rural areas have access to evening entertainment and leisure opportunities available in town centres. **Highway safety** also featured, particularly with vehicles speeding through villages.

- **Abingers, Coldharbour and Wootton - congestion** approaching Dorking was a concern, and there was a wish for more control over cyclists and **cycling** events.
- **Beare Green and Capel, parking** problems around Beare Green Station were of concern, as were **vehicle speeds** through Capel village.
- **Betchworth, Brockham and Buckland** would like a more frequent and reliable **bus service** to Dorking, are concerned about **vehicle speeds** through the village centres, and **traffic congestion** entering Dorking.
- **Boxhill and Headley** raised concern about the inadequate **bus service, road maintenance** and the need for greater control over **cycling**.
- **Charlwood and Hookwood** have concerns over **road maintenance** and the lack of a **bus service** to Gatwick and Horley. There was also a particular issue about Gatwick related **parking** causing problems in Hookwood.
- **Mickleham and Westhumble** were concerned about **cycling**, and there is a **broadband** blackspot in Mickleham with a number of residents complaining about the poor service.
- **Newdigate and Leigh** wish to see better enforcement of **traffic speeds** through the villages, and a more frequent **bus service**.
- **Ockley, Forest Green and Walliswood** would like to see faster **broadband**, and more **parking** at Ockley station.
- **Westcott** was most concerned about **congestion** entering Dorking, the need for more **parking** in Dorking town centre and mainline station, and the need for a more reliable **bus service**.

4. NEXT STEPS:

- 4.1 The majority of responses concern deficiencies in existing infrastructure and a wish to see those facilities or services improved. This is particularly so with road maintenance, bus services, medical services, broadband/mobile reception and street cleaning.
- 4.2 In the remaining cases, it is recognised that additional facilities or more significant changes are required to address the infrastructure need. These include leisure/sporting facilities, measures to tackle traffic congestion, and parking capacity.
- 4.3 None of these concerns will necessarily be new to members. They all form issues that are recognised as being of concern through the day-to-day working of the County and District councils and their partners, although it is helpful to have a quantitative measure of the issues, and their variation across the

District.

- 4.4 In taking the results of the assessment forward, MVDC will be producing brochure to communicate the results of the Assessment in a simple and easy form. The brochure will be published on-line and printed copies made available. A variety of channels will be used to highlight the relevant local issues.
- 4.5 Following on from the main findings of the Assessment, it is important to demonstrate that infrastructure providers have **listened** to local people and are taking **action** to address the main themes raised.
- 4.6 To that end, MVDC intends to follow up the information brochure with a second leaflet setting out what actions have been taken against each of the main themes identified in the Assessment. The main themes, and principal infrastructure providers, are as follows:

Road maintenance	SCC
Parking	MVDC
Traffic congestion	SCC
Highway safety	SCC
Bus services	SCC/bus companies
Broadband	BT/Telecoms companies/SCC
Medical Services	CCG
Cycling	SCC
Retail Offer	Retailers/MVDC
Leisure Services	MVDC
Street Cleaning	MVDC
Refuse Services	SCC/MVDC

- 4.7 As a principal provider of public infrastructure it is no surprise that the County Council features prominently in the list of themes that are of most importance to local people.
- 4.8 On many of the County-related themes, there will be programmes of work to address the concerns raised. The planned publicity around the results of the Assessment and the actions taken to address the themes identified provides an opportunity for the County to demonstrate how it is already tackling some of those issues.
- 4.9 Where themes are not being addressed or there remain persistent local concerns, it will be for the infrastructure provider concerned to identify what actions or initiative are planned to address the issue in question.

5. EQUALITIES AND DIVERSITY IMPLICATIONS:

- 5.1 The assessment is not expected to give rise to any equality or diversity implications.

6. LOCALISM:

- 6.1 The assessment focuses on local communities as the principal stakeholders in identifying infrastructure deficits and needs.

7. OTHER IMPLICATIONS:

Area assessed:	Direct Implications:
Crime and Disorder	No significant implications arising from this report
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	No significant implications arising from this report

8. CONCLUSION AND RECOMMENDATIONS:

- 8.1 As expected highway and other public transport issues featured strongly in responses to the Infrastructure Needs Assessment. The results of the consultation will be of interest to the Local Committee and it is hoped be of use, by way of background evidence, in helping to identify infrastructure needs and prioritise resources in accordance with local preferences.
- 8.2 It is important to demonstrate that infrastructure providers listen and respond to local views. To that end, the Local Committee is requested to support discussions between County and District officers, with a view to identifying work that addresses the general and place-based themes; and any planned initiatives that focus on tackling the particular issues raised.
- 8.3 The Assessment will form part of the evidence for ongoing dialogue between Mole Valley and the Local Committee, particularly once the Community Infrastructure Levy has been adopted in Mole Valley, in focusing resources based on local wishes.

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Consulted:

See section 2 above.

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Annexes:

Annexe 1 - General Themes

Annexe 2 - Place Themes

Annexe 3 - Comparative Analysis

Sources/background papers:

None

Annexe 1 – General Themes

General Themes		
21%	Road maintenance	Road repairs: potholes, permanent repairs to roads, need for complete resurfacing in some instances
		Cut back overhanging vegetation from footpaths, pavements and verges, more verge cutting during summer
		Clean road signs and remove foliage in sight lines
		Clear road gullies and ditches
12%	Parking	More parking in town centres, free half or one hour parking in town centre car parks, more parking near railway stations for commuters
11%	Traffic congestion	Traffic congestion: most concerns directed at Dorking gyratory system, in particular entry from the western side of town (Westcott direction). Many solutions suggested (see Dorking under 'Place Themes')
8%	Highway safety/traffic calming	Reduce vehicles speeds on residential roads and through villages, more enforcement of speed limits, more pedestrian crossings
6%	Bus services	Greater reliability, more frequent, extend services into weekend and evening periods (particularly from villages to Dorking)
3%	Broadband	Service patchy in places, some demand for super fast service
3%	Medical services	Length of time to gain GP appointment (particularly in Bookham and Fetcham), need for more services in rural areas in south, wish to retain medical facilities in Leatherhead Hospital
3%	Cycling	Two differing themes: desire for more and better cycle lanes; versus greater control of cyclists to lessen annoyance to motorists. Lessen disruption to residents from cycling events, particularly in Boxhill and Leith Hill areas.
3%	Retail offer	Wish for greater number and variety of shops in town centres, some want independent retailers, some want more large chains or particular retail sectors like clothes or shoe shops
3%	Leisure services	Improve Meadowbank, support Leatherhead Theatre, support for named sports clubs (see below)
2%	Street cleaning	Enforce against dog fouling, more dog bins, more litter picking
2%	Refuse services	Remove recent restrictions on use and opening hours of amenity sites

General Themes – single issue		
11%	Dorking and Mole Valley Athletics Club	Need for an all-weather, floodlit running track in the Mole Valley area
5%	Dorking Wanderers Football Club	Needs new playing facilities that recognise the club's success and youth promotion

Annexe 2 – Place Themes

Place Themes	
Abingers, Coldharbour and Wootton	Road maintenance, congestion approaching Dorking, more controls over cyclists and cycling events, traffic congestion entering Dorking
Ashtead	Road maintenance in particular Links Road, Craddocks Avenue, level pavements (Barnett Wood Lane), reduce speeds in Farm Lane, problem with school traffic in Taleworth Road, remove speed humps in Barnett Wood Lane, more parking in Woodfield, High St, more commuter parking near station, restrictions on on-street parking, more time with level crossing barrier up
Beare Green and Capel	Road maintenance, reduce speed through Capel village, parking problems around Beare Green Station, need for better street lighting
Betchworth, Brockham and Buckland	Road maintenance, more frequent and reliable bus service including in evening, highway safety concerns about vehicle speeds through villages and pedestrian safety along A25, traffic congestion entering Dorking
Bookhams	Road maintenance particularly Eastwick Drive, Sole Farm Road, remove parking charges in Lower Shott, reduce traffic speeds in Little Bookham St and Church Rd, drainage problems in Lower Road and East St, make High St and East St one-way
Boxhill and Headley	Road maintenance, greater controls over cyclists, inadequate bus service
Charlwood and Hookwood	Road maintenance, lack of bus service to Gatwick or Horley, controls over on-street parking (Hookwood – Gatwick related parking)
Dorking	Traffic congestion in town centre gyratory and High St - various suggested solutions including: rephase traffic lights, remove some/all traffic lights, make Vincent Rd two-way, restrict delivery times to shops, more enforcement of on-street parking restrictions Free parking for first half/one hour in town centre car parks, greater control over parking in High St and Horsham Rd, controls on parking in residential streets, reduced/free parking for Medwyn Surgery Road maintenance issues, level uneven pavements in High St and South St.
Fetcham	Road maintenance particularly Cock Lane, concerns at lack of GP medical services in village, controls on on-street parking
Leatherhead	Road maintenance, more parking in Leatherhead town centre, improve Swan Centre car park, retain and improve bus services, restrict vehicle speeds on Gimcrack Hill, make pedestrian access to town centre easier, support Leatherhead Theatre, better shops

Mickleham and Westhumble	Broadband speed poor, cyclists to be confined to cycle path (A24), road maintenance
Newdigate and Leigh	Road maintenance, reduce traffic speeds through villages, more enforcement of traffic speeds, more frequent bus service extended to cover evenings
Ockley, Forest Green and Walliswood	Road maintenance, faster broadband required, more parking at Ockley station
Westcott	Traffic congestion entering Dorking, road maintenance, parking in Dorking town centre and Dorking Station, more reliable bus service

Annexe 3 – Comparative Analysis of Themes by Place (percentages)

Area	Road Maintenance	Parking	Traffic Congestion	Bus Services	Highway Safety	Broadband	Medical Services	Cycling	Retail Offer	Leisure Services	Traffic Calming	Street Cleaning	Refuse Services	Rail Services	Flooding	Community Services	Development	Public Realm	Noise	Education Services
Total	21	12	11	11	6	5	5	3	3	3	3	2	2	1	1	1	1	1	1	1
Dorking & south	16	11	13	6	4	4	2	3	3	2	3	1	2	2	0	1	1	0	0	1
Leatherhead & north	32	14	5	8	9	1	6	2	3	4	2	4	2	0	2	1	2	2	1	1
Abingers, Coldharbour & Wooton	29	6	19	6	2	4	0	10	0	2	6	0	6	2	0	2	0	0	0	0
Ashtead	31	11	5	7	14	2	3	3	2	4	1	3	3	3	2	1	1	1	1	1
Beare Green & Capel	22	13	9	7	10	3	3	0	2	7	14	2	0	2	0	0	0	0	2	1
Brockham, Betchworth & Buckland	19	12	9	12	10	5	5	2	1	2	6	1	0	2	2	3	2	0	1	1
Bookhams	36	19	5	6	9	1	5	3	1	0	1	2	0	0	6	0	4	1	1	1
Boxhill & Headley	29	10	0	14	7	2	3	15	0	0	5	2	2	0	0	5	0	0	0	0
Charlwood & Hookwood	35	17	0	20	4	4	0	0	0	0	9	2	6	0	0	0	0	0	0	0
Dorking	13	16	27	5	4	2	2	2	5	5	1	2	2	3	0	1	0	1	1	1
Fetcham	43	13	4	5	3	1	14	0	0	2	1	1	3	0	3	1	0	1	1	0
Holmwoods	27	9	20	9	7	9	7	4	0	0	0	0	0	4	0	0	0	0	4	0
Leatherhead	20	14	5	10	8	2	6	2	5	7	2	7	2	1	1	2	1	4	0	1
Mickleham & Westhumble	14	19	7	2	0	19	0	14	5	5	0	0	2	2	0	0	0	0	2	0
Newdigate & Leigh	29	8	5	12	3	8	5	6	0	0	14	0	2	0	5	3	0	0	0	0
Ockley, Forest Green & Walliswood	50	8	0	5	3	10	0	5	0	0	5	0	5	3	0	0	5	0	0	0
Westcott	14	12	39	9	3	3	0	5	5	0	0	0	2	0	0	2	0	0	2	0