Proposed Road Safety Improvements, Guildford County School, Farnham Road

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 Farnham Road to access Guildford County School.

A public engagement exercise was carried out between **26th June and 25th July 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, supporting information, and speed data - were made available on the project webpage: Community Forum - Guildford County School - Signalised Pedestrian Crossing – Commonplace

To ensure wide awareness, all residents and businesses within the area were notified by letter, local schools were contacted by email, and information boards were placed in the area.

Engagement Response Level

2281	Visitors to engagement webpage
519	Survey respondents
14	Respondents living on impacted roads
326	Respondents with children attending Guildford County School

Recommendation

Consultation feedback demonstrated **very strong support** for the proposed improvements on Farnham Road outside Guildford County School.

Respondents overwhelmingly supported measures to improve safety for the large number of pupils, other pedestrians and wheelchair users using this section of road, with particularly strong backing for the signal-controlled crossing and footway widening.

Whilst some concerns were raised, these were generally focused on the design and operation of the scheme, or suggestions for additional measures, rather than opposition to the proposals themselves.

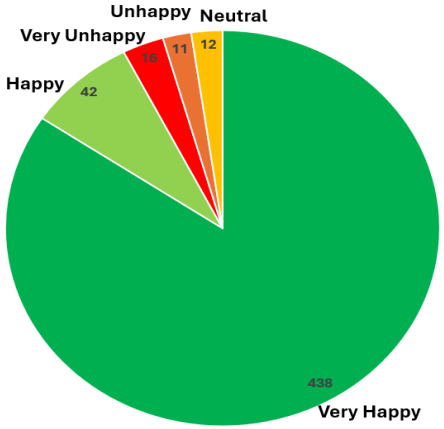
Surrey County Council officers considers there to be a strong case for delivering the scheme and believes the proposed changes will provide significant improvements to pedestrian safety and accessibility. By providing a safer crossing point and additional pedestrian space at a location with high levels of footfall, particularly during school peak periods, the scheme would help create a safer environment for pupils, residents and other pedestrians using Farnham Road.

Sentiment of Respondents

How people feel about the proposed road safety improvements

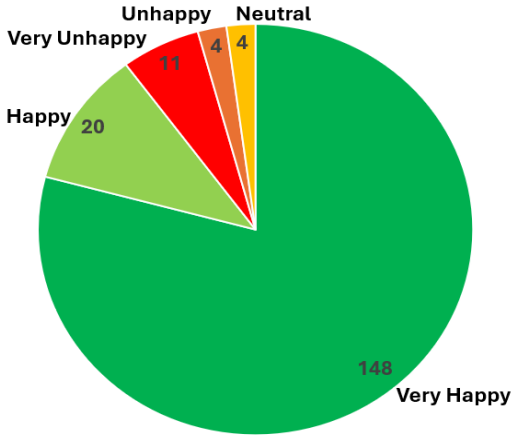
Very strong support for the proposed measures across all respondent groups, concerns relate to traffic impacts and potential rat running through nearby residential roads

Overall
(519 respondents)



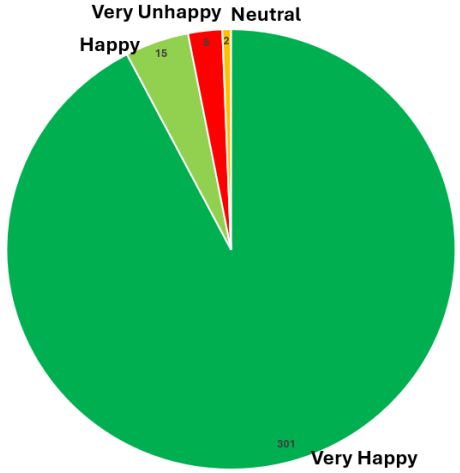
93%	happy or very happy
5%	unhappy or very unhappy
2%	neutral

Residents of impacted roads
(187 respondents)



90%	happy or very happy
8%	unhappy or very unhappy
2%	Neutral

Families with children travelling to school
(326 respondents)



97%	happy or very happy
2%	unhappy or very unhappy
1%	neutral

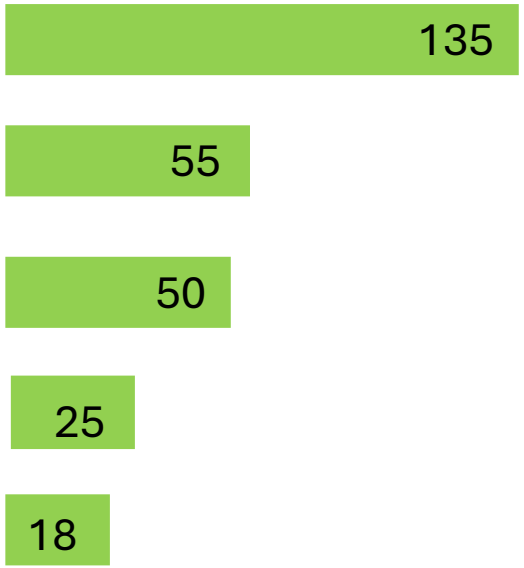
Positive Feedback

What people said they like about the proposed signalised pedestrian crossing point and footway widening scheme

Key Positive Themes

- ✓ Strong support for improving safety for pupils of Guildford County School
- ✓ Many were in favour of widening the footway
- ✓ Lots of comments in favour of a signal-controlled crossing
- ✓ Some felt that the existing crossing facilities were inadequate
- ✓ Several people commented on how the scheme would also benefit the wider community (notably wheelchair and mobility scooter users)

Number of mentions



What people told us...

Finally! It has been so dangerous waiting for a serious collision given the number of pupils spilling out, the number from Onslow that need to cross at, or above the school

The volume of children on such a busy road – an accident waiting to happen

As a wheelchair user it would make it much safer for me to be able to get into town. The path by Farnham Road hospital bus stop is not wide enough to get past

Safety of the children should be a priority. I support any measures to improve safety at the cost of drivers being mildly inconvenienced.

Key Insight

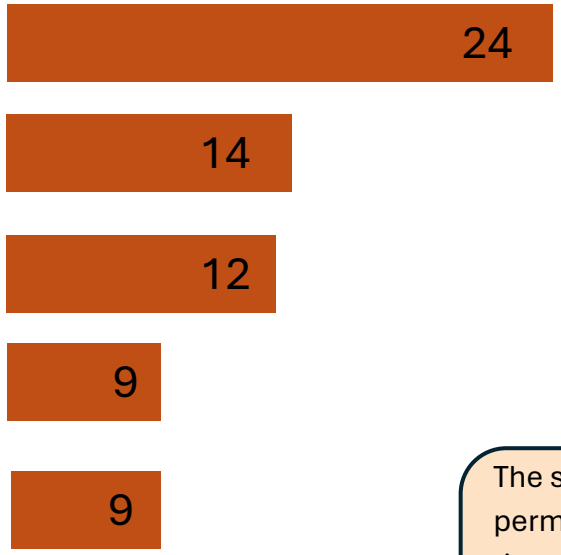
A significant majority of respondents had positive things to say about the proposed scheme. The idea of a signalised crossing and widened footway were both popular. Many felt the scheme was overdue.

Objections and Concerns

What people said they did not like about the proposed signalised pedestrian crossing point and footway widening scheme

Key Objection Themes*

Number of mentions



- Concerns that an additional signal-controlled crossing could worsen congestion and cause delays
- Some felt that the existing crossing facilities were adequate
- Others felt that the crossing location should be different – closer to Agraria Road
- Some were concerned that drivers would use neighbouring roads to avoid the new crossing
- Concerns expressed that footway widening would result in narrower carriageways and this would create new safety concerns

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

What people told us...

The scheme seems unnecessary and would be expensive. Both my children went to the County School and the path is already wide at the entrance. The traffic island above the school is perfectly adequate for crossing.

Two sets of pedestrian crossings will cause extra congestion on the already dreadful gyratory. Rush hour is already a nightmare.

The signal-controlled crossing will be permanently red between 8.15 and 8.45 at a time when Farnham Road is already super busy. The crossing will only lead to much more diverted traffic into narrow streets like Wodeland Avenue and Agraria Road.

County school children do not follow the rules of the existing traffic lights, they won't pay attention to this either. It will just be more congestion.

Key Insight

The negative feedback was primarily focused on traffic impacts with concerns about congestion, road narrowing and displaced traffic accounting for the majority of the objections. Some liked the idea of safety improvements but suggested alternative crossing locations or alternative safety measures.

Concerns & Suggestions (1/2)

Summary of concerns raised and officer responses

Concern	Officer response
An additional signal-controlled crossing could worsen congestion, increase queue lengths, delay buses and frustrate drivers	We recognise concerns that an additional signal-controlled crossing on Farnham Road could increase congestion, queue lengths and delays for buses and motorists, particularly during peak periods. However, the proposed crossing location has been identified in response to significant pedestrian demand and safety concerns outside Guildford County School, where large numbers of pupils regularly cross the road and use the surrounding footways. While some additional delay may occur, the crossing is intended to provide a safer and more predictable environment for both pedestrians and drivers. Any traffic impacts will continue to be considered through the detailed design process, with efforts made to minimise disruption while prioritising safety.
The existing traffic light crossing and pedestrian island provide adequate crossing facilities	Guildford County School has over 1,100 pupils, creating significant demand for safe crossing facilities on Farnham Road. The existing signal-controlled crossing serves pupils travelling towards Guildford town centre, while the proposed crossing would serve a different route used by pupils and families accessing homes north of the school. The current refuge island is not suitable for the volume of pedestrians crossing at this location, and a signal-controlled crossing would provide a safer and more accessible facility. The proposed crossing would also provide wider community benefits by improving access to the bus stops on both sides of Farnham Road, enhancing safety and accessibility for all pedestrians using this route.
I support the scheme, but it would be better to locate the crossing point closer to Agraria Road where many pupils are already crossing	The proposed crossing location was selected following consideration of pedestrian movements, safety, visibility and available highway space. It is directly outside the school entrance, making it the most convenient place for pupils to cross Farnham Road. The wider footways that can be achieved at this location will safely accommodate the high numbers of pedestrians waiting to cross, which is not possible near the Agraria Road junction due to highway constraints. For these reasons, the proposed location is the safest and most practical option.
Widening the pavement will reduce the width of the carriageway and affect buses, HGVs, turning movements and traffic flow	The proposed layout has been carefully designed to improve safety for the large numbers of pupils and pedestrians using this area, while ensuring the road remains suitable for buses, larger vehicles and turning movements. Detailed assessments have confirmed that the highway can continue to operate safely and effectively. The scheme seeks to balance the needs of all road users by improving pedestrian facilities without compromising access for vehicles.

Concerns & Suggestions (2/2)

Summary of concerns raised and officer responses

Concern	Officer response
The scheme does not go far enough, there should be a 20mph speed limit, additional speed enforcement, traffic calming and more pedestrian improvements	Many respondents highlighted opportunities for further improvements to road safety and pedestrian provision in the area. Such measures are outside the scope of the current proposals. This scheme has been developed to address the specific pedestrian safety concerns identified outside Guildford County School and provide a targeted improvement at this location. Conditions at this location will continue to be monitored following implementation to help determine whether any further measures may be required in future.
Drivers will avoid delays by using residential roads instead such as Wodeland Avenue, Agraria Road and Annandale Road	Large numbers of pupils already cross Farnham Road during school arrival and departure times, which can interrupt traffic flow and create safety concerns. A signal-controlled crossing manages these movements in a safer and more predictable way, with any additional delays largely limited to short peak school periods. Although some drivers may be concerned about using alternative residential routes, the expected increase in journey times is small and unlikely to result in widespread rerouting. Over time, improved crossing facilities can encourage more pupils to walk, helping to reduce school-run traffic and supporting safer, more efficient operation of the local road network.
Loss of parking spaces on Farnham Road will increase parking pressure on the surrounding roads	The proposed scheme will not result in the loss of any legal on-street parking spaces on Farnham Road. The amount of on-street parking available will remain unchanged.
Pupils may not even use the new crossing correctly based on current behaviour	We understand the concern that some pupils may continue to cross Farnham Road at locations other than the proposed crossing. Experience from similar schemes shows that many pedestrians naturally choose safer and more convenient crossing facilities when they are provided. The crossing has been positioned directly outside the school entrance to make it the most attractive and convenient option for pupils and families. We will also continue to work closely with Guildford County School to encourage pupils to use the crossing and to promote safe road-crossing behaviour through the school's travel planning and road safety activities.

Conclusion and Next Steps

Conclusion

Overall, respondent feedback demonstrates **very strong support** for the proposals that have been put forward. This support is overwhelmingly driven by concerns for the pupil's safety.

Relatively, the negative comments were limited and mainly focussed on the design, location and operation of the scheme rather than opposing its safety objectives.

Improving child safety was the dominant theme through the responses. Many respondents cited near-misses, unsafe crossing behaviour and concerns of a potential serious accident without intervention. There was widespread support for wider footways to reduce overcrowding and to prevent pedestrians being forced into the carriageway at busy times. Many of the respondents noted the benefits to the wider community that this scheme would offer, while others were pleased with how the scheme could encourage more active travel and reduce reliance on car journeys.

Of the concerns that were raised, the majority focussed on increasing congestion and delays, and traffic potentially spilling out into neighbouring residential roads as a result. Some felt that the current facilities were adequate, or that the wrong location for a crossing had been selected. . These matters have been carefully considered and are addressed within the officer responses.

Overall, the feedback indicates **strong support for progressing the scheme**

Next Steps

Thank you to everyone who took time to share their views on the proposed road safety scheme outside Guildford County School in Farnham Road, Guildford. We value your involvement and the feedback provided.

Taking into account both the concerns raised, and the strong safety benefits identified for school pupils, pedestrians and wheelchair and mobility scooter users, 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, and the decision has been taken to proceed with the next step.**

This scheme will now proceed to the detailed design phase and will be ready for implementation by West Surrey Council should this new authority decide to progress this scheme. It is important to mention that budgets and priorities for Road Safety Schemes are yet to be decided by West Surrey Council, and so timelines cannot be conveyed at this time.