# Lower Sunbury Local Street Improvements Scheme

Early Engagement Report – Spring 2024



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# 1. Executive summary

This report describes and analyses the early engagement held for the Lower Sunbury Local Street Improvements (LSI) scheme.

This scheme aims to plan, design and deliver safer, healthier and more attractive local streets that encourage more walking, wheeling and riding in Lower Sunbury. LSI schemes also aim to create more attractive local environments and more welcoming neighbourhoods that people want to spend time in and that residents take pride in.

The first stage of engagement set out to identify key local transport issues within Lower Sunbury and gather suggestions for improvements. Early engagement with local stakeholders was carried out between 27 September and 10 November 2023. In total, 156 individuals responded during the engagement period with 149 individuals responding via the Commonplace online survey and a further 7 individuals responding via email. All responses have been considered.

Responses to the engagement exercise have provided the project team with a list of transport issues and suggestions for improvement at different locations across Lower Sunbury. These are being considered by the project team during the first stage of design work (feasibility design), which follows this early engagement.

Many of the comments received covered issues such as high traffic speeds and volumes, poor quality footways, inadequate or a lack of pedestrian crossings, and issues associated with antisocial parking. The report summarises the general issues and solutions identified, as well as exploring the issues and solutions raised at specific locations within Lower Sunbury.

Alongside the feedback received from this early engagement exercise, the project team will be using other data collected in the area to influence the initial feasibility design proposals, including from traffic surveys. Following the development of these designs, a second stage of engagement with local stakeholders will be undertaken to seek views on the design plans proposed. This will lead into a further stage of design work to refine and develop the designs further, which will be followed by a public consultation. These steps ensure that there are further opportunities for local stakeholders to have their say during the development of the Lower Sunbury LSI scheme.

# 2. Introduction

Local Street Improvements (LSIs) are important for helping to deliver the objectives of Surrey's current Local Transport Plan[1], particularly its objective for net zero carbon emissions from transport by 2050 and a reduction in the associated negative impacts of transport related emissions. LSI schemes will contribute directly to the Planning for Place and Active Travel and Personal Mobility policy areas. LSI schemes aim to make local streets safer, healthier and more attractive, with appropriate vehicle speed limits and improved facilities for walking, wheeling and riding for local journeys.

As part of the first tranche of LSI schemes being taken forward in Surrey, a zone has been identified covering Lower Sunbury. This area is shown in Figure 1 below. The boundary of the zone may be subject to change as the LSI scheme develops. For this zone, Department for Transport Funding has been awarded to develop design proposals.




**Figure 1: Map image of the Lower Sunbury LSI zone, shown in purple.**

A first round of engagement has been undertaken for the Lower Sunbury LSI using the online Commonplace platform[2] to collect views from local stakeholders, including people who live, work, travel through, study and spend time in the Lower Sunbury area. The online platform enabled respondents to comment on issues and areas within Lower Sunbury of their choosing. This engagement was important to understand the area's local transport issues, and to gather local suggestions for potential improvements. The findings of this engagement stage will be used to inform the development of initial design proposals (feasibility design proposals) for the Lower Sunbury LSI scheme. Further rounds of engagement will be undertaken as the scheme develops, providing further opportunities for local stakeholders to give their views and help to shape the plans for Lower Sunbury.

[1] Local Transport Plan 4, Surrey County Council, 2022. Available at: https://www.surreycc.gov.uk/roads-and-transport/policies-plans-consultations/transport-plan

[2] Lower Sunbury Local Street Improvements Commonplace site. Available at: https://lowersunbury.commonplace.is/

# 3. Engagement methodology

## 3.1 LSIs: The three stages of engagement

The LSI programme is committed to a community focused approach towards design development. There are 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 views and information from local stakeholders to influence the development of feasibility designs.
2. Engagement stage 2: seeking views on the feasibility designs leading to a design review and informing the development of preliminary designs.
3. Formal public consultation: at this stage the preliminary designs are consulted on formally. Stakeholders should be fully informed of the design proposals and a realistic expectation for the project will have been set. Following public consultation, detailed construction ready designs will be refined taking into account of the feedback, costs and priorities.

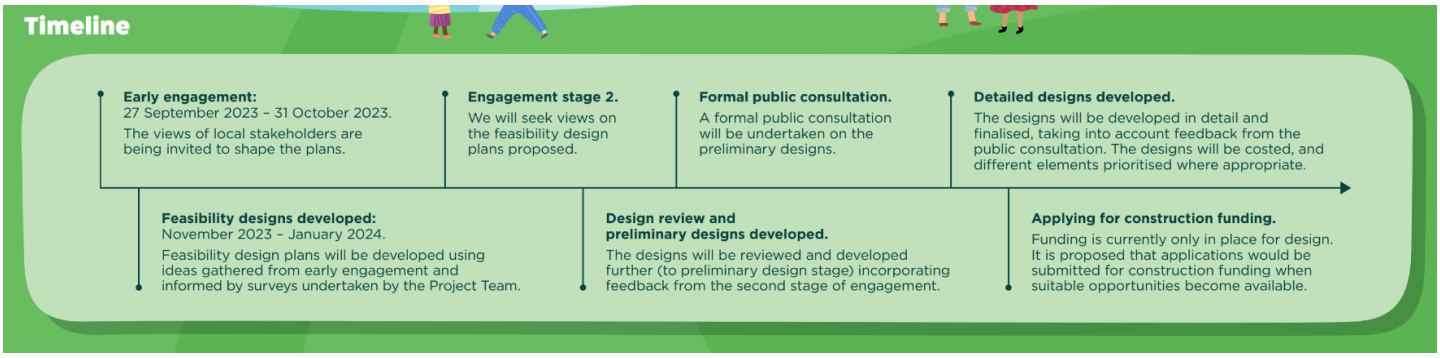



**Figure 2: Lower Sunbury LSI project timeline, as shown on the display boards used at the early engagement events.**

## 3.2. Early engagement methodology

A stakeholder engagement plan has been developed for the Lower Sunbury 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.

Prior to carrying out early engagement publicly which would cover all external stakeholders, a series of meetings and briefings were held to engage with:

- SCC officers across the Highways Directorate;
- SCC Cabinet Member for Highways, Transport and Economic Growth;
- SCC divisional Member for Lower Sunbury and Halloford;
- Officers at Spelthorne Borough Council (SBC); and
- SBC ward Members for the wards that cover the Lower Sunbury LSI area.

Following engagement activities with those listed above, the project team commenced activities to reach out to and engage with the public and all external stakeholders. Early public engagement was carried out between 27 September and 10 November 2023. A website utilising the Commonplace platform was used to collect views from people who live, work, study, travel through and spend time in Lower Sunbury.

On 27 September 2023, the Lower Sunbury LSI early engagement was launched online on the Commonplace platform. The Commonplace website included: a map of the potential zone boundary; background on the LSI programme in Surrey; information on the types of interventions that might be considered to improve local streets through the programme; the scheme's initial timeline; and a survey which enabled respondents to pin a location on an interactive map and answer survey questions about their chosen location. The survey was open for comment for six weeks and received 149 responses. A further 7 individuals responded via email. The analysis in this report takes into account both the survey and email responses.

Two in-person exhibition events were held as part of the engagement process. Both events were held at The Sunbury Adult Learning Centre on The Avenue in Lower Sunbury (Figure 3, below). The first event was held on Thursday 19 October between 13:30 and 18:00, and the second was held on Saturday 18 October between 10.00 and 13.00.




**Figure 3: Sunbury Adult Learning Centre.**

The Sunbury Adult Learning Centre is located in the northern part of Lower Sunbury and the site belongs to Surrey County Council (SCC). It was chosen as the most suitable location to carry out the engagement due to its location within the scheme boundary and its accessibility by multiple modes of transport. As an indoor venue, it was also deemed to be the most suitable venue option for the Autumn events.

At the exhibition events, display boards were presented for attendees to view and consider at their own pace. Five Surrey County Council (SCC) members of staff were present at the first event and three at the second event to discuss the scheme objectives, answer any questions and help gather feedback on issues and opportunities from attendees. Staff members were available to help attendees fill out

the Commonplace survey or direct attendees to the email address for written comments if they preferred.

To advertise the engagement letters were sent to all properties within the proposed zone inviting residents and businesses to attend the in-person events and provide their comments online. There were issues with the delivery of letters with some residents not initially receiving the letters, so a second set of letters were delivered and the engagement period extended by a week to allow time for everyone to have their say. Posters were also displayed at various locations within the area, including on local notice boards, and flyers were handed out.

To further raise awareness of the engagement period, it was also promoted on social media over platforms including X (formerly Twitter) and Facebook. This occurred at several points during the engagement period and was intensified in the last week of the engagement to increase awareness as far as possible. Residents who live in the area were targeted via Facebook advertising which directed them to the Commonplace site.

Targeted engagement was carried out with local Councillors in the form of a briefing session on 15 June 2023. Responses from local Councillors were received, recorded and reviewed following this session. The County Councillor for Lower Sunbury also attended the engagement event held on Thursday 19 October and discussed the LSI scheme with attendees.




**Figure 4: Flyers handed out to advertise the engagement exercise.**

# 4. Who responded?

149 individuals responded to the survey on Commonplace. An additional 7 responses were received via email. The comments received are analysed in the following section of this report. To understand how representative the respondents are of the wider population that would be impacted by the scheme, certain key characteristics of respondents can be considered and compared with 2021 Census data for Spelthorne.

Regarding the age of respondents, of those that disclosed this information (34% did not), the most common age categories were 35-44 (18%), 65-74 (17%), and 45-54 (13%). Considered against Census 2021 data for Spelthorne, there was some overrepresentation and underrepresentation of particular groups. The most underrepresented groups were the youngest. Only 1% of respondents were aged 16-24, despite this group making up almost 10% of the borough's population. Similarly, only 3% of respondents were aged 25-34, despite making up 13% of the borough's overall population. The most overrepresented group was those aged 64-74%. 17% of survey respondents belonged to this category, despite only 9% of Spelthorne's overall population being in this age group.

It is clear that there is an underrepresentation of younger groups within the survey population. This emphasises a need for additional engagement methodologies to be explored and used in subsequent stages of engagement, to try and reach out to and enable those from all age groups, including younger groups, to have their say.

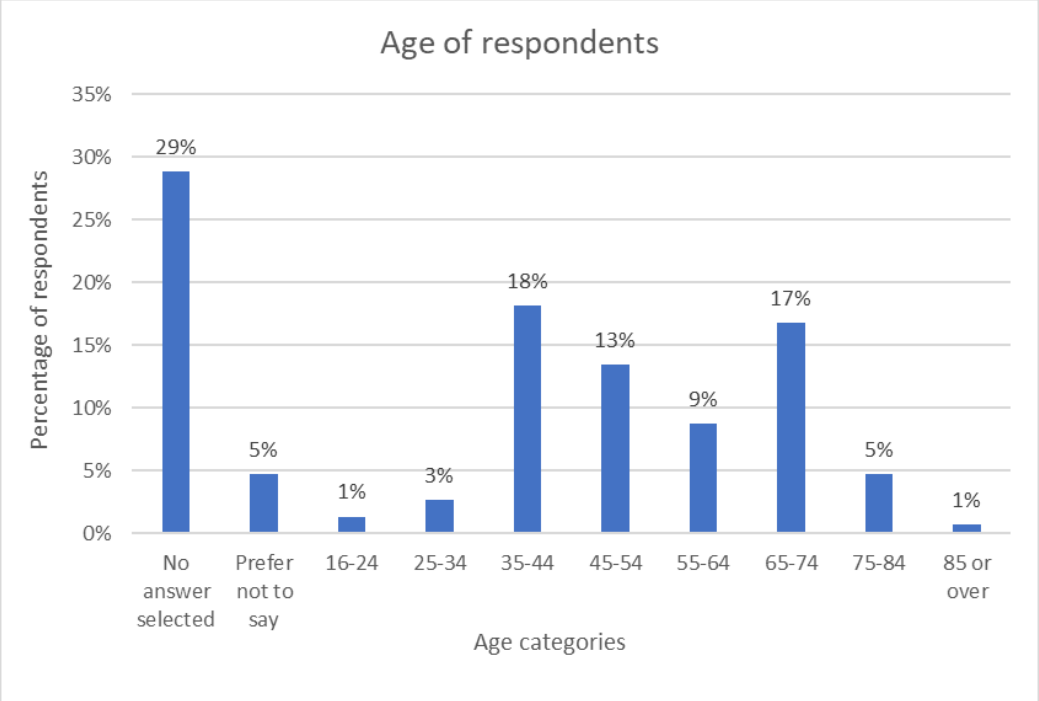



**Figure 5: Age of respondents**

Figure 6 (below) demonstrates that the survey did well to reach those that would be impacted by this scheme, with the majority of respondents living in Lower Sunbury (69%). There was also representation from people who work in the area.

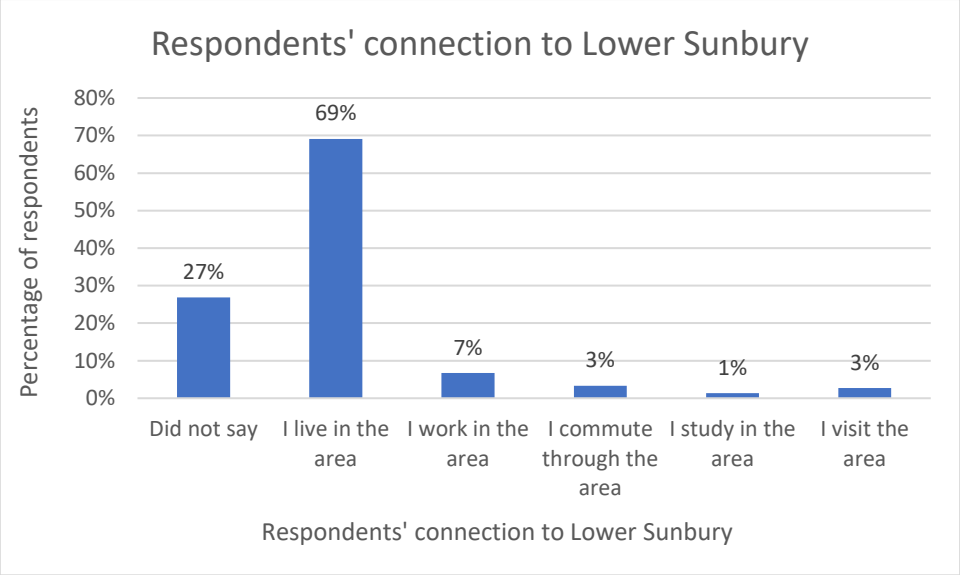



**Figure 6 – Respondents connection to Lower Sunbury**

The survey also included a question that aimed to understand the modes of transport that respondents used most to travel in Lower Sunbury. This is shown in figure 7 (below). Respondents were able to choose multiple answers and there were consequently 290 responses from the 149 individual respondents, indicating many respondents travel around Lower Sunbury using multiple different transport modes at different times.

The responses show that travelling by car, motorcycle or moped is the most popular mode of transport in Lower Sunbury, with 76% of respondents using these modes as either a passenger or driver. This was closely followed by travelling on foot, with 75% of respondents reporting to travel on foot in Lower Sunbury, including with prams, pushchairs, or by jogging. This represents a large pedestrian population with Lower Sunbury.

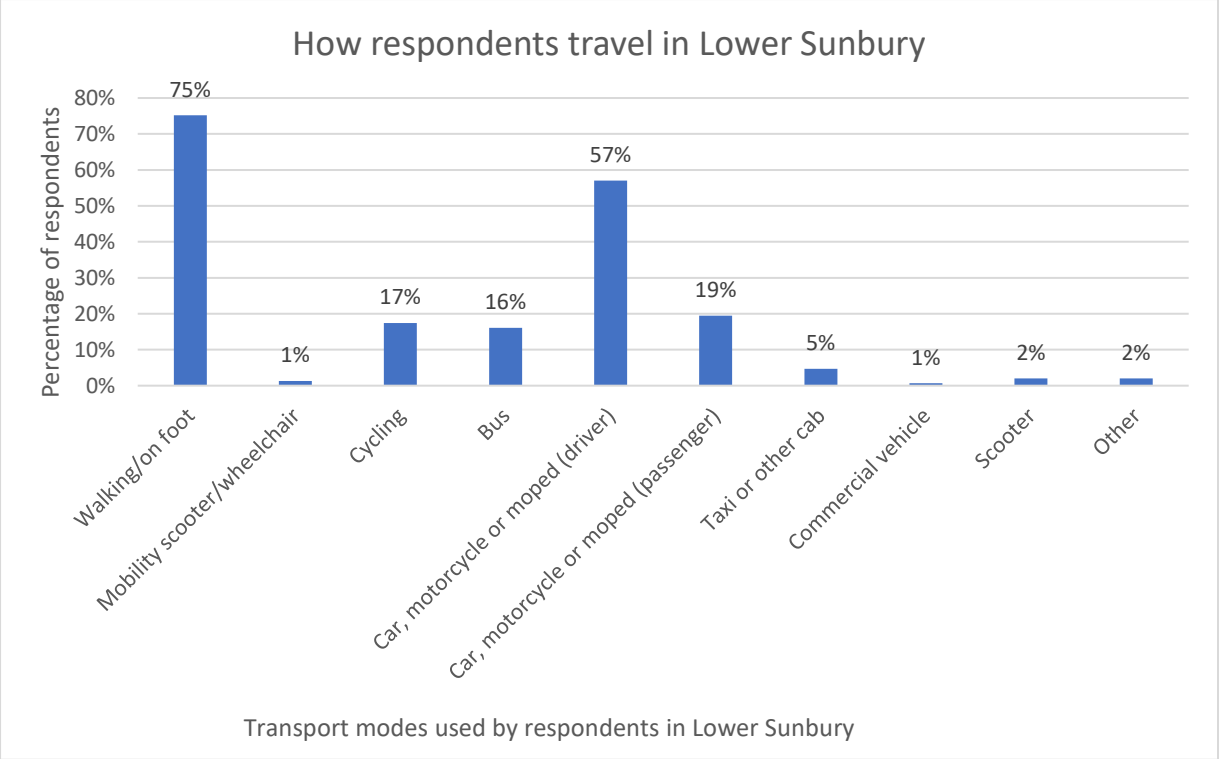



**Figure 7 - How do you usually travel in or through Lower Sunbury?**

# 5. General issues and suggested improvements raised by respondents

## 5.1 General feelings towards the locations identified in the area

This section explores the local transport issues and potential solutions raised by respondents.

The survey asked respondents to 'pin' a location of their choice on an interactive map where they then identified local transport issues and ideas for improvements to the streets in Lower Sunbury. The survey also asked how respondents currently feel about the location that they chose to gain a general understanding of sentiment towards current conditions.

As may be expected given that respondents were requested to identify issues and potential improvements, there was a predominantly negative sentiment towards the locations chosen. As Figure 8 (below) shows, the most common response to this question was 'negative' (65%), followed by 'mostly negative' (21%). Only 10% of respondents stated that they felt 'positive' about their selected location and, when inspecting the comments, some respondents provided negative accompanying text despite their initial positive sentiment. These results show that respondents were identifying street locations in the Lower Sunbury area where there are generally high levels of dissatisfaction, and they feel that there is need for improvement.

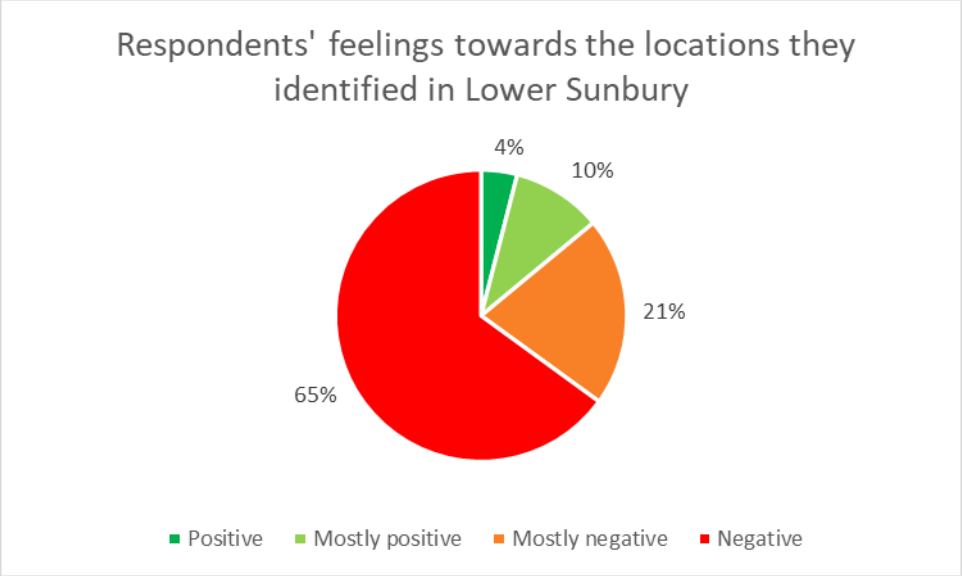



**Figure 8 – Respondents' feeling towards locations they selected in the Lower Sunbury area**

## 5.2 Frequently raised issues

After selecting their location, the survey asked respondents what they felt were the most important issues at that location. A list of options were provided as a prompt and respondents could also write their own response, as well as selecting multiple responses including their own. Responses received by email have also been considered within this dataset, manually added by the project team.

Figure 9 below shows how many times each response was chosen, reflecting the issues most commonly experienced when travelling in Lower Sunbury. The most frequently raised issue was high traffic volumes, selected by 87 of the 156 respondents. Poor pavement quality or obstructed

pavement was selected 77 times, and high traffic speeds selected 66 times. Roads being difficult to cross, a lack of safe crossing points and the pavement being too narrow were also commonly selected responses. This demonstrates that there are clear issues in Lower Sunbury with traffic levels and traffic speeds, and with the existing pedestrian infrastructure.

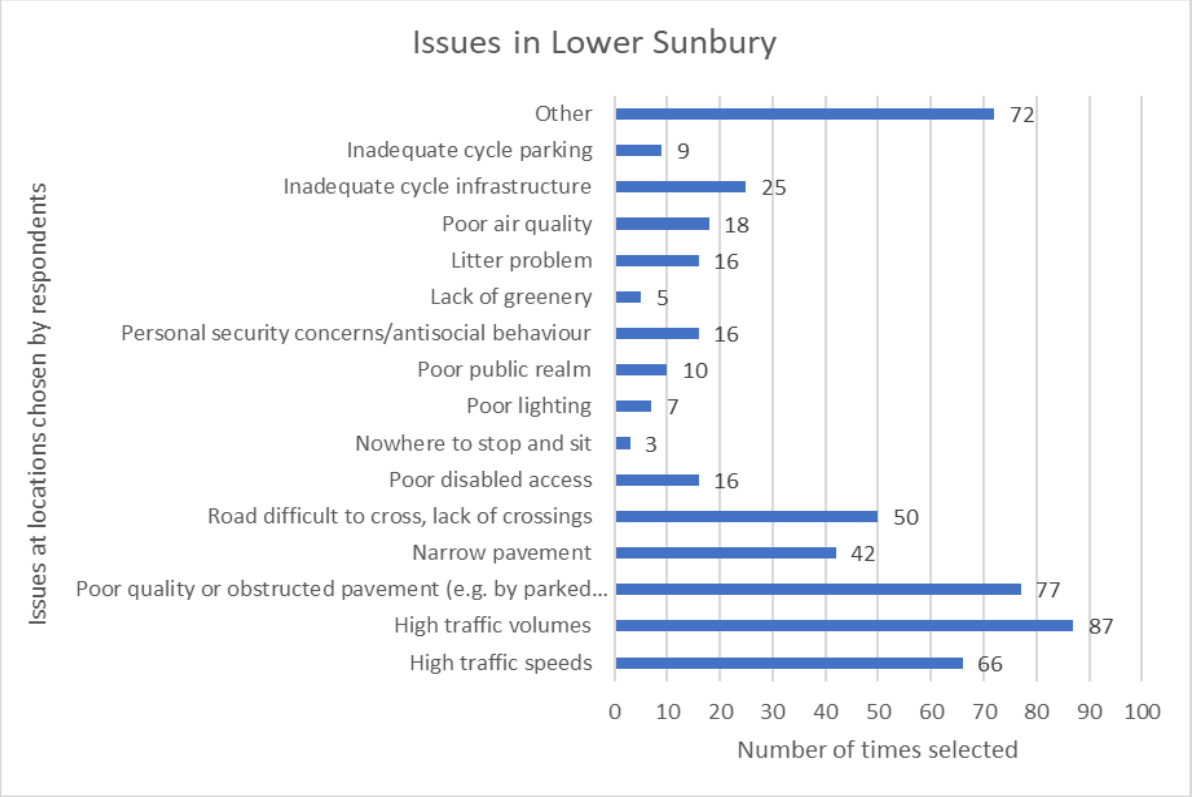



**Figure 9 – Issues in Lower Sunbury raised by respondents.**

72 respondents chose to write their own response to this question. Within these written responses some respondents identified multiple issues. The issues raised within the written responses can be summarised into the categories in figure 10 (below). The most common issue raised by those selecting 'other' was dangerous driving, mentioned by 18 respondents. This is similar to the high traffic volumes and speeding issues selected by other respondents, and again demonstrates that this is a clear issue in Lower Sunbury. 17 respondents raised concerns about antisocial parking, again similar to the issues raised by other respondents about obstructed footways. Those who selected 'other' placed a greater emphasis on antisocial parking blocking their visibility as both drivers and pedestrians, particularly at crossing points and junctions.

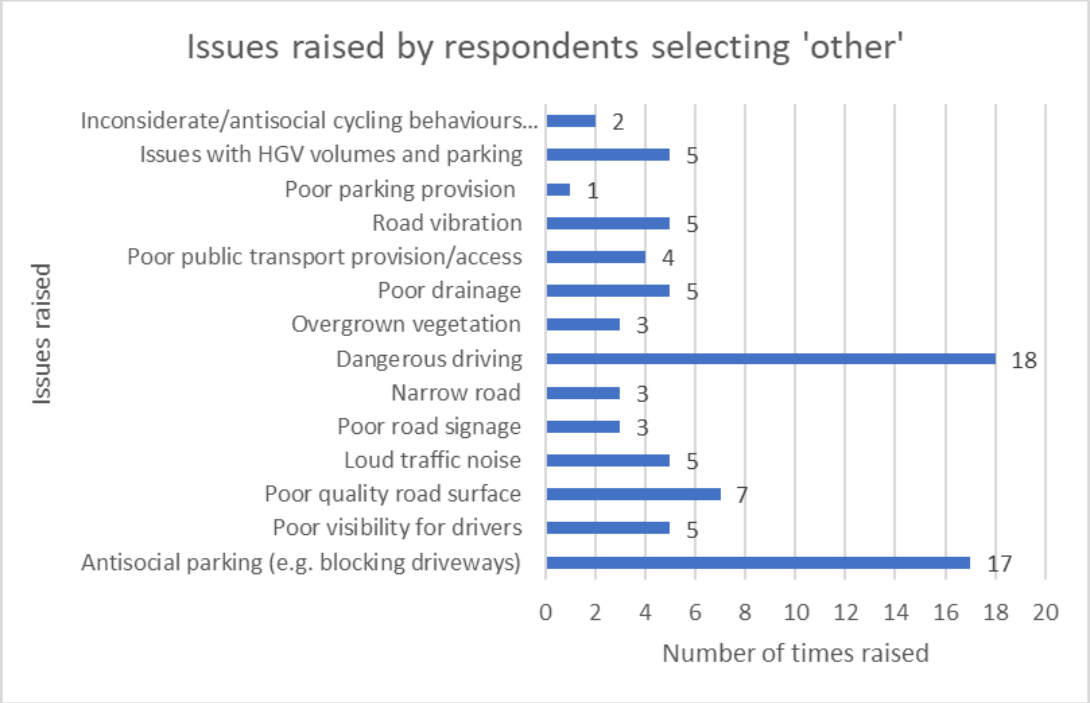



**Figure 10 – Issues in Lower Sunbury raised by respondents who selected 'other'.**

## 5.3 Suggested solutions

Once respondents had outlined the issues present at their selected location, they were then asked how they would like to see these issues addressed or the location improved. Respondents were able to make their own suggestions as a free text answer about how they felt their location could be improved through the delivery of the LSI scheme.

The responses have each been coded into categories representing the different types of interventions and solutions suggested. Figure 11 shows how many times each solution was suggested. Table 1 provides examples of phrases or words used by participants which have been categorised into the intervention types in Figure 11.

Not every survey participant responded to this question, whilst some participants provided several different solutions. The analysis includes both the survey and email responses received from 156 participants. A total of 246 suggestions were made. This section outlines the general suggestions, and the following section explores suggestions made for specific locations. The suggested improvements generally correlate with the issues identified in section 5.2.

The most frequently suggested interventions were footway improvements, suggested by 38 respondents. This correlates with the large number of pedestrians in Lower Sunbury (Figure 7) and can be expected given the high number of respondents who identified issues with footway quality at their chosen location (Figure 9). The most suggested footway improvements were resurfacing and levelling of footways to reduce hazards. There were also suggestions for new footways where they don't currently exist. Implementing new crossing points was another common suggestion for improving pedestrian infrastructure, suggested 22 times, and reflects the previously identified issue of a lack of safe crossing points (Figure 9). The survey has identified both a clear demand and a need for improved pedestrian provision in Lower Sunbury.

Parking restrictions were a similarly popular intervention, suggested 34 times. A large number of these suggestions related to footway obstructions caused by parking, reflecting the frequency with which this was identified by participants as an issue at their chosen locations (Figure 9). Introducing, refreshing and enforcing double yellow lines was the most popular parking restriction suggested, as well as the placement of bollards to physically prevent antisocial parking.

Traffic calming was also a commonly suggested intervention (28), reflecting issues with traffic volumes, speeds and dangerous driving previously identified by respondents (Figures 9 and 10). Implementing speedbumps was the most popular solution in this category. In contrast, only 4 respondents suggested reduced traffic calming, calling for existing speed bumps to be made smaller or removed.

27 participants suggested a form of traffic restrictions, again reflecting the identified issue of high traffic volumes (Figure 9). Suggestions ranged from HGV bans and banned turns to one-way systems and the closure of their selected location to through traffic.

21 suggestions were made to reduce existing speed limits in Lower Sunbury, reflecting issues with high vehicle speeds and dangerous driving previously identified by participants (Figures 9 and 10). Most of these suggestions were centred around reducing speed limits, either on certain roads or across the whole of Lower Sunbury, to 20 miles per hour.

It is worth noting that some of the issues and solutions raised by respondents are outside of the scope of a Local Street Improvements scheme. Comments made that were outside of the scope of the Lower Sunbury LSI scheme are discussed separately in section 7.

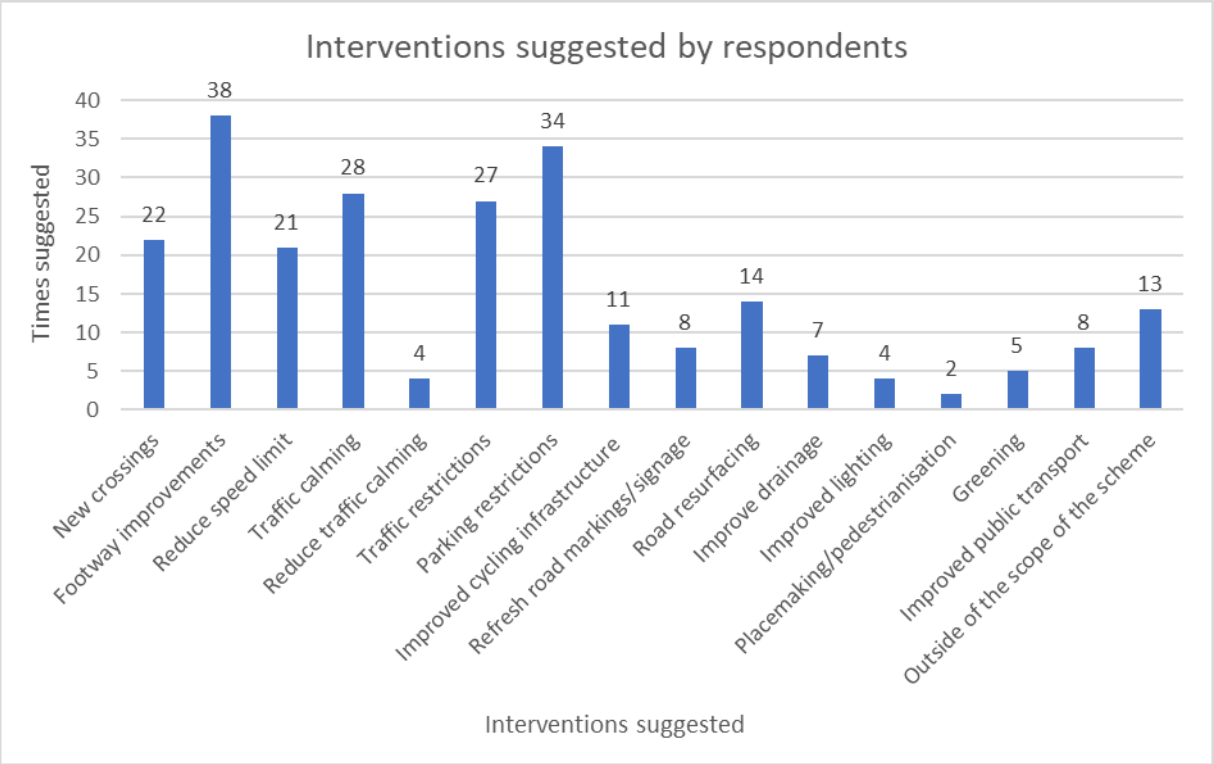



**Figure 11 – Interventions suggested by respondents to improve conditions at their chosen locations.**

| Intervention type | Words/phrases used by participants |
|---|---|
| Footpath improvements/new footpath | Resurface, raise, cut back plants, cut hedge, add pavement, renew, maintain, improve surface, extend, tarmac, cut weeds, repair cracks, widen pavement, clear pavement, flat, even, tree roots. |
| Implement a new crossing | Zebra crossing, designated crossing, raised crossing, proposed crossing, cross the road, Copenhagen crossing. |
| Reduce the speed limit | Reduce speed to 20mph, 20mph speed limit, enforce slower speed, 20mph signs, slower traffic, 20mph, lower speeds. |
| Implement traffic calming | Bollards, speed bumps/humps, narrow road, traffic calming measures, speed cameras, chicanes, planters. |
| Traffic restrictions | Resident access only, banned turn, block off road, close to through traffic, give way restrictions, priority one-way, one-way street, HGV ban, ban lorries, no through traffic, weight limit, close road. |
| Outside the scope of the scheme | Remove the subway, extend car park, extend oyster card zone, increase bin collection, employ park wardens, more police, lollipop person, improve disabled access at railway station. |
| Parking restrictions | Double yellow lines, prevent/stop/remove parking, pavement parking, enforce parking restrictions, no parking zone, bollards. |
| Road resurfacing | Fix potholes, road resurfacing, redo/repair/retarmac road, smooth surface. |
| Improved lighting | More lighting, repair streetlights. |
| Refresh road markings/signage | Redo/repaint marking, new signage. |
| Improved public transport | Park and ride, move bus stop, better buses, zero emission buses. |
| Improved cycling infrastructure | Cycling facilities, cycle path, cycle lanes, cycle provision. |
| Reduce traffic calming | Reduce the apex/height, remove speed bumps/humps. |
| Improve drainage | Unblock drain, improve drainage. |
| Greening | Planting, seeds, plants, greenery, biodiversity. |
| Placemaking/ pedestrianisation | Pedestrianise, public realm, placemaking. |

**Table 1 – Examples of words and phrases used by respondents when suggesting solutions.**

# 6. Issues raised by area

Survey responses and comments supplied via email have provided a list of different issues and preferred solutions across the Lower Sunbury area. These are to be considered by the project team during the first stage of design work (feasibility design). It is expected that there will be a need for prioritisation when defining the scope of the scheme. This will involve considering locations that will provide stronger benefits and value for money and ensuring that proposals align with the scheme's objectives. This section will consider the issues and solutions raised by respondents at specific locations in Lower Sunbury. This is intended as a summary of responses by location and does not cover every comment made and being considered by the project team. Both survey and email responses have been considered. Figure 12 shows where survey comments were located.

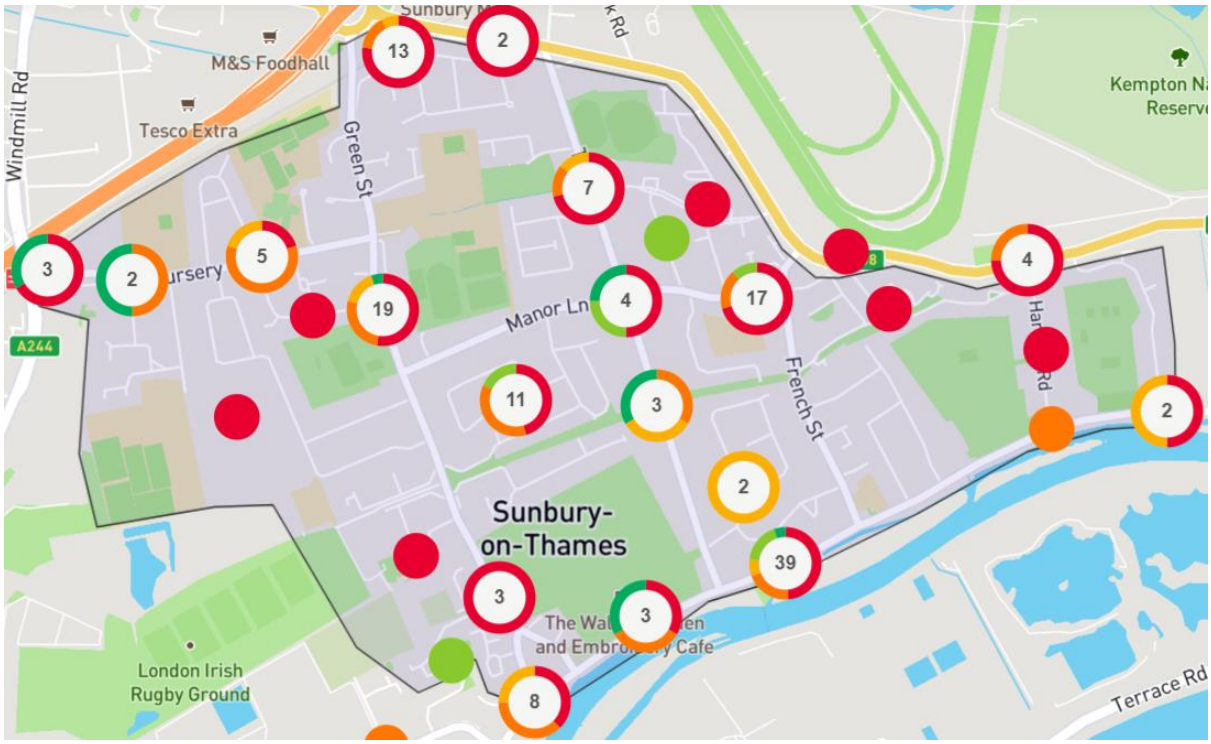



**Figure 12 – Location of survey responses**

## 6.1. Nursery Road

Antisocial parking, parking obstructing footways and parking reducing visibility for drivers and pedestrians was the greatest concern for respondents on Nursery Road, with much of this associated with school traffic. Parking blocking visibility for drivers and pedestrians at side road junctions, including those with Peregrine Road, Stratton Road and Beverley Road, was also identified as a common issue. Many respondents suggested implementing double yellow lines at side road junctions and other areas where parking on the footway or parking obstructing visibility was an issue.

Issues with poor quality and uneven footway surfaces were also commonly reported on Nursery Road. Many respondents expressed a desire to see footways resurfaced and made more even and cars to be prevented from parking on footways because of damage to footways and obstruction for pedestrians. Suggestions to combat this included the introduction of bollards to physically prevent pavement parking. This was a particular concern on the northern side of Nursery Road, near to the parade of

shops, where the footway was reported to become 'unpassable' for pedestrians who had to walk in the road. There were also suggestions to improve pedestrian provision by implementing a new crossing point outside Sunbury Leisure Centre in place of the existing traffic island.

High volumes of road traffic was also a commonly cited concern at this location, particularly outside the schools. Many respondents reported issues with congestion, idling engines and air quality on Nursery Road making the area unpleasant for residents, particularly at school times. To combat this, several comments suggested school pick-up and drop-off zones be implemented.

Other comments centred around a lack of cycling infrastructure and poor public realm on Nursery Road, with a lack of safe active travel routes to schools seen to cause greater motor vehicle traffic. Suggestions included improving pedestrian and cycling facilities for access to Nursery Road's schools.

## 6.2. Green Street

Issues with the pavement being uneven, obstructed by parked cars or too narrow were frequently raised along the length of Green Street with many respondents reporting inadequate conditions for pedestrians. Parking on the pavement was also raised by drivers as an issue at side road junctions, with their visibility blocked by parked cars. Respondents also raised concerns about drainage causing footways to flood and pedestrians to be soaked by puddles that frequently built up on the carriageway, particularly near to the Cedars Recreation Ground bus stop and the junction with Manor Gardens. Suggested solutions included resurfacing and improved drainage, and double yellow lines or parking restrictions at school times to dissuade parking on the pavement.

There were also several well supported suggestions for new pedestrian crossing points along Green Street where crossing is currently unsafe, including by Manor Gardens and the health centre, by Rooksmede Road, on the southern end of Green Street near to the parade of shops opposite Sunbury Park, and by Forge Lane.

The junction of Green Street and Nursery Road was raised as a concern with respondents suggesting the crossing points be upgraded to better support pedestrians. Suggestions for improvement included pedestrians being able to cross diagonally, a new pedestrian crossing and the implementation of raised crossings.

Many respondents raised concerns about the high volume of traffic and associated issues with poor air quality, particularly at the northern end of Green Street around Nursery Road. It was suggested that much of the traffic is generated by trips to school and several respondents asked that the high volumes of school traffic be addressed, for example by providing better walking and cycling infrastructure to schools and drop-off and pick-up zones.

There were also concerns about high traffic speeds and several suggestions to lower the speed limit to 20 miles per hour or implement traffic calming along Green Street. Suggestions to lower the speed limit were particularly focussed in the central and southern part of Green Street.

## 6.3. Sutherland Avenue

Sutherland Avenue was cited by respondents as being used as a cut-through between Nursery Road and Green Street with high traffic volumes and speeds, particularly at school times. Issues reported included parking on the pavement obstructing the footway, a lack of safe crossing points due to

footway parking obstructing visibility and inadequate footway surfacing. Issues with drainage and flooding on the footway were also identified. Suggestions for improvement included making Sutherland Avenue a one-way street and enforcing parking restrictions.

## 6.4. Thames Street and Lower Hampton Road

As with other areas, anti-social parking obstructing both the footway and the visibility of pedestrians and drivers was a common concern along Thames Street. Double yellow lines were frequently suggested to address this, as well as bollards to physically prevent parking on the footway.

Issues with speeding vehicles and high traffic volumes were also frequently raised. Popular suggestions to address this included introducing a 20 mile per hour speed limit, greater traffic calming measures, implementing speed cameras, one-way priority at narrow pinch points and making Thames Street completely one-way. Lowering the speed limit was the most popular suggestion. Some respondents also raised concerns about fast travelling, antisocial cyclists.

Respondents also raised concerns about issues with Heavy Goods Vehicles illegally loading and parking on the pavements. Enforcement of an HGV ban was a popular solution.

The quality and width of the footways was also frequently raised with many respondents requesting the footways be made wider and more even.

The junction with The Avenue was the most commented on section of Thames Street. Issues included high traffic volumes and parking obstructing both footways and the visibility of drivers and pedestrians seeking to either cross the street or pull out of the junction. Suggestions for improvement included traffic mirrors, double yellow lines and traffic lights.

On Lower Hampton Road, leaving lower Sunbury in the east, respondents raised concerns about high-speed traffic, inconsistent speed limits and a lack of cycling facilities, causing respondents to feel unsafe on this section of the road. Common suggestions for improvement were lowering the speed limit and implementing safe cycling facilities.

## 6.5. The Avenue

Speeding traffic was frequently identified as an issue along The Avenue. Popular suggestions to address this were more effective traffic calming including speed bumps along the length of The Avenue and lowering the speed limit on The Avenue to 20 miles per hour.

Several respondents expressed that they felt positive about the street's two pedestrian crossings (near the Manor Lane junction and the crossing by Hawke Park) and some respondents suggested new, similar crossings be implemented at the northern end of The Avenue, towards the A308. Raised crossings were preferred to act as a form of traffic calming.

Issues with the quality and evenness of the footway at the northern end of The Avenue were raised with several suggestions that this be resurfaced.

Some suggestions for The Avenue centred around the parade of shops to the south, near to the junction with Thames Street. These included suggestions to improve the public realm by removing the car parking spaces and a suggestion for greater disabled parking provision.

## 6.6. Manor Lane

High traffic volumes and speeds were a frequent concern for respondents, particularly outside Chennestone Primary School. Some respondents reported that Manor Lane is used as a cut-through to avoid Sunbury Cross roundabout by vehicles travelling to and from the A308. A pedestrian crossing outside the school was a popular suggestion as several respondents reported current conditions as being unsafe for crossing the road. Traffic calming and speed cameras were also suggested to combat the high vehicle speeds and traffic volumes.

Antisocial parking, associated with school traffic, was also frequently raised in the vicinity of Chennestone Primary School and towards the junction with French Street. Parking on the pavement was reported to block the visibility of pedestrians and drivers, and block footway access. Suggestions to address this included the enforcement of double yellow lines and residents only parking.

## 6.7. French Street

As with other areas, poor pavement quality was frequently reported along the length of French Street. Suggestions centred around resurfacing the footway, removing trip hazards like uneven paving, and making the pavement more level.

Parking obstructing the pavement and the carriageway was a frequently reported issue, particularly around the junction with Manor Lane and in the vicinity of Beauclerc Infant School, where there is high foot traffic. At the Manor Lane junction, suggestions centred around enforcing double yellow lines or providing a pedestrian crossing. Around Beauclerc Infant School suggestion focussed on enforcing parking restrictions to prevent parking on the footway.

The junction with Oakington Drive was a particular area of concern. Visibility for drivers of the existing crossing was reported to be blocked by parked cars next to the crossing as well as visibility for pedestrians trying to use the crossing. This was a significant concern as the crossing is frequently used by pupils from Chennestone Primary School whose height further reduces visibility. Consequently, suggestions centred around redesigning and improving the existing crossing, making the crossing into a raised crossing, or preventing vehicles from parking near to the crossing.

High vehicle speeds were also reported along French Street, accompanied by suggestions to lower the existing speed limit.

## 6.8. Oakington Drive

Despite being a smaller road than others within the study area, several respondents raised concerns about the lack of footway provision on Oakington Drive. The existing footway on the northern side was also reported to be of poor quality with drainage and flooding issues. Respondents suggested that a footway be constructed on the Southern side of Oakington drive to serve pedestrians wishing to walk to and from French Street or use the crossing to access Hawke Park and Chennestone Primary School. Respondents reported that, at present, pedestrians were forced to walk in the carriageway.

## 6.9. Station Approach

Issues raised at Station Approach included personal security concerns and a lack of lighting, poor footway quality and high traffic volumes and speeds caused by vehicles using Station Approach as a

cut through from the A308 to avoid Sunbury Cross roundabout. Suggestions for improvement included improved street lighting, traffic calming and footway resurfacing.

# 7. Outside of the scope of the scheme

Some of the responses received in the survey were considered to be outside of the scope of the Lower Sunbury Local Street Improvements (LSI) scheme. This was primarily because of the type of issue raised or the location being outside of the scheme's boundary. Where appropriate, information provided within the survey responses will be passed on to relevant stakeholders for their consideration which may include other teams at Surrey County Council, or Spelthorne Borough Council.

## 7.1. Common Issues

Commonly raised issues that are generally considered outside of the scope of the Lower Sunbury LSI scheme are discussed below:

- Several respondents requested that the Oyster card zone be extended to cover Sunbury Railway Station and Upper Halliford Railway Station. The Oyster card zone is determined by Transport for London and not Surrey County Council. The County Council is unable to extend the Oyster card zone.
- Several respondents requested that disabled access at Sunbury Railway Station be improved, suggesting the bridge over the railway, currently only accessible via the stairs, be accessible via lift. The railway station is managed and operated by network rail and Southwestern Railway, not Surrey County Council. The County Council will relay this suggestion to these organisations.
- The need for maintenance activities to improve roads (including addressing potholes), footway surfaces and also cut back of vegetation was a common theme in the responses. This can be consistent with the objectives of LSI schemes: LSI schemes are primarily seeking to upgrade infrastructure on local streets to make them safer, healthier and more attractive to use by sustainable transport modes, including walking and cycling. Consequently, the scheme designs may include upgrading infrastructure in locations where it is currently in poor condition. However, LSI schemes are not maintenance schemes to deal with all the maintenance problems, such as potholes, in an area. These types of activities are subject to SCC's maintenance programme. SCC is committing to large investments to address maintenance problems on roads within Surrey over the next five years as part of the maintenance programme. For more information on which roads are in the current programme, and to report a pothole that hasn't already been flagged, please visit the following webpage: https://www.surreycc.gov.uk/roads-and-transport/roadworks-and-maintenance/potholes
- Parking enforcement issues were commonly raised in responses. This LSI scheme will consider parking issues where there is strong alignment with the aims and objectives of the LSI scheme. Addressing all the parking issues and challenges in the area is not within the scope of this scheme.
- Several comments were made to locations outside of the scheme's boundary. These include comments about Sunbury Cross roundabout and the A308. Major roads and larger infrastructure measures are outside of the scope of Local Street Improvement schemes, which seek to improve conditions on local, residential roads. However, information will be passed on to relevant teams at SCC to be reviewed in line with their existing programmes and priorities. Regarding issues raised along the A308, this corridor has been identified as a priority in the Spelthorne Local Cycling and Walking Infrastructure Plan (LCWIP), so will be considered through this work. Feasibility work is now underway to develop designs for this section to improve the environment for walking and cycling. This stage of work will involve full public consultation.

- The Lower Sunbury LSI scheme will focus on improvements to the streets in Lower Sunbury, and more specifically areas identified as public highway which fall under the remit of SCC as the highway authority. A number of issues were raised for locations that fall outside of public highway spaces, or relate to activities that are not within the control of SCC. These include: Issues associated with parks and open spaces in the area that are managed by Spelthorne Borough Council; and issues associated with street cleaning and bin collections, which are functions undertaken by Spelthorne Borough Council. The project team will be engaging with Spelthorne Borough Council to discuss issues raised and how both authorities can work in partnership to address key issues to deliver better outcomes as the LSI scheme is progressed.

## 7.2. Nursery Road

Nursery Road forms part of cycling route 18 in the Spelthorne Local Walking and Cycling Infrastructure Plan (LCWIP). The Spelthorne LCWIP is currently in its feasibility stage, where feasibility designs are being produced for each of the Phase 1 cycling routes. This design stage involves a full public consultation and will result in a fully developed, ready to construct scheme (although no funding has been allocated for construction).

Consequently, Nursery Road has been removed from the scope of the Lower Sunbury LSI. Feasibility designs for Nursery Road will be produced through the LCWIP programme, which has a larger scope and therefore potential to deliver radical change than the LSI programme. The results of this engagement have been shared with the LCWIP project team and will help to inform the feasibility designs proposed through this work.

## 7.3. Stratton Road and Layton's Lane

There was a popular comment concerning the informal footpath between Stratton Road and Layton's Lane, requesting it be formalised and resurfaced as a result of high pedestrian footfall, including school children travelling to Nursey Road. This path sits on private land, but an application has been made to claim this route as a public footpath. The application can be viewed and supporting evidence submitted here: https://www.surreycc.gov.uk/culture-and-leisure/countryside/management/footpaths-byways-and-bridleways/map-modification-applications/stratton-road-sunbury

# 8. Conclusions and next steps

149 responses to the Commonplace survey were received with a further 7 individual responses received via email. This sample has provided a useful range of views about the key transport issues in Lower Sunbury to influence initial design proposals.

Responses to the engagement exercise have given the project team a list of issues and suggestions for improvement at different locations across Lower Sunbury. These are being considered by the project team during the first stage of design work (feasibility design), to develop initial LSI proposals for Lower Sunbury. There is expected to be a need for prioritisation when defining the scope of the Lower Sunbury LSI scheme, considering locations that will provide stronger benefits and value for money, and ensuring that proposals have alignment with the scheme's objectives.

Through the development of the stakeholder engagement plan, local stakeholder organisations and groups have been identified. At this stage in the scheme's development the project team has been able to build awareness of the scheme and invite feedback to shape the design work. As shown in the screenshot of the dashboard below, taken from the engagement plan, at this stage no opposition has been raised by these stakeholders to the principles of the scheme. This will be monitored as the project progresses further.

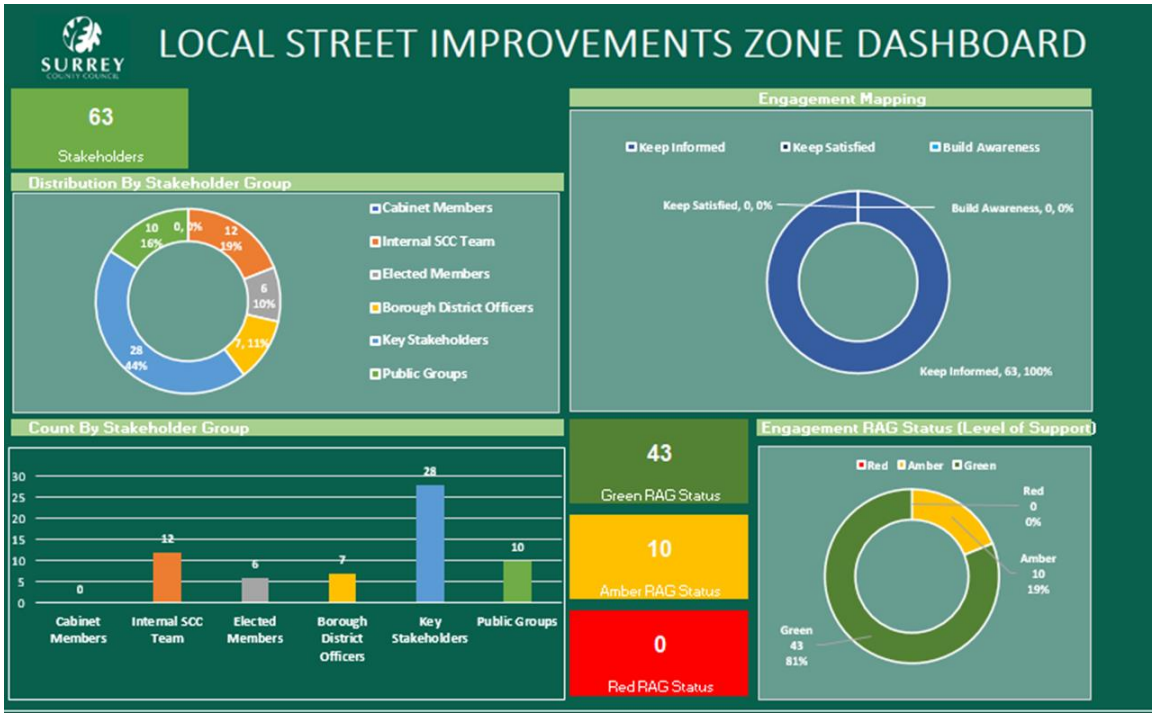



**Figure 13 – Engagement Plan Dashboard**

Alongside the feedback received from this early engagement exercise the project team will be using other data collected in Lower Sunbury, including from traffic surveys, to influence the initial feasibility design proposals. Following the development of these designs, a second stage of engagement with local stakeholders will be undertaken to seek views on the design plans proposed. This will be followed by an additional stage of design work to improve the designs further, and then a public consultation. These steps will ensure that there are further opportunities for local stakeholders to have their say during the development of the Lower Sunbury LSI scheme.

At the next stage of engagement, effort will be made to engage with groups that were underrepresented at this stage, including younger people. The next stage of engagement will also involve engaging local stakeholders such as schools.