

SURREY COUNTY COUNCIL**LOCAL COMMITTEE (REIGATE & BANSTEAD)****DATE:** 27TH FEBRUARY 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 Reigate and Banstead.

RECOMMENDATIONS:

The Local Committee (Reigate & Banstead) is asked to note the contents of this 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, revised in March 2016, Reigate and Banstead Local Committee agreed a programme of capital Integrated Transport Schemes (ITS) and revenue maintenance expenditure for 2016/17 in Reigate and Banstead to be funded from the Local Committee's devolved budget. The £392,593 ITS capital budget was divided equally between improvement schemes and maintenance (local structural repair) schemes. The revenue maintenance budget was set at £217,778.
- 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 are also used in Reigate and Banstead 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 Reigate and Banstead. 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 highlighted below and set out in more detail in Annex 1.

- Zebra crossings installed on Tattenham Crescent, Epsom Downs.
- Footway widening and pedestrian access improvements to footway along Outwood Lane, Chipstead, between junction with Hazelwood Lane and Ramblers Rest.
- Extended the existing 30mph speed limit on Masons Bridge Road, Redhill.
- Design of schemes for implementation in 2017/18.

2.3 The Local Committee ITS capital maintenance budget has also been used to fund 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.

Item	Allocation	Works Carried Out
Drainage / ditching works	£33,278	Works carried out include hire of additional jetting resource for the Borough and small ditching and drainage works
Tree works	£12,000	Works carried out include tree works, stump grinding and flailing
Parking	£15,000	Contribution towards parking review in Reigate and Banstead
Signs and Road markings	£5,000	Provision of new signs at various locations across the Borough
Speed Limit Assessments	£2,500	Speed limit surveys carried out at various locations across the Borough
Community Enhancement	£50,000	£5,000 per divisional Member, spent on small highway improvements to benefit the local community. Works carried out include provision of dropped kerbs, footway widening and provision of pedestrian guard railing.
Minor Maintenance Works	£100,000	Hire of Revenue Maintenance Gang to carry out minor works throughout the Borough, including vegetation clearance, sign cleaning, general highway 'housekeeping' etc.
TOTAL	£217,778	

Table 1 – Revenue Maintenance 2016/17

Greater Redhill Sustainable Transport Package (STP)

- 2.5 Phase 1 of the programme of cycle/pedestrian improvements are almost complete. The final section of works to widen the Woodhatch Road shared cycle/pedestrian footway between the junction with Maple Road to the south and Pendleton Road to the north is now signed off as complete. Additional signing improvements for the NCR1 route are being progressed, along with providing cycle gutters cross the railway footbridge at Salfords station to make it easier and safer for people to cross with their bikes. This provides a cycle link for routes between the A23 corridor and the NCR21. New cycle counters have been installed at key sites in Redhill-Horley to provide monitoring for the cycle improvement measures introduced through this project.
- 2.6 Detailed design and pre construction work is almost complete for the widened shared footway along Princess Way to provide improved facilities and linkage to adjacent routes for cyclists and pedestrians within Redhill town centre. Scheme construction is expected to commence during February. The SCC Works Communications Team will be providing regular information to the public during these works to minimise disruption. Following completion of these works, construction will commence at the Sainsbury's junction on Princess Way to introduce a bus only signalised right turn facility into Ladbroke Road. The right turn facility for buses will provide better reliability and journey time improvements for local services.
- 2.7 Other schemes in progress include additional cycle parking facilities for Earlswood Station and Meath Green school in north Horley, to provide linkage to the cycle route improvements being delivered through this project. Further improvement schemes for the NCR21 are also being taken forward for possible delivery during 18/19, subject to available funding.
- 2.8 Local Committee approval was received in September 2016 to proceed with the Phase 2 programme of works. Detailed design work is underway for the agreed priority sections of cycle/pedestrian route along Maple Road, the A23 Three Arch Road junction, and south along the A23 corridor. Additional design work for the quality bus corridor improvements is being carried out to enhance service reliability and accessibility along the corridors served by local bus services 430/435 and 420/460.
- 2.9 The proposed footway/cycleway scheme for Maple Road and A23 south of Three Arch Road junction were prioritised for early construction during the 2016/17 financial year. However, issues primarily concerning common land ownership have resulted in delays to the completion of detailed design for these schemes. These issues are being worked through with construction rescheduled to commence during April-June 2017.
- 2.10 Design works for the A23 Three Arch Road junction are underway. The output from this study will provide a range of options designed to address the issues and constraints currently experienced at this junction. The scope of this work is to provide improvements for cyclists and pedestrians, along with addressing reliability and punctuality issues for bus routes through the

junction, whilst also considering access improvements to the hospital site and other safety and reliability issues for all road users. The study is expected to be complete by the end of March.

- 2.11 The next Member Task Group is currently being scheduled to review the available scheme design outputs and agree any options prior to construction. A further update on this project will be brought to the next Local Committee to report on the programme of Phase 2 schemes for delivery through to the end of 2017/18.

Epsom and Banstead STP

- 2.12 The formal call for project funding bids was received from the Coast to Capital (C2C) Local Enterprise Partnership (LEP) during December. The final scheme business case was submitted on 6th January 2017. C2C LEP are currently evaluating the bids, with a funding award decision expected to be made around the end of February/early March.

- 2.13 C2C have specified that they are looking for funded project expenditure to commence during the current financial year. With this tight timescale in mind detailed design of the A217 Horseshoe Crossing and pedestrian/cycle route connections has commenced. Early design of the A217 Horseshoe crossing is necessary to ensure this scheme can be constructed during the summer 2017 school holiday period.

- 2.14 Road Safety Audits at stage 1 for all schemes within the package are now underway, in preparation of an early LEP funding decision. Further details including the project business case submission main document can be found on the Surrey CC Major Schemes webpage, using the web address below. Updates will be posted here.

www.surreycc.gov.uk/epsombansteadstp

- 2.15 The Member Task Group is due to meet after the funding award decision is known, to discuss scheme delivery and agree a way forward. A full report will be taken to the next available Local Committee to provide an update on the scheme and funding position, and to seek approvals for the proposed delivery programme. On current timescales scheme construction is expected to commence next financial year and run through to end of 2018/19.

Wider Network Benefits

- 2.16 There have been some slight delays in programme delivery across each component element of the project as each specialist Contractor has mobilised and liaised with Surrey's own Street Lighting Contractor and Traffic Signals Contractor, in order to ensure the installation of new equipment can proceed in the locations specified.

- 2.17 In the final quarter of 2016/17 installation of Automatic Number Plate Recognition (ANPR) cameras, CCTV Cameras and Variable Message Signs

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(VMS) will all commence. ANPR and CCTV installation should be completed by April, with completion of VMS installation in May/June.

- 2.18 Installation of the Average Speed Cameras on the A217 (from J8 M25 to Banstead Crossroads) has been delayed slightly but is now anticipated to commence in May 2017 with completion in June/July 2017.
- 2.19 As each phase of equipment is installed the associated links and support systems are being installed in Surrey's NMIC in Leatherhead.
- 2.20 Throughout 17/18, upon completion of the ANPR, CCTV and VMS equipment, delivery will move to installing "Dial Up Signal Control" (DUSC) on the traffic signals across the network, allowing them to be preconfigured to operate alternate signal strategies when network conditions dictate.

Customer Enquiries

- 2.21 **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 floods in 2014) customer contact continues to increase and customer expectation continues to grow.
- 2.22 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.
- 2.23 For Reigate and Banstead specifically, 19,450 enquiries were received between January and December of which 7,698 were directed to the local area office for action, of these 94% have been resolved. This is slightly below the Highways countywide average of 96%.

Period	Surrey Highways: Total enquiries (no.)	Reigate & Banstead: Total enquiries (no.)	Local Area Office: Total enquiries (no.)
Jan-Dec 2015	121,578	16,934	6,050
Jan-Dec 2016	136,629	19,450	7,698

Table 2: Customer Enquiries 2016

- 2.24 **Table 3** shows the number of complaints received in 2016 by Surrey Highways and the South East area, which includes Reigate and Banstead. Surrey Highways received 462 complaints in 2016 (a 10% reduction on 2015).

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 2016

2.25 Of the 132 Stage 1 complaints for the South East Area, 28 were taken forward to Stage 2. For Reigate and Banstead, there were 51 Stage 1 and 14 Stage 2 complaints in 2016. The main reasons for these complaints were service quality, service delivery and communication. Following independent investigation, the service was found to be at fault in three of the Stage 2 complaints. Surrey Highways continue to work closely with the corporate customer relations team and have created corrective action plans for all outstanding actions. There were also 5 complaints directed to the LGO none of which were upheld.

2.26 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. This is up from 71% in 2016.

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 implications (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 This report sets out highway works carried out in Reigate and Banstead 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.

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, 14th December 2015
- Report to Reigate and Banstead Local Committee, 7th March 2016

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