SURREY
COUNTY COUNCIL

Farncombe Local Street Improvements Project

‘You Said, We Did’ Report (February 2026)



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Background

This report details the comments received from the public, Surrey County Council's (SCC) responses, and updates made to design proposals.

Between 26 August and 6 October 2024, SCC undertook Stage 1 Early Engagement with the community on the Farncombe Local Street Improvements (LSI) project. This was the first round of engagement with the community, using the Commonplace online platform to collect views of local stakeholders, including those who live, work, travel through, study and spend time in the Farncombe area. This first round of engagement was important to gather views on local transport issues in the area and suggestions for potential improvements.

Information on the content and summary results of the engagement exercise is outlined in the Early Engagement (Stage 1) Report.

Analysis

This section of the report presents SCC's 'We Did' response to what 'You Said'.

Within the survey completed by the community during Stage 1 (Early Engagement), respondents were asked for their views on the potential types of interventions they would like to see included across the zone and the interactive map allowed respondents to pin a location to identify specific issues and solutions.

Figure 1 summarises the most common issues that were highlighted on Commonplace.

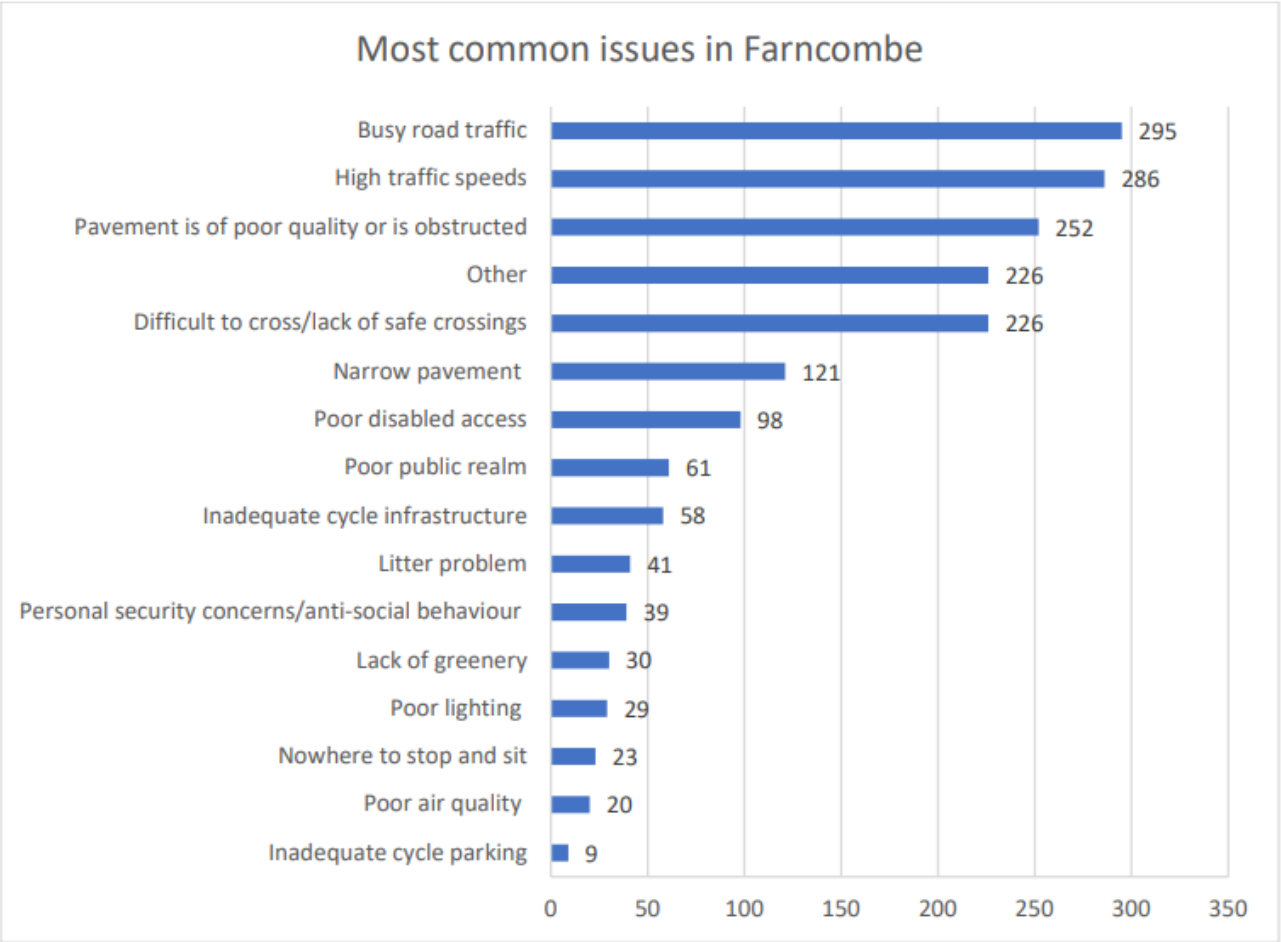


Figure 1: Most common issues highlighted during early Engagement (Stage 1)

Due to the volume and variety of comments received, it is not practical to respond to each comment individually. Instead, a content analysis of responses has been undertaken to identify key themes raised across the project during Stage 1 engagement.

The tables below summarise key concerns identified in responses to the feedback survey, grouped by question.

a) Most common themes and issues in Farncombe (You Said, We Did)

Comment themes (You Said)	Officer Response (We Did)
Concern about busy road traffic and congestion across key roads.	Traffic volumes and 'pinch-points' have been assessed as part of feasibility design. Measures including traffic calming and junction improvements have been implemented across the zone to help improve flow and reduce congestion.
Some comments question the benefits of additional trees and planters.	Trees and planters have a wide range of social and environmental benefits including air quality improvements, flood management, and better mental wellbeing. Additionally, they can act as deterrents for illegal parking.
Concerns about dangerous driving and high traffic speeds.	Traffic calming measures such as road narrowing and raised tables will be implemented to encourage drivers to

Comment themes (You Said)	Officer Response (We Did)
	travel at a safer speed. Multiple new uncontrolled/informal crossings, carriageway narrowing and raised tables have been considered across Farncombe Centre, Binscombe and Mid-Binscombe to help slow traffic and increase pedestrian priority. A 20mph speed limit is also being introduced.
Concerns raised over poor quality and narrow pavements, often obstructed by cars parking on vegetation and pavement parking, making it difficult for pushchairs and wheelchair users.	Across the zone there is proposed footway widening, resurfacing, addition of tactile paving, continuous footways and trees and bollards to be used to prevent pavement parking and parking on verges. This can be seen across Farncombe Centre, the shops in Binscombe, The Oval and Peperharow Road.
Concerns about unsafe junctions on Summers Road, Green Lane, Hare Lane and New Pond Road	Included in the designs are several junction re-designs which include the tightening of the mouth, continuous footways, raised tables and double yellow line extensions, especially on Summers Road, Binscombe Lane and Green Lane.
Concerns over inappropriate parking	Designs introduce removing obstructive parking bays, refresh of double yellow lines and implementation of bollards and trees to prevent verge and pavement parking. On Binscombe Lane there has also been small-scale formalised parking spaces.
Concerns that the reduced speed limits will not encourage people to drive slower.	Vehicle activated signage will be used to remind drivers to travel at a safer speed. There are also a number of raised table junctions to ensure vehicles slow down on approach to these. Speed cushions are not currently a feature on the scheme, however, if there is support then a further analysis will be conducted to understand where these will be best placed. Speed cushions are designed to ensure buses and emergency vehicles are not impacted as much as they would be with traditional speed humps.
Concerns over lack of safe crossing points.	Across the zone more than 40 uncontrolled crossings are being proposed or upgraded, including at Station Road, Farncombe Street, Summers Road, Green Lane and Binscombe Lane. Some existing junctions have been narrowed to make crossing at this point safer.
Concerns over lack of cycle facilities, unsafe cycling conditions and poor surfacing on key cycling.	Inclusion of new cycle stands outside Farncombe Centre and shops in Binscombe, introduction of cycle markings on The Avenue, resurfacing in key locations and ensuring the LSI scheme is aligned with the Guildford to Godalming Greenway scheme which has designs along Summers Road.
Concerns over visibility due to parked cars	The designs incorporate bollards, parking restrictions and footway buildouts especially at junctions in Farncombe Centre and Binscombe to help improve visibility for drivers and pedestrians.
Other concerns such as poor drainage, surfacing, lighting and quality of public realm affect safety.	Some of these issues will be considered as part of maintenance work covered separately to this scheme, but design drawings include new greenery and planters,

Comment themes (You Said)	Officer Response (We Did)
Comments also wanted to see more pleasant shopping/frontage.	public realm improvements outside shops and surfacing upgrades to some pavements and highways. Designs also introduce placemaking features such as planters, cycle parking and buildouts in Binscombe and Farncombe Centre.
Concerns about pedestrian safety outside Farncombe Station	The new layout at the Station includes new uncontrolled crossings on Station Road and improved footways and crossing points including tactile paving. Directly outside the station entrance has limited scope due to the highway boundary.

Next Steps

The designs have been drafted based on the issues and solutions that were identified as part of the stage 1 early engagement. These proposals have now shared with the community as part of this round of stage 2 further engagement where residents will have the opportunity to share their views and express their agreement or disagreement with the proposals before the designs are subsequently finalised.