Proposed Pedestrian Safety Improvements
St John's Infant School, Churt Village

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 crossing Hale House Lane to access St John's Infant School, Churt.

A public engagement exercise was carried out between **18th May and 26th June 2026,** providing residents, parents 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 and supporting information were made available on the project webpage:
Have Your Say Today - St Johns Infant School, Churt Village - Proposed Road Safety Improvements - Commonplace
To ensure wide awareness residents within the area were notified by letter, the school was contacted by email, and information boards were placed in the area.

Engagement Response Level

38	Survey respondents
20	Respondents living within Churt Village
3	Respondents with businesses in Churt Village
5	Respondents with a child at the school

Recommendation

While overall engagement responses were mixed, a number of respondents expressed support for improving the Hale House Lane junction recognising that it would make crossing the road safer for all pedestrians using the facilities in the village.

Concerns over the proposal is generally not in opposition to improving this junction, but rather a belief that the proposal is not enough. The primary safety concern is the vehicle speeds through the village, with a 20mph speed limit and further traffic calming measures the most raised request.

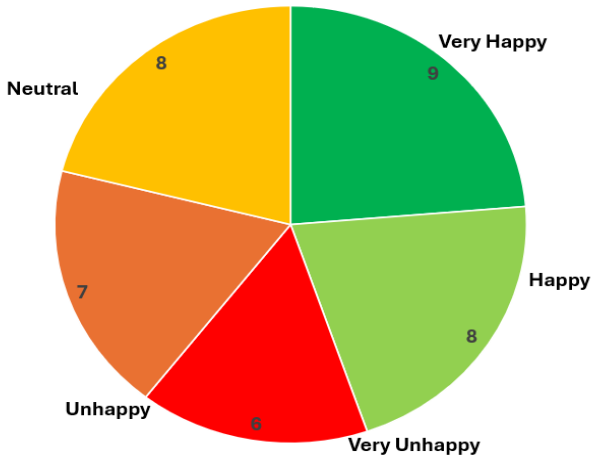
The council believes the proposed changes will meaningfully improve both safety and accessibility for all pedestrian's crossing this road junction. and encourage families to cross Hale House Lane to access the existing controlled zebra crossing on Churt Road.

Sentiment of Respondents

How people feel about the proposed layout change;

Support for the scheme is higher from families with children travelling to the school, but is less popular with residents living in Churt Village

Overall
(38 respondents)

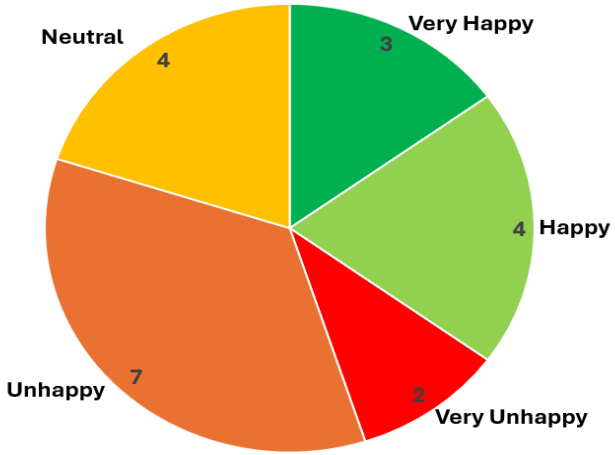


45% happy or very happy

34% unhappy or very unhappy

21% neutral

Residents living in Churt Village (20 respondents)

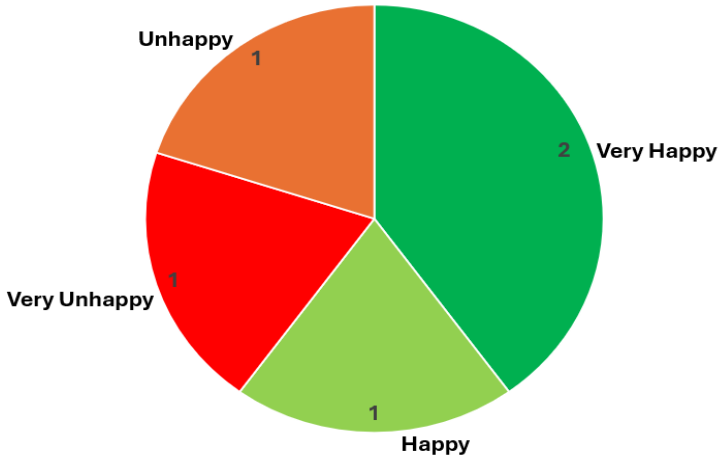


35% happy or very happy

45% unhappy or very unhappy

20% neutral

Families with children travelling to school
(5 respondents)



60% happy or very happy

40% unhappy or very unhappy

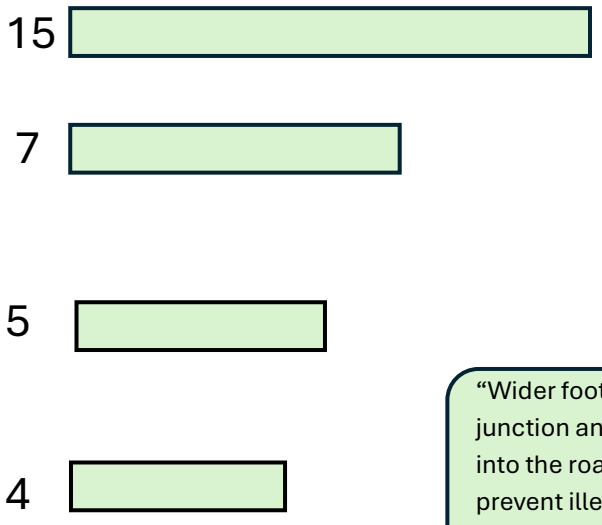
Positive Feedback

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

Key Positive Themes

- ✓Improved pedestrian/child safety
- ✓Narrowing Hale House Lane Junction
- ✓Wider footway/ improved pedestrian space
- ✓Improved visibility and sightlines

Number of mentions



What people told us...

"The proposed changes to the junction will greatly improve safety at what is currently a very dangerous crossing point for all residents as well as for families going to and from school. It should encourage parents to take the safe walking route to cross Churt Road on the Zebra Crossing

"I support the narrowing of the Hale House Lane junction, because it is very difficult to cross safely"

"Wider footway will help with crossing this junction and reduce the speed of cars turning left into the road. Inclusion of bollards will help prevent illegal parking on the widened section of pavement "

"Turning right out of Hale House Lane is currently very dangerous as with cars parked near the shop etc, you have to pull out into possible oncoming traffic to see if it is clear. These measures will improve this visibility

Key Insight

The positive comments show clear support for measures that improve safety for both pedestrians and using Hale House Lane.

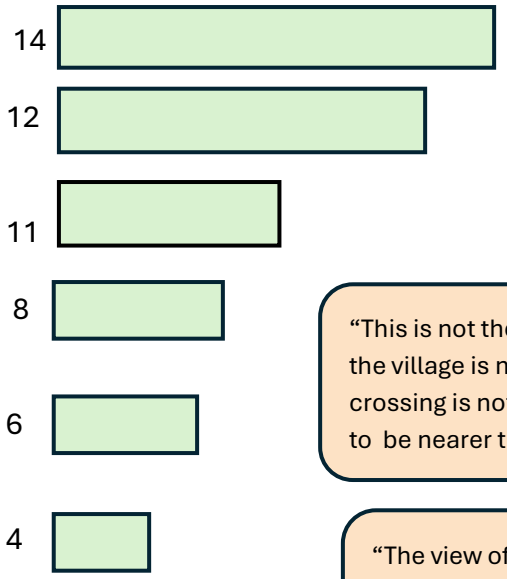
Objections and Concerns

What people said they did not like about the proposed scheme

Key Objection Themes*

- Will worsen vehicle access, turning movements or visibility
- 20mph speed limit/traffic calming should be prioritised
- Scheme does not address issues of speeding
- Scheme does not address pedestrian desire line between Crossways Pub and the school
- Loss of parking spaces/parking concerns
- Need for a more comprehensive junction improvement scheme

Number of mentions



What people told us...

"The proposal does not address the primary safety concerns relating to pedestrian movements between Crossways and St John's School. A crossing already exists, yet many parents and pupils continue to cross directly between the pub and the school. The proposal neither address the reasons for this behaviour nor provide a solution "

"This is not the main problem. Speed of vehicles through the village is my major concern. Also, the current zebra crossing is not in the best location for crossing – it needs to be nearer the school"

"The view of approaching cars on Churt Road when trying to turn left from Hale House Lane is difficult at present and will be made much worse by the extended pavement making a more acute angle"

"Additional changes are required. Cars should not be allowed to park on Hale House Lane as they effectively reduce it to a single lane. A zebra crossing across Hale House Lane would make it safer and a 20mph speed limit through the village will make it safer"

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

Key Insight

The dominant concern was the belief that narrowing the junction could worsen vehicle access and visibility at the junction. Respondents frequently stated that the excessive vehicle speed through the village is the primary safety issue and that a 20mph speed limit with traffic calming should be prioritised.

Concerns & Suggestions (1/3)

Summary of concerns raised and officer responses

Concern	Officer response
Narrowing the junction could: • Make it harder to turn into and out of Hale House Lane • Reduce visibility for drivers • Create difficulties for larger and emergency vehicles • Increase vehicle conflict where parked cars already constrain movement	• The purpose of the narrowing is to improve pedestrian safety by reducing the crossing distances, slowing turning vehicle speeds and increasing motorists' visibility as they turn out of Hale House Lane. • While the carriageway width at the junction will be reduced, the proposal also removes a parking space adjacent to the junction, which will improve intervisibility between drivers and pedestrians. Vehicle tracking assessments will be undertaken as part of the detailed design process to ensure the layout remains suitable for larger vehicles.
Speeding seen as the primary safety issue with strong support for a 20mph speed limit with traffic calming through Churt Village	• We recognise that there is a strong desire for a 20mph speed limit through the village and will be formally investigating if a 20mph Zone scheme with traffic calming can be delivered as part of the planned Phase 2 - Replacing the existing zebra crossing with a Traffic Light crossing. A public engagement over the proposed Phase 2 road safety scheme is planned for Autumn 2026.
• Parking concerns ; the removal of 1 parking space will impact negatively on local businesses and visitors.	• We acknowledge this concern and recognise how important on-street parking facilities are for businesses. The removal of one parking bay is necessary to provide adequate visibility and accommodate the junction improvements. Whilst the loss of one space is regrettable; it is considered a proportionate measure to achieve the scheme's road safety objectives and provide a safer crossing point for all pedestrians accessing both the school and the village shops.

Concerns & Suggestions (2/3)

Summary of concerns raised and officer responses

Concern	Officer Response
The existing zebra crossing should be closer to the school. Investment should focus on improving crossing facilities nearer the school entrance	Relocating the existing zebra crossing closer to St John's School is constrained by the limited width of the existing footway and carriageway. The only practical means of achieving this would be to widen the footway on the Honda side of Churt Road, which would require a reduction in carriageway width. This, in turn, would necessitate the removal of the majority of the existing on-street parking bays. Furthermore, the statutory zig-zag controlled area required for a zebra crossing would extend along the frontage of the adjacent shops and businesses. As parking is prohibited within this controlled area, all remaining on-street parking spaces in this location would be lost. The resulting reduction in parking provision would have a significant impact on local businesses, shoppers and visitors to the village centre. The proposed scheme seeks to encourage greater use of the existing crossing by making the route across Hale House Lane safer, more direct and more attractive for pedestrians. By improving accessibility and reducing perceived risk at this location, it is anticipated that more parents and children will choose to use the existing crossing when travelling to and from the school. In addition, the proposed Phase 2 improvements would replace the existing zebra crossing with a signal-controlled crossing. This would provide pedestrians with a more formal crossing facility, offering greater protection and confidence when crossing the road, and is expected to further increase its use by school children and parents.

Concerns & Suggestions (3/3)

Summary of concerns raised and officer responses

Concern	Officer Response
Does not address the main school crossing behaviour; • Parents continue to walk directly between The Crossways Pub and St Johns School • The proposal does not address this desire line	The proposed scheme has been developed to improve pedestrian safety at Hale House Lane by creating a safer, more direct and more attractive route for parents and children travelling to and from St John's School. The intention is to encourage greater use of the existing zebra crossing, rather than encourage pedestrians to cross Churt Road at the junction with The Crossways pub. Whilst it may be possible to engage with The Crossways regarding the use of its car park by school traffic, Surrey County Council has no authority to prevent parents from parking there. As long as this parking facility remains available, it is likely that some parents will continue to use it. The key issue is therefore how pedestrians choose to complete the remainder of their journey to the school. The proposed improvements are intended to encourage those parking at The Crossways to walk via Hale House Lane and use the existing zebra crossing, rather than cross Churt Road directly outside the pub, where visibility is restricted and pedestrian movements are less formalised. By improving the safety, accessibility and attractiveness of this route, the scheme aims to encourage safer crossing behaviour and reduce reliance on informal crossing points.

Conclusion and Next Steps

Conclusion

Analysis of the feedback received during the engagement demonstrates that, whilst the majority of respondents supported the objective of improving pedestrian safety and accessibility at this location, there are concerns among some residents and local businesses regarding the proposed narrowing of the Hale House Lane junction. Many respondents also expressed the view that vehicle speeds through Churt Village are the primary road safety issue and should be addressed as a priority.

Other commonly raised concerns included the scheme's ability to address the established pedestrian desire line between The Crossways pub and St John's School, the location of the existing zebra crossing, and the loss of on-street parking. These matters have been carefully considered and are addressed within the officer responses.

Notwithstanding these concerns, the engagement identified clear support for the scheme's underlying objectives. Many respondents recognised the need to improve pedestrian safety and acknowledged that the proposed junction narrowing could help create a safer and more attractive crossing point, encouraging parents and children who park at The Crossways pub to continue to the existing zebra crossing rather than crossing Churt Road at an informal location.

The consultation also highlighted strong support for the introduction of a 20mph scheme and associated traffic-calming measures within Churt Village. This aspiration has been acknowledged by officers and will be considered as part of Phase 2 of the project, which is intended to deliver a 20mph Zone with traffic-calming features alongside the replacement of the existing zebra crossing with a signal-controlled crossing

Next Steps

Thank you to everyone who took time to share their views on the proposed road safety scheme within Churt Village. We value your involvement and the feedback provided.

Taking into account both the concerns raised, and the strong safety benefits identified, Surrey County Council considers that the scheme will deliver meaningful improvements to the pedestrian environment and will support safer, more sustainable travel choices. The scheme has the support of the county councillor.

This scheme will now proceed to the detailed design phase and will be implemented sometime in the Autumn Term of 2026.

We will continue to provide updates on the progression of the scheme on the Commonplace platform.