

**SURREY COUNTY COUNCIL****LOCAL COMMITTEE (REIGATE & BANSTEAD)****DATE: 12 SEPTEMBER 2016****LEAD OFFICER: ZENA CURRY, AREA HIGHWAY MANAGER****SUBJECT: HIGHWAY SCHEMES UPDATE****DIVISION: ALL****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 Wider Network Benefits (East) 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, the Epsom-Banstead Sustainable Transport Package and the A217 Strategic Management scheme is provided in separate reports presented to this Local Committee. An update on the progress of the Wider Network Benefits (East) scheme 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 **Wider Network Benefits (East) scheme:** This project will aid Surrey County Council with managing traffic on the "A" Road Network across the east side of Surrey (Epsom and Ewell, Reigate and Banstead, Mole Valley and Tandridge – the "Coast to Capital" Local Enterprise Partnership corridor), by utilising the latest "Intelligent Transport Systems" developments.
- 2.3 Procurement processes are now nearing completion for each of the specialist contractors required to install the on-site equipment for this project. Such equipment includes Automatic Number Plate recognition (ANPR) cameras, CCTV cameras, Variable Message Signs (VMS) and – for the A217 north of the M25 only – average speed cameras (ASC). The majority of this equipment, where possible, will be installed on existing SCC street apparatus such as traffic signals and lamp columns.
- 2.4 Following the completion of detailed design work on the location of each element of the project, work to install the equipment is expected to be carried out over the second half of the 2016/17 financial year.
- 2.5 The teams at Surrey's Network Management Information Centre (NMIC) will use the data and images from the ANPR and CCTV cameras to monitor the network and display messages on the VMS as required to inform motorists of traffic conditions in real time.
- 2.6 A later phase of the project will see the installation of "Dial Up Signal Control" (DUSC) which will enable staff at NMIC to deploy alternative traffic signal strategies to respond to know incidents and delays on the road network.
- 2.7 The average speed cameras on the A217 will help to reduce incidents of vehicles speeding and should reduce the number of collisions recorded along this stretch of road.
- 2.8 The Chairman and Vice Chairman of each Local Committee will be invited in due course to visit the NMIC to see how these tools are utilised as part of

Surrey's day-to-day "Network Management Duty" under the Traffic Management Act 2004.

**2.9 Customer Enquiries:** The number of enquiries received from April to June 2016 is consistent with the number received during the first quarter of 2016. However the total number of enquiries received between January and June 2016 is 30% higher than the same period in 2015. **Table 1** overleaf shows the number of enquiries received from January-June 2016, compared to the same period in 2015.

<b>Period</b>	<b>Surrey Highways: Total enquiries (no.)</b>	<b>Reigate &amp; Banstead: Total enquiries (no.)</b>	<b>Local Area Office: Total enquiries (no.)</b>
Jan-June 2015	65,721	9,005	3,059
Jan-June 2016	84,589	11,850	4,263

**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 92%, possibly as a result of the increase in enquiries received. The County continues to work with its contractors to improve the response rate.

**2.10** For the first half of 2016, Highways received 216 stage 1 complaints of which 27 were for the Reigate & Banstead area. The number of complaints received for the South East Area is almost 50% less than those received during the same period in 2015, shown in **Table 2**.

<b>Period</b>	<b>Surrey Highways: Complaints (no.)</b>	<b>South East Area: Stage 1 Complaints (no.)</b>
Jan - June 2015	288	52
Jan – June 2016	216	27

**Table 2: Customer Complaints**

The main reason for these complaints is communication and service delivery. In addition 3 stage 2 complaints were received and the service was not found to be at fault in any of these. Four complaints were made to the Local Government Ombudsman but she chose not to investigate as there was no case to answer.

### **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	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 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.

**Contact Officer:**

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**Consulted:**

Not applicable

**Annexes:**

Annex 1: Summary of Progress

**Sources/background papers:**

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