

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

**DATE:** 3 MARCH 2017  
**LEAD OFFICER:** ZENA CURRY, AREA HIGHWAY MANAGER  
**SUBJECT:** HIGHWAY SCHEMES 2016/17 – END OF YEAR UPDATE  
**DIVISION:** ALL

**SUMMARY OF ISSUE:**

To inform the Local Committee on the outcome of the 2016/17 Integrated Transport and highways maintenance programmes in Tandridge.

**RECOMMENDATIONS:**

**The Local Committee (Tandridge) is asked to:**

- (i) 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, revised in March 2016, Tandridge Local Committee agreed a programme of capital Integrated Transport Schemes (ITS) and revenue maintenance expenditure for 2016/17 in Tandridge to be funded from the Local Committee's devolved budget. The £317,676 ITS capital budget was divided equally between improvement schemes and maintenance (local structural repair - LSR) schemes. The Local Committee agreed that the LSR schemes were to be divided equitably between divisional Members for work in their areas. The revenue maintenance budget was set at £195,303, which included an allocation for localism/community enhancement works.
- 1.2 In addition to the Local Committee's devolved budget, Countywide budgets have been used over the past year to fund major maintenance (Operation Horizon), drainage works and other capital highway schemes. Countywide revenue budgets are used to carry out both reactive and routine planned maintenance works.
- 1.3 Developer contributions can be used to fund, either wholly or in part, highway improvement schemes to mitigate the impact of developments on the highway network.

## **2. ANALYSIS:**

### **Capital Programme**

2.1 **Annex 1** provides an end of year update of the 2016/17 capital programme of Local Committee funded highway works in Tandridge. It also provides an update on schemes funded by the Road Safety Working Group and those being progressed using developer contributions.

2.2 A number of ITS improvement schemes have been progressed in 2016/17, as summarised below and set out in detail in Annex 1.

- Station Road East, Oxted: completion of works to install dropped kerbs and tactile paving to the east of the junction with Amy Road.
- Speed limit reductions:
  - Dayseys Hill
  - Rookery Hill
  - Prince of Wales Road
  - Chapel Road
  - Brickfield RoadAll to be completed by end of March 2017.
- Woldingham Road/Station Road, Woldingham – junction improvement works, including new kerb line and chevron signs, carried out to improve safety.
- Farleigh Road/Harrow Road, Warlingham: Works to replace the existing traffic calming in Farleigh Road with a combination of road tables and cushions as well as the installation of a mini-roundabout at the junction of Farleigh Road/Harrow Road are now complete.
- Design of schemes for implementation in 2017/18.

2.3 The Local Committee ITS capital maintenance budget has been used to fund seven Local Structural Repair schemes this financial year.

### **Revenue Programme**

2.4 **Table 1** below shows the revenue maintenance allocations for 2016/17, together with examples of the works carried out. This budget has been spent in full.

2.5 The Highways Localism Initiative was set up to allow Parish Councils and Residents' Associations to bid to the Local Committee for funding of local revenue projects. £5000 per County Member was allocated for localism initiative works in their divisions, with the proviso that if any of the funding had not been allocated by the end of May 2016, the money would revert to the relevant Member to fund Community Enhancement works. A number of Community Enhancement works have been funded, within Caterham on the Hill Parish Council, Chaldon Parish Council, and Burstow Parish Council.

Item	Allocation	Works Carried Out
Drainage / ditching works	£28,913	Works carried out include hire of additional jetting resource for the District, and ditching works.
Tree works and flailing	£10,000	Various hedging works carried out across the District
Footway patching works	£10,000	Works carried out include footway works in Station Road East and Church Hill as well as kerb improvement works on A25 Godstone Road.
Parking	£10,000	Contribution towards parking review in Tandridge
Signs and Road markings	£5,000	Provision of new signs at various locations across the District.
Speed Limit Assessment	£2,500	Speed limit surveys carried out at various locations across the District
Localism Initiative	£30,000	Community Enhancement Works have been carried out in a number of areas, including Caterham on the Hill Parish Council, Chaldon Parish Council and Burstow Parish Council.
Revenue Maintenance Gang	£98,890	Hire of Revenue Maintenance Gang to carry out minor works throughout the District
<b>TOTAL</b>	<b>£195,303</b>	

**Table 1 – Revenue Maintenance 2016/17**

### Wider Network Benefits

- 2.6 There have been some slight delays in programme delivery across each component element of the project as each specialise Contractor has mobilised and liaised with Surrey's own Street Lighting Contractor and Traffic Signals Contractor, in order to ensure installation of new equipment can proceed in the locations specified. In the final quarter of 2016/17 installation of Automatic Number Plate Recognition (ANPR) Cameras, CCTV Cameras and Variable Message Signs (VMS) will all commence. ANPR and CCTV installation should be completed by April, with completion of VMS installation in May/June.
- 2.7 As each phase of equipment is installed the associated links and support systems are being installed in Surrey's NMIC in Leatherhead.
- 2.8 Throughout 2017/18, upon completion of the ANPR, CCTV and VMS equipment, delivery will move to installing "Dial Up Signal Control" (DUSC) on traffic signals across the network, allowing them to be preconfigured to operate alternate signal strategies when network conditions dictate.

### Customer Enquiries

- 2.9 **Table 2** shows the number of enquiries received during 2016. The total number of enquiries received in the calendar year 2016 is 136,629 and average of 11,386 per month, an increase of approximately 12% on 2015. The current figures indicate that despite no major incidents (such as the

ITEM 10

floods in 2014) customer contact continues to increase and customer expectation continues to grow.

2.10 All enquiries are categorised at the point of logging, either automatically through the website or by officers. Safety defects are passed to Kier to deal with and the remainder are passed to the SCC local office for further investigation. During 2015 the average split was 39% SCC and 61% Kier; for 2016 this has seen a shift to 45% SCC/55% Kier. This may be as a result of the proactive patching and resurfacing work.

2.11 For Tandridge specifically, 14,523 enquiries were received between January and December 2016, of which 6,319 were directed to the local area office for action, of these 94% has been resolved. This is slightly below the Highways countywide average of 96%.

Period	Surrey Highways: Total enquiries (no.)	Tandridge: Total enquiries (no.)	Local Area Office: Total enquiries (no.)
Jan – Dec 2015	121,578	10,768	4,198
Jan – Dec 2016	136,629	14,523	6,319

**Table 2: Customer Enquiries**

2.12 **Table 3** shows the number of complaints received in 2016 by Surrey Highways and the South East area, which includes Tandridge. For Tandridge, there were 34 Stage 1 and 9 Stage 2 complaints in 2016. The main reasons for these complaints were service delivery, communication and service quality. Following independent investigation, the service was found to be at fault in two of the Stage 2 complaints. Surrey Highways continue to work closely with the corporate customer relations team and have created action plans for all outstanding actions. In addition any remedial action identified at Stage 1 is now monitored more closely to ensure compliance and reduce escalation to Stage 2. Five of the complaints were also directed to the Local Government Ombudsmen, none of which were upheld.

Period	Surrey Highways: Complaints (no.)	South East Area: Stage 1 Complaints (no.)
Jan – Dec 2015	513	105
Jan – Dec 2016	462	132

**Table 3: Complaints**

2.13 Recent surveys conducted with the Highways Customer Panel showed that 75% of those surveyed were either satisfied or very satisfied with the customer service they received.

**On-street parking enforcement**

2.14 Following discussions at the local committee last autumn about parking enforcement in the district, Reigate and Banstead Borough Council (who enforce on street for Surrey County Council) have agreed to take on two more Civil Enforcement Officers (CEO's) for a 3 month trial. The aim of the

trial is to improve compliance of the existing parking restrictions particularly in the main town centres. Increased enforcement of the waiting restrictions and parking bays should help keep traffic moving and improve access to shops and facilities by improving turnover of the bays.

- 2.15 Two CEO's were recruited in January and following an induction and training period have been operating in a number of locations highlighted by the committee, primarily Oxted and Caterham. In their first three weeks approximately 120 Penalty Charge Notices (PCN's) were issued by the new CEO's, 'hotspots' being Croydon Road in Caterham and Station Road West in Oxted. It is also planned to carry out some evening enforcement during February. A further update will be provided at the meeting.

### **3. OPTIONS:**

- 3.1 Not applicable.

### **4. CONSULTATIONS:**

- 4.1 Not applicable

### **5. FINANCIAL AND VALUE FOR MONEY IMPLICATIONS:**

- 5.1 The key objective with regard to the 2016/17 budgets has been to manage to a neutral position.

### **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 The Highways Service is mindful of the localism agenda and engages with the local community as appropriate before proceeding with the construction of any highway scheme.
- 7.2 Specific funding is allocated from the Local Committee's devolved budget which allows Parish Councils and Residents' Associations to bid to the Local Committee for the funding of local revenue projects.

### **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.

**9. CONCLUSION AND RECOMMENDATIONS:**

9.1 This report sets out highway works carried out in Tandridge in 2016/17, for Members' information.

**10. WHAT HAPPENS NEXT:**

10.1 The remaining budget for 2016/17 will be spent and the end of year outturn figures will be finalised.

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**Contact Officer:**

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**Consulted:**

Not applicable

**Annexes:**

Annex 1: Summary of Progress

**Sources/background papers:**

- Report to Tandridge Local Committee, 11<sup>th</sup> December 2015
  - Report to Tandridge Local Committee, 23<sup>rd</sup> March 2016
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