Station Avenue Working Group Meeting Notes

Date & Time:	**Monday 24th August – 14:00 – 16:00**
Venue:	The Q Boardroom at Quadrant House - 47 Croydon Road, Caterham, CR3 6PD
Chair:	Tony Pearce – County Councillor
Membership:	JB - SCC Project team GR - SCC Project team AW – Tandridge Project team RN - BID representative DD – Resident representative RS – District Council representative AH – SCC Passenger Transport Business representative x 3
Apologies:	
Guests:	
Note Taker:	JB

Introductions and Welcome

Attendees introduced themselves and outlined their respective roles, interests and connections to Caterham, providing context for their involvement in the discussion

Purpose of the Working Group

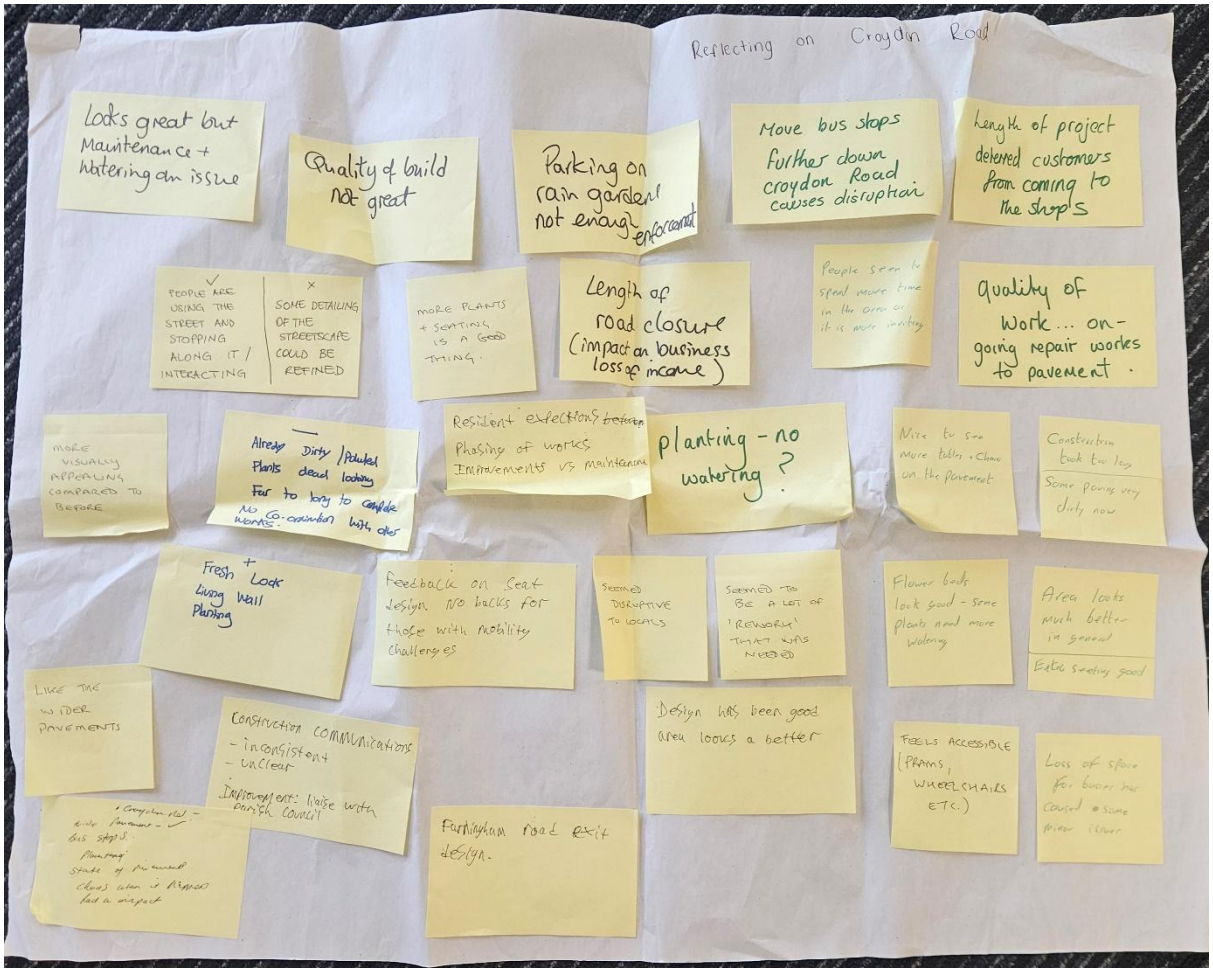
Outlined the purpose of the Working Group and its role in supporting the project. The Group has been established to ensure that local views, experiences and knowledge are shared, understood and appropriately considered throughout the project.

The Working Group will bring together community and stakeholder representatives, providing opportunities for discussion and collaboration. It will support the collection and sharing of feedback from residents and businesses, helping to ensure that a broad range of perspectives and experiences are. The Group will also help shape and promote future engagement activities, supporting effective communication and participation with local communities.

It was noted that the Working Group serves in an advisory capacity only and does not hold any decision-making powers. Its role is to provide insight, feedback and recommendations to help inform ongoing discussions and future actions.

Activity 1: Reflections on Croydon Road Development

Attendees identified positive aspects and challenge of the Croydon Road project to capture lessons learned.



What went well	Challenges
Looks great	*Maintenance & watering an issue*
People are using the street & stopping along it / interacting	*Quality of build not great*
More visually appealing than before	*Some detailing of the streetscape could be refined*
Fresh look	*Parking on raingardens – Not enough enforcement*
Living Wall	*Construction communications: Inconsistent & unclear, more communication with parish council needed*
Planting	*Farningham Road exit design*
Like the wider pavements	*Seat design – No backs for those with mobility challenges*
More seating & plants is a good thing	*Length of road closure (impact on businesses = loss of income)*
People seem to spend more time in the open – it is more inviting	*Move the bus stops further down Croydon Road – Currently causes disruption*

Design has been good; area looks a lot better	*Length of project deferred customers from coming to the shops*
Feels accessible (prams, wheelchairs etc)	*Quality of works – Ongoing repair works to pavement*
Area looks better in general	*Residents' expectations*
Extra seating - good	*Phasing of works*
Flower beds look good – some plants need watering	*Improvements vs maintenance*
Nice to see more tables and chairs on the pavement	*Planting – No watering*
	Seemed disruptive to locals
	Loss of space for busses caused some minor issues
	Seemed to be a lot of reworks that was needed

Participants reflected positively on the overall transformation of Croydon Road and agreed that the scheme has improved the appearance and character of the area.

Positive feedback included:

- Additional planting, seating and public realm enhancements have created a more attractive, welcoming and vibrant town centre environment.
- The enhanced streetscape has strengthened the overall appeal of the town centre.
- The impact of the improvement is particularly apparent when compared with the condition of Croydon Road prior to the works.
- The wider pavements have created a more accessible and inclusive environment, particularly for wheelchair users, people with mobility impairments and those using pushchairs.

Partiipants discussed several challenges associated with the delivery of the scheme:

- The prolonged period of construction and associated disruption.
- The perception of continuous roadworks, although it was recognised that this reflected a combination of activities over an extended period, including developments such as Lidl and McDonald's.
- The cumulative impact of works on residents, visitors and local businesses, with concerns that prolonged disruption may have discouraged people from visiting the town centre.
- The quality and long-term maintenance of certain elements of the scheme, including planting, materials and the need for ongoing repairs.

Communication emerged as a key theme throughout the discussion. Participants felt that residents and businesses would benefit from:

- More coordinated communications regarding projects taking place within the town.
- A single source of information bringing together updates on significant works and developments affecting Caterham.
- Maintaining ongoing dialogue with local stakeholders, including the Parish Council, to support effective communication, feedback and collaboration as future projects are developed and delivered.

Journey to Date: Background and Project Overview

Caterham Masterplan and Levelling Up Fund Bid: Regeneration proposals for Caterham Valley and Caterham on the Hill prepared and a Levelling Up bid was submitted to

Government. Although unsuccessful, the vision and objectives were retained and became the basis for future investment plans.

Phase 1: Croydon Road Public Realm Improvements: Public realm improvements delivered on Croydon Road to create a more attractive and vibrant town centre and support local businesses, including drainage improvements, new paving and improved footways, trees, planting, rain gardens, seating and EV charging.

Phase 2 Station Avenue Improvements (Current Project): Station Avenue recognised as a key arrival point into Caterham from the railway station. Feasibility and concept design work commenced in May 2025.

Funding, Strategic Priorities and Key Outcomes

An overview was provided of the funding secured and the strategic objectives underpinning the Station Avenue scheme. Funding for the project is linked to the delivery of wider economic, environmental and community outcomes, and therefore the scheme must demonstrate clear alignment with Council objectives.

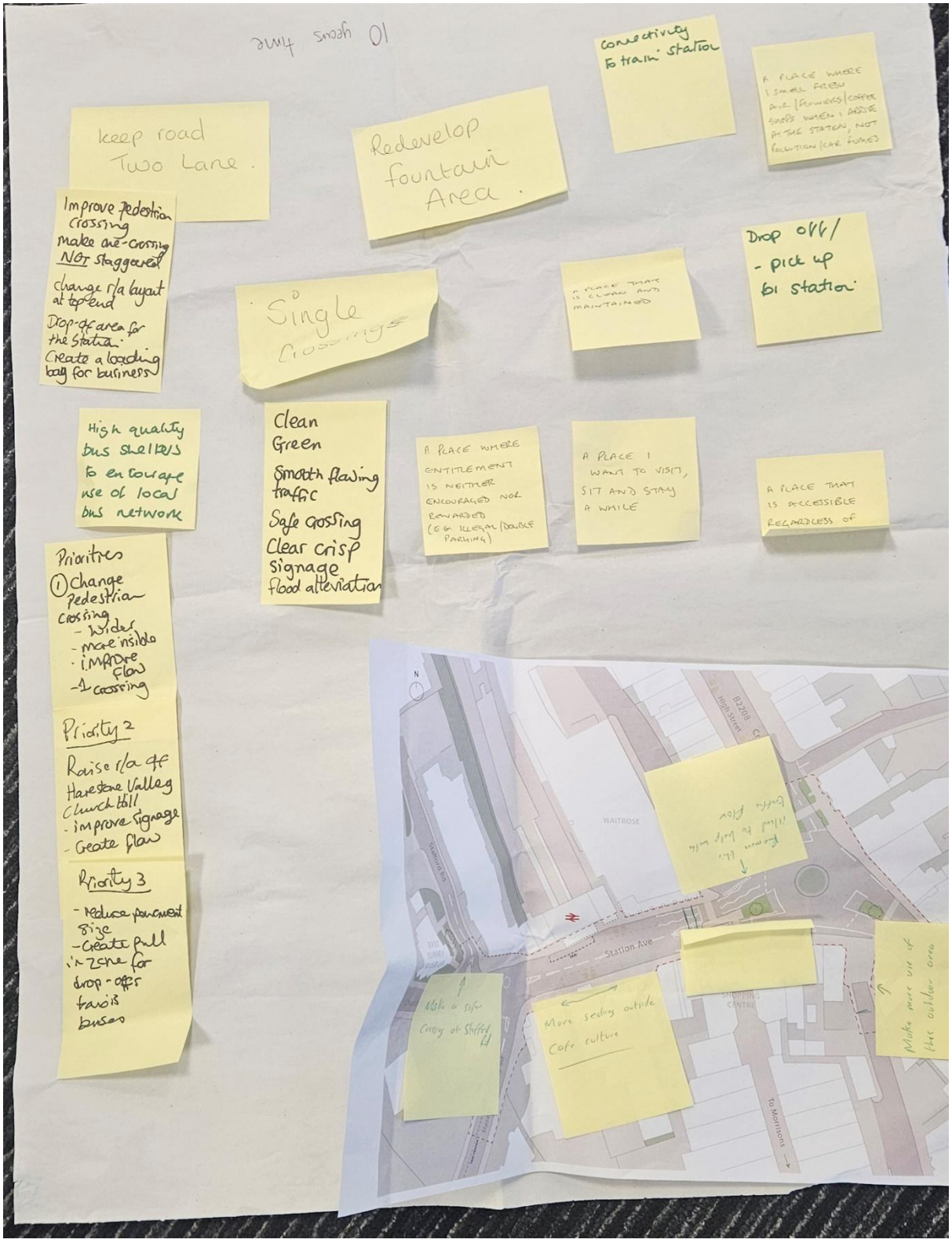
Key funding sources include Community Infrastructure Levy, a contribution from Caterham BID and a proposed contribution from SCC, subject to approval of a business case.

It was noted that, whilst improvements to the appearance of Station Avenue are an important element of the project, funding cannot be secured solely for beautification. The scheme must demonstrate how it will contribute towards a range of strategic objectives, including:

- Growing a Sustainable Economy
- Tackling Health Inequality
- Enabling a Greener Future
- Empowering Communities
- Making Journeys Safer, Easier and More Predictable
- Creating Welcoming, Safe and Green Communities

Activity 2: Station Avenue's Future - What do we want Station Avenue to look like in 10 years?

Participants considered what they would like Station Avenue to be like in 10 years' time, to identify priorities and aspirations for the area and to explore where there may be common ground across the different stakeholder groups. Items raised by the group are included below.



High quality bus shelters to encourage use of local bus network	*Safe crossing*
Connectivity to Train station	*Drop off / Pick up for station*
A place that is accessible, regardless of individuals transport preferences	*Redevelop fountain area*
A place that is clean and maintained	*Keep road two lanes*

A place where entitlement is neither encouraged nor rewarded (e.g. illegal parking)	*A place where I smell fresh air / flowers / coffee shops when I arrive at the station, not pollution / car fumes*
Improve pedestrian crossing – not a staggered crossing	*Change roundabout layout (top end)*
A place I want to visit, sit and stay a while	*Drop off area for the station*
Clean	*Create loading bay for businesses*
Green	*Single crossing*
Smooth traffic flowing	*Clear crisp signage*
Flood alleviation	*Raise Roundabout off Harestone Valley / Church Hill*
Reduce pavement size and create pull in zone for drop offs	*Improve signage*
Change pedestrian crossing – make it wider and more accessible	*Create flow*
Make more use of outdoor Fountain space	*Remove grass area / island by larger roundabout to create more traffic flow*
More seating outside / create café culture	*Safer crossing at Stafford Road*

The discussion highlighted the range of functions that Station Avenue is expected to perform, serving pedestrians, public transport users, cyclists, businesses, residents and the railway station.

Traffic movement and congestion generated significant discussion. Some participants expressed concern that narrowing the carriageway could worsen congestion and create additional safety issues. Others noted that illegal parking and loading activity already results in sections of the street operating effectively as a single lane. This led to wider discussion around the need for behavioural change.

Participants highlighted the lack of a suitable drop-off facility for the railway station, noting that the absence of formal provision can result in vehicles stopping informally on the carriageway and contributing to congestion and safety concerns.
Pedestrian crossings emerged as one of the most strongly debated topics. Whilst there was agreement that pedestrian connectivity across the street should be improved, differing views were expressed on how this should be achieved. Some participants favoured a single, wider crossing movement, whilst others highlighted the importance of maintaining crossing points that align with existing pedestrian desire lines. It was noted that many people travel between the station, Church Walk Shopping Centre, Croydon Road and surrounding residential areas, and that crossing locations need to respond to where people naturally wish to walk.

Another focus of discussion was the Church Hill end of Station Avenue where it has been observed that many people already cross the road despite there being no formal crossing. Some members felt that a crossing in this location could improve accessibility and safety, particularly for those travelling to and from the station from residential areas. Others raised concerns about the interaction between a crossing, traffic descending Church Hill and the nearby mini-roundabout. The discussion explored whether complementary measures to reduce vehicle speeds on Church Hill could help address some of these concerns.

There was strong support for enhanced greening, planting and seating, particularly around the fountain area. Comparisons were drawn with Croydon Road, where public realm improvements and opportunities to sit and spend time were seen as contributing positively to the overall environment. Views were mixed on pavement widths, with some participants feeling existing provision was generally adequate, whilst others highlighted pinch points where additional pedestrian space could improve comfort and accessibility.

Business needs were also considered. Participants highlighted the importance of accommodating servicing and delivery requirements. Whilst most businesses have off-street servicing not all do.

Concerns were also raised regarding the operation and safety of the service road junction with Croydon Road, and the impacts of illegal parking, loading activity and anti-social behaviour associated with mopeds.

Additional bin provision was suggested as a potential means of addressing littering issues, particularly in areas affected by takeaway food waste.

The group were asked what top three priorities were. It was agreed that the following would be important to all:

1. **Improved pedestrian crossing** that allowed pedestrians to cross the road in one movement (e.g. no island in the middle)
2. **Enhanced fountain area**, creating a more attractive and welcoming space through improved seating, in-ground planting and greening, reduced street clutter, and flexible space for community events.
3. **Junction Improvements** to the Stafford Road / Church Hill and Stafford Road / Station Avenue junctions to enhance safety and accessibility.

Activity 3: What information, engagement and support do stakeholders need?

Members discussed how stakeholders should be involved as the project develops. Key themes included:

- Continuing the Working Group as a forum for discussion and collaboration.
- Establishing a single source of project information.
- Sharing evidence and technical data to support informed discussion.
- Providing greater transparency around project constraints, funding requirements and decision-making.
- Addressing misinformation and demonstrating how the project builds upon previous engagement activities.
- Minimising and clearly communicating future disruption during construction.

Next Steps and Future Meetings

It was agreed that meeting notes will be shared online on: Community Forum - Caterham Valley Improvements - Commonplace. Meeting notes will be anonymised including businesses names where possible.

Future meetings to be scheduled as and when needed, preferably in person
Next meeting date agreed - Wednesday 11th November at 5pm.