



WOKING JOINT COMMITTEE

DATE: 22 MARCH 2017
LEAD OFFICER: GEOFF MCMANUS, ASSISTANT DIRECTOR, WOKING BOROUGH COUNCIL

SUBJECT: WOKING TOWN CENTRE MANAGEMENT AGREEMENT - UPDATE 2017

AREA: WOKING TOWN CENTRE / GOLDSWORTH EAST & HORSELL VILLAGE

SUMMARY OF ISSUE:

This report is provided as an update on works related to the Woking Town Centre Agreement from March 2016 to date.

In this period it has been possible for Woking Borough Council Officers to fully manage the Town Centre whilst also maintaining regular communication with Surrey County Council Officers. Examples of works and key achievements are highlighted within the report.

Moving forward, the operation of the Woking Town Centre Agreement is proving valuable in maintaining the link between larger scale development of the Town, coordination of works and day to day management of the street scene.

RECOMMENDATIONS:

Woking Joint Committee is asked to note the report.

REASONS FOR RECOMMENDATIONS:

To support ongoing Town Centre management activity and joint working to achieve better outcomes for citizens of Woking.

1. INTRODUCTION AND BACKGROUND:

- 1.1 Following the previous report in March 2016 Woking Borough Council have continued to proactively manage the highway authority powers for the Town Centre of Woking.
- 1.2 During the period work has continued to ensure that maintenance and street works activities are coordinated whilst maintaining effective and positive relations in the town with businesses, utility companies, developers and Surrey County Council colleagues.
- 1.3 Wherever, possible the opportunity is taken to complement wider Town Centre development works and minimise disruption to the Town from other development and utility works during the year.
- 1.4 Woking Joint Committee is asked to note the contents of the report.

2. Town Centre Management Activities

2.1 Utilities – Streetworks Coordination

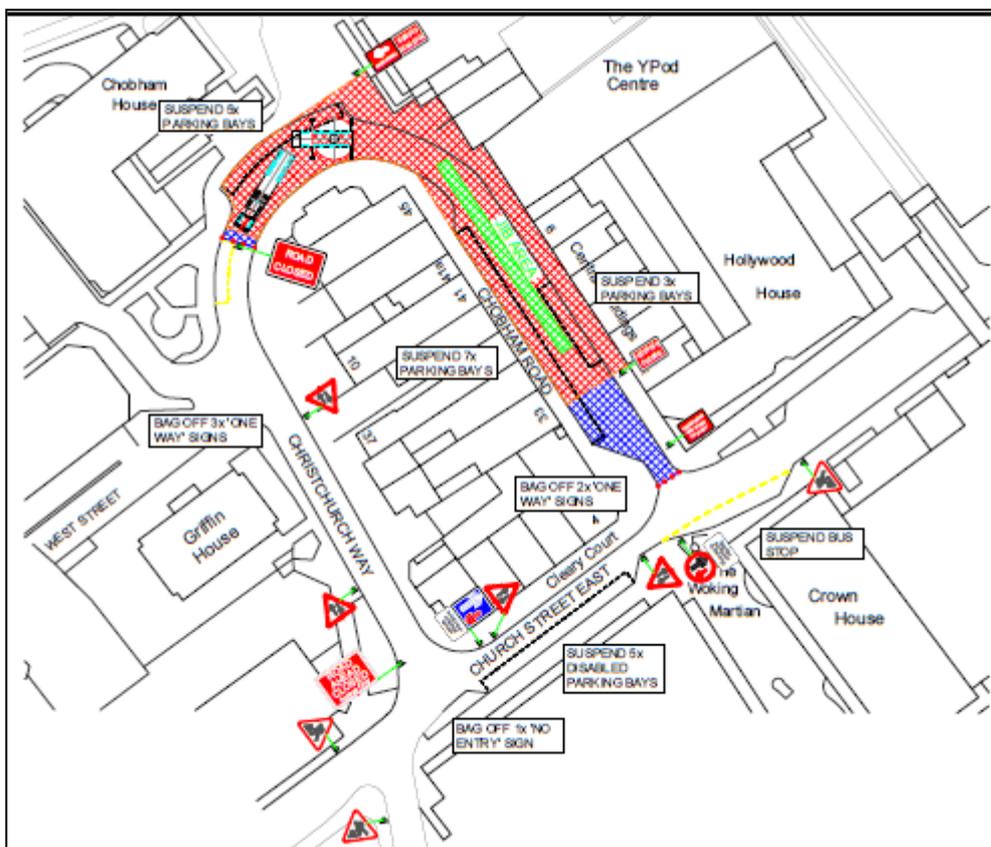
Streetworks permits, works licences and temporary road closures are now fully managed by Woking Borough Council officers.

For planned works, notice is provided to the Council. However, works such as UK Power Networks outside Christ Church in November 2016 are genuine emergencies where power has been lost to adjacent businesses.



Christchurch Way / Chobham Road Closure

During October 2016 a 24 hour closure application was received by a developer requiring a large crane at Victoria Gate. Initially officers refused the proposed date which would not have been suitable as it clashed with the food festival which is a busy period for the Town. Dates were subsequently adjusted and the road was successfully closed and works completed with a minimum of disruption to the Town.



The Town Centre team liaise directly with contractors to try and minimise inconvenience and ensure good quality reinstatement is completed at the earliest opportunity.

2.2 Highway Safety Inspections

The safety inspection regime and associated repairs have proven successful with a minimum of enquiries and no formal claims received during the reporting period.



2.3 Road Markings

A programme of works was last completed in May 2016 and a smaller programme of localised remarking took place in early January 2017.

2.4 Drainage and Gully Clearance

During 2016 more than 150 road gullies have been Cleared and this programme will be repeated during March 2017.

The works are completed out of hours which generate a minimum of complaints from residents and allow the necessary access without undue delays.

2.5 Emergency response

The prompt response of the engineering team and our partner Serco has been an integral part of the new arrangements acting quickly to reports or hazards encountered through routine inspections.

Examples during the reporting period include damage to street furniture where the area had to be made safe prior to a permanent repair, obstruction of the highway due to unauthorised works and snow clearance in January 2017.

Elsewhere, successful claims have been pursued where damage has been caused to street furniture by third parties.

2.6 Street Recycling Bins and stand alone cigarette bins

16 street waste and recycling units have been upgraded throughout the town centre replacing the old black and gold bins with new recycle and waste units.

Further stand alone stainless steel cigarette bins have also been installed which work well with the adjacent street scene.



2.7 Licensing within the Town Centre

More than 50 licences have been issued during the period which include cranes, skips, scaffolding and hoarding licences. Tables and chairs licences have also been managed during the same period.

A proactive approach is adopted by the team to ensure all works and operations in the town are properly licenced with safe working practices to minimise issues or disruption to pedestrians and motorists.

2.8 Town Centre Cleaning

The operation for Town Centre cleaning has now been enhanced with a full time team and upgraded equipment rather than periodic deep cleansing which had taken place previously

Photo of deep cleansing in progress below



2.9 Improvement Schemes

Town Centre

Church Street East completed in April 2016. All finishes are consistent with high specification paving elsewhere in the Town.



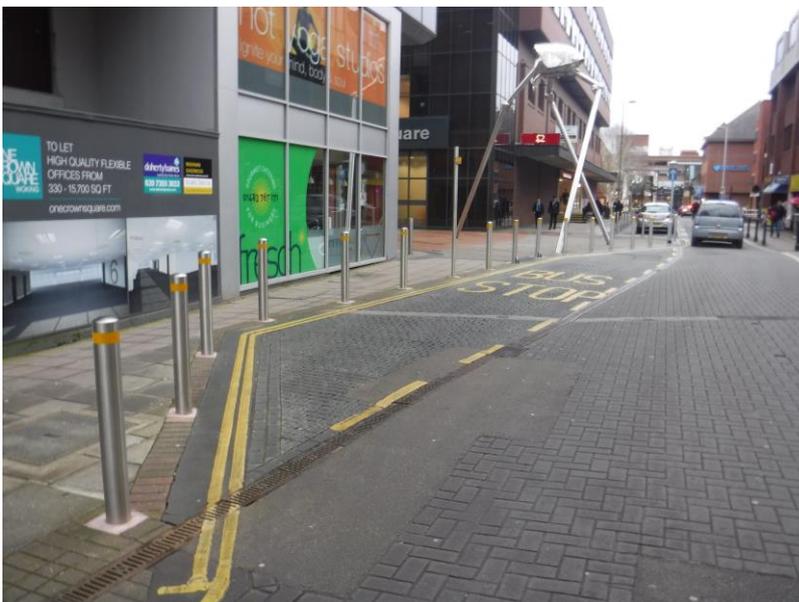
Cushion Garden, Christchurch Way completed with the new seats created by local community Arts Group



Upgraded Keep left signs (to replace traditional signs)



Stainless Steel bollards to enhance street scene



Goldsworth Road resurfacing outside new Fire Station and Coign Church



Projects Outside the Town Centre

Resurfacing of **Elmbridge Lane** at the rear of Woking Leisure Centre



Footpath resurfacing Sussex Road, Knaphill

Before



After



Maybury Road Parking Signs replacement

Before



After



The Town Centre team have also helped Surrey County Council with sign installation and lining works around the Borough. This assistance has continued outside Borough boundaries during the year with works packages completed in Waverley and Elmbridge

3. CONSULTATIONS:

3.1 The contents of this report have been considered by the Leader of Woking Borough Council, respective Portfolio holders and officers of both authorities.

4. FINANCIAL AND VALUE FOR MONEY IMPLICATIONS:

4.1 The agreed revenue budget for 2016/17 of £183,092 will not be fully spent by the end of March 2017 with an anticipated spend estimated at just above £100,000.

4.2 Staff changes during the year have contributed to the underspend. However, the team are now back up to full strength and planning improvement and maintenance works for next year.

4.3 For 2017/18 the revenue budget is the annual maintenance budget of £50,000 per annum jointly funded by Woking Borough Council and Surrey County Council and in addition the parking surplus of £144,635 confirmed for the financial year 2017/18 making a total revenue budget of £194,635.

5. RISK MANAGEMENT:

5.1 All risks are properly managed through the agreed resources and finances of the Town Centre Agreement.

6. LOCALISM:

6.1 The main impact of the Town Centre Management Agreement continues to be upon businesses, residents and visitors to Woking Town Centre.

6.2 Maintenance and improvement works continue to receive a lot of positive comments.

7. EQUALITIES AND DIVERSITY IMPLICATIONS:

7.1 Resolution of safety defects and prompt attention to new issues ensures that all town centre users benefit from the new arrangements.

8. OTHER IMPLICATIONS:

Area assessed:	Direct Implications:
Crime and Disorder	No significant implications arising from this report – however, improved street scene may impact upon individual's behaviour.

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	Reduction in public insurance claims for potholes and trips.
Human Resource/Training and Development	Training ongoing for Woking Borough Council officers in a variety of disciplines (where possible training opportunities shared with Surrey County Council).

9. CONCLUSION AND RECOMMENDATIONS:

9.1 The Joint Committee are asked to approve the ongoing works proposed through the continued operation of the Woking Town Centre Agreement.

9.2 The continuing aim will be to maintain and enhance the Town Centre street scene whilst working closely with Surrey County Council colleagues.

10. WHAT HAPPENS NEXT:

10.1 Woking Borough Council officers will continue the operation of the Town Centre Management Agreement.

Contact Officer:
Geoff McManus, Assistant Director 01483 743707

Consulted:
Respective portfolio holders, Leader of the Council and Council Officers

Borough Portfolio Holder
Councillor Beryl Hunwicks

County Council Cabinet Member
County Councillor John Furey

Annexes:
None

Sources/background papers:
None

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