

These are draft minutes and are subject to approval at the next meeting.



HIGHWAYS & TRANSPORTATION COMMITTEE MEETING

8.00 p.m. on Thursday 28 February 2013

Village Hall Committee Room

Minutes

Present: **Councillors** - Ken Huddart (*Chairman*), Anthony Sheppard, Nick Hayes, Geoff Herbert, Kate Hallett
 Co-opted members- Bill Chilcott, Caroline Stevenson,
 Parish Clerk- Freda Collins
 3 members of the public

1. Apologies for absence

Cllr Jimmy Cartwright who had a personal commitment.
David Cowie
These were accepted.

2. Declarations of Interest in items on the Agenda

Cllr Herbert is also a Borough Councillor.
Cllr Huddart is Acting-Chairman of the Claygate Conservation Area Committee.
Cllr Hallett is an employee of TfL

3. Constitution of the Committee

No changes required

4. Minutes of the last Meeting

The minutes of the meeting on 6 Dec 2012 were approved and signed by the Chairman.

The meeting was closed so that Keya Ashram could address the members of the committee about item 8a. She has an idea which would promote a revenue stream for EBC by using the Torrington Lodge car park for a Sunday Enterprise market. She has approached EBC who asked her to provide a Business Plan. They also told her that she would need the support of local organisations such as the CVA, the Parish Council and the Church.

She believes that the market should be held weekly and be an Enterprise or Vintage market and not just a Farmers market (as a farmers market just sells food). She hopes that it will become an event with all types of stalls, street theatre and music. She believes that it would be good for Claygate and bring people into the village from other locations. Obviously, not all residents will be happy with the idea. The timing of the market will be an issue for residents living near the car park.

It may be necessary to set up a Management Company to organise the event and to help new stall holders with training, insurance etc.

It was agreed that the CVA may be able to assist with contacts and that CPC should assist as an extension of the Claygate Shopping Experience.

It was agreed to raise this matter at the meeting with EBC next week. In the meantime, Keya will draft a Business Plan.

She was thanked for her suggestion.

The meeting resumed and item 8a was taken.

8. Parking

a. Off- Street

Following the H&T Committee of 8 Dec 2012 and Parish Council of 10 Jan 2013 there has been correspondence with Elmbridge B.C. Leader about the Claygate car parks, which will start with a meeting at the Civic Centre on 6 Mar. It was noted that it is very gratifying that such senior members of EBC have agreed to meet with CPC.

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Items for discussion include:

To confirm the perceived Elmbridge BC position

- To institute charges on Saturdays forthwith
- To progressively increase charges by a substantial amount (increasing 10p per hour annually on a base of 25p per hour)
- To consider alternative uses or sale of part or all of the car parks.

To identify Parish Council concerns apparent to users

- Claygate Recreation Ground Trust critically dependent on Hare Lane car park on Saturdays and Sundays; otherwise there is intrusive parking on roads, particularly Dalmore Avenue and Church Road
- Claygate Recreation Ground Trust seek to use Torrington Lodge car park to reduce intrusive parking in roads; therefore the CRGT requires the rear access to be opened, in line with the continuing Parish Council wish
- Traders critically dependent on both car parks to accommodate staff and customers; the community is under threat.
- There is undesirable parking on many roads, which could be reduced by use of the car parks. In respect of Torrington Lodge car park, affected roads include Hare Lane, The Avenue, Torrington Road and Foley Road. In respect of Hare Lane car park, the affected roads include Hare Lane, Derwent Close, Woodward Close and St. Leonards Road, which were all relatively clear when the car park was free.
- It is believed that EBC have a policy that each car park must make a profit and that if the car parks make a loss it should be disposed of. We need to clarify this with EBC.

It was agreed that the meeting is not intended to be confrontational, but a way of exploring ways of working together with EBC. It was suggested that the starting point of the meeting is to ask EBC what are their principal objectives and concerns and how can CPC work with EBC to achieve the objectives and alleviate concerns.

It was noted that the figures from Elmbridge show overall losses in operating the Claygate car parks. These figures may not reflect the true picture as they are averaged over the borough and overheads are apportioned by number of car park spaces. Even though Claygate car parks make a loss, it is only 2% of the EBC car park income.

CPC will need to find out:-

- i. Does the enforcement expenditure reflect the correct incremental cost of covering these car parks? Since it equals or exceeds the penalty income, can the Saturday enforcement cost be funded by the operation?
- ii. In view of the concern about under use of the car parks, wont the increased charges exacerbate the problem
- iii. Will the increased charges improve the finance of the car parks; if so, how will the improvement relate to the loss of service to the community?
- iv. Is the change in expected financial performance to be entirely within the provision of transport services to the community, since government guidance does not allow parking revenues to be used for non-transport related services?
- v. Why are so few season tickets sold for these car parks? SW Trains season ticket is £740 per annum; EBC is only £202 per annum.
- vi. If there is to be weekend charging, will there be enforcement? If so, will the enforcement cost more than the revenue earned?

The car parks are necessary to support the community. If they are not to be profitable, it is necessary to reduce the costs and losses. On this basis it is could be better to avoid the Saturday charging with its additional enforcement costs. Parkers will tend not to use the car parks at the weekend if there is to be charging, they will park on the roads for free.

Suggestions made at the meeting included: -

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- i. The heritage market proposal could bring in revenue on Sundays. Such an initiative would not be appropriate on other days, since parking space is needed.
- ii. That they should promote and advertise the good value of purchasing a season ticket.
- iii. Rather than sell the entire car park, some sort of partial sell-off could work.
- iv. Part of the car park could be used to build a new surgery.
- v. The car parks could be transferred to the management of a charitable non-profit making Trust. The car parks may not make a profit for EBC, but they will not make a loss.

It was AGREED to ask EBC to register both Claygate car parks as Community Assets at the meeting.

It was noted that the Rt Hon Margaret Hodge MP, Chair of the Committee of Public Accounts, said on 5 Feb 13:

"Councils also raise funds from local people through parking charges. The Department should ensure that this money is actually used for local transport, and put in place transparent mechanisms for doing so".

Cllr Hayes requested that he be allowed to attend the meeting. Cllr Huddart will inform EBC

AP25 Cllr Huddart to action. *Post meeting note: done*

It was agreed that all the CPC delegates will liaise prior to the meeting.

Two members of the public left the meeting and the usual order of the agenda resumed.

5. To report on the actioning of items from previous minutes.

AP3 Hare Lane service road parking; see item 8b)

AP8 Cycle parking at station; see item 6c)

AP9 List of defective roads; see item 7a)

AP12 The tree wardens have agreed that Peter Linacre will arrange planting of a suitable substantial tree (note: agreed as an oak) on the grass adjoining the Hare and Hounds car park.

AP13 Christmas tree lights, transformer on The Green; the transformer remains in place; take no action.

AP20 Cllr Huddart looked at Dalmore Avenue, and found all stakes and ties to be OK. Cllr Hayes reported that one of the stakes outside number 22 is broken off.

AP21 Action on car parks with Elmbridge B.C, meeting fixed for 6 Mar, see item 8a)

AP22 Representations to Surrey C.C re on-street parking controls; see item 8b) report of Local Committee.

AP23 Refurbishment of BW32; clearing done, refurbishment planned for summer, see item 10

AP24 Funding for cycle parking at Claygate Primary School; David Cowie to report

6. Public Transport

a. Bus shelters, Bus routes and Bus stops.

It was noted that the new contract for the K3 has been awarded to Abellio London. They are able to process Oyster cards.

The contract is part of a package including other routes such as the K2. This package is profitable, so there is nothing to indicate there will be any changes (apart from an enhanced Sunday service on the K3).

The contract should be published on the website in July and will give the cost per mile.

If the problem of no bus service to Glebelands is raised again, this Committee will not consider changes to the K3, but may investigate some sort of supplementary service.

It was noted that the K3 is very busy at school times, so a school bus may be considered.

b. Trains

It was discovered that the railcard off-peak super return from Claygate to Waterloo costs £5.20, whereas from Surbiton to Waterloo it costs £5.90. Cllr Huddart emailed SWT customer services about this anomaly, and has a full reply from SWT (and £2 voucher). This arises from all stations now covered by Oyster having to charge at least the Oyster rate. Clearly doing otherwise would put Oyster holders at a disadvantage when clicking in and out. Since this is a London-wide arrangement, it is unlikely that the query will cause an upward revision of fares from Claygate.

It seems that one is entitled at Surbiton to buy a SWT ticket from Claygate (or better, Hinchley Wood, £5.10) and use it at Surbiton.

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c. Claygate Station

Five additional cycle parking stands (capacity 12 cycles) have been provided on the UP platform. Usage currently seems to be two cycles. It is believed that they are not used as the stands are not under cover. Cllr Huddart has thanked SWT, but note that we have lost one bench, which was previously well-used even though not under cover. It was also noted that some cycle stands have been removed due to the refurbishment of the ladies lavatory. It is not known if they will be replaced.

More stands are required on the DOWN platform, and SW Trains have informed us that they plan to double deck the existing racks. It was agreed that Cllr Huddart should inform Bill Brittan of the lack of use of the UP stands and the need for more stands on the DOWN side.

AP26 Cllr Huddart to action. *Post meeting note; the refurbishment is imminent, including double-decking the shelter, which will be accessible from outside the station.*

7. **Liaison with SCC**

Cllr Sheppard was unable to attend the SCC Local Committee meeting, so Cllr Huddart attended instead.

Cllr Bension put forward a question for Cllr Sugden on drains. SCC does carry out work, but on some drains there are serious problems that rodding will not sort out; such as broken pipes or the drain being above the road surface. It is best to keep reporting problems as SCC do attend and try to solve them.

a. Road maintenance & footpaths

Surrey C.C. now has various funds to improve roads. In particular there is a five-year programme, for which John Furey has sought suggestions, the CPC suggestions are recorded in AP9 on 6 Dec 12 minutes. A further fund has been divided into the nine District Areas, giving £55,000 for each, for which local Surrey C.C. councillors can lobby.

b. Highway Tree Replacement and Maintenance

The Parish Council's programme has stalled this year. Factors include a personal health problem of one of the volunteers who carries out the planting, lack of suitable sites to assemble a large enough order to spread the delivery charge, lack of frontager donations, and one frontagers' stipulation of an ash cultivar, which is currently not available because of the disease problem. Hence this year's £500 budget will not be spent.

c. Street Lighting

See Appendix 1 which is the report on replacement of street lighting to be presented to the SCC Environment & Transport Committee on 6 March 2013. It was noted that much of the refurbishment has been completed ahead of schedule, but there are gaps. It is estimated that Elmbridge borough will be completed by the end of Sept 2013. It was agreed to review the lights then. Any problems, such as dark spots, incorrect height for columns etc can then be noted and sent for rectification.

It was noted that the lights on the Recreation Ground are left on all night, even though the ground is locked. It was agreed that the lights should be switched off or at least dimmed. Cllr Huddart will contact Steve Wells about this. It was also noted that the toilets on the ground are not always locked at night. Cllr Huddart will mention this to Steve Wells.

AP27 Cllr Huddart to action.

8. **Parking**

a. Off- Street

Already discussed.

b. On- Street

The Surrey C.C. Elmbridge Local Committee on 25 Feb considered the changes to local controls that had been put forward by various groups, the changes being shown below.

16	Aston Road	Claygate	Hinchley Wood, Claygate and Oxshott	Claygate	Introduce double yellow lines outside the exit of the pedestrian tunnel in Aston Road, opposite the junction with Norfolk Road	Improve sightlines for pedestrians and access/egress for larger vehicles
17	Dalmore Avenue	Claygate	Hinchley Wood, Claygate and Oxshott	Claygate	Introduce double yellow lines on the western side from the junction with Hare Lane to the junction with Fawcus Close and round the end of the road in front of numbers 27 and 32.	Improve access/egress for larger vehicles and allow turning at the end of the road.
Page 74 18	Foley Road	Claygate	Hinchley Wood, Claygate and Oxshott	Claygate	Near the junction with Hare Lane, introduce double yellow lines on the north western side of the road from the existing lines at the junction to the entrance to the Foley Arms car park and replace the single yellow lines on the south eastern side of the road with double yellow lines.	Improve sightlines for pedestrians.
19	Gordon Road	Claygate	Hinchley Wood, Claygate and Oxshott	Claygate	Replace the single yellow line on the apex of the junction of Gordon Road with Albany Crescent with double yellow lines	Improve sightlines and vehicle access/egress.
20	Hare Lane	Claygate	Hinchley Wood, Claygate and Oxshott	Claygate	Amend traffic regulation order to show single yellow line in front of vehicle crossover to 95 Hare Lane	Rationalise traffic order and road markings
21	Hare Lane	Claygate	Hinchley Wood, Claygate and Oxshott	Claygate	Replace parallel parking bays with three end on parking bays at the northern end of the slip road in front of 97 and 99 Hare Lane and replace one of the disabled bays in front of 109A Hare Lane with 1 hour maximum stay parking bay.	Increase availability of short term parking to improve vehicle turnover for visitors to local businesses
22	The Avenue	Claygate	Hinchley Wood, Claygate and Oxshott	Claygate	Introduce double yellow lines at the junction of The Avenue with Hare Lane.	Improve sightlines and vehicle access/egress.

Cllr Huddart spoke to Rikki Hill at the Local Committee about the changes:-

- i. The double yellow lines are needed at Aston Road and Dalmore Avenue/Fawcus Close to permit access by refuse lorries. This is because refuse lorries have increased in size.
 - ii. At 27/32 Dalmore Avenue as a turning head sought by Claygate P.C. It was agreed that a 15m double yellow line is required. No further measures are being introduced in Dalmore Avenue as there is no consensus of agreement by residents.
 - iii. Near the Foley Arms at Firs residents' request. Cllr Mike Bennison apologised to Cllr Huddart for the loss of parking spaces. It was agreed that this measure may be incorrect. Cllr Huddart will check.
- AP28 Cllr Huddart to action.** *Post meeting note: reported, but it does seem that the intention was for The Firs residents to have a long vehicle free section of road. This would seem to be an over reaction*
- iv. At Gordon Road/Albany Crescent to keep the dropped kerb clear for wheel chairs.
 - v. The changes to the Hare Lane slip road are as generally sought, and by Claygate P.C. on 4 Sep, 3 Nov and 3 Dec.
 - vi. The measures in The Avenue represent a reversal of view by Surrey C.C. and Claygate P.C., which had decided to take no action.

All the listed changes have therefore been approved for advertising, as the first step of making the Traffic Order.

The bus stop clearway near Dalmore Avenue is going ahead. The controlled area has been extended to link with the control at the car park entrance, so as to avoid the run-in length. The intention was then to win back some spaces at the Dalmore Avenue end, by moving the bus stop back. Unfortunately the frontager has objected to this position of the bus stop (quite a common problem) so the on-street parking space will be lost.

These changes add up to a considerable loss of on-street spaces, which will cause more displacement.

It was noted that the spotlight on the pedestrian crossing is still not working. Cllr Huddart will report again.

AP29 Cllr Huddart to action.

c. Parking Policy

Unchanged from that recorded in the 6 Dec 12 minutes,

9. Traffic Calming

9.1 Caroline Stevenson put a question to the Local Committee, seeking a speed reduction in Woodstock Lane South, past the travellers' site. In records available to Cllr Huddart (currently five years ending Feb 11) there were a couple of relevant injury accidents, so the situation is worth reviewing, even if it is not sufficiently compelling to justify a still lower speed limit. The type of traffic calming anticipated is unlikely to be very tough (humps would be dangerous for high speed vehicles leaving the Kingston Bypass), but could include a gateway, or "dragons' teeth" or roundels painted on the road. Caroline is waiting for an answer from the Local Committee.

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It was noted that there have been accidents at the junction of Woodstock Lane South near the A3 bridge. This is because the junction was badly designed.

Caroline has found a contact at the Oaks called Kevin Judge. He lives on the Epsom & Ewell site but manages the Oaks. He will be able to provide information on the Oaks and may well champion the requests for traffic calming. Caroline was thanked for her work.

9.2 The Local Committee recognised the softening attitudes towards 20mph limits. There is a Dept of Transport circular which advocates more 20mph speed limits and that near every school there should be a 20mph limit. The Local Committee resolved to ask Surrey C.C. to provide advisory 20mph limits past all schools. Elsewhere it recognised that the way forward could be by traffic calming measures to get the speed low enough for a 20mph zone.

9.3 It was acknowledged at the Local Committee that SCC has not been cutting back vegetation for the last 3 years, but the work is now starting to get done.

9.4 Cllr Huddart regularly receives representation from a resident of The Avenue, against the speed humps. He is well aware that Hugh Ashton put them in using Nynex funding, and that Claygate P.C. has a policy of speed reduction. No action will be taken.

9.5 Malcolm McKenzie continues to run Community Speed Watches, except when it gets cold. Speeding vehicles are reported from each of them. Oaken Lane remains the main problem. The main impact is the presence of the volunteers and the signs, which clearly reduce speeds at the time, and give a message to the community.

10. Bridleway Proposals & Rights of Way

10.1 It was noted that the bollards have been removed to the entrance to the pathway behind Raleigh Drive. This means that cyclists and people with prams can use it. Cllr Herbert arranged this; he was thanked.

10.2 Cllr Huddart reported on the Old Claygate Lane track wet patch on 17 Feb 13.

Walkers have reported that this is significantly worse than usual, which raises the issue as to whether Claygate Parish Council should intervene. The situation is complicated by the presence of various pipes, so that the natural remedy of digging out and laying planings may be ineffective.

The wet patch is immediately north of the sleeper bridge crossing the small stream from the golf course, on the right of this picture. It extends for some 20m long by 3m average width. So digging out to 300mm depth would require some 18cu.m of planings or equivalent (two 20 ton loads). But the site is crossed from the east (right) by three pipes or underground channels, all currently with running water.



The northernmost pipe (pictures taken from the exit stream on the west) apparently runs diagonally from the end of the pallets (far right of the site picture, emerging as the 12" pipe into the stream. The next flow emerges just to the South (right of this), but no pipe is visible.



Then there is another 12" pipe (the southern pipe) with a strong flow, crossing close to the sleeper bridge. Finally there is the stream under the sleeper bridge, which collects a narrow pipe from the lowest part locally of the golf course.

A potential contractor who has a suitable small digger has been approached for a quote for the work. He suggests digging out the muck, installing a perforated relief cross drain and a membrane separation, and backfilling part of the track width with one load of scalplings. He would also dig out the ditch for some 60m to the south of the site, to cure another wet patch.

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The Lower Mole Valley Countryside Management Project Team (part of Surrey C.C.) would cost a similar amount, presumably to simply dig out the muck and replace with the necessary scaplings, presumably two loads. They would probably need to remove the post at the south end of the track for their dumper track to pass.

Cllr Huddart spoke to the General Secretary and Head Groundsman of Surbiton Golf Club. As a result of fixing this meeting they have cleaned out the stream leading to the sleeper bridge and beneath it. They are aware of only one of the pipes under the track, presumably the one closest to the sleeper bridge; this runs right across the golf course from a pond which collects the run-off from several ditches. Their JCB is too large to access the track. They made no other offer.

There are various possible solutions:-

- 1.) Dig out transverse ditches alongside the supposed pipes, to bypass the water directly to the stream on the west. This would create an undulating path (unless done as suggested by the contractor), and might fail to pick up all the water.
- 2.) Dig out the wet material and replace with road planings or similar. This is the classic approach. If one of the pipes is blocked or broken or there is a subterranean stream, it could well up through the planings.
- 3.) Dig a deep ditch on the east (golf course side) and take it to the stream under the sleeper bridge. This could equally miss some of the water sources, particularly if they come in pipes.
- 4.) Continue the present approach of creating a raised path on the east side, possibly adding planings, topped with wooden pallets, or purpose-designed duck boards. Perhaps include some transverse ditching as in (1).

The cost is around £1500 plus VAT, except for (4), which would be cheaper.

There could be grant assistance from various sources. The Lower Mole Countryside Trust provides grants up to £500. It has to receive the application form by this Friday 22 Feb, or at intervals of two months thereafter. There are funds in Surrey C.C., but this track is not on the Designated Map, so there is no maintenance responsibility. The Parish Council budget has £1,000 for byways, some of which may be contributed to Surrey C.C. for BW32 maintenance; it could be increased if the £500 highway tree planting programme does not happen this year, as seems likely.

On 25 Feb, after 12 days with no significant rain, the wet patch by the sleeper bridge was still waterlogged, with significant water running into the west ditch. The pallet path constructed by walkers on the east side works all right and is not too accessible to horses (which would otherwise destroy it).

A discussion took place about this problem. The following points were made:-

- i. CPC does not have responsibility for this path; but no-one does.
- ii. It is an historic way, so we should not let it deteriorate. Our local paths are a valuable amenity for walkers and riders.
- iii. The problem may not be poor drainage, but a spring breaking out underneath. This will not be known until exploratory digging takes place.
- iv. The pallet arrangement, though not a permanent solution, is working.
- v. it is not known if the work suggested will solve the problem as there may be an underlying cause such as a spring or broken pipe. This may mean that the cost of solving the problem will increase.
- vi. The amount to be spent on one part of one path is a large amount of the budget.

It was agreed that something does need to be done, but the Committee was not happy that the ideal solution had been found. It was agreed to ask Dave Page to look at the path and see if he can give any advice. Cllr Huddart will speak to him.

AP30 Cllr Huddart to action. *Post meeting note; Dave and Cllr Huddart visited the site which is still waterlogged, despite no further rain. There is a further old 6" cast iron pipe, between the steel pipes, which could be the problem; also a high pressure gas main.*

10.3 BW32 (Bridle Road to Chessington under the A3) has been cleared by the Lower Mole Project Group (volunteers organised by Surrey C.C.), which plans to refurbish it during the summer. There are still major wet patches, but the increased cleared width allows pedestrians to bypass some of them. We had offered some funding for refurbishment (thinking about £400, but

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not stated) subject to having an estimate of the costs, which have still not been provided. If a quote is received before the end of March, a decision can be made by this Committee. If the quote is received after the end of March (and the financial year), then the decision to fund will have to be taken by the full Council.

10.4 Cllr Sheppard attended a training session on Rights of Way run by SCC. Notes of the presentation have been circulated by the Clerk. Important points from the presentation are:-

Right of Way

A public right of way is a way over which all members of the public have a right to pass and repass between two points.

Once a public right of way has come into existence it continues indefinitely and can only be brought to an end through judicial process. (“Once a highway always a highway”).

Definitive map

The National Parks and Access to the Countryside Act 1949 required highway authorities to carry out a survey to compile a Definitive Map of the public rights of way in their area. In definitive form the Map and Statement become conclusive legal evidence of what they contain.

In Surrey revisions: 1952, '59 and '66.

Legal record of the public rights of way

Legal duty to keep up to date

Conclusive evidence of the existence and particulars of a RoW.

Only definitive as to what it contains NOT what it omits.

Natural Environment & Rural Communities Act 2006

No new vehicular rights can be acquired (s. 66)

Extinguished all non-recorded vehicular rights (except where specified) (s. 67)

It was noted that SCC is keen to work in partnership with Parish Council. This means Parish Councils reporting on the state of rights of way and also assisting with funding. It was also noted that even if a path is included on the definitive map there is no statutory duty to maintain it.

11. Cycling

No report

12. Street Signage

Bill Chilcott has identified inconsistency of street nameplates at the junction of Church Road and Coverts Road. Technically the ends of each road should be signed, usually on both sides, if this is needed for all directions of approaching vehicles. Hence the end of Church Road should be signed on both sides to advise vehicles approaching from Coverts Road and The Causeway. There is space for these signs. Also Coverts Road should be signed on the north (Church Road) side to inform vehicles approaching from The Causeway; but this may be difficult to accommodate. Signing the south side of Coverts Road, to inform traffic from Church Road, would be confusing since there are no houses until west of Fee Farm Road, where there is already a sign.

After a discussion it was agreed that all these signs would mean too much more street furniture and most local people know the roads so do not need all the extra signage. One sign that may be needed is one for Church Road. Cllr Huddart will ask EBC to look into this.

AP31 Cllr Huddart to action.

13. Website

The copy date for the next Courier is 28 Feb, but arrangements are being made to include a report of the 6 March car parking meeting with Elmbridge B.C.

14. Matters for Information Only

The agenda for the 6 March meeting of the Environment & Transport Select Committee is on the SCC website and includes paper on highway tree maintenance and street lighting refurbishment..

15. Date and place of the next meeting

These are draft minutes and are subject to approval at the next meeting.

8.00pm on 25 April 2013 in the Committee Room

Signed.....as a true and fair record of the meeting.

Date.....

Appendix 1

On 2 March 2010, Surrey Lighting Services (a consortium of Skanska Infrastructure Services and John Laing Investments) took over responsibility for Surrey County Council's street lighting under a 25 year PFI contract.

Prior to the commencement of this contract, budget pressures resulted in some repairs not being undertaken particularly those requiring significant capital investment. There was also a common sight around the county of new columns installed alongside the old cut down or damaged column with the new one not being connected for many months if at all. When intervention was required from the appropriate Electricity Network Provider, communication was poor and disjointed and response times were often in excess of 6 weeks.

These resulted in a poor perception for Members, residents and road users across the County.

The report provides an overview on the progress of the contract after the first 3 years of operation both in terms of the day-to-day maintenance/fault identification and repair and the 5-year column replacement programme.

Key Successes:

Street Light Replacement 7 months ahead of Programme

1. The replacement of 70,000 columns and lanterns and, the replacement of lanterns on a further 19,000 units was expected to take 5 years. Despite a slower than expected 1st year, the replacement programme is currently 7 months ahead of programme with over 60,000 columns either replaced or refurbished.

2. Anecdotal evidence from other Local Authorities undertaking a replacement programme indicates that being ahead of programme is not the norm which adds to this achievement.

3. The original replacement programme expected to complete the vast majority of work in each District or Borough before moving on to the next. There were however several factors which prevented some roads from being completed in that order:

a) Private Roads – there are approximately 4000 lights maintained by the County on privately owned roads. A great deal of communication with the residents of these roads and due diligence has had to be undertaken to be able to ensure Skanska are not considered to be trespassing when carrying out work. This is now largely resolved and these Private Roads have been put back into the programme

b) Conservation Areas – although this was provided for in the Contract, there was a significant engagement project with the Conservation Officers from each District and Borough to ensure that proposed treatment of each road did not contravene any restrictions on development etc. Again this has now been mostly resolved and work has begun on replacements in Conservation Areas. The most complicated part of this element is Special Design equipment for 2 reasons:

i. The equipment is often bespoke and has to be specially ordered with a 13 week lead time which has the potential to increase when large orders are placed

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ii. They are often located in Town Centres and so there are potential restrictions on when the work can be carried out.

c) Design Roads – the majority of lights are replaced in the same location as the existing light however approximately 25% of the roads require a design review. This often requires repositioning of columns which as well as being a more complicated piece of work generates an increased set of enquiries and complaints as columns are installed outside houses and shops they weren't previously.

4. Having resolved these, Skanska have a revised programme for replacements. Tandridge is now 97% complete and Waverley 95% and the table below shows the current estimates for completion within each District or Borough across the County:

Tandridge Mar-13

Waverley Jun-13

Reigate & Banstead Jun-13

Spelthorne Jun-13

Elmbridge Sep-13

Surrey Heath Sep-13

Epsom & Ewell Dec-13

Mole Valley Mar-14

Runnymede Mar-14

Guildford Mar-14

Woking Mar-14

Conservation Areas and Heritage Lighting – Member and Public Funding

5. The original equipment specification provided 6 Heritage Design columns which would be installed within Conservation Areas where similar lights were already installed replacing on a like for like basis. There were however a number of Cast Iron and Swan-necked columns in Conservation Areas which did not meet these criteria.

6. To address this, an additional design was arrived at through a working group consisting of some Borough Council Conservation officers, SCC Officers, Skanska and their equipment partners.

7. The contract allows for residents, Members and other interested parties to contribute either to the installation of additional lights or to provide the funding for enhanced designs to be installed. A number of groups including Elmbridge Borough Council, residents and Town/Parish groups have taken the opportunity to request and fund one of seven designs. Whilst the volume of people taking this option up is welcomed, it was much greater than anticipated.

8. This has created an unexpected workload in preparing and agreeing the quote, raising invoices and processing payments and ordering stock. As a result, there were at times significant delays in individual cases.

Communication with these groups has improved and work is now being implemented and being completed.

Day to Day Operation and Maintenance of the Lights

9. The performance standards require a minimum of 98% of all lights to be working in the month – the average for the past 12 months (Jan –Dec 12) is 98.84% in light and has not fallen below 98%.

10. On average each month, Skanska respond to:

a. Approximately 100 emergencies per month requiring a 2 hour response

b. Approximately 1500 faults requiring a 6 day response¹

Over 99% of these are completed within the prescribed time and the average time to complete a 6 day repair is 4 days

11. Faults are identified through the Central Monitoring System where fitted,

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night-time² and day-time scouting by Skanska and, by reports through the Surrey County Council website.

12. Officers undertake quality checks throughout the month looking at variety of factors such as the time to attend faults, site management and safety whilst working on the Highway, quality of workmanship both in terms of lighting and the reinstatement of footpaths etc where required, Customer Responses etc.

¹ An initial response is required within 6 working days (15 working days for High Speed roads) and the majority of faults are repaired first time or followed up within this time. In certain circumstances a new column will be required which allows a further 10 working days to be completed and finally upon completion of the column installation, a further 30 working days for the Designated Network operator to undertake the electrical connection

² Night-time scouting will be phased out once the CMS has been installed on all columns in each ward

13. A report is presented each month and the results of any audits are compared to the results presented to ensure failures are captured where relevant. If performance falls below the target level in any given month, financial deductions are applied in line with the contract specification.

Faults on the Electrical Network

14. An area of particular achievement is the management of work that requires the Designated Network Operator (DNO – UK Power Networks and Scottish and Southern Networks) to attend. OFGEM govern the response times which are 30 working days however there is no recompense to “customers” if these targets are not met.

15. All cases are individually followed up each week with each DNO to chase progress until they are closed – they are then checked by a Skanska operative to ensure the fault has been correctly repaired. As a result of this, the average time for repair of a DNO fault is 14 days.

Communication with Residents

16. The Street Lighting Section of the website has been reviewed and updated periodically based on the content of enquiries received to provide detailed information on common questions that arise – as well as providing residents and Members direct access to relevant information, it has also reduced the time Highway Officers spend responding to the same enquiries.

17. In addition to residents receiving notice of the replacement programme 4 weeks before work starts, a copy of the next 6 week’s programme is available via the website.

18. Faults can be reported and tracked via the Surrey County Council website which links directly to Skanska’s Work Ordering system providing “live” updates when requested.

19. As described above, when tracking previously reported faults, there may be occasion when the timescale for completion goes beyond the original 6 or 15 day timescale because the fault is on the electrical network or requires a new column.

Contact for Members

20. As described above, faults can be tracked on the Council’s website using the reference number provided at the time of reporting and subsequently sent by email.

21. If required, Members should make contact with Skanska either via the Contact Centre or by emailing their Customer Liaison Team (surreylightingservices@skanska.co.uk). As the service is managed directly by Skanska, they are best placed to provide the quickest and clearest answer to an enquiry and will normally respond within 5 days if not sooner.

22. In the event that a sufficient response is not received and a Member needs to escalate the matter, they can make contact with the Council’s Monitoring Team through pfistreetlights@surreycc.gov.uk. This route can also be used to investigate the possibility of additional lighting if the Member or a group of residents or other group wish to enquire about funding them.

Summary:

23. The first 3 years of this new contract have seen a significant improvement in

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the street lighting service delivered to residents with improved equipment, better response times and more effective management of the asset leading to fewer lights out of light and reducing the length of time lights are not working when they fail.

24. A combination of Skanska's management of the programme and the collaboration with SCC Officers, Officers from Districts and Boroughs and in many cases residents has led to the replacement programme being more than 6 months ahead.

25. Whilst it has taken time and considerable effort to overcome the challenges of the more complex and non-standard lighting schemes, these have now been resolved and a programme of work is expected to deliver full completion of the work by the middle of 2014.

26. The Council's Contract Monitoring Team have developed strong relationships and a series of robust processes enabling effective scrutiny of Surrey Lighting Services' performance. This has not only enabled us to audit activity and raise intelligent lines of question but is also creating an environment, which ensures the Contractors are aware they are being monitored.

27. The working relationship between Surrey Officers and staff within the contractors is strong with the Contract Monitoring Team based at Merrow alongside Skanska. Both Skanska and Surrey Lighting Services have commented on the positive effect the Contract Monitoring Team's contribution has had on delivering the contract.

28. Feedback from residents shows the new contract is being well received either due to the improvement in response times for faults or of the quality of the new lights being installed under the Investment Programme.