Proposed Pedestrian Safety Improvements, Taynton Drive, Merstham

Public Engagement Results



Public Engagement Overview

Background & Purpose

Surrey County Council is proposing a scheme to improve road safety and accessibility for pupils and families as they cross Taynton Drive to access the pedestrian gate to Merstham Park School.

A public engagement exercise was carried out between **6th February 2026 and 6th March 2026** providing residents, local businesses, and other road users with an opportunity to review the proposed scheme and share their views.

The purpose of the engagement was 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: Community Forum - Merstham Park School - Proposed Road Safety Improvements - Commonplace
To ensure wide awareness, all residents and businesses within the area were notified by letter, the school was contacted by email, and information boards were placed in the area.

Engagement Response Level

268	Visitors to engagement webpage
18	Survey respondents
4	Respondents living on impacted road
4	Respondents living in the local area
0	Respondent with a business on the impacted road
6	Respondents have a child at the school

Recommendation

While overall engagement responses were mixed, a significant number of respondents—particularly parents of pupils at the school—expressed strong support for the proposed changes to the road layout outside Merstham Park School, recognising the clear safety benefits the scheme would bring.

Concerns focused mainly on parking pressures, reduced speeds, and the need for further improvements on adjacent roads.

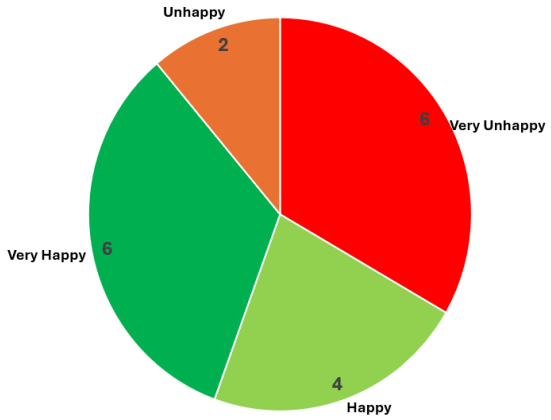
The council believes the proposed changes will meaningfully improve the pedestrian environment outside the school and encourage safer, more sustainable travel.

Sentiment of Respondents

How people feel about the proposed layout change

Support for the scheme is high from families with children travelling to school but is less popular with local residents

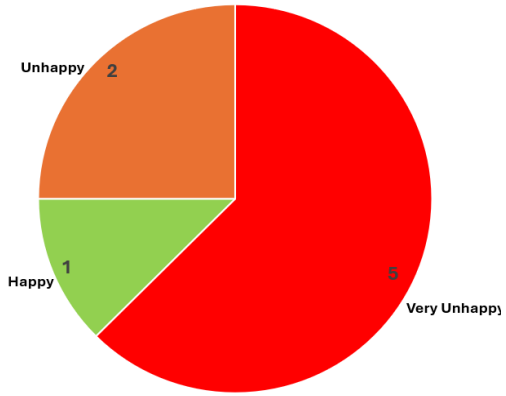
Overall
(18 respondents)



56% happy or very happy

44% unhappy or very unhappy

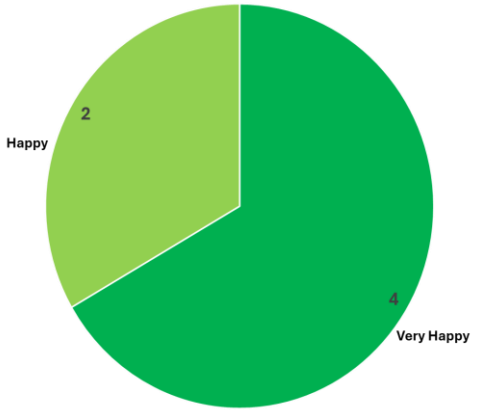
Residents of impacted roads (8 respondents)



12% happy or very happy

88% unhappy or very unhappy

Families with children travelling to school
(6 respondents)



100% happy or very happy

Positive Feedback

What people said they like about the proposed package of road safety improvements

Key Positive Themes	Number of mentions
✓Improved pedestrian safety – dedicated crossing point	3
✓Support for Traffic Calming Measures	3
✓Safety around the School	2

What people told us...

It's a good Idea having a marked crossing as coming out from between cars is **not** overly safe. And with signs in place to tell drivers that it is a school crossing will make crossing safer.

This will make the crossing much safer for children

Anything that calms traffic around a school is a good idea

I like the idea of extending the double yellow lines, but the existing restrictions are ignored most days so are these going to be enforceable ?

Key Insight

The positive comments show clear support for measures that improve safety around schools and provide clear crossing points for children

Objections and Concerns

What people said they did not like about the proposed scheme

Key Objection Themes*	Number of mentions
Reduction in resident on street parking	3
A normal/zebra crossing would be better	3
Sutton Gardens needs improvements too	2
Why no speed limit reduction	1
The scheme could actually increase speeds	1
Traffic at peak is moving so slowly the raised table will offer no benefit	1
Should focus on filling potholes instead	1

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

What people told us...

This may also make even more parents turn around to avoid it using residents drives mounting kerbs which already happens. It may also increase the speed further up the road. Why are there no school restricting 20mph lights? No tarmac on the road or even antiskid tarmac by the school.

Sutton Gardens should be ONE WAY to help traffic flow. Sutton Gardens is a complete nightmare now with additional traffic

The amount of available on street parking available to residents is reducing even further as a result of these proposed changes. If you are going to further reduce on street parking for residents, it's the council's duty to provide additional parking for residents.

Would prefer a zebra crossing also where the proposal allows access to the grassed area you need a short section of path to link to the existing otherwise over time a desire path will happen

Key Insight

Most concerns were about the scheme's effectiveness, with some residents feeling that removing the on-street parking will cause parking problems. Providing improvements in Sutton Gardens and changing the planned raised table to a formalised/zebra crossing was cited as what is required at this location.

Concerns & Suggestions (1/2)

Summary of concerns raised and officer responses

Concern	Officer response
Sutton Gardens should be ONE WAY to help traffic flow	• One-way systems can improve traffic flow but often increase speeds, Surrey County Council avoids introducing one-way systems outside schools for this reason.
The proposed parking restrictions are reducing on-street parking for residents	• Safety schemes near schools prioritise sightlines for children. SCC aims to balance safety and parking availability. Restrictions are only added where essential to protect pedestrian safety. • Reducing parked, idling cars outside the school entrance is also important for child safety and air quality.
The junction of Taynton Drive and Sutton Gardens needs a crossing too	• We recognise that pupils also cross at this junction, but we have asked the school to consider closing the main vehicle entrance and directing pupils to the pedestrian access where improvements are proposed.
Reduce green fenced areas for resident parking	• Green verges are important for drainage, utilities and amenity. Converting them to parking requires feasibility checks and is normally avoided unless there is a strong safety-based justification.
Why can't this be a zebra crossing instead?	• Zebra crossings require specific pedestrian-flow criteria; if not met, raised tables provide similar pedestrian priority with better speed reduction and at a lower cost to the tax-payer.

Concerns & Suggestions (2/2)

Summary of concerns raised and officer responses

Concern	Officer Response
General improvements like potholes should be prioritised	• 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 scheme. The roads with the worst surface defects, and with the greatest usage are prioritised first. 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 of how we prioritise road resurfacing works can be found here: https://www.surreycc.gov.uk/roads-and-transport/roadworks-and-maintenance/maintenance
The existing parking restrictions are ignored, will the new ones be enforceable?	• SCC designs parking restrictions to be clear, simple and visible to support compliance. Parking Enforcement colleagues are notified of issues around schools and visit schools at peak times on a planned schedule based on their priority in relation to other Surrey schools.
Are there any plans to change the speed limit to 20mph?	• Introducing a 20mph speed limit falls outside of the scope of this current scheme, but your request has been noted and may be considered as part of a subsequent phase by the new unitary council of East Surrey following Local Government Reorganisation(LGR) In April 2027
More roadworks will cause delays; congestion leaving Merstham needs sorting	• SCC coordinates works to reduce cumulative disruption and aims to keep construction durations minimal. Wider congestion issues such as Merstham access require separate strategic review beyond this local school-safety scheme.

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Conclusion and Next Steps

Conclusion

Analysis of the feedback received through the engagement shows that while some respondents welcomed the intention to improve safety outside Merstham Park School, the proposal **did not receive overall support** from the respondents. A significant proportion of comments expressed concerns about the potential loss of parking, lack of measures in Sutton Gardens and concerns about a negative impact on speeds. These points have been addressed through the officer responses.

Despite these concerns, the engagement also highlighted clear support for the underlying aims of the scheme, with some respondents recognising that **introducing a raised road table informal crossing point would improve safety for children and families** travelling to and from the school.

Some respondents suggested broader measures such as including improvements in Sutton Gardens, making the crossing point a zebra crossing and reducing the speed limit. These fall outside the scope of the current scheme, but they have been noted and can be considered through the appropriate processes or by the new unitary council of East Surrey following Local Government Reorganisation (LGR) in April 2027.

Next Steps

Taking into account both the concerns raised, and the strong safety benefits identified, the Council considers that the scheme will deliver meaningful improvements to the pedestrian environment outside the school and will support safer, more sustainable travel choices. The scheme has the support of both the county councillor and Surrey Police, and for these reasons **the decision has been taken to proceed with the next step:**

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

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