Lower Sunbury Local Street Improvements Project

Engagement Stage 3 Report (June-July 2025)



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1. Executive summary

This report describes the engagement process and provides a summary analysis of responses received during the third stage of engagement for the Lower Sunbury Local Street Improvements (LSI) project.

This project aims to plan, design and deliver a package of improvements that provide safer, healthier and more attractive local streets to encourage more walking, wheeling and cycling. LSI projects also aim to create more attractive local environments and more welcoming neighbourhoods where people want to spend time and in which residents take pride.

Engagement Stage 3, which took place between 2 June and 13 July 2025, presented updated design proposals to the local community to understand levels of support for changes that had been proposed in response to previous feedback. A total of 355 individuals responded to this latest round of engagement.

These responses have provided a useful range of views about the proposed improvements, all of which will be considered by the project team as it looks to refine the proposals before this design phase of the project concludes and it moves into a delivery phase.

Any final changes to design proposals for the project are expected to remain in line with the project's objectives: creating safer, healthier and more attractive streets, with improved facilities for walking, wheeling and cycling. The specific measures that have been developed as part of the Lower Sunbury LSI project will be prioritised to determine which are likely to be brought forward soonest when funding opportunities become available. This prioritisation will consider various factors including delivery costs, the level of community support and scale of anticipated benefits.

2. Introduction

Local Street Improvements (LSI) aim to make streets in neighbourhood communities safer, healthier and more attractive, with appropriate vehicle speed limits and improved facilities for walking, wheeling and cycling. LSIs are expected to help deliver on the objectives of Surrey's Local Transport Plan by encouraging more local journeys to be made by active travel instead of by car, thereby increasing physical activity and reducing carbon emissions and other associated negative vehicle impacts.

The Lower Sunbury LSI project is part of the wider LSI programme being progressed by Surrey County Council (SCC) across the county. As part of the first batch of LSI projects from the programme, an area was identified in Lower Sunbury and initial engagement with the community took place in Autumn 2023 to gather views on local transport issues and opportunities in the area. Following this round of early engagement and review of the feedback, draft design proposals were created, and a second stage of engagement took place in September and October 2024 on these proposals.



Figure 1. Map image of the Lower Sunbury LSI zone, shown in purple

A third stage of engagement has now been undertaken for the Lower Sunbury LSI to collect views from local stakeholders including people who live, work, travel through, study and spend time in the Lower Sunbury area. This third round of engagement was used to gather final views from local stakeholders on the changes that were made to the design proposals after Engagement Stage 2 to understand whether people felt that they had been improved.

3. Engagement methodology

3.1 LSIs: The three stages of engagement

The LSI programme is committed to a community focused approach towards design development, with three opportunities for stakeholders to influence the design process and be involved in shaping the final designs that will include local street interventions to encourage more walking, wheeling and cycling. The three stages of engagement are:

1. **Stage 1 - Early engagement**: building awareness and collecting views and information from the community on the transport issues and opportunities within the area.
2. **Stage 2 - Informal engagement**: seeking views on initial 'feasibility' design proposals to enable their review and refinement.
3. **Stage 3 - Further engagement**: updated designs are shared with the community for a final substantive round of feedback (*current stage).*

3.2. Engagement Stage 3 methodology

Draft design proposals were developed for the Lower Sunbury area in line with the objectives of the LSI programme and influenced by feedback received during Engagement Stage 1 and 2, held in Autumn 2023 and Autumn 2024. The designs were focused on both area-wide measures and proposals for a number of key corridors within the Lower Sunbury area that received significant comment in the first round of engagement. These corridors were:

- Green Street
- The Avenue
- Thames Street and Lower Hampton Road
- Hawke Park
- Manor Lane

The draft proposals engaged upon were designed by the Surrey County Council Highways Design Team at SCC and can be viewed in Appendix A.

A stakeholder engagement plan was developed for the Lower Sunbury LSI project to identify local interested parties including schools, businesses and other local organisations in addition to local residents.

Engagement Stage 3 was carried out between 2 June 2025 and 13 July 2025. During this period, the Lower Sunbury LSI Commonplace website provided the main platform where people could learn about the proposals and provide their feedback.

The Commonplace website included:

- Updated drawings of the design proposals for the project;
- A *'We asked, you said, we did'* report detailing the feedback received at Engagement Stage 2 and any resulting design changes that were made; and
- A survey for people to share their feedback on the updated proposals.

Alternative methods of response, such as letter and email, were available for those unable to use the Commonplace platform.

Two in-person exhibition events were held during the engagement period at the Sunbury Adult Learning Centre on Tuesday 17 June 2025 and Saturday 5 July 2025. It is estimated over 200 people attended these events over the two dates. Information boards and design drawings were available for attendees to view (Figure 2) and council officers from the project team were present to discuss the proposals, answer questions and provide assistance in completing the Commonplace survey.

Several activities were undertaken to raise awareness of the engagement period and the opportunity to get involved:

- Letters were sent to over 4,800 homes and businesses addressed within the project area.
- Posters were displayed at various locations within the area.
- Email notifications were sent to organisations including local schools and businesses, and individuals that registered to receive updates through the Commonplace platform following Engagement Stage 1 and 2.
- A full-page advertisement was placed in the June 2025 issue of the Village Matters community magazine with circulation to residents in the Lower Sunbury and Halliford areas.
- Posts were shared by SCC accounts on social media platforms including X (formerly Twitter) and Facebook at intervals during the engagement period.

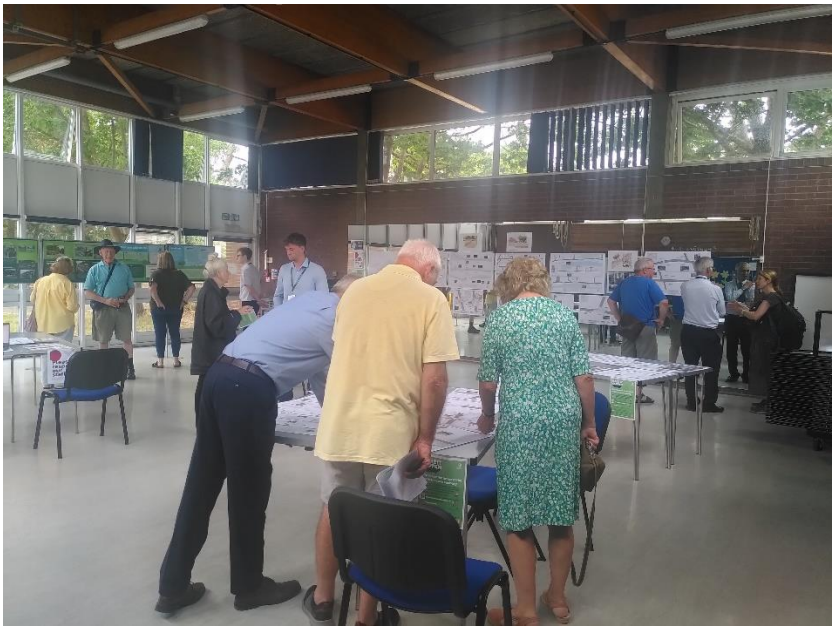


Figure 2. Lower Sunbury LSI Engagement Stage 3 event



Figure 3. Lower Sunbury LSI Engagement Stage 3 poster

4. Who responded?

339 individuals responded to the survey on Commonplace, with an additional 16 responses received via email and letters, totalling 355 respondents. This section of the report provides a summary analysis of the responses.

To understand how well the respondents represent the wider population in the area, certain key characteristics of respondents are compared with 2021 Census data for Spelthorne.

Figure 4 presents the ages of survey respondents, which was answered by 188 people. Of those that disclosed this information, the most common age categories were 55-64 (24%), 45-54 (22%), and 65-74 (17%). When compared against Census 2021 data for Spelthorne, there was some overrepresentation and underrepresentation of particular groups. The most underrepresented groups were the youngest. Only 1% of respondents were aged 16-24, despite this group making up almost 10% of the borough's populations. Similarly, only 3% of respondents were aged 25-34, despite making up 13% of the borough's overall population. The most overrepresented group was those aged 65-74. 17% of survey respondents belonged to this category, despite only 9% of Spelthorne's population being in this age group.

Figure 4. Responses to the question "What is your age group?" (n=188)

Figure 5 shows the connection that respondents had to Lower Sunbury with individuals able to select multiple answers. It indicates that survey did well to reach those likely to be directly impacted by the project, with the majority of respondents living in Lower Sunbury (97%) with a substantial number also working in the area (15%).

Figure 5. Responses to the question "What is your connection to the area?" (n=176)

The survey also asked respondents what modes of transport they typically used when travelling in Lower Sunbury. Responses to this question are shown in Figure 6 with 197 people selecting at least one answer.

Car travel was the most common form of travel used to get around in Lower Sunbury. 91% of respondents (179) reported that they use a car to get around the area either as a driver or passenger. 8% reported using a taxi to get around, 3% reported using a moped or motorcycle and 2% reported that they travel around Lower Sunbury in a commercial vehicle. A comparison of the survey responses with traffic surveys undertaken previously indicate a significant number of the vehicles travelling through the area are from outside Lower Sunbury.

The responses show that walking is also a popular mode of travel for getting around Lower Sunbury with 89% of respondents reporting walking or walking with a pram/pushchair as one of their main modes of travel within the area. 20% also reported regularly jogging/running and 3% use a mobility scooter or wheelchair. This suggests a large share of the population in Lower Sunbury depend on pedestrian facilities.

Cycling was the third most popular mode of travel with 34% of respondents stating that they travel through the area by bicycle followed by train (31%) and bus (27%).

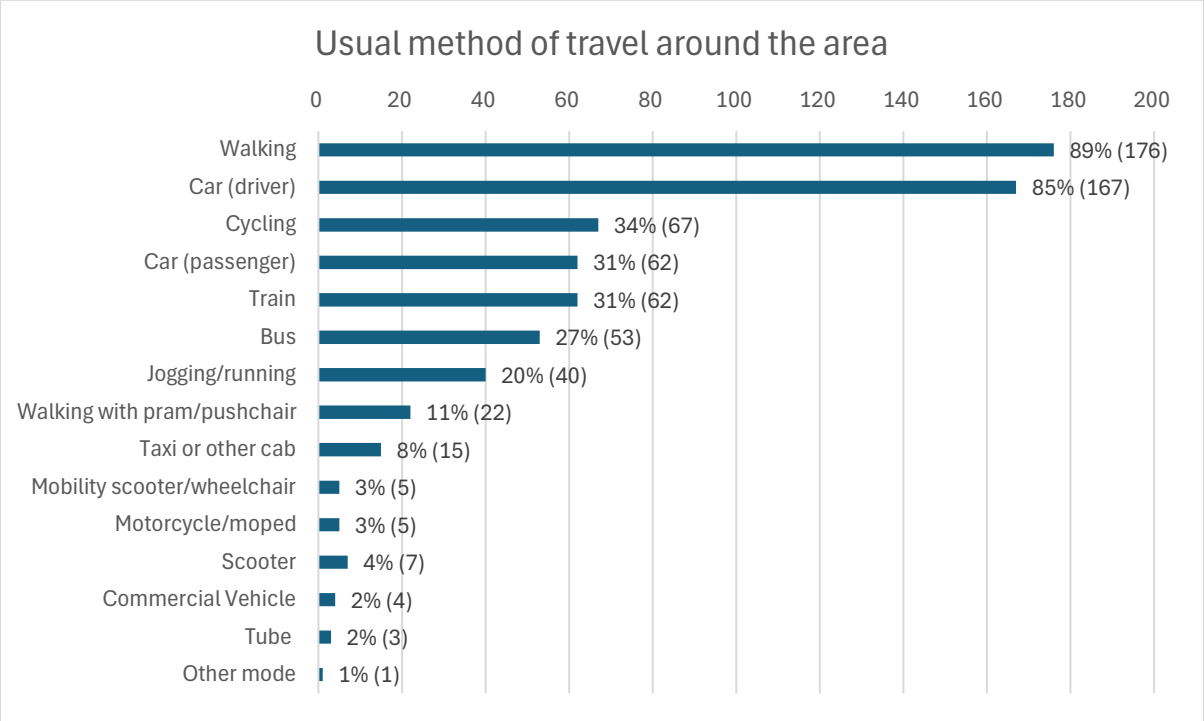


Figure 6. Responses to the question "How do you travel through Lower Sunbury?" (n=197)

5. Responses to the proposals

This section of the report summarises the feedback received for the different corridors where proposals had been put forward during the public engagement exercise, as well as broader area-wide measures. It should be noted that in terms of comments received, this report only provides a short summary of a few of the key themes raised. A more complete synthesis of comments and the project team response will be presented in a '*We asked, you said, we did*' report for Engagement Stage 3.

Respondents were invited to share their sentiment on proposals for each aspect of the LSI package and whether they felt the updated design proposals improved upon those that were previously presented during the Engagement Stage 2 period. Respondents were also able to share their comments to elaborate on their agreement, disagreement or changes that they wished to see made to the proposals.

The overall response to the sentiment-based questions is displayed in Figure 7 and Figure 8. In some cases, multiple responses were received from the same respondent to an individual question. For analysis purposes, duplicate responses from individual respondents to these questions are removed from the graphs below to show unique responses and avoid presenting an inaccurate representation of the level of support. Where a respondent provided multiple responses to the same question, the most recent response they gave was typically used in the assessment.

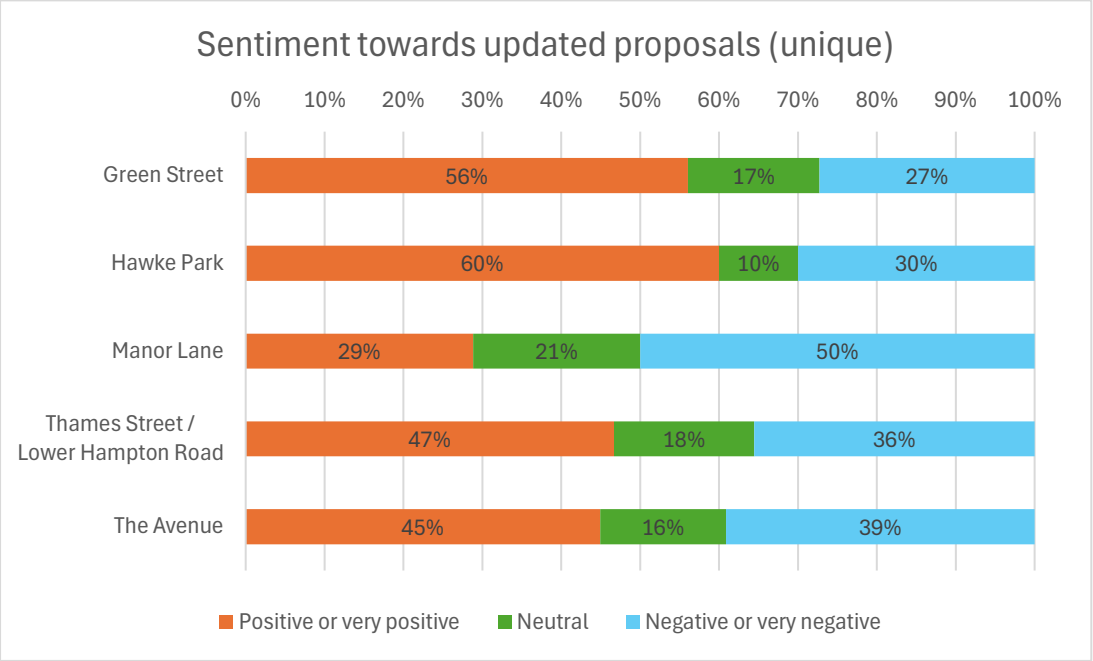


Figure 7. Responses to the question "How do you feel overall about the updated proposals for [corridor]?"

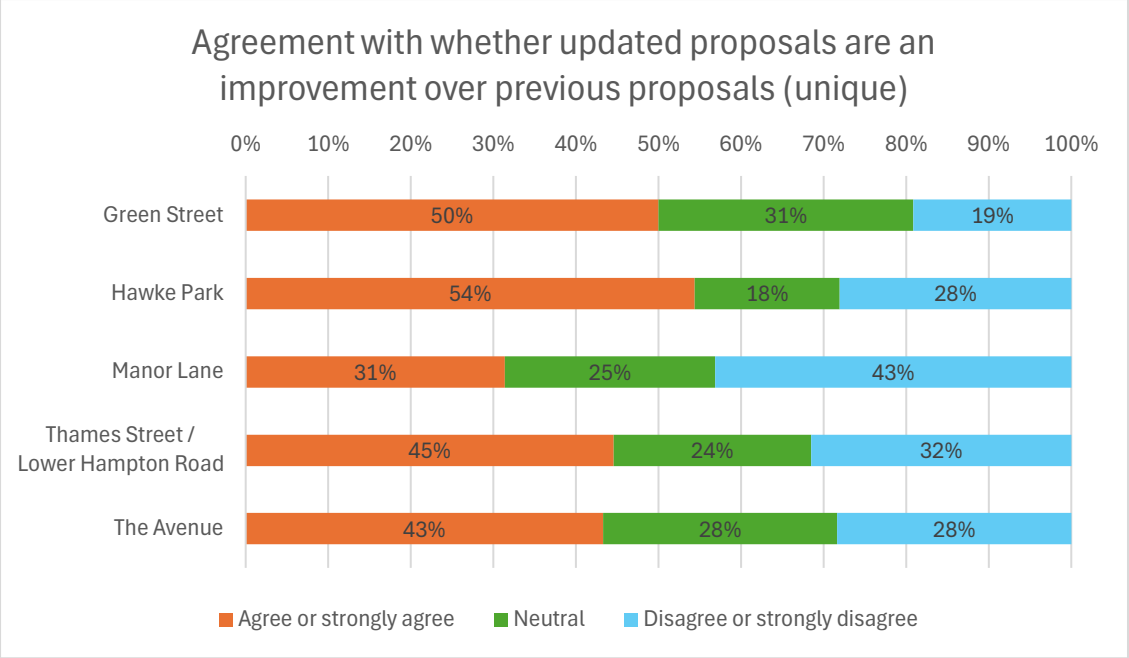


Figure 8. Responses to the question "How do you feel about the statement: 'The changes made to proposals for [corridor] are an improvement on the previous ones?'"

When given the opportunity in the survey to provide further comments, there were several recurring general issues that were mentioned across the area including:

- Poor drainage and inadequate maintenance of gulleys.
- Poor condition of the road and pavements, with a desire amongst some to see repairs/resurfacing.
- A feeling that putting funding towards improvements was not the best use of money, and that it should instead be spent on repair and maintenance work rather than improvements.
- Requests to introduce speed camera enforcement to reduce incidences of speeding.

The Lower Sunbury LSI project will seek capital funding to deliver infrastructure improvements, however the issues above are typically reliant on revenue funding streams and therefore out of scope of the project. These issues are usually managed through the council's ongoing road maintenance and speed enforcement programmes.

5.1 Green Street

Following feedback from previous rounds of engagement, design proposals for Green Street were modified to include the following updates:

- Upgrade of an existing signalised junction with Nursery Road.
- Relocation of a proposed zebra crossing nearer to Sunbury Health Centre.
- Introduction of parking restrictions to problem areas.
- Widened footways at the junction of Green Street and Church Street with additional planting.

- Withdrawal of an area of planting previously proposed near Rooksmead Road.

There were 66 unique responses to the question asking people for their overall feelings towards the updated proposals. As per Figure 7, 56% of respondents stated that they were either ‘positive’ or ‘very positive’ about the proposals, 27% of respondents expressed that they felt either ‘negative’ or ‘very negative’ about the proposals, and 17% of respondents stated that they were neutral regarding the proposals for Green Street. These results indicate good support for the proposals on Green Street. Meanwhile, 50% of respondents stated they either ‘strongly agreed’ or ‘agreed’ these plans were an improvement on previous plans, 19% ‘strongly disagreed’ or ‘disagreed’, and 31% of respondents were ‘neutral’ (Figure 8).

Respondents had the opportunity to provide further comments on the answers given. Emerging themes included:

Support for the proposals

- There were expressions of support for improvements to crossing facilities and suggestions that this would make it easier to access schools and the health centre.
- Some indicated support for measures to reduce car speeds along Green Street, with residents citing concerns about existing speeding issues along the road.
- Other comments suggested that widened pavements would be beneficial to pedestrian safety.

Concerns and other suggestions raised

- Some respondents felt the potential loss of street parking from proposed crossing facilities would be detrimental.
- Others noted that visibility can be poor when existing some side roads due vehicles parked near to junctions.
- Some felt that the proposed rain garden at Downside would make it more difficult to access Green Street.

5.2 Thames Street and Lower Hampton Road

Following feedback from previous rounds of engagement, design proposals for Thames Street and Lower Hampton Road were modified to include the following updates:

- Addition of priority give-way points east and west of The Avenue junction.
- Extension of length and application of a textured surface to the existing raised junction table at The Avenue.
- Provision of new pedestrian crossing facilities near Orchard Meadow and Dax Court.
- Withdrawal of pedestrian refuges previously proposed either side of the Harfield Road junction.

There were 90 unique responses to the question asking people how they felt about the updated proposals (Figure 7). Of these, 47% stated they felt either 'positive' or 'very positive' about the proposals, 36% of respondents reported feeling either 'negative' or 'very negative' about the proposals, and 18% of respondents felt 'neutral'. It is noted that whilst those in support of the proposals represented the highest proportion of responses, there is a significant number who were either unsupportive or unsure. Meanwhile, 45% of respondents stated they either 'strongly agreed' or 'agreed' these plans were an improvement on previous plans, 32% 'strongly disagreed' or 'disagreed', and 24% of respondents were 'neutral' (Figure 8).

Respondents had the opportunity to provide further comments on the answers given. Emerging themes included:

Support for the proposals

- There was support amongst respondents for the proposed priority give-way features, particularly on the grounds of road safety.
- Several responses were pleased with the withdrawal of the pedestrian refuges near Harfield Road which limited loss of parking spaces.

Concerns and other suggestions raised

- There was discontent amongst some respondents on the retention of the existing 40mph speed limit east of Harfield Road, with some stating that it discourages people from adhering to lower speed limits within the village and that it should be reduced.
- Some concerns were raised that the give-way proposals near The Avenue designs could result in more queuing traffic, impacting noise and air pollution.
- Others questioned whether an extended raised junction plateau at The Avenue was indeed beneficial to pedestrians or if it would impact safety.
- Some comments reiterated concerns about the behaviour and speeds of some bicycle users along Thames Street.
- Several responses raised the issue of the impact of HGVs and wanted to see further restrictions on their movements with effective enforcement

5.3 The Avenue

The proposals put forward for The Avenue included measures near the parade of shops at the southern end of the road. Following feedback from previous rounds of engagement, design proposals for The Avenue were modified to include the following updates:

- A reduction in the total number of new road cushions proposed.
- Proposals for a raised junction table with textured surface at Saxonbury Avenue and Orchard Meadow Car Park to sit on a raised table
- Changes to parking restrictions near the shopping parade and on Saxonbury Avenue, including a new goods vehicle loading bay opposite parade.

- Addition of a STOP sign and road markings at the junction with Thames Street.
- Rationalisation of proposed tree planting and footway widening previously proposed opposite the parade of shops.

There were 69 unique responses to the question asking people how they felt about the updated design proposals. Of these, 45% stated they felt either ‘positive’ or ‘very positive’ about the proposals, 39% of respondents reported feeling either ‘negative’ or ‘very negative’ about the proposals, and 16% of respondents felt ‘neutral’ (Figure 7). Meanwhile, 43% of respondents stated they either ‘strongly agreed’ or ‘agreed’ these plans were an improvement on previous plans, 28% ‘strongly disagreed’ or ‘disagreed’, and 28% of respondents were ‘neutral’ (Figure 8).

Respondents had the opportunity to provide further comments on the answers given. Emerging themes included:

Support for the proposals

- Indications of support for the proposed loading bay to reduce goods vehicles stopping on Thames Street, although some respondents questioned its proposed positioning and advocated for enforcement of parking restrictions.
- Several responses supported a raised junction and uncontrolled crossings between Saxonbury Avenue and The Avenue to increase pedestrian safety.

Concerns and other suggestions raised

- Some people raised concerns over the traffic calming measures that remained in designs, with suggestions that they could be excessive / cause discomfort.
- Others felt that demand for parking near the parade was not addressed by the proposed changes in parking arrangements.
- Several responses voiced issue about the impact of proposed rain gardens in relation to driveway access, parking availability and unintended consequences on speeding from drivers trying to “beat” the give way.

5.4 Hawke Park

Following feedback from previous rounds of engagement, design proposals for Hawke Park were modified to include the following updates:

- Inclusion of a resin-bound natural coloured material for the pathway surface
- Addition of low-level lighting bollards along the path.
- Addition of periodic seating along the path.
- Addition of double yellow lines to restrict parking at the junction of French Street and Oakington Drive to preserve visibility of people crossing the road and exiting vehicles.

There were 60 unique responses to the question asking people how they felt about the updated design proposals. Of these, 60% stated they felt either ‘positive’ or ‘very

positive' about the proposals, 30% of respondents reported feeling either 'negative' or 'very negative' about the proposals, and 10% of respondents felt 'neutral'. Meanwhile, 54% of respondents stated they either 'strongly agreed' or 'agreed' these plans were an improvement on previous plans, 28% 'strongly disagreed' or 'disagreed', and 18% of respondents were 'neutral'

Respondents had the opportunity to provide further comments on the answers given. Emerging themes included:

Support for the proposals

- There was support for provision of lighting amongst people that felt it would make the path feel safer to use when it is dark.
- Many comments expressed general support for the new path surface and the benefit this would have during wet weather.
- Respondents in support of proposed changes to the French Street/Oakington Drive junction noted that the current arrangement is dangerous for pedestrians.

Concerns and other suggestions raised

- There was a lack of support for lighting provision amongst respondents who felt there would be an impact on wildlife.
- Some raised issue with the quality of secondary paths that lead to the on to the main Hawke Park pathway, mentioning that they do not cater for with buggies or bicycles.
- Whilst some responses were pleased with the inclusion of seating, others voiced concerns about them encouraging anti-social behaviour and being located too near to properties.
- Suggestions were raised for more bins along in the Oakington Drive section of Hawke Park as their low frequency can lead to litter.
- Several residents from French Street took issue with the impact of changes to the Oakington Drive junction on street parking availability in this area.

5.5 Manor Lane

Following feedback from previous rounds of engagement, design proposals for Manor Lane were modified to include the following updates:

- Addition of a new uncontrolled pedestrian crossing over Manor Lane near to Chennestone Primary School.
- Addition of a raised junction table and 'Copenhagen' style crossing with block paving at the junction with French Street.
- Addition of double yellow restrictions to the junctions with Claremont Avenue and Sunna Gardens to discourage parking in inappropriate locations.
- Inclusion of pavement bollards near to the junction with The Avenue to discourage pavement parking where road narrowing was proposed.

There were 74 unique responses to the question asking how people felt about the updated design proposals. Of these, 29% stated they felt either 'positive' or 'very positive' about the proposals, 50% of respondents reported feeling either 'negative' or 'very negative' about the proposals, and 21% of respondents felt 'neutral' (Figure 7). Meanwhile, 31% of respondents stated they either 'strongly agreed' or 'agreed' these plans were an improvement on previous plans, 43% 'strongly disagreed' or 'disagreed', and 25% of respondents were 'neutral' (Figure 8).

Respondents had the opportunity to provide further comments on the answers given. Emerging themes included:

Support for the proposals

- People indicated support for the crossing over Manor Lane, near to Chennestone Primary School noting that visibility is currently poor due to parked cars making it difficult to cross safely.

Concerns and other suggestions raised

- A regularly cited issue surrounded the proposed road narrowing and rain gardens and its impact on parking availability and potential to create bottlenecks.
- There were also concerns about the specific locations of proposed rain gardens and their potential impacts on driveway access.
- Some also felt that whilst congestion caused by school drop off and pick up times, can be problematic, the proposed interventions mainly cater for a very small portion of the day.

5.6 Area-wide measures

In addition to the specific proposals for individual corridors, Engagement Stage 3 also sought feedback on area-wide measures proposed for multiple roads across the project area (Figure 1), specifically changes to existing speed limits.

During Engagement Stage 2 a speed limit reduction from 30mph to 20mph was proposed along many of the roads (covered within the Engagement Stage 2 Report). The report noted that several respondents had requested that a 20mph speed limit be considered on additional roads that hadn't previously been included, notably:

- Lower Hampton Road (between Darby Crescent and Kenton Avenue)
- Fordbridge Road (between Loudwater Road and Thames Street)
- Halliford Road (between Loudwater Road and Thames Street)

Speed surveys were subsequently arranged which indicated that current vehicle speeds along these sections of road are of a level that would necessitate the introduction of physical speed calming measures in order to support a new 20mph limit. Therefore, during the Engagement Stage 3, respondents were asked whether they would like to see a 20mph limit cover the three roads listed above and if they would agree with physical speed calming measures to support it.

Figure 9 shows that on Halliford Road, 49% of respondents were in favour of a 20mph limit and 47% were opposed. On Fordbridge Road 48% supported a 20mph limit, whilst 49% were opposed. Responses received for Lower Hampton Road (between Darby Crescent and Kenton Avenue) were split 50% both in favour and opposed to a 20mph limit. A small number of people responded 'Don't know' for each road. On the question of whether people would agree with the introduction of physical speed calming measures to support a new 20mph limit, Figure 10 shows the majority of respondents were opposed on all three roads: Halliford Road (50%), Fordbridge Road (53%) and Lower Hampton Road (53%).

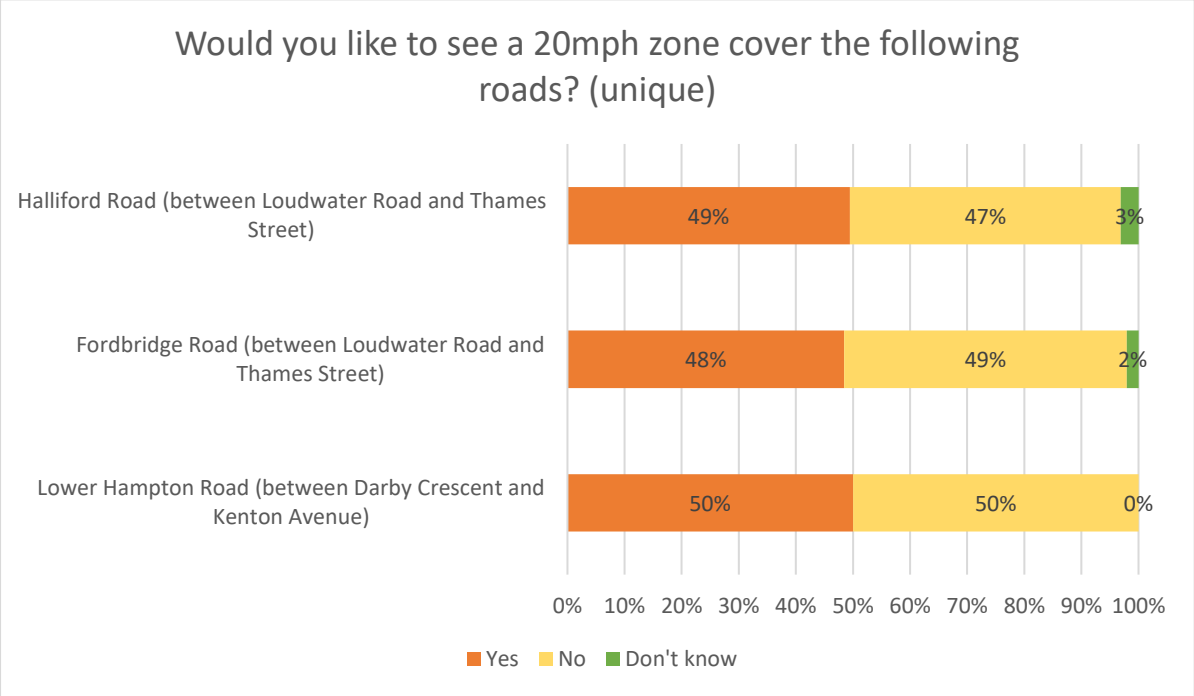


Figure 9. Levels of support for extending 20mph speed limits to three additional sections of road

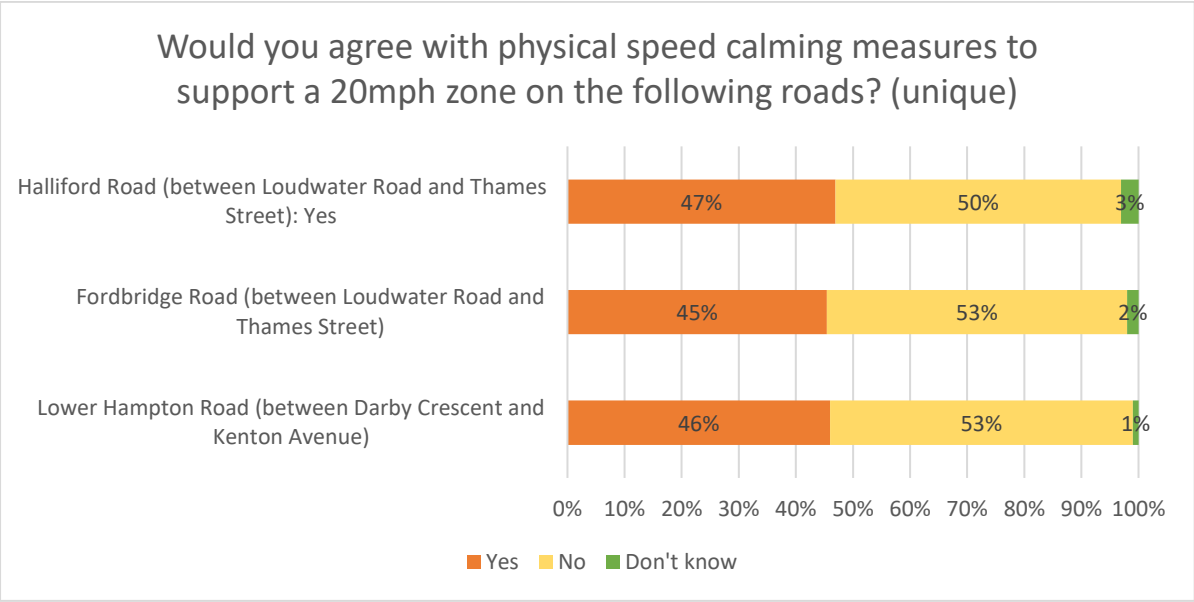


Figure 10. Respondents' views towards having physical speed calming measures along the three specified roads

Respondents were also able to elaborate on their answers to these questions via a comment box. Comments in support of 20mph speed limit included those that felt existing vehicles speeds were excessive and that a lower limit would improve safety. As noted earlier, there were also comments asking to extend a reduced speed east along Lower Hampton Road beyond Kenton Avenue towards the county boundary with London Borough of Richmond where the speed limit is currently 40mph. There was also a request for a 20mph to be applied to Loudwater Road and Loudwater Close to discourage rat running along these minor residential roads.

Amongst dissenting comments some felt that a lower limit was unnecessary in the suggested locations and that a lower speed limit and speed calming measures would be disruptive to traffic. Others stated that more responsibility should be put on pedestrians to ensure they use the road safely, rather than motorists. It was also felt by some that a reduced speed limit would be ineffective without speed cameras to enforce it.

5.7 Discussion

Overall, it is noted that most of the proposals had a higher proportion of people in favour than against, with Green Street and Hawke Park enjoying a majority of support and Thames Street/Lower Hampton Road and The Avenue having a greater level of people in support than those who disagreed on balance. Based upon the comments received it has been noted that there are likely to be some minor refinements that could be made to improve these proposals prior to the end of this stage of preliminary design.

With regards to Manor Lane, it is recognised that there was a significantly higher proportion of people that disagreed with the proposals than those who agreed with them. Based upon this, it is not anticipated that the proposed measures for the road should be taken forward to delivery in their current form. Instead, it would be necessary to have further targeted engagement with the community in this area to try and seek a solution that would be of benefit and would support the community.

It is also noted that there is not a balance of support for a 20mph speed limit to be applied to the aforementioned sections of Halliford Road, Fordbridge Road and Lower Hampton Road with associated speed calming measures. It is therefore not proposed to take this forward into the delivery phase of the project, although consideration will be given to a 20mph limit along Loudwater Road and Loudwater Close and a 30mph limit along Lower Hampton Road between Harfield Road and the county boundary.

6 Conclusions and next steps

6.1 Conclusions

355 individuals responded to Engagement Stage 3, taking the number of responses across all three engagement stages to over 1,000 in total. The responses received has provided a useful indication of the levels of support for the different design proposals in Lower Sunbury and ideas to make them better.

Following the conclusion of the third stage of engagement, there remains broad support for the LSI project, its objectives, and continued development. There are specific proposals that were well-received including Hawke Park and Green Street, as well as recent changes made to proposals for the junction of Harfield Road and Lower Hampton Road. However, it is recognised that there are some areas of the project where the level of agreement is less definitive - particularly Manor Lane where there was discontent about the potential impact on street parking from rain gardens and pavement widening.

It is therefore recommended that whilst proposals may be taken forward with modest refinements for Thames Street / Lower Hampton Road, The Avenue, Green Street and Hawke Park, significant further design and community engagement would be necessary before any proposals for Manor Lane are considered for delivery as part of this project.

6.2 Next Steps

As per the project timeline shown in Figure 11, final design changes will be made before this stage of the project is completed. All feedback received during the engagement period will be used to help inform this exercise including comments of support, concerns raised and other suggestions, which have been summarised in section 5 of this report. This is part of a community focused approach to ensure that the final proposals work for Lower Sunbury residents.



Figure 11. Timeline of project progress and next steps

A synthesis of the categories of comments received and any changes to the plans that arise will be presented in a '*We asked, you said, we did*' report for Engagement Stage 3. The plans will remain in line with national guidance and standards as well as the project objectives: creating safer, healthier and more attractive streets, with improved facilities for walking, wheeling and cycling.

Beyond this, the project will seek funding to move forward into a delivery and construction phase. There can be no guarantee that any aspects of the project will be built until funding can be secured from an appropriate source(s). Depending on the scale of funding available, it may be necessary to build the project in phases with certain elements given priority. The elements that are prioritised for delivery will be agreed with the local Divisional Member based upon an assessment of community support, active travel benefits, deliverability and affordability.