SURREY
COUNTY COUNCIL

Maybury (WO10) – Local Street Improvements

Early Engagement Report – May 2024



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Executive Summary

This report describes the process for the first stage of engagement (early engagement) for the Maybury Local Street Improvements (LSI) scheme. The report provides an analysis of findings and potential solutions which have been suggested.

The LSI programme and Maybury LSI scheme aims to plan, design and create safer, healthier and more attractive local environments that encourage walking, wheeling and riding. LSI schemes also aim to create more attractive local environments and welcoming neighbourhoods that people want to spend time in and residents take pride in. The Maybury LSI is one of the pilot schemes as part of the wider LSI programme in Surrey. 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 riding.

The public engagement period was carried out between 26 February and 29 March 2024. Throughout the project timeline, we were able to build awareness with key stakeholders' groups via five engagement sessions, including two in-person drop-in sessions.

A total of 1,151 tracked visitors to the Commonplace website, in addition to 19 visitors attending the in-person drops-in events were recorded during the engagement. A total of 138 public responses were collected, 136 through Commonplace survey (with 114 reactions and agreements to these comments) and a further 2 individual responses via email.

The engagement events were of a satisfactory turnout. Our data shows resident letters, social media and poster displays were the three most effective promotion methods in the early engagement period.

Responses to the engagement survey have provided the project team with a list of issues, solutions, and comments for specific locations across the Maybury LSI zone. These comments will be taken forward into the feasibility design work, the next stage of this process. Comments received covered a wide range of issues including: high traffic speeds, parking issues, poor pedestrian safety, poor cycle safety and road safety issues. Within the report issues and solutions which have been commonly raised are noted and summarised. There is expected to be a need for prioritisation within the Maybury LSI zone when defining the scope of the scheme at the next stage, considering locations which will provide stronger benefits and value for money, ensuring the proposals are aligned with the overall LSI programme aims and objectives.

The Maybury LSI early engagement has been a collaborative process, building local relationships, and working closely across Surrey County Council directorates. We were able to talk to a wide range of stakeholders to start envisioning opportunities for improving Woking's local streets.

Alongside the feedback and findings from the early engagement, the project team will be using transport survey data to shape initial feasibility proposals. A further stage of informal engagement will be held giving the public the opportunity to feedback on the feasibility designs. Following on from this, there will be a further design stage and opportunity for local stakeholders to have their say, ensuring a collaborative and community led design approach.

1. Introduction

1.1 Purpose of the Report

The report will provide an overview of the engagement planning process, its implementation and engagement findings with the aim of informing design decisions and refinement of engagement methodologies for future Local Street Improvements (LSI) zones.

1.2 Maybury Local Street Improvements (LSI) Scheme

LSI schemes are a key part of Surrey's Local Transport Plan 4 (LTP4), important in helping to deliver the de-carbonisation and 'Planning for Place' policy areas, through active travel, personal mobility and infrastructure improvements.

The programme aims to create safer, healthier, and more attractive streets which includes appropriate vehicle speed limits and improved facilities for walking, wheeling, and cycling. This in turn looks to reduce emissions, air quality and noise pollution and create more attractive local environments for residents to live, work and take pride in.

As part of the first tranche of LSI schemes, a zone has been identified in Maybury (Figure 1). The Maybury LSI is one of the pilot schemes being progressed across the county, a total of seven schemes have been put forward in 23/24 across the county. The pilot scheme selection takes into consideration ease in deliverability, locations where the LTP4 expected outcomes can be the most profound, funding and proximity to trip attractor sites. The pilot schemes were ratified by the Cabinet Member for Transport.



Figure 1 Maybury Local Street Improvements (LSI) Zone Boundary

A first round of engagement has been undertaken for the Maybury LSI, using the Commonplace online platform to collect views of local stakeholders, including those who live, work, travel through, study and spend time in the Maybury area. This engagement was important to gather views on local transport issues in the area and to gather suggestions for potential improvements. The findings of this engagement stage will be used to inform the development of our initial design proposals (feasibility design proposals). Further rounds of engagement will also be undertaken as the scheme develops, so there will be further opportunities for local stakeholders to provide their views. This all demonstrates a collaborative design process and ensuring communities views are taken forward in to designs.

2. Engagement Methodology

2.1 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 riding. The three stages of engagement are:

1. **Early engagement:** building awareness and collecting information from local stakeholders, understanding local transport issues and areas of improvement that can feed in towards the development of feasibility design.
2. **Informal engagement:** keeping stakeholders updated while collecting design-focused feedback, leading to internal design review and preliminary design.
3. **Formal public consultation:** at this stage all stakeholders should be fully informed of the design. A detailed construction ready design will be developed taking account of the feedback, cost and priorities. This will conclude the stakeholder influence on the design process and lead to an approved design for construction purposes. The final design will be used for upcoming construction funding bids.

Figure 2 outlines the following engagement plan and how it is incorporated into the Maybury LSI design process:

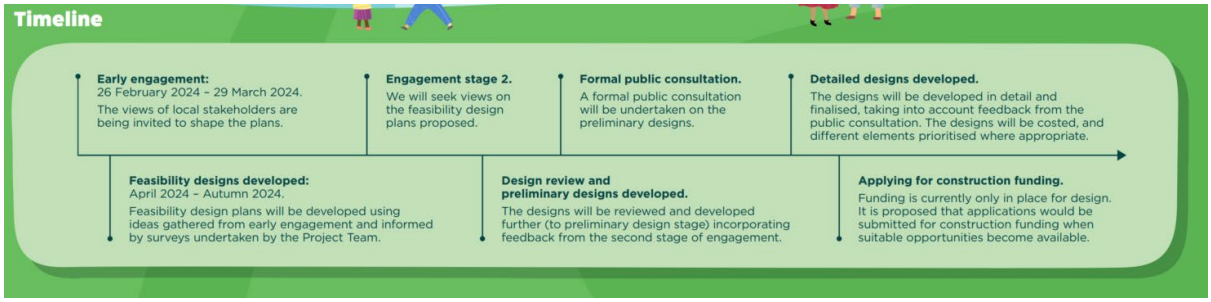


Figure 2 Maybury LSI project timeline published in exhibition display boards for the engagement events

2.2 Early Engagement Methodology

A stakeholder engagement plan has been developed for the Maybury LSI scheme identifying local stakeholders, including schools, businesses, emergency services, resident associations, other local

organisations and interest groups, as well as local residents and the wider public more generally. It allows for efficient stakeholder management and documentation of progress to keep track of engagement activity, whilst also recording stakeholders' levels of support to facilitate the process. Table 1 lists out the number of stakeholder groups engaged with for the Maybury LSI, totalling 151.

Stakeholder Groups Identified	Count
Borough District Officers	2
Cabinet Members	1
Elected Members	3
Internal SCC Team	23
Emergency Services	3
Organisations	5
Schools	1
Businesses	100
General Public Groups	4
Local Interest Groups	9
Total	**151**

Table 1 Identified stakeholder groups for Maybury

Prior to launching and carrying out early engagement with the public, a series of meetings and briefings were held to engage with the following:

- SCC officers across the Highways Directorate;
- SCC Cabinet Member for Highways, Transport and Economic Growth;
- SCC divisional Member for Maybury;
- Officers at Woking Borough Council (WBC)); and
- WBC ward Members that cover the Maybury LSI zone.

Following the engagement activities with those listed above, the project team commenced activities to reach out to and engage with the public and all external stakeholders.

On 26 February, the Maybury LSI public early engagement was launched including an online presence via the Commonplace webpage. Commonplace was used to collect views from people who live, work, travel through, study and spend time in Maybury, Woking. The website set out a map of the potential zone boundary, background and details of the LSI programme, the potential types of interventions, FAQs page and an interactive survey which allowed visitors to pin a location to raise attention at a specific location to identify issues and solutions.

The survey and engagement were active for 5 weeks from 26 February until 29 March, receiving 136 responses, with a further 114 reactions to those comments. A further 2 responses were received via email from individuals.

Two in-person exhibition events were held as part of this process. The events were held at The Maybury Centre on Thursday 14 March 14:00-19:00 and Saturday 16 March 10:00-13:00. The venue is located centrally in the zone and community centre for the area with numerous events held there. Display boards were on show for attendees to view and consider (Figure 3) and three SCC members of staff were on hand at each of the exhibition events to discuss the scheme objectives and gather feedback from attendees. Paper copies of the zone boundary and road collision maps were also on show, and staff members were available to help attendees fill out the Commonplace survey.



Figure 3 Photo taken from Maybury LSI early engagement event (16/03/24) at the Maybury Centre

To advertise the engagement, letters were sent to 1,717 addresses covering all residents and businesses in the proposed zone (Appendix B shows a copy of the letter distributed in both English and Urdu). Posters were displayed at various points in the area (Figure 4 and Figure 5) and flyers (Figure 6) handed out. Notification of the engagement was also sent via email to various interest groups and businesses, with offers of a separate meeting to several organisations.



Figure 4 Posters on display across the Maybury LSI zone



Figure 5 Poster displayed across the Maybury LSI zone to advertise the early engagement



Figure 6 Double sided flyers handed out to advertise the early engagement

To further raise awareness of the engagement, it was also promoted on social media and newsletter pages through local community groups and council forums. Residents who live in the area were targeted via Facebook and X (formally known as Twitter) advertising which directed them to the Commonplace page.

2.3. Engagement Milestones

- **September 2023: Briefing with SCC Cabinet Member for Highways, Transport and Economic Growth.** Maybury LSI, along with other pilots' zones have gained approval for design development and early public engagement.

- **January - February 2024: Collaborate with SCC Community Liaison Officer (CLO) for Woking**. Gaining insight in best strategies of engagement in Maybury, establishing connection to local key stakeholders and support on deciding engagement venue at the Maybury Centre.

- **January 2024: Initial work with SCC Communications Team and Commonplace - online citizen engagement platform.** The start of planning, designing and distribution of engagement materials: leaflets, posters, residents' letter, social media engagement and a dedicated commonplace website.

- **January 2024: Early engagement with Woking Divisional County Councillor.** Meeting was hosted by the Maybury LSI team to introduce Maybury LSI and provisional programme. Meeting notes and presentations were shared with all invited members for review and open invitation to future meetings.

- **January 2024: Early engagement with Woking Borough Council (WBC).** Planning Policy and Strategy officer were introduced to the Maybury LSI and provisional programme for advice and coordination.

- **February 2024: Early engagement with District Councillors (Canalside Ward)**. Meeting was hosted by the Maybury LSI team to introduce Maybury LSI and provisional programme. Meeting notes and presentations were shared with all invited members for review and open invitation to future meetings.

- **26 February 2024: Start of public early engagement period.** Residents' letters were distributed to 1,717 households within the Maybury LSI proposed zone boundary, while emails were sent to schools, businesses, organisations, emergency services and residents associations in the area. Along with the launch of Commonplace site and social media promotion, posters were put up in the neighbourhood, Woking Library and Woking Borough Council offices.

- **14 and 16 March 2024 - Early Engagement Event days.** 19 residents and visitors visited our drop-in booth at the Maybury Centre and spoke to our representatives to learn of the project. The Maybury LSI exhibition boards were put up on display in the Maybury Centre (Figure 8).

- **29 March 2024: The end of public early engagement period.** Emails were sent to key stakeholders in advance of the deadline.

3. Engagement Findings

3.1. Who Responded to the Engagement?

Our Commonplace website has tracked a total of 1,151 unique visitors to the page and recorded 136 individual responses to the interactive map survey (Figure 7). The survey (questions shown in Appendix A) collects demographic details of respondents to ensure a representative sample has been reached. There are questions which provides quantitative data for further analysis specific to local transport issues and solutions.

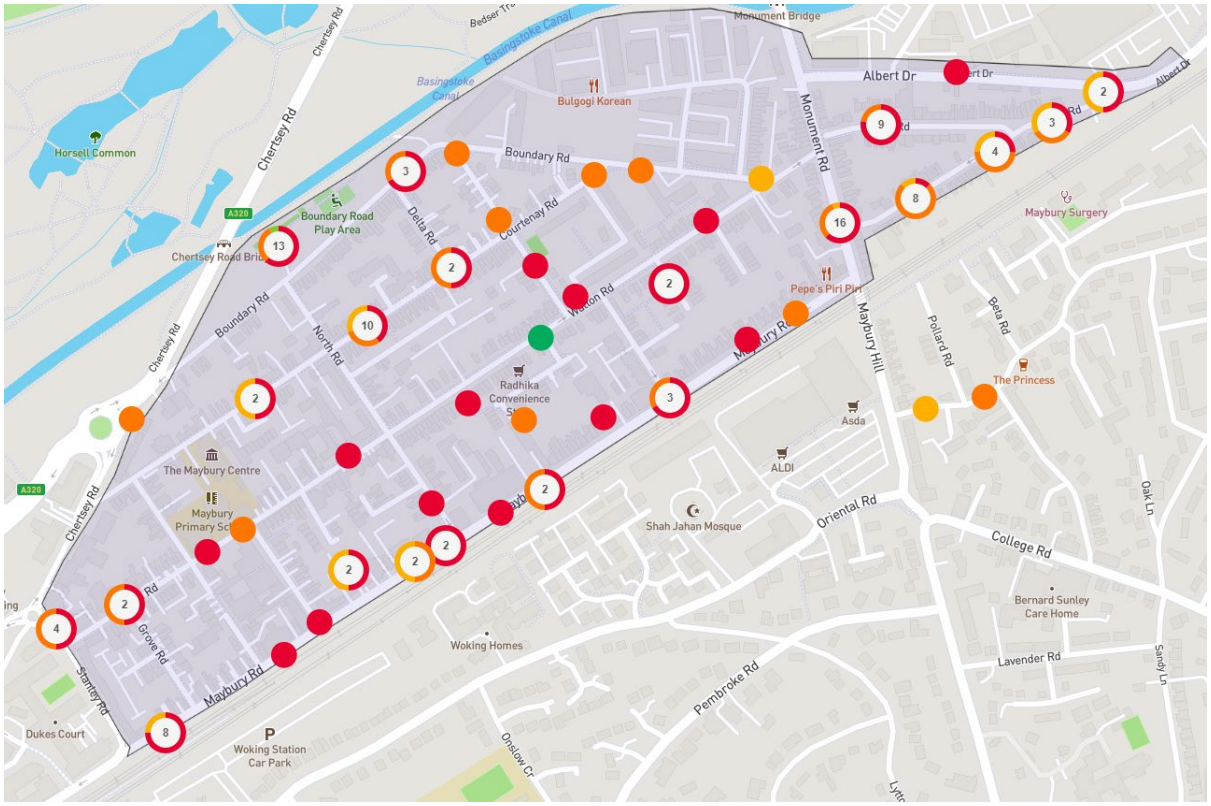


Figure 7 Interactive Map survey on Maybury LSI Commonplace page[1]

The quantification of engagement can also consider the events attendance and collective responses from organisations and groups (Table 2).

Engagement responses metric	Total
Commonplace survey responses	136
Commonplace website visitors	1,151
Events attendance	19 people
Emails or other	2
Elected members	1 County Councillor attended engagement events and the briefing. 1 ward councilor attended a briefing.

Table 2 Engagement counts through various metrics

[1] Maybury Local Street Improvements | Commonplace – Interactive Map Maybury Local Street Improvements



Figure 8 Photos taken from Maybury LSI early engagement event (14/03/2024, 16/03/2024) at The Maybury Centre. Display boards and table with maps for discussion

Age of Respondents

To understand the degree to which the survey respondents are representative of the wider population, key characteristics of respondents are considered and compared with Woking Borough's Census data 2021.

Concerning the age of respondents, 21 respondents did not disclose their age information, while 68 respondents did provide this information. Those that did respond age groups are shown in Figure 9.

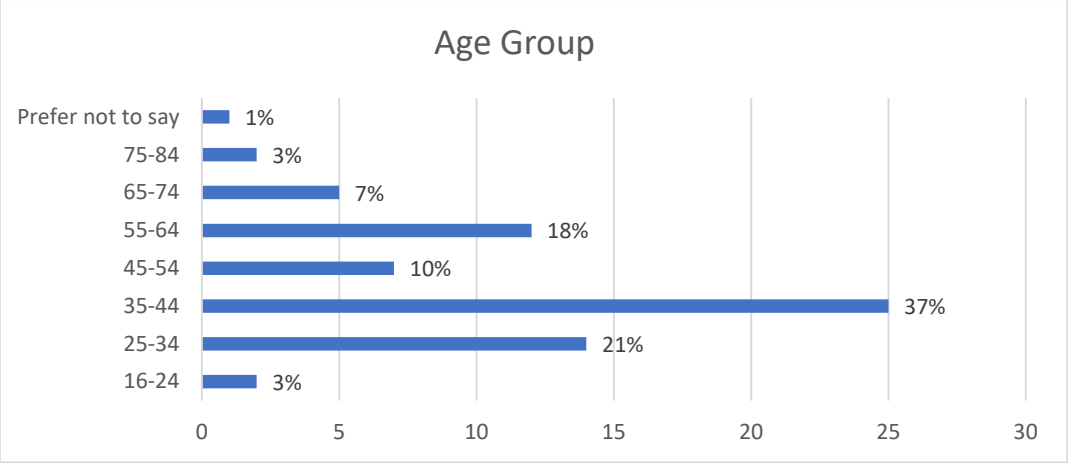


Figure 9 Age of respondents from Maybury LSI Commonplace Survey.

According to the latest Census data, the average age in Woking Borough is 40 years, whereas in Maybury/Sheerwater, it is 33 years. This trend is mirrored in the graph above, which indicates that the age groups with the highest number of comments are 25-34 and 35-44.

Figure 9 illustrates a lack of involvement from younger demographics at the outset of the engagement process. This indicates the necessity to explore the methods which we engage with younger individuals at the next stage.

Gender

Regarding gender, of the 89 individual people who provided comments to the survey, 62% (55) gave a response to their gender, whilst 38% of respondents did not disclose their gender through the survey. Consequently, based on those that did, there was an equal number of responses from those identifying as male (49%) and female (49%), with 2% identifying as non-binary.

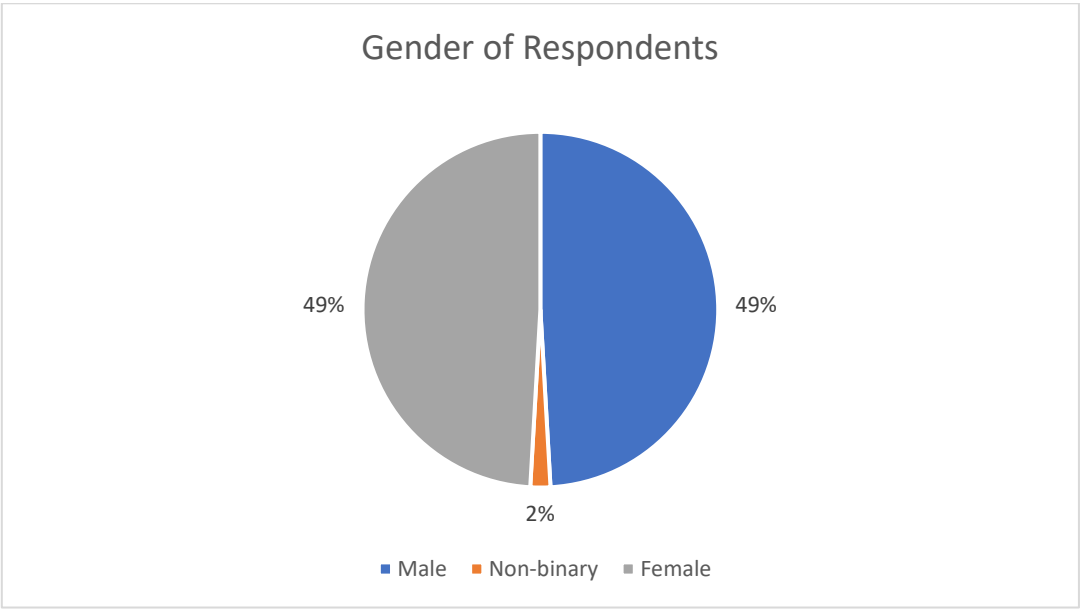


Figure 10 Gender of respondents from Maybury LSI Commonplace Survey

Connection to Maybury

According to our records, 66 respondents reside in the area, with 10 indicating employment within the area and an additional 6 commuting through it (Figure 11). This data not only captures individuals who may be directly affected by the proposed scheme but also provides insight into the demographics more inclined to engage in survey participation.

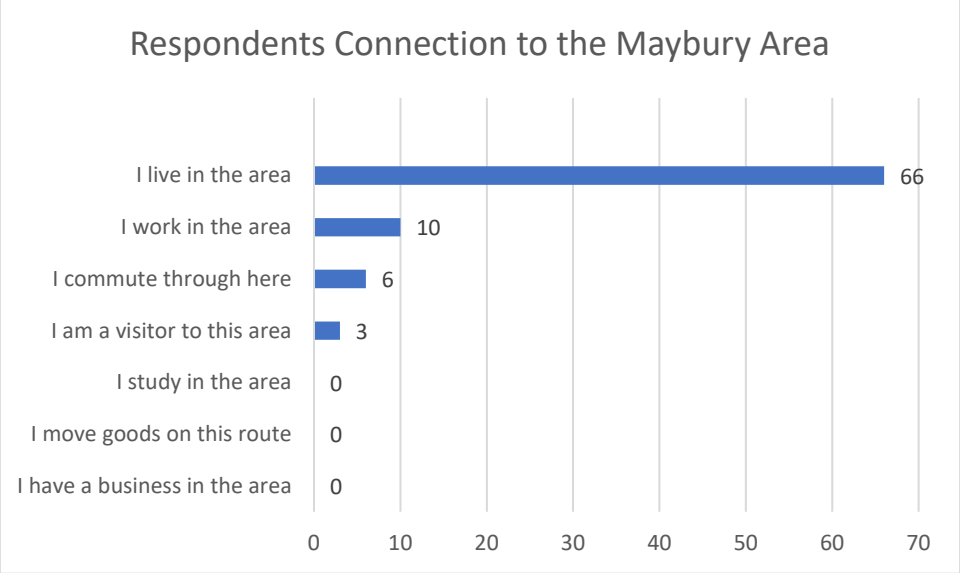


Figure 11 Respondents' connection from the Maybury LSI Commonplace Survey

Although there are local businesses in the zone, our records did not capture any responses from business owners. Another noteworthy observation is the sparse feedback from students, likely influenced by the residential nature of the area and the types of schools present.

3.2 Travel Mode in Maybury

The responses in Figure 12 show that both walking (including with pram) and car (driver and passenger) are the most popular mode of transport in Maybury with 62 and 44 respondents respectively. Respondents were able to select multiple choices in this survey question of which there were 142 responses to the question "How do you usually travel in or around the area?".

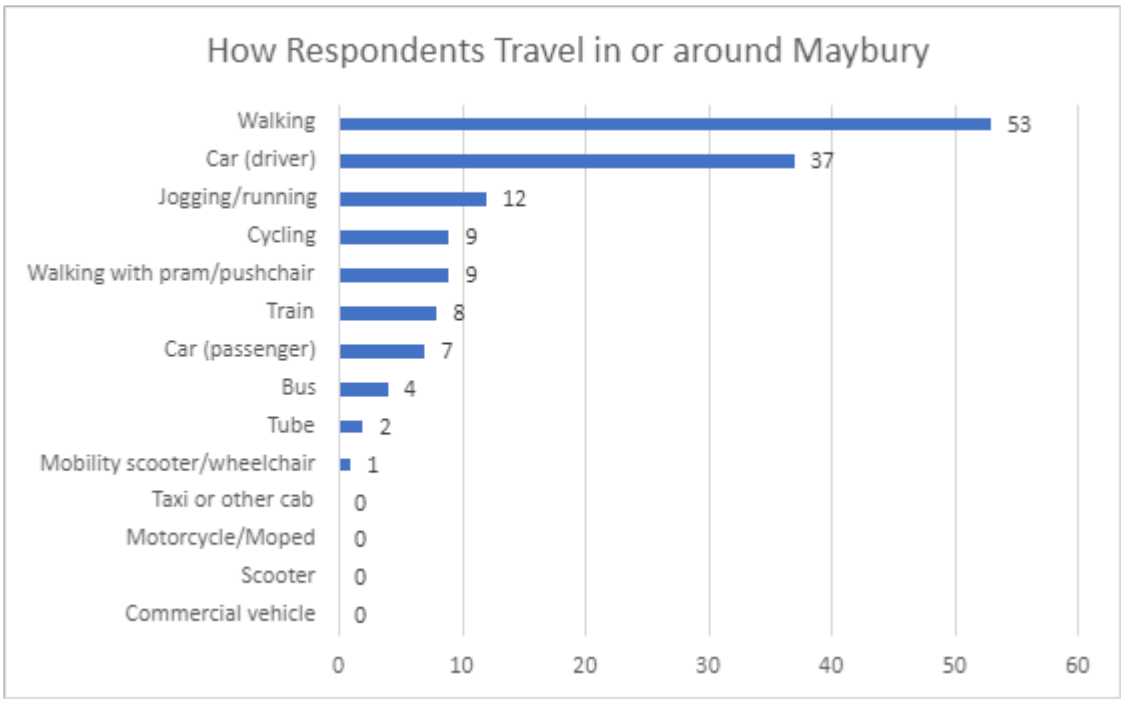


Figure 12 Response to "How do you usually travel in or around the area?" from the Maybury LSI Commonplace Survey

3.3 Issues and Opportunities

The survey prompted participants to mark a location on the interactive map where they pinpointed significant local transport issues or suggested solutions for the street improvements in Maybury. It then inquired about their current sentiments regarding their chosen location. For the subsequent analysis, responses were geographically identified by ward, the Canalside ward, the location of the Maybury LSI being where the majority of respondents were based, comprising 124 out of the total 136 responses, shown in Figure 13.

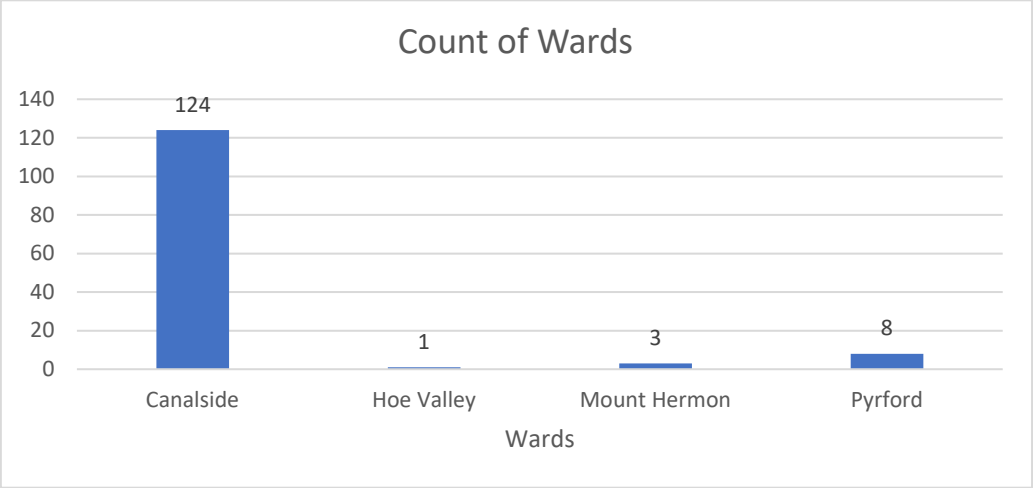


Figure 13 Commonplace Respondent's Wards

Current Feelings Towards the Area

As expected, given that respondents were requested to identify issues for improvements, there was predominantly a negative sentiment towards the pinned locations. As shown in Figure 14, the most common response to the question was 'negative' (55%), followed by 'mostly negative' (31%). Only 1% stating that they felt 'positive' about the selected location. Given the questions were around identifying issues, these feelings towards the locations were to be expected.

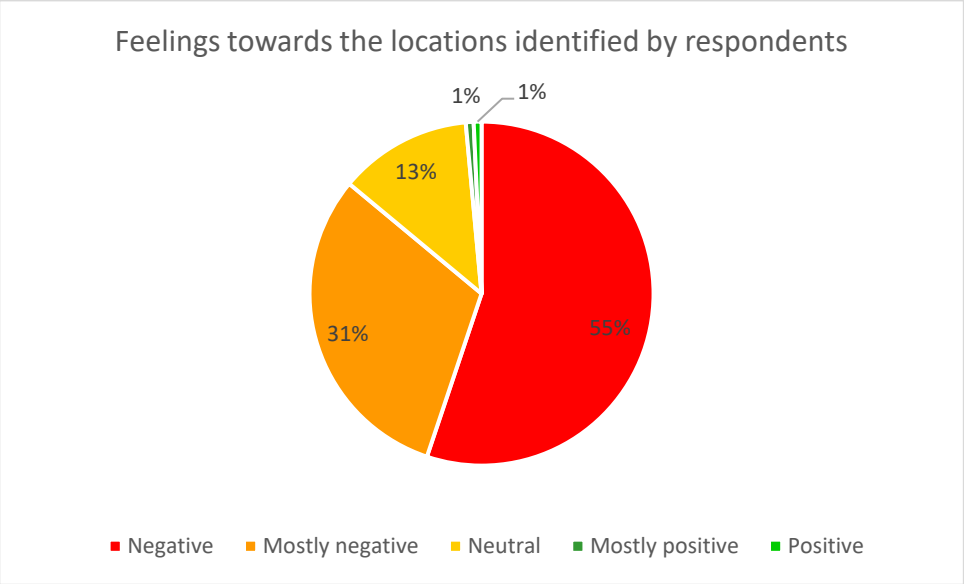


Figure 14 Respondents current feeling towards the area from the Maybury LSI Commonplace Survey

Biggest Issues by Themes

The survey asked respondents to choose what they feel are the biggest issues in the zone which gives an indication to what needs to be addressed. This question allowed respondents to select multiple answers while providing an option to add their own responses in a comments box.

Figure 15 illustrates the most common issues that were highlighted on Commonplace.

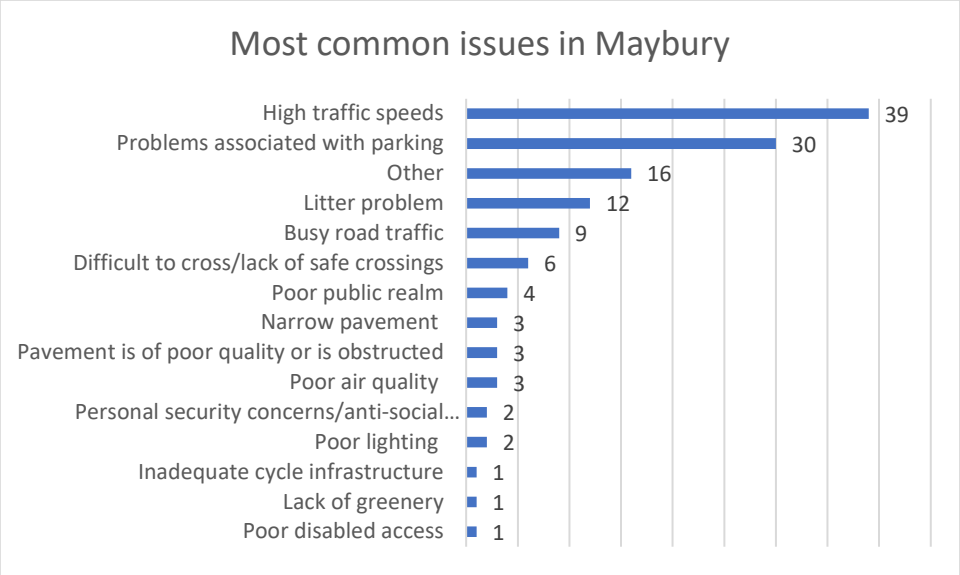


Figure 15 Most common issues in Maybury

The results, as shown above in Figure 15, concluded that 'high traffic speeds' and 'problems associated with parking' were raised the most, accumulating 39 and 30 responses respectively. The next popular were 'litter problem' (12 responses) and 'busy road traffic' (9 responses). It is important to consider the 'other' category which gained 16 responses. This included potholes, vandalism, damaged bus shelters, outdated play area and poor drainage.

Biggest Issues by Road

There are varying issues noted across the different roads located in Maybury with some issues on certain roads highlighted more frequently than others. Table 3 ranks the roads in descending order of transport issues raised in the survey. This was in response to the question "Please provide any further details on the issues in this location".

Key transport issues within Maybury LSI zone boundary		
Road Name	**Count**	**Issue**
Maybury Road	29	High traffic speeds, road safety issues (including visibility for drivers), parking issues (including parking on double yellow lines, non-permit holders parking in permitted bays, pavement parking), poor pedestrian safety/infrastructure, poor cycle safety/infrastructure, cyclists cycling wrong way down the road
Boundary Road	17	High volume of traffic / HGVs, high traffic speeds, parking issues, poor pedestrian safety/infrastructure, poor cycle safety/infrastructure
Arnold Road	16	High traffic speeds, high traffic volumes, parking issues
Monument Road	14	High traffic volumes, high traffic speeds, parking issues, drainage issues
Walton Road	14	Parking issues, high traffic speeds, drainage issues after rain, fly tipping
Courtenay Road	10	High traffic speeds, poor pedestrian infrastructure / safety, parking issues
Albert Drive	10	High traffic speeds, parking issues, poor bus shelter maintenance
North Road	6	High traffic speeds, parking issues
Eve Road	5	Parking issues, fly tipping
Board School Road	4	High traffic speeds, poor pedestrian infrastructure / safety, parking issues
Other	4	Parking issues, road safety, poor pedestrian infrastructure, fly tipping

Table 3 Biggest issues by road within the Maybury LSI boundary

Within the zone boundary Maybury Road had the highest number of comments with standout issues being high traffic speeds, parking issues (including pavement parking) and poor pedestrian and cycle infrastructure. Boundary Road, Arnold Road, Monument Road and Walton Road all were mentioned by a number of respondents with similar issues, notably, high traffic speeds and parking issues.

Some respondents placed a location pin on roads that border the Maybury LSI scheme and these have been analysed separately as they will not be covered within this scheme unless the boundary changes. Table 4 highlights the roads mentioned, notably Maybury Hill and issues associated with the roads. The issues mentioned are largely consistent with those brought up within the zone.

Key transport issues at boundary roads		
Maybury Hill / Princess Rd	4	Poor pedestrian safety by railway bridge, fly tipping, parking issues (cars on yellow lines), safety concerns, poor lighting
Chertsey Rd / Stanley Rd Roundabout	3	High traffic speeds, poor pedestrian safety
Boundary Road Play Area / Skate Paek	3	Playground facilities dated, not friendly for pre-school age, litter, graffiti
Canal Walk / Path	1	Drug users

Table 4 Biggest issues by road on the border of the Maybury LSI boundary

Other respondents placed location pins a large distance outside the LSI boundary and therefore will not be covered by this LSI. The Oriental Road / Station Approach received the most comments noting of poor pedestrian safety and parking issues. These issues are important, however, they are

outside of the current LSI scheme scope so will not be taken forward under this scheme. These have been noted (Table 5) for any other future schemes which may cover these areas.

Key transport issues outside of zone boundary		
Oriental Road / Station Approach	2	Poor pedestrian safety, parking issues
Convent Close	1	Parking issues (pavement parking, vans parked by junction)
Loop Road	1	High traffic speeds, road safety, poor pedestrian safety
East Hill	1	High traffic volumes making junction hard to turn right

Table 5 Biggest issues by road outside boundary of the Maybury LSI

Any issues out of scope for the local street improvements scheme will all be passed on to relevant teams and/or organisations. This includes fly tipping, playground/recreational improvements and reports of drug use.

There were two comments received by email and raised the issues of: flooding on Walton Road, pavement parking, uneven pavement, and speeding.

How Could We Make It Better?

In the survey, respondents were asked 'How could we make it better?'. This allowed them to make suggestions regarding how the location could be improved through delivery of the LSI scheme. The suggested improvements generally correlate with the issues identified in the previous section. Table 6 summarises the suggested solutions to key transport issues.

Issues	Count	Suggested solutions
High traffic speeds	**51**	Traffic calming measures, reduced speed limits, speed cameras and other
Parking issues	**43**	Parking enforcement, parking patrols, changes to permit system, parking cameras to restrict illegal parking, more double yellow lines, addressing parked delivery vehicles and other
Poor pedestrian infrastructure and safety	**17**	Changing timings of traffic lights to enable longer crossing times, widening pavements in areas, continuous footways across junctions, adding more greenery, levelling, stopping illegal pavement parking and resurfacing of pavements
Busy road traffic	**13**	Reduced speed limits, traffic calming measures, large vehicle restrictions, segregated cycle lanes, improved signage
Road safety	**12**	Increased visibility for drivers (i.e. reducing height of fences where it restricts drivers view), introduce one-way systems, improved signage, resurfacing of roads
Poor cycle infrastructure and safety	**5**	Improved cycle lanes, better signage

Table 6 Summarised suggestions targeted to main transport issues

The highest number of responses were solutions associated with the issues of high traffic speeds and parking issues. Solutions suggested for high traffic speeds included, traffic calming measures,

reducing speed limits and introducing speed cameras or mobile patrols. For parking issues, responses suggested more parking enforcement to deter non-permit holders and illegal parking, parking patrols, changes to the permit system and parking cameras.

Figure 16 below is a word cloud from all the comments submitted under solutions. They key words here are road, speed, parking, traffic, pavement and cameras. These match up with the analysis in the previous sections which suggest solutions of parking enforcement, reducing speed limit, speed cameras and traffic calming.



Figure 16 Word cloud from respondents showing the most used words related to solutions

4. Lessons Learnt and Recommendations

4.1 Communications and Promotions

Along with residents' letter distribution, leaflets and posters (Figure 4) were put up across the LSI zone during the engagement period. Additionally, Maybury LSI had paid Facebook ads, SCC Socials (Facebook, Twitter and Instagram) and posts on the SCC Community Link Officer Facebook to ensure a wider audience were reached and aware of the early engagement.

Our Commonplace page tracked visitors which included 563 direct traffic, 326 referral traffic and 200 email traffic out of the total 1,151 visits by unique visitors. The paid social media had a poor performance in gaining respondents when reviewing in Commonplace.

Of the survey respondents 75% found out about the engagement by letter, 9% via social media, 9% via word of mouth and 5% via the posters, shown in Figure 17.

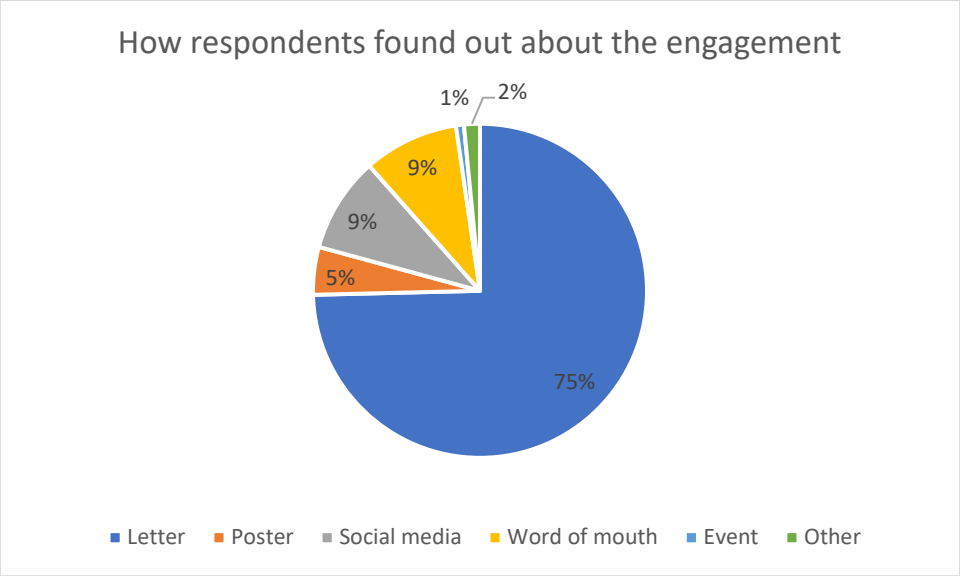


Figure 17 How respondents heard about the survey

Based on the above for the next round of engagement it is critical the letter distribution is conducted to inform residents and businesses.

An important lesson learnt is the lead time on production and distribution of promotion materials should not be underestimated, and working closely with SCC Communication Team to coordinate engagement launch is critical. Measures to improve consistency across promotion includes the adoption of 'Make It Happen' SCC branding and through rolling out schemes in close succession and coordination with 3rd party projects.

4.2 Representativeness of Engagement

The next stage of engagement for Maybury LSI could consider more targeted engagement activities with the aim to reach stakeholders that are less likely to respond to the online survey. It was hard to

reach the younger population and those who study in the area, although this could be linked to the demographic and the fact there is only a primary school within the zone.

4.3 Events Planning

Thoughtful consideration on events location and dates are influential to the success of an event. Some key points of consideration when event planning for the next stage are the accessibility and connectivity of the venue, as well as ensuring the timing of the events will capture the largest audience, such as coinciding with other local events.

4.4 Survey Design

Accessibility

Commonplace has a built-in accessibility tool by UserWay allowing users to set various adjustments to the displayed content. While considering accessibility, we have also presented alternative methods to provide responses through emails or in person drop-in sessions. Going forward, more consideration should be placed on the design of web content and survey to facilitate the use of screen reader allowing users to access the interactive map.

Another consideration is the survey should be designed not only by relying on existing Commonplace template but be reviewed on its accessibility of language. One of the feedback items is peoples' comprehension to the 'Current Feelings Towards the Area' question is not only subjective but also confusing; some voting for a 'Positive' despite wanting to see improvement at the pinned location.

In the next round of engagement, the survey prompt can be improved by setting a clearer analysis model to generate useful data for design.

5. Summary

5.1 Engagement Dashboard

The engagement dashboard is a snapshot produced within the engagement plan, providing a summary of stakeholders' information, engagement activities and indicative level of support. Figure 18 is the dashboard captured at the end of Maybury LSI Early Engagement. The profile will evolve as further engagement activities are conducted across the lifecycle of the project.

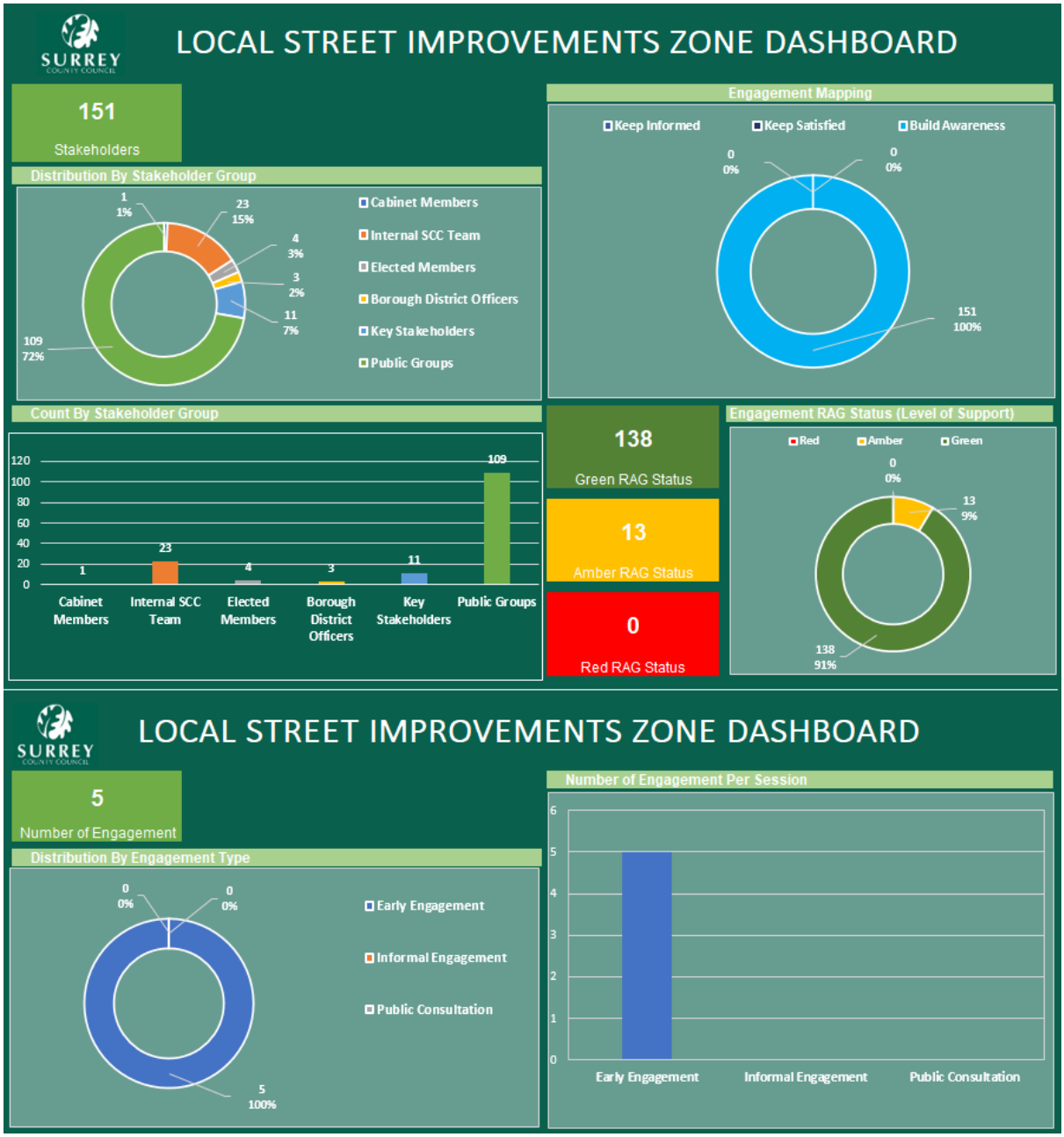


Figure 18 Engagement Dashboard created from Maybury LSI Stakeholders Engagement Plan

At present, the Maybury LSI project involves 151 stakeholders and groups, predominantly comprised of members from public groups and local businesses.

5.2 Summary

This report has detailed the process and findings of the early engagement for the Maybury LSI scheme, which was carried out between 26 February and 29 March 2024. Throughout the project timeline, we were able to build awareness with key stakeholders' groups via five engagement sessions, including two drop-in sessions held at The Maybury Centre.

A total of 1,151 tracked visitors to the Commonplace website, in addition to 19 visitors attending the in-person drops-in events were recorded. A total of 138 public responses were collected, 136 through Commonplace survey (with 114 reactions and agreements to these comments) and a further 2 individual responses via email.

In Maybury the most popular mode of transport was walking (including with pram) with 62 responses (44%) and car (driver and passenger) with 44 responses (31%). There is scope to increase usage of sustainable transport and active travel modes within the zone.

As expected, given that respondents were requested to identify issues for improvements, there were predominantly negative views towards the pinned locations. Negative feeling towards the location was recorded on 55% responses, with a further 31% mostly negative. Only 1% stating that they felt 'positive' about the selected location.

The transport issues raised the most were 'high traffic speeds' and 'problems associated with parking', accumulating 39 and 30 responses respectively. The next highest issues raised were 'litter problem' (12 responses) and 'busy road traffic' (9 responses).

The highest number of responses for 'How could we make it better?' were solutions associated with the issues of high traffic speeds and parking issues. Solutions suggested for high traffic speeds included, traffic calming measures, reducing speed limits and introducing speed cameras or mobile patrols. For parking issues, responses suggested more parking enforcement to deter non-permit holders and illegal parking, parking patrols, changes to the permit system and parking cameras.

Alongside the feedback and findings from the early engagement, the project team will be using transport survey data to shape initial feasibility proposals. All design proposals will work towards the overall LSI scheme aims to plan, design and create safer, healthier and more attractive local environments that encourage walking, wheeling and riding to increase opportunities to live and work locally. LSI schemes also aim to create more attractive local environments and more welcoming neighbourhoods that people want to spend time in and residents take pride in. A further stage of informal engagement will be held giving the public the opportunity to feedback on the feasibility designs. Following on from this, there will be a further design stage and opportunity for local stakeholders to have their say, ensuring a collaborative and community led design approach.

Appendices

Appendix A: Commonplace Interactive Map survey questions

Part A: Information about respondents

What is your connection to the area?

I live in the area, I commute through here, I work in the area, I have a business in the area, I am a visitor to this area, I study in the area

What is your home postcode?

What is your work postcode?

How would you describe your gender?

What is your age group?

13-15, 16-24, 25-34, 35-44, 45-54, 55-64, 65-74, 75-84, 85 and over, Prefer not to say

What is your employment status?

Working full-time, Working part-time, Zero-hour contract, Self-employed, Apprenticeship/training, Student, Retired, Unemployed, Stay at home parent, Carer, Volunteer, Other

How do you usually travel in or around the area?

Walking, Walking with pram/pushchair, Jogging/running, Cycling, Mobility scooter/wheelchair, Motorcycle/Moped, Bus, Taxi or other cab, Car (passenger), Car (driver), Commercial vehicle, Scooter, Other

Part B: Survey questions

Where have you placed your pin? Please describe in brief.

How do you feel about where you have placed your pin?

Positive, Mostly Positive, Neutral, Mostly Negative, Negative

What are the most important issues in this location? Please select from the below.

Busy road traffic, Difficult to cross / lack of safe crossings, High traffic speeds, Inadequate cycle infrastructure, Inadequate cycle parking, Narrow Pavement, Narrow road space due to street parking, Pavement is of poor quality, Poor disabled access, Lack of greenery, Litter problem, Nowhere to stop and sit, Personal security concerns, Poor air quality, Poor lighting , Poor public realm, Add something else

Please provide any further details on the issues in this location.

How could we make it better?

How did you find out about us?

Word of mouth, Twitter, Poster, Letter, Facebook, Event, Other

Appendix B: Residents Letter

Tel: 0300 200 1003
Email: localstreetimprovements@surreycc.gov.uk

SURREY
COUNTY COUNCIL

Transport Policy Team
Quadrant Court
35 Guildford Road
Woking,
GU22 7QQ

Your ref: Maybury Local Streets Improvements

26 February 2024

Dear Resident

Have your say – Maybury Local Street Improvements

Surrey County Council will be designing proposals to improve the streets in Maybury.

Proposals will be developed that can make streets safer, healthier and more attractive, with appropriate traffic speed limits and improved facilities for walking, wheeling and riding.

We want to hear from people who live, work, travel through and spend time in the area. We are interested in hearing what the key local transport issues are and what could be changed to improve the streets in this area of Maybury. Your views are important to us, and your input would be greatly appreciated at this early stage before any plans are developed.

Find out more and tell us what you think online at https://mayburylsi.commonplace.is/ or scan the QR code.

surreycc.gov.uk

The Project Team will be hosting two engagement sessions to answer any questions and gather views.

Both events will be held in The Maybury Centre, 27 Board School Rd, Woking GU21 5HD on the following dates:

- Thursday 14 March 2024 from 2pm until 7pm.
- Saturday 16 March 2024 from 10am until 1pm.

The engagement period closes on 29 March 2024.

Yours faithfully,

Transport Policy Team, Surrey County Council

Urdu translated residents' letter

SURREY COUNTY COUNCIL

ٹیلی فون: 0300 200 1003
ای میل: localstreetimprovements@surreycc.gov.uk

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گلڈ فورڈ روڈ 35
،وجاگنا
GU22 7QQ

فروری 2024 26 | میری لوکل سٹریٹس میں بہتری | آپ کا حوالہ:

عزیز رہائشی

Maybury Local Street Improvements - اپنی رائے دیں

سرے کاؤنٹی کونسل میری میں سڑکوں کو بہتر بنانے کے لیے تجاویز تیار کرے گی۔

صحت مند اور زیادہ پرکشش بنا سکیں ، مناسب ٹریفک کی رفتار کی حد اور پیدل چلنے، پہیے چلانے اور سواری کے لیے بہتر سہولیات کے ساتھ۔

ہم ان لوگوں سے سننا چاہتے ہیں جو علاقے میں رہتے ہیں، کام کرتے ہیں، سفر کرتے ہیں اور وقت گزارتے ہیں۔ ہم یہ سننے میں دلچسپی رکھتے ہیں کہ مقامی ٹرانسپورٹ کے اہم مسائل کیا ہیں اور میری کے اس علاقے میں سڑکوں کو بہتر بنانے کے لیے کیا کیا جا سکتا ہے۔ آپ کے خیالات ہمارے لیے اہم ہیں، اور کسی بھی منصوبے کو تیار کرنے سے پہلے اس ابتدائی مرحلے میں آپ کے ان پٹ کو بہت سراہا جائے گا۔

QR پر یا https://mayburylsi.commonplace.is/ مزید جانیں اور ہمیں بتائیں کہ آپ آن لائن کیا سوچتے ہیں کوڈ اسکین کریں۔

surreycc.gov.uk

پروجیکٹ ٹیم کسی بھی سوال کا جواب دینے اور آراء جمع کرنے کے لیے دو مصروفیت کے سیشنز کی میزبانی کرے گی۔

:میں منعقد ہوں گے۔ درج ذیل تاریخوں پر بورڈ اسکول آر ڈی، ووکنگ جی یو 21 5 ایچ ڈی 27 ،دی میپری سنٹر

- جمعرات 14 مارچ 2024 دوپہر 2 بجے سے شام 7 بجے تک۔
- مارچ 2024 بروز ہفتہ صبح 10 بجے سے دوپہر 1 بجے تک۔ 16

مذاکرات کی مدت 29 مارچ 2024 کو بند ہو رہی ہے۔

،آپ کا وفا

ٹرانسپورٹ پالیسی ٹیم، سرے کاؤنٹی کونسل