Proposed 20mph Scheme on Banstead High Street and surrounding roads, Banstead

Public Engagement Results



Public Engagement Overview

Background & Purpose

Surrey County Council is proposing a 20mph scheme on Banstead High Street and surrounding roads in Banstead. The proposal would create a larger, more consistent 20mph area by extending and connecting existing 20mph speed limits in the local area.

A public engagement exercise was carried out between **19 January and 15 February 2026**, providing residents, local businesses, and other road users with an opportunity to review the proposed scheme and share their views.

The engagement aimed to gather local insight, understand any concerns, and ensure that all affected stakeholders had the chance to contribute before the scheme progresses further.

This report summarises the feedback received throughout the engagement period and sets out officers' recommendations and responses to the comments raised.

Engagement Methodology

Engagement materials - including plans, supporting information, and speed data - were made available on the project webpage: https://banstead-highstreet-banstead.commonplace.is/

Residents and businesses within the area were notified by letter and posters with QR codes were placed in the area to raise awareness.

Proposed Scheme Impacts

15 Roads included in the proposed 20mph area

775 Households / businesses affected

Engagement Response Level

1393 Visitors to engagement webpage

228 Survey respondents

66 Respondents live on impacted roads

21 Respondents have children travelling to school on these roads

Recommendation

The engagement findings support progressing the scheme as proposed, with no amendments recommended.

Feedback highlighted a broad range of views, with support centred on improving safety for pedestrians, cyclists and children, creating a more consistent speed environment and reducing the risk and severity of collisions. Concerns primarily related to the need for the scheme, existing traffic speeds, the potential for increased congestion, and whether funding could be better directed towards other local priorities.

While a number of respondents requested that additional roads be included within the scheme area, these requests have been noted and will be progressed through planned schemes or considered as part of future speed management programmes, where appropriate.

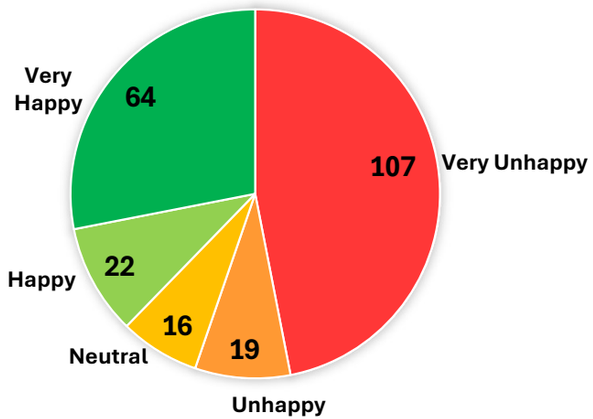
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Sentiment of Respondents

How people feel about the proposed 20mph scheme

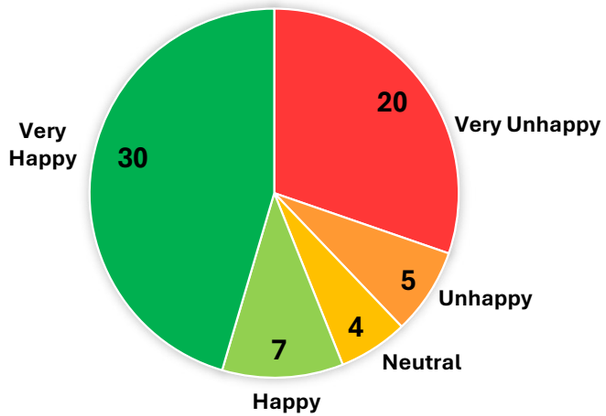
Overall sentiment was mixed. Support was strongest amongst residents living within the proposed 20mph limit areas. The comments received provide further detail on the reasons behind both support for and concerns about the scheme, and are summarised in the following sections.

Overall
(228 respondents)



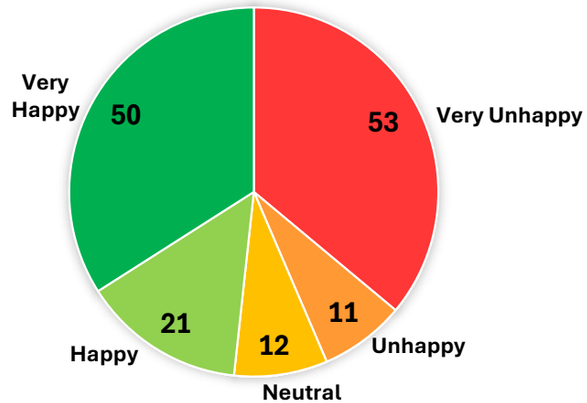
38%	happy or very happy
55%	unhappy or very unhappy
7%	neutral

Residents of impacted roads
(66 respondents)



56%	happy or very happy
38%	unhappy or very unhappy
6%	neutral

Residents of Banstead, Woodmansterne & Chipstead
(147 respondents)



48%	happy or very happy
44%	unhappy or very unhappy
8%	neutral

* Percentages may not add up to 100% due to rounding

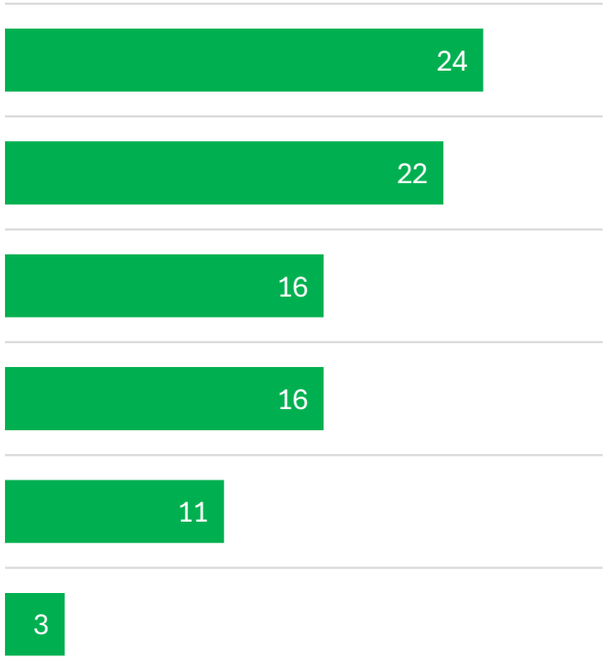
Positive Feedback

What people said they like about the proposed 20mph scheme

Key Positive Themes

- ✓ Support for a consistent, estate-wide 20mph limit
- ✓ Support for 20mph limits on residential roads
- ✓ Support for improving safety for children and around schools
- ✓ Improved conditions for walking and cycling
- ✓ General support for safer roads and reduced collision severity
- ✓ Creates a more pleasant residential environment / reduces pollution

Number of mentions



Key Insight

The positive comments show support for introducing lower speeds on residential roads and creating a more consistent speed environment across Banstead Village. Respondents also highlighted benefits for children and other vulnerable road users, improved conditions for walking and cycling, and the potential to create a safer and more pleasant local environment.

What people told us...

> There is no need for speeds higher than 20mph at any time in this area. The High Street, in particular, requires a 20mph limit.

> Banstead High Street is horribly car-centric. Hopefully, this will pave the way for quieter, safer streets and further encourage people to cycle and not drive.

> As some of the roads around Banstead High Street already have 20mph limits, it seems sensible to finish the job.

> Walking along these roads will be more enjoyable. I would be more likely to cycle around Banstead. Crossing roads will be less stressful.

> Loads of schoolkids at risk walking along these roads with narrow pavements and if hit by a car at lower speed, less chance of serious injury.

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Objections and Concerns

What people said they did not like about the proposed scheme

Key Concerns Raised*	Number of mentions
➢ 20mph is too slow / will inconvenience drivers / will create congestion	46
➢ Waste of money – should be spent on higher-priority issues (e.g. road surfacing)	45
➢ Scheme area is too limited and excludes key roads (*raised by supporters and objectors*)	32
➢ Existing speeds are close to 20mph / scheme is unnecessary	30
➢ Blanket approach – 20mph limit only needed in specific locations (e.g. school areas, High Street)	29
➢ Concerns about enforceability (*raised by supporters and objectors*)	28
➢ Safer crossings are a bigger concern than speed	22

** Please see Concerns and Suggestions page for more details on these comments*

Key Insight

The main concerns relate to whether the scheme is necessary, concerns about delays and congestion, and whether funding could be better spent on other priorities. Many respondents also felt that key roads had been excluded from the proposed scheme area, while others preferred a more targeted approach focused on schools or the High Street.

What people told us...

20mph limits will cause more chaos and disruption and delays to a village which does not require them.

It's a complete waste of time and money. It would be better spent maintaining the roads and putting in more pedestrian crossings.

A lack of additional control or enforcement measures means that this scheme will not have the desired results.

The only road remotely suitable for 20mph is the High Street.

This plan does not cover enough roads. Please include Longcroft Avenue, which is heavily used as a cut-through route and could be further impacted by people trying to avoid the proposed speed restrictions.

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Concerns & Suggestions (1/4)

Summary of concerns raised and officer responses

Concern	Officer response
A 20mph limit will only cause more congestion	• 20mph limits on short residential roads have minimal impact on journey times. There is no evidence to show that congestion has increased where the speed limit has been reduced on similar roads in Surrey. Most of the delays that occur for motor vehicles in built up areas are at junctions, rather than the roads between junctions. • The introduction of a 20mph limit may also encourage more people to walk, scoot and cycle in a residential area near to a school. This could mean that fewer people use their cars for short journeys, which would reduce congestion, making routes safer and more pleasant for walking and cycling.
The 20mph limit should be implemented in the daytime or at school travel times only	• This area has children, pedestrians and cyclists using the roads throughout the day — not only at school peak times — so a full-time 20mph limit provides consistent expectations for all drivers at all times of the day and night. A permanent limit also avoids confusion about when the restriction applies and is much easier for drivers to follow.
The 20mph limit area is too wide / should only be introduced on the High Street and/or school roads	• The extent of the proposed 20mph speed limit has been designed to apply consistently across the High Street and surrounding residential roads. This approach avoids frequent changes in speed limits over short distances and provides a clear and consistent message to drivers. Applying different speed limits to similar neighbouring roads could lead to confusion and reduce overall compliance, particularly in the High Street, where serious and fatal collisions have occurred. • The surrounding residential streets experience pedestrian activity throughout the day from people walking to local shops and services, as well as schoolchildren walking and cycling to and from nearby schools. These roads therefore remain appropriate to include within the same speed environment. • Lower speed limits are associated with reduced collision severity and improved safety for vulnerable road users, including children, pedestrians and cyclists. Reduced vehicle speeds can also make it more attractive for people to walk and cycle for short journeys, thus reducing reliance on the private car.
The existing 30mph limit is considered adequate	• The proposed 20mph speed limit scheme is intended to address road safety concerns and high casualty numbers by reducing vehicle speeds and improving conditions for all road users, particularly pedestrians and cyclists. Lower speeds are also associated with reduced collision severity and improved safety for vulnerable road users.

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Concerns & Suggestions (2/4)

Summary of concerns raised and officer responses

Concern	Officer response
Speeds are already low / scheme is unnecessary	• It is recognised that traffic can be slow at peak periods and where parked vehicles and congested traffic create a degree of natural traffic calming. However, vehicle speeds can vary throughout the day and a 20mph speed limit provides a consistent expectation for drivers, regardless of traffic conditions. • The proposed 20mph speed limit is intended to improve road safety by setting clear expectations for driver behaviour and creating a safer and more predictable environment, particularly in residential areas. • A 20mph speed limit applies consistently to all drivers and helps reduce the severity of collisions should they occur, particularly in areas with pedestrian activity. • Lower speed limits are associated with reduced collision severity and improved safety for vulnerable road users, including children, pedestrians and cyclists.
Without enforcement drivers will not comply / include physical calming measures	• We will only implement 20mph speed limits that are predominantly self-enforcing and therefore retain credibility with motorists. When a new 20mph limit is introduced, we monitor speeds and repeat surveys once the change has bedded in. We will consider additional physical traffic-calming measures if the data shows vehicle speeds are higher than we would like. • Enforcement of speeding is the responsibility of Surrey Police not Surrey County Council, and decisions about enforcement methods are made by the police, in consultation with Surrey County Council. • The evidence is that drivers effectively reduce their speed when a 20mph limit is introduced, even without enforcement. In the most recent implementation of 20mph across Wales, mean speeds dropped by 2.5mph and up to 6mph on faster roads. This occurred without any police enforcement in the first six months on 20mph roads.
The accident rate is low / how many were speed related?	• These roads have a concerning collision record, with 25 injury incidents over the past five years, including 12 involving pedestrians, and six resulting in serious injuries and a fatal pedestrian collision occurring in 2019. • The proposed 20mph speed limit is intended to reduce both the likelihood and severity of collisions by encouraging lower vehicle speeds and creating a safer environment for all road users. • Lower speed limits are associated with improved safety for vulnerable road users, including children, pedestrians and cyclists. Evidence shows that the slower a vehicle is travelling, the lower the likelihood of a serious or fatal injury occurring in the event of a collision.

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Concerns & Suggestions (3/4)

Summary of concerns raised and officer responses

Concern	Officer response

The money for this should be spent on resurfacing or potholes instead	• It is recognised that some residents and road users would like to see additional repairs to roads in Surrey.
	• Countywide road maintenance works are funded from a different budget than the funding that has been allocated for delivering this 20mph scheme. These works are prioritised using a number of criteria including:
	  • Risk to the public – calculated using data such as number of insurance claims and number of small repairs carried out.
	  • Condition of road – this includes an engineer's assessment.
	  • Road priority – greater priority is given to roads with greatest usage or need. Road class (A,B C and D), speed limits and daily traffic are all factors in this.
	• This prioritisation is to ensure that roads and pavements in greatest need of treatment are addressed in a fair and consistent manner across the county. Further details on how we prioritise road resurfacing works can be found here: https://www.surreycc.gov.uk/roads-and-transport/roadworks-and-maintenance/maintenance

A 20mph limit could lead to driver frustration and more accidents.	• Evidence from other areas does not show more collisions after 20mph schemes have been implemented. Lower speeds reduce conflict between all road users.
Drivers may become distracted by focusing more on their speedometer.	• There is no evidence that 20mph speed limits cause drivers to become distracted by checking their speedometers. Drivers are expected to be aware of their speed regardless of the speed limit. 20mph limits have been introduced on a number of roads across Surrey, and no issues relating to increased driver distraction have been identified. • Lower speed environments can also provide drivers with more time to react to hazards and vulnerable road users.
The scheme is intended to generate income from speeding penalties.	• This scheme is intended to improve road safety and drivers who adhere to the speed limit will not be fined. • The proceeds of speeding fines are paid to HM Treasury and are not retained by Surrey County Council or Surrey Police. Where drivers qualify and choose to attend a Speed Awareness Course, the fee paid contributes to the cost of delivering the course and associated administrative and operational activities. In Surrey, these activities are delivered through the Surrey RoadSafe partnership, whose primary aim is to reduce the number and severity of fatal and serious injury collisions on the county's road network.

Concerns & Suggestions (4/4)

Summary of concerns raised and officer responses

Suggestion	Officer Response
Extend the 20mph limit across all schools and residential roads in the area, including Longcroft Ave, Fiddicroft Ave, Woodmansterne Lane, Park Rd, Shrublands Rd and adjoining roads, Nork, Tadworth Village	• A separate scheme to reduce the speed limit on Winkworth Road (40mph to 30mph) and to introduce lower speed limits on Longcroft Avenue and Fiddicroft Avenue (30mph to 20mph) has already been proposed: https://winkworth-road.commonplace.is. A public engagement exercise took place earlier this year and the decision has been taken to progress the scheme, subject to the outcome of the statutory consultation process. • Requests to extend the Banstead High Street scheme to additional roads have been carefully considered and the extents have already been extended slightly from our original plans. The current proposal has been developed as a sign-only 20mph scheme on roads that are considered suitable for lower speed limits without the need for additional traffic-calming measures. Some of the requested roads may require additional traffic-calming measures to support a 20mph limit and would therefore require further assessment, design work and funding before they could be considered for inclusion. While these additional roads are not recommended for inclusion in the current proposal, the feedback received will help inform future speed management priorities and the development of subsequent schemes in the area. • Requests for additional 20mph schemes in other locations, including Nork and Tadworth, have also been noted. However, Surrey County Council's current 20mph programme is fully committed. Any future 20mph schemes would need to be considered and prioritised by the new unitary council of East Surrey following Local Government Reorganisation in April 2027, subject to funding and local priorities.
We need safer crossings and junction improvements e.g. High Street and Garratts Lane roundabout	• Requests for additional pedestrian crossings, junction improvements and other highway measures have been noted. Such measures fall outside the scope of the current 20mph scheme and would require separate assessment, design work, funding and prioritisation. The locations identified through the engagement will be retained for future consideration through the appropriate highway improvement programmes.
We need parking enforcement and new restrictions to stop inconsiderate parking	• Issues relating to vehicles obstructing dropped kerbs or parking on double yellow lines constitute illegal parking and can be reported to the Parking Enforcement team via Surrey County Council FixMyStreet. Reports help to inform enforcement activity and may result in increased patrols where persistent problems are identified. • Requests for new or amended on-street parking restrictions are considered separately through Surrey County Council's borough-wide Parking Review Process, which considers requests across the whole district and prioritises them for inclusion in the next available review. Further details on how parking changes are assessed and prioritised can be found on our website: https://www.surreycc.gov.uk/roads-and-transport/parking/reviews/process

Conclusion and Next Steps

Conclusion

The engagement exercise demonstrated a broad range of views on the proposed 20mph scheme in Banstead Village. Respondents who supported the proposal highlighted benefits including improved safety for children and other vulnerable road users, safer conditions for walking and cycling, and the creation of a more consistent speed environment across residential roads.

Concerns focussed primarily on whether the scheme is necessary, given existing vehicle speeds, the potential for increased delays and congestion, and whether funding could be better spent on other priorities such as road maintenance, pedestrian crossings, junction improvements and parking issues. A significant number of respondents also felt that additional roads should be included within the proposed scheme area, particularly Longcroft Avenue.

The issues raised through the engagement have been carefully considered and reviewed against Surrey County Council's 20mph policy and the supporting speed data. No new evidence has been identified that would require amendments to the proposed scheme, and the roads remain suitable for inclusion within the proposed 20mph scheme.

While overall sentiment was mixed, support was strongest amongst residents living within the proposed and existing 20mph areas. The most frequently cited benefits related to improving safety for children, pedestrians and cyclists, and creating a more appropriate speed environment within Banstead Village.

Overall, the findings support progressing the 20mph scheme as proposed, without amendments.

Next Steps

A draft Traffic Regulation Order (TRO) will now be prepared and advertised for statutory consultation. This legal process provides an opportunity for formal representations to be submitted before a decision is made on whether the 20mph scheme should be implemented.

Requests for additional 20mph roads, pedestrian crossings, junction improvements and other highway measures raised during the engagement will be recorded for future consideration by the new unitary council of East Surrey following Local Government Reorganisation (LGR) in April 2027.

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