

SURREY COUNTY COUNCIL

LOCAL COMMITTEE (TANDRIDGE)

DATE: 22 SEPTEMBER 2017

LEAD OFFICER: ZENA CURRY, AREA HIGHWAY MANAGER

SUBJECT: HIGHWAYS SCHEMES UPDATE - TANDRIDGE

AREA(S) AFFECTED: ALL TANDRIDGE DIVISIONS



SUMMARY OF ISSUE:

This report summarises progress with the Local Committee's programme of Highways works for the current financial year 2017/18. It also provides information on the major scheme projects and centrally funded maintenance schemes.

RECOMMENDATIONS:

The Local Committee is asked to:

- i) Note the contents of this report.

REASONS FOR RECOMMENDATIONS:

Programmes of work have been agreed in consultation with the Committee, and the Committee is asked to note the progress of the Integrated Transport Scheme programme and revenue maintenance expenditure. It is also asked to note the work that is being carried out on the major scheme projects and the centrally funded maintenance schemes.

1. INTRODUCTION AND BACKGROUND:

- 1.1 In December 2016, the Local Committee agreed the draft programme of capital Integrated Transport Schemes (ITS) and capital and revenue maintenance expenditure for 2017/18 – 2018/19, under the "Highways forward programme 2017/18 – 2018/19" report. The capital funding was based on the budget set out in the Medium Term Financial Plan (MTFP) 2015-20 and the revenue budget assumed the same level of funding as received in 2016/17.
- 1.2 Under the "Highways Forward Programme 2017/18 – 2018/19 - Update" report presented to the Local Committee on 3 March 2017, the Local Committee authorised delegated authority to the Area Highway Manager, in consultation with the Local Committee Chairman and Vice-Chairman, to agree a revised programme of highway works for 2017/18 if there was a change in the Local Committee's devolved budget.
- 1.3 Following the reductions in the Local Committee's capital and revenue budget, as agreed by Cabinet on 28 March 2017, the Local Committee agreed the revised capital and revenue programme for 2017/18 under the "Highways Forward

www.surreycc.gov.uk/tandridge

ITEM 9

Programme 2017/18 – 2018/19” paper that was presented to the 23 June 2017 Local Committee.

1.4 This report provides information to the Local Committee on the progress of the capital and revenue highway works programme. It also provides information to the Local Committee regarding progress on road safety schemes and schemes that could be potentially funded (either wholly or in part) by developer contributions.

1.5 **Annex 1** provides updates on the Integrated Transport Schemes, road safety schemes, developer funded schemes and the parking review.

2. ANALYSIS:

2.1 Local Committee finance

The Tandridge Local Committee has delegated highway budgets for the current Financial Year 2017-18 as follows:

- Capital: £36,000
- Revenue: £40,910
- **Total: £76,910**

In addition to the delegated highway budgets above, Highway Officers within the local area office are continuing to look for other sources of funding for schemes that have been identified within the Integrated Transport Scheme Programme. As a result funding has been secured from Section 106 developer funding for improvements to pedestrian crossing facilities on Banstead Road, Caterham outside Le Personne retirement housing.

The budgets delegated to Local Committee are in addition to budgets allocated at County level to cover various major highways maintenance and improvement schemes, including footway/carriageway resurfacing, the maintenance of highway structures including bridges, culverts and embankments, and the maintenance of safety barriers.

2.2 Local Committee capital works programme

Progress on the approved Local Committee funded capital programme of highway works in Tandridge is set out in **Annex 1**. It also provides an update on schemes being progressed using developer contributions, the Road Safety Team and the Parking Review.

2.3 Local Committee revenue works programme

Table 1 shows the revenue programme for this financial year.

Table 1: Agreed Revenue Maintenance Allocation 2017-18

Item	Allocation (£)	Comment
Drainage / ditching works	£0	

Tree & vegetation works	£0	
Parking	£2,500	Contribution to parking review.
Signs and road markings	£1,500	e.g Weight restriction sign - Holland Lane, Oxted. 20mph repeater signs – St. Piers Lane, Lingfield. “Unsuitable for HGV’s” – Hollow Lane, Dormansland.
Speed Limit Assessments	£1,000	Surveys carried out on A22 Godstone Rd, Whyteleaf. Church Lane, Oxted and Kings Cross Lane, South Nutfield.
Localism Initiative/Community Enhancement	£0	
Minor Maintenance Works (Community Gang)	£35,910	Various minor maintenance work, carried out following enquiries raised by the public/Members. Funding to be divided equitably between six divisions. Schemes identified by the Maintenance Engineer as needing to be carried out for highway safety are prioritised. A gang has been procured on an ad-hoc basis to carry out these works.
TOTAL	£40,910	

The revenue maintenance allocation for Tandridge has been reduced from £195,303 (including Community Enhancement Funding) in 2016/17 to £40,910 in this financial year. As a result it is not possible to allocate Community Enhancements funding as in previous years. An allocation of £35,910 is provided for minor maintenance works such as cutting back hedges/vegetation, siding out verges and clearing trees. This allocation is managed by the Maintenance Engineer and works that are identified as needing to be carried out for highway safety are prioritised.

2.4 Parking

An update on the parking review is provided in **Annex 1**.

Other highway related matters

2.5 Customer services

The total number of enquiries received by Surrey Highways between January and June 2017 was 65,281, an average of 10,880 per month. When compared to the same period in 2016, there has been an 11% reduction in the number of enquiries received by Surrey Highways. The Service has been working hard to improve the information available to residents and customers to remove the need for them to contact us about routine matters and this reduction can be partly attributed to this work.

Table 2 below shows the number of enquiries received between January-June 2017 compared to the number received during the same period in 216.

Table 2: Customer Enquiries

Period	Total enquiries (no.)	Average no. of enquiries per month
Jan-June 2016	73,632	12,272
Jan-June 2017	65,281	10,880

For Tandridge specifically, 6014 enquiries have been received since January of which 3235 (44%) were directed to the local area office for action, of these 94% have been resolved. This response rate is in line with the countywide average.

For the first half of 2017, Highways received 197 Stage 1 complaints of which 15 were for the Tandridge area. These complaints were mainly concerned with communication and decision making. In addition, four of these complaints were escalated to stage 2 of the complaints process where the service was found to be partially at fault in one of these. One complaint was referred to the Local Government Ombudsman who chose not to investigate as there was no case to answer.

The Service has recently undergone its annual Customer Service Excellence review. This is undertaken by an independent, external body licensed by the Cabinet Office. This recognised the continued improvements that have been made and has recommended retention of the Customer Service Excellence award for a further three years. The assessment highlighted a number of areas of best practice including *“the investment in time to keep the roadworks information updates. The clarity and customer focused language used has assisted in Surrey being the most accessed area nationally on www.roadwork.org.”* Members can sign up via the website to receive email alerts for works in their area. Surrey Highways and Transport is using two schemes; Runnymede Roundabout and drainage scheme on the A22 to trial the use of proactive messaging. Customers can register to receive updates during the course of the works rather than having to contact Surrey Highways direct or check the website for the latest position. If successful it is intended to roll this out to all major schemes.

2.6 Major schemes

As well as the work being carried out under the delegated budget, a major scheme has also been carried out on the A22 Eastbourne Road, north of South Godstone, to improve highway drainage. This location was subject to regular flooding, which posed a danger to road users. The reason for the flooding was due to a blocked culvert.

The work included the installation of a larger culvert with a trash screen, to prevent large objects from entering the new culvert and blocking it. A new retaining structure was also constructed to support the existing road and footway, in order to ensure that the road does not suffer further damage and subsidence. This work is now complete.

2.7 Centrally funded maintenance

The Operation Horizon Team programmes of major maintenance works for 2017-18 for the Tandridge area are now published on Surrey County Council's website here: <https://www.surreycc.gov.uk/roads-and-transport/highways-information-online/horizon-highway-maintenance-investment-programme>

The major maintenance works to be carried out in Tandridge in 2017-18 include footway/carriageway resurfacing, the maintenance of highway structures including bridges, culverts and embankments, and the maintenance of safety barriers.

2.8 Road safety

The Road Safety Working Group meets every 6 months to review personal injury collision data provided by Surrey Police. The Road Safety Working Group is attended by Surrey County Council Road Safety Engineers, Surrey County Council Highway Engineers and Surrey Police. An update on road safety schemes that have been identified by the Road Safety Working Group and are being progressed by the Road Safety Team is provided in **Annex 1**.

2.9 Passenger Transport

There are no Integrated Transport Schemes that directly contribute to improvements in passenger transport. However the provision of improved pedestrian crossing facilities in Banstead Road, Caterham, which is a scheme being funded through developer contributions, will help improve pedestrian access to local bus stops.

2.10 Other key information, strategy and policy development

Tandridge District Council attended the Informal Local Committee meeting on 8 September 2017, to update the Local Committee on the revised governance structure for CIL decision-making, to include Local Committee consultation.

3. OPTIONS:

- 3.1 No options to consider at this stage. Officers will revert to the Chairman, Vice Chairman and Divisional Member or indeed the Committee as appropriate, whenever preferred options need to be identified.

4. CONSULTATIONS:

- 4.1 None at his stage. Officers will consult the Chairman, Vice Chairman and Divisional members as appropriate in the delivery of the programmes detailed above.

5. FINANCIAL IMPLICATIONS:

- 5.1 The financial implications, in regards to the delegated budgets are detailed in section 2.1 to 2.3 above.
- 5.2 Delegated budgets are closely monitored throughout the financial year and monthly updates are provided to the Local Committee Chairman and Vice-

Chairman. The Local Committee has put in place arrangements whereby monies can be vired between different schemes and budget headings.

6. WIDER IMPLICATIONS:

Area assessed:	Direct Implications:
Crime and Disorder	No significant implications
Equality and Diversity	No significant implications
Localism (including community involvement and impact)	No significant implications
Sustainability (including Climate Change and Carbon Emissions)	No significant implications
Corporate Parenting/Looked After Children	No significant implications
Safeguarding responsibilities for vulnerable children and adults	No significant implications
Public Health	No significant implications

7. CONCLUSION AND RECOMMENDATIONS:

- 7.1 Progress on the programme of Integrated Transport Schemes, the revenue works programme, road safety schemes, developer funded schemes and the parking review is set out in section 2 and **Annex 1** of this report.
- 7.2 Section 2 also summarises the customer enquiries that have been received, major scheme projects and centrally funded maintenance schemes.
- 7.3 The Local Committee is asked to:
- i) Note the contents of this report.

8. WHAT HAPPENS NEXT:

- 8.1 The Area Team Manager will work with Divisional Members, the Chairman and Vice-Chairman to deliver this Financial Year's Divisional Programmes, as set out under section 2.1 to 2.3 of this report and detailed under Annex 1.

Contact Officer:

Anne-Marie Hannam, Senior Traffic Engineer, South East Area Team, 03456 009 009.

Consulted:

Not applicable.

Annexes:

Annex 1 – Summary of progress

Background papers:

- Report to Tandridge Local Committee 9 December, "Highways Forward Programme 2017/18 – 2018/19"

- Report to Tandridge Local Committee, 3 March 2017, “Highways Forward Programme 2017/18 – 2018/19 – Update”.
 - Report to Tandridge Local Committee 23 June 2017 “Highways Forward Programme 2017/18 – 2018/19”.
-

This page is intentionally left blank