

SURREY COUNTY COUNCIL

LOCAL COMMITTEE (MOLE VALLEY)

DATE: 1st 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 Mole Valley.
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RECOMMENDATIONS:

The Local Committee (Mole Valley) is asked to note the contents of this report.
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REASONS FOR RECOMMENDATIONS:

To update the Local Committee on the progress of the highway works programme in Mole Valley.
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1. INTRODUCTION AND BACKGROUND:
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- 1.1 In December 2015, Mole Valley Local Committee agreed a programme of capital Integrated Transport Schemes (ITS) and revenue maintenance expenditure for 2016/17 in Mole Valley to be funded from the Local Committee's devolved budget. The £322,582 ITS capital budget was divided equally between improvement schemes and maintenance (local structural repair) schemes. The revenue maintenance budget was set at £196,810, 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 Mole Valley. 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 detail in Annex 1.

- High Street, Bookham: construction of kerb build out and road table in the vicinity of 29-33 High Street.
- Garlands Road, Leatherhead: construction of Zebra crossing, northwest of junction with Linden Gardens.
- Punchbowl Lane, Dorking: installation of additional signing/lining to reduce vehicle speeds.
- Dene Street, Dorking: installation of trial one-way working.
- Design of schemes for implementation in 2017/18.

2.3 The Local Committee ITS capital maintenance budget has been used to fund five Local Structural Repair schemes this financial year. A large carriageway patch in Taleworth Road, Ashted and one micro asphalt site are also to be completed by the end of March. Work on three drainage schemes is also to be carried out by the end of March.

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 2015, the money would revert to the relevant Member to fund Community Enhancement works. Three Localism bids have been funded, from Ashted Residents' Association, Buckland Parish Council and Pixham Residents' Association.

Item	Allocation	Works Carried Out
Drainage / ditching works	£32,500	Works carried out include hire of additional jetting resource for the District and minor drainage repairs and ditching programme
Tree works and flailing	£11,601	Works carried out include District-wide hedge flailing programme and tree works
Parking	£15,000	Contribution towards parking review in Mole Valley
Signs and Road markings	£5,000	Provision of new signs and road markings at various locations across the District.
Speed Limit Assessments	£2,500	Speed limit surveys carried out at various locations across the District
Localism Initiative	£30,000	Three Localism bids received (see para 2.5) Community Enhancement Works include edging out of the footway on Reigate Road, Buckland and verge protection on Pixham Lane.
Revenue Maintenance Gang/Drainage Works/Low Cost Measures	£100,000	Hire of Revenue Maintenance Gang to carry out minor works throughout the District
TOTAL	£196,810	

Table 1 – Revenue Maintenance 2016/17

Dorking Sustainable Transport Package (STP)

2.6 The package of works being undertaken as part of the Local Enterprise Partnership bid for Dorking STP is in two parts:

- The 'on station' improvements which are being undertaken by First Great Western at Dorking Deepdene railway station
- The 'on highway' improvements that are being carried out by Surrey County

2.7 On Station Improvements: Contractors for Southern have completed the widening of the existing shared cycle/footway on Station Approach. This work has completed the construction of the shared footway/cycleway element of the scheme. It is anticipated that additional signing will be installed to make clearer the end of the cycle route close to Dorking Main railway station (to be part of RSA3 works).

2.8 Due to some delays in finalising the SCC/GWR funding agreement, work on site has been delayed but has begun in the final quarter of 2016/17. Completion of works is expected in the first quarter (Apr-June 2017) of 2017/18. Work to replace lighting heads was completed in January 2017.

2.9 On Highway Improvements: Surrey County Council predominantly completed works to widen the existing shared footway/cycleway on the southbound side of the A24. Some signing is to be installed to make clearer the route cyclists should take behind Bus Stop A on the northbound side of the A24.

2.10 **Wayfinding:** A strategy report for wayfinding in Dorking has been produced by Atkins, and Surrey County Council have been working with Mole Valley District Council and the town centre forum in order to ensure that accurate, high quality totems and finger posts are produced. The proposed locations for the signs have been checked on site with local highways, and stats information has been shared with the consultants to provide required information for the installation. Work to install the totems and finger posts is to be completed by the end of February 2017. Mole Valley District Council secured an additional £4,000 from Great Western under their station improvement fund for better signing to Dorking West Station; it has been agreed that this can be used to bolster the budget for the wayfinding element of the STP.

2.11 Work has also continued on the installation of information signs and Real Time Passenger Information (RTPI) signs at the following locations;

- Dorking Deepdene – discussions are continuing with Great Western Railways and the sign supplier regarding the bus and rail signs to be installed.
- Dorking Main – RTPI signs were installed at Dorking Main station on 2 February 2017.
- Bus stop A – The purchase of the RTPI at bus stop A has been included under this first phase of the Dorking STP, but the shelter at Bus Stop A will not be relocated under this first phase of the STP (cost and contract related), but may be considered in the future under Phase 2. Cyclists are being encouraged under the scheme not to cycle in front of the bus stop, and instead lining and removal of existing barriers on the cycle route behind the bus stop is intended to make clearer that cyclists should use the ramp.
- Town centre – The date for the installation of the RTPI outside Waitrose, is to be confirmed on February 17.

A24 Resilience Scheme

No update.

Wider Network Benefits Scheme

2.12 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 installation of new equipment can proceed in the locations specified.

2.13 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.

- 2.14 As each phase of equipment is installed the associated links and support systems are being installed in Surrey's NMIC in Leatherhead.
- 2.15 Throughout 2017/18, 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

- 2.16 **Table 2** shows the number of enquiries received during 2016. The number of customer enquiries increased by 12% on 2015. The current figures indicate that despite their being no major incidents in 2016, (such as the flooding of 2014), contact has increased and customer expectation continues to grow.
- 2.17 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 and 55% Kier. The volume of enquiries has increased demand on the area teams.
- 2.18 For Mole Valley specifically, 15,126 enquiries were received between January and December 2016 of which 6,060 were directed to the local area office for action, of these 90% have been resolved. This is below the Highways countywide average of 96%, and less than the 97% achieved in the 2015 calendar year. This is possibly indicative of the 70% increase in enquiries received by the local area office during the 2016 calendar year compared to 2015.

Period	Surrey Highways: Total enquiries (no.)	Mole Valley: Total enquiries (no.)	Local Area Office: Total enquiries (no.)
Jan-Dec 2015	121,578	13,693	4,219
Jan-Dec 2016	136,629	15,126	6,060

Table 2: Customer Enquiries 2016

- 2.19 **Table 3** shows the number of complaints received in 2015 and 2016 by Surrey Highways and the South East area, which includes Mole Valley. Of the 132 Stage 1 complaints for the South East area, 28 were taken forward to Stage 2. For Mole Valley, there were 47 Stage 1 and 5 Stage 2 complaints in 2016. The main reasons for these complaints were communication, decision making and service delivery. 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 corrective 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.

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

3. OPTIONS:

3.1 Not applicable.

4. CONSULTATIONS:

4.1 Not applicable

5. FINANCIAL AND VALUE FOR MONEY IMPLICATIONS:

4.2 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)	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 Mole Valley 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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Consulted:

Not applicable

Annexes:

Annex 1: Summary of Progress

Sources/background papers:

- Report to Mole Valley Local Committee, 2nd December 2015
 - Report to Mole Valley Local Committee, 2nd March 2016
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