Egham Hythe Local Street Improvements



Engagement Stage 3 Report – May 2026

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1. Executive Summary

This report describes the engagement process and provides the analysis of responses received during the third stage of engagement for the Egham Hythe 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 cycling. 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. This scheme is part of the wider LSI programme being progressed by Surrey County Council (SCC), of which this is one of the first to be advanced through design. 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 cycling.

Prior to this third stage of engagement, two other engagement rounds were undertaken which influenced the development of designs for the Egham Hythe area. This third stage of engagement, which took place between 6th of October and 18th of November 2025, set out to gather feedback from local stakeholders on the updated design proposals. We received 320 responses from 138 individuals and organisations that responded via the Commonplace online survey, a further 6 responded via email, 2 were received by letter and 7 businesses responded via a posted survey. All feedback has been considered by the project team.

This sample has provided a useful range of views about the different designs proposed and these will be used by the project team during the next stage of design work (detailed design) which will include reviewing and changing the scope of the proposals and then developing the designs in more detail.

Overall, feedback to this third stage of engagement indicates that there remains support broadly for the LSI scheme, its objectives, and continued development, although changes will be made to some of the proposals, where stakeholders raised considerable concerns. In particular the design option for the proposals outside the Pooley Green shopping parade and the Thorpe Lea Road / Pooley Green Road roundabout will be changed from the original proposal consulted on following feedback from stakeholders, in particular the businesses on the shopping parade. Further targeted engagement was carried out after the main engagement period on a revised design which generated support from the businesses, and it is expected that the final design will be based on this revised option. Different options will also be explored where improved walking, wheeling and cycling infrastructure is proposed along Thorpe Road and Thorpe Lea Road, especially the crossing location by the Staines Bridge roundabout and the

proposals to relocate bus stops. In taking the scheme forwards, all types of responses from this third stage of engagement will be considered including comments of support, concerns raised, and other suggestions raised, which have been summarised in section 5 of this report. This is part of developing a community focused approach towards the scheme's development.

The scope of the scheme will need to remain in line with the scheme's objectives: creating safer, healthier and more attractive streets, with improved facilities for walking, wheeling and cycling. Alongside the feedback received from this engagement exercise, the project team will also be following national active travel design guidance and standards to develop a scheme that can potentially attract funding for future construction. There is also expected to be a need for prioritisation when defining the scope of the scheme, considering locations which will provide stronger benefits and value for money, and ensuring that proposals have alignment with the scheme's aims and objectives.

If the scheme or elements of the scheme are to progress to construction, certain measures proposed would be expected to be subject to statutory consultation. This would provide a further opportunity for local stakeholders to have their say on the scheme proposals ahead of construction.



Figure 1. Poster displayed across the Egham Hythe area to raise awareness and invite local stakeholders to participate in the third round of engagement.

2. Introduction

Local Street Improvements (LSI) are important to help deliver on the objectives of Surrey's current Local Transport Plan, particularly the active travel, personal mobility and planning for place policy areas, as well as contributing to reducing carbon emissions and the associated negative impacts. LSI schemes aim to make streets in communities safer, healthier and more attractive, with appropriate vehicle speed limits and improved facilities for walking, wheeling and cycling.

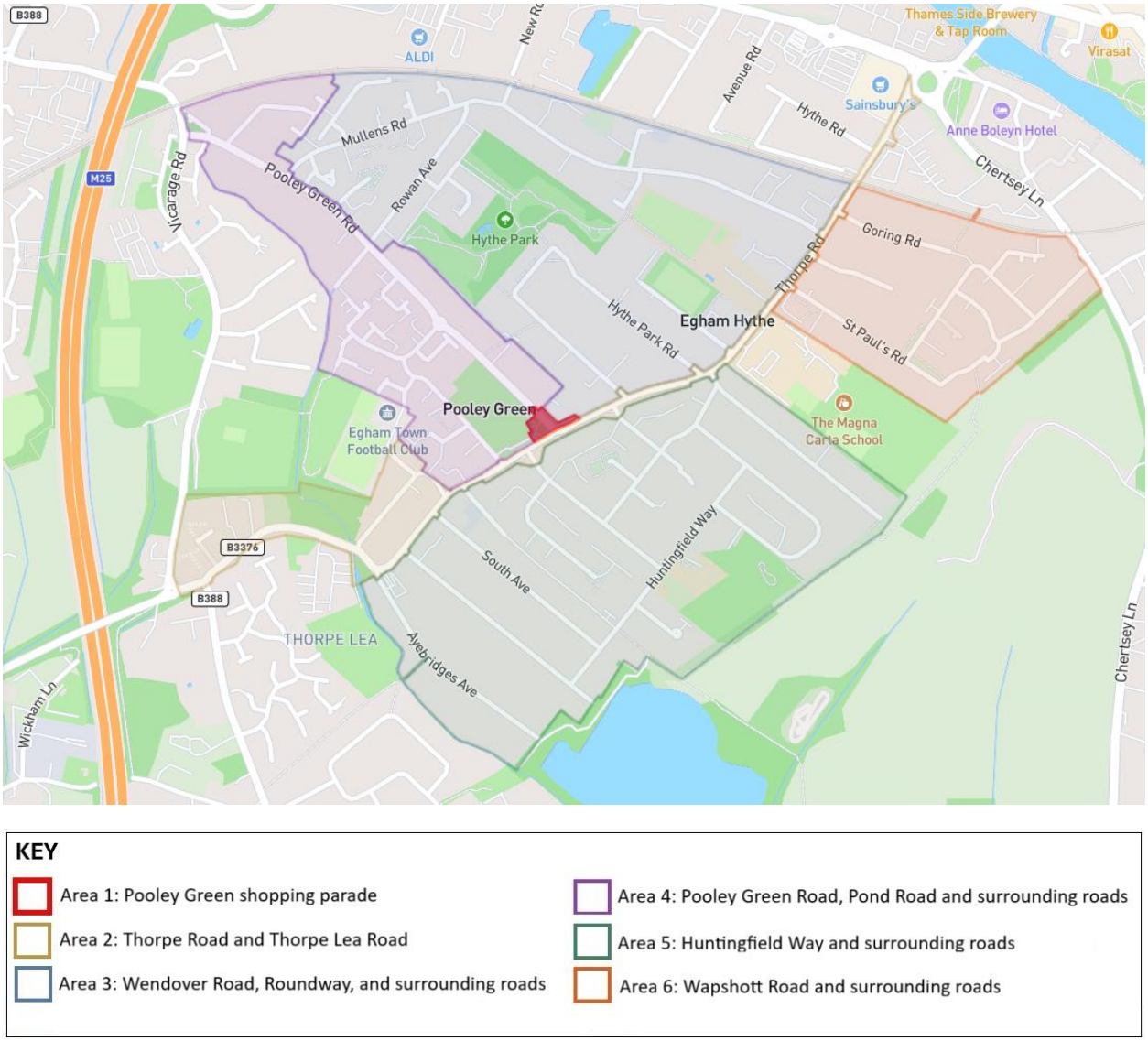


Figure 2. Map and key of the Egham Hythe LSI zone.

This scheme is part of the wider LSI Programme being progressed by Surrey County Council (SCC) across the county. As part of the first tranche of LSI schemes from the programme, a zone

was identified in Egham Hythe and a first stage of engagement took place in October 2023 to gather views on issues and ideas for improvements in the area. Following this round of early engagement and reviewing the feedback, draft design proposals were created, and a second stage of engagement took place in July and August 2024 to gather views from local stakeholders on these designs. After gathering views, the proposals were reviewed and updated ahead of this further stage of engagement (third stage) that took place in October and November 2025 to understand level of support as well as views generally about these updated proposals.

The third stage of engagement used the Commonplace online platform to gather feedback from people living, working and travelling in Egham Hythe. Feedback was also collected in person at two engagement events or by stakeholders writing to the project team via email or letter. The feedback received will inform further changes to the design proposals before developing them in more detail.

3. Engagement Methodology

3.1 LSIs and 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 cycling. The three stages of engagement are:

1. Engagement stage 1 (Early engagement): building awareness and collecting views and information from local stakeholders to influence the development of feasibility designs. **Early engagement was completed in 2023.**
2. Engagement stage 2: seeking views on the feasibility designs leading to a design review and informing the development of preliminary designs. **Engagement stage 2 was completed in 2024.**
3. Engagement stage 3 (further engagement): Seeking views on the updated design proposals, with feedback being used to help finalise the designs and develop them in more detail. **This is the latest stage and the subject of this report.**

If the scheme or elements of the scheme secure funding and are to progress to construction, certain measures proposed would be expected to be subject to statutory consultation. This would provide a further opportunity for local stakeholders to have their say on the scheme proposals ahead of construction.

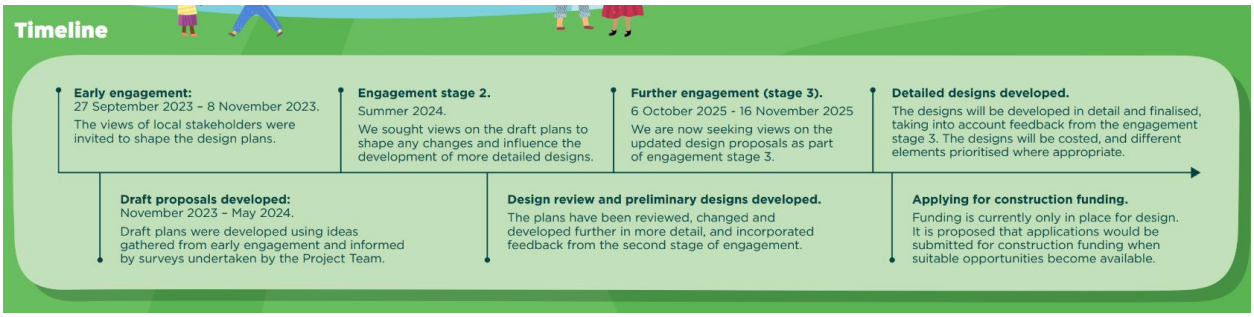


Figure 3. Egham Hythe LSI project timeline as shown on the display boards used at the third engagement events.

3.2 Third stage of engagement methodology

Updated design proposals were developed for the Egham Hythe area, in line with the objectives of the LSI programme. These were influenced by feedback received during the second stage of engagement held in Summer 2024. The designs were divided into different areas shown in Figure 2 to group proposals by key locations and to allow for easier viewing on the Commonplace site and at the engagement events. The updated design proposals were designed by the Highways Design Team at Surrey County Council.

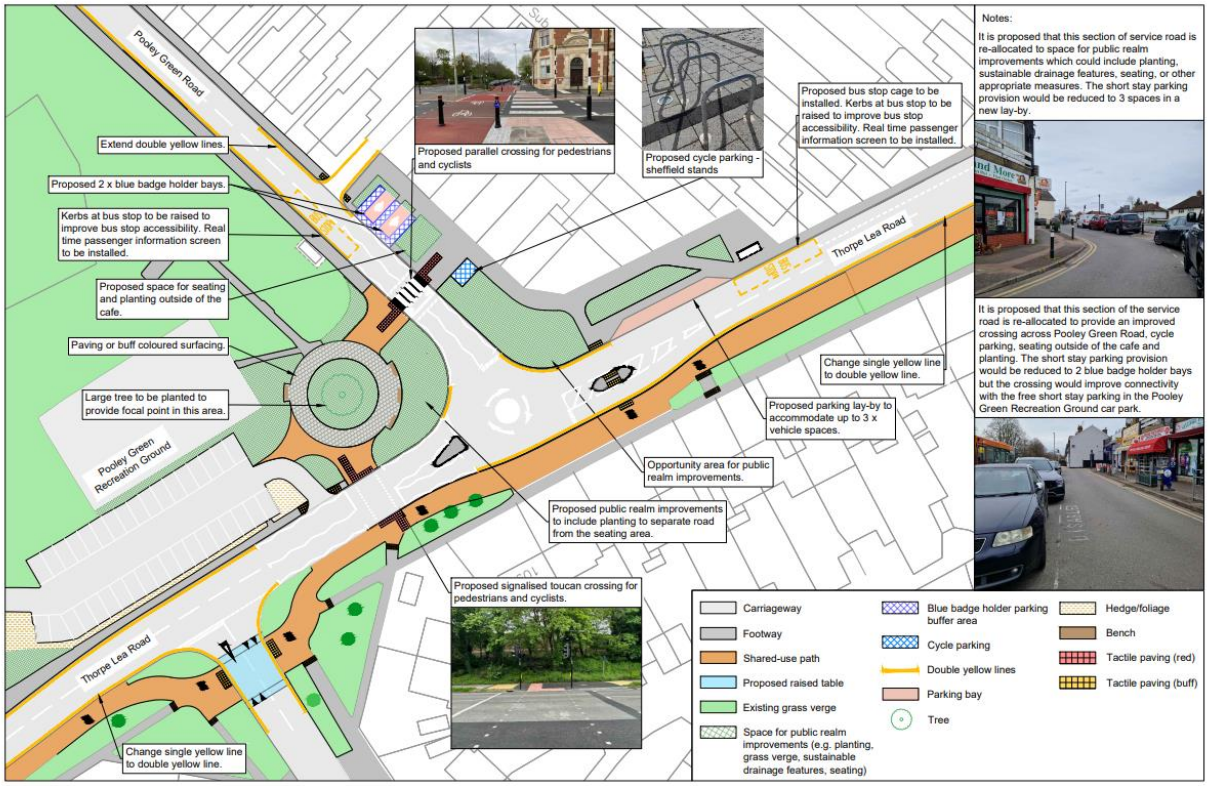


Figure 4. Example of preliminary design proposal for Pooley Green shopping parade and the Thorpe Lea Road/Pooley Green Road roundabout

Figure 4 above is an example of one of the updated design proposals shown on the Commonplace site and for viewing at the two engagement events that were held.

The stakeholder engagement plan that is in place for the Egham Hythe LSI scheme has been continued. This engagement plan identifies local stakeholders which include schools, businesses, emergency services, resident associations, bus operators, other local organisations and interest groups, as well as local residents and the wider public more generally.

Prior to carrying the third stage of engagement publicly to 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 Egham;
- Officers at Runnymede Borough Council (RBC); and
- RBC Ward Members for the wards within the coverage of the Egham Hythe 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 external stakeholders. Engagement stage 3 was carried out between 6 October 2025 and 16 November 2025. A website utilising the Commonplace platform was used to collect views from people who live, work, study, travel through and spend time in Egham Hythe.

The Commonplace website included a map of the LSI zone divided into areas with the design proposals, background information about the LSI programme in Surrey, information about the types of interventions being considered to improve local streets through the programme, the scheme's timeline, and surveys which enabled respondents to comment on designs and submit their views and suggestions. The survey was active for 6 weeks.

Two in-person exhibition events were held as part of the third stage of engagement. Both were held at the Parish Hall at St Paul's Church with the first on Thursday 23 October 2025 between 1:30pm and 6pm and the second on Saturday 1 November 2025 between 10am and 1pm. This venue is located centrally in the zone so was chosen as the most suitable location to carry out the engagement. This was a different location to the first and second stages of engagement as the Hythe Centre was no longer available as a venue. Letters, various posters and signage were used to notify and direct people to where the event was being held and more information on the LSI engagement taking place. Display boards and printed design plans were on show for attendees to view and consider (see Figure 5) and five Surrey County Council members of staff were present to discuss the scheme objectives, proposals and to help gather feedback from attendees using the Commonplace survey. The Commonplace survey was used to capture the feedback from events to ensure all engagement responses were recorded on the same platform where possible. Staff members were available to run through and help attendees fill out the Commonplace survey.



Figure 5. Some of the display boards set up at one of the engagement events.

To advertise the engagement, letters were sent to all residents and businesses in the zone. Posters were also displayed at various points in the area and flyers handed out. Notification of the engagement was also sent via email to stakeholders identified in the engagement plan, and those that had signed up (during previous stages of engagement) for updates from Commonplace about the scheme received an email notifying them of this engagement stage going live.

The designs included proposals that would directly impact businesses along the Pooley Green shopping parade (by the Thorpe Lea Road / Pooley Green Road roundabout). Consequently, all businesses in this location were hand delivered a letter which also included a print out of the proposed design plan and a bespoke survey to respond to.

To further raise awareness of the engagement exercise, it was also promoted on social media on various platforms including X and Facebook at several points during the engagement period. Residents who live in the area were targeted via Facebook advertising which directed them to the Commonplace online site.

Following very limited feedback from the second stage of engagement, 2 of the original 8 areas were descoped from the scheme. These were areas 5 (Residential roads off Vicarage Road) and 6 (Keswick Road, Wavendene Avenue and surrounding roads). As a result, areas 7 and 8 were renumbered to fill the numbers of the descoped areas. See figure 2 for the area key.



Figure 6. Double sided flyers handed out to advertise the third stage of engagement.

Due to significant negative sentiment shown towards the Area 1 proposals during this stage of engagement, specifically to reduce parking in the service road area outside of the Pooley Green shopping parade, the design was reviewed and amendments made to retain parking spaces. Further targeted engagement with businesses and the public was undertaken in January 2026 as an extension to the other stakeholder engagement undertaken in October and November. Further information is provided in Section 5.1.

4. Who responded?

There were 320 responses to the surveys on Commonplace from 138 individuals and organisations. An additional 6 responses were received by email (including from 1 school), 2 responses were received by letter and 7 businesses responded via a posted survey. Feedback was also gained directly from stakeholders who attended the engagement events. All feedback will be considered by the Project Team.

To understand the level to which the respondents of the survey are representative of the wider population that would be impacted by the scheme, certain key characteristics of respondents can be considered and compared with data from the 2021 Census for the borough of Runnymede, where the majority of stakeholders live.

Regarding the age of respondents, of those that disclosed this information the most common age categories were 45-54 (25%), 35-44 (22%) and 65-74 (20%). This is a similar spread to the respondents to the previous stages of engagement. Considered against 2021 Census data for the borough of Runnymede, there was some overrepresentation in these age groups. Of respondents that disclosed their age group, only 1 response each was received by those who said they were under the age of 25 and over the age of 84. Figure 7 below shows the percentage share of age group of respondents that answered this question.

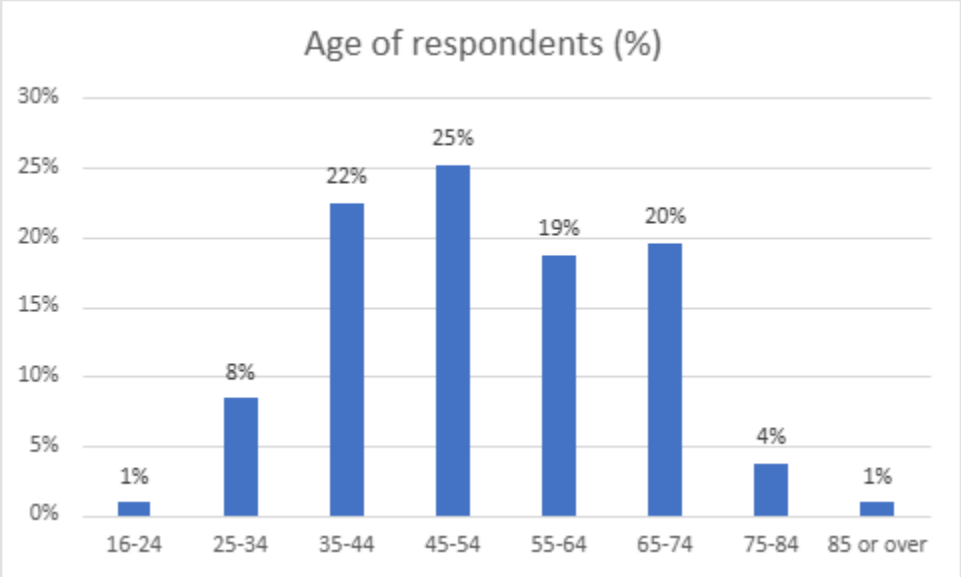


Figure 7. Age of respondents

Figure 8 below shows the respondents' connection to the area. Respondents were able to select multiple answers to identify their connection to the area. The responses suggest that the survey reached those that would be impacted by the scheme, with the majority of respondents living in the area (95%). There was also a good representation of those that work in the area. 30 respondents did not answer.

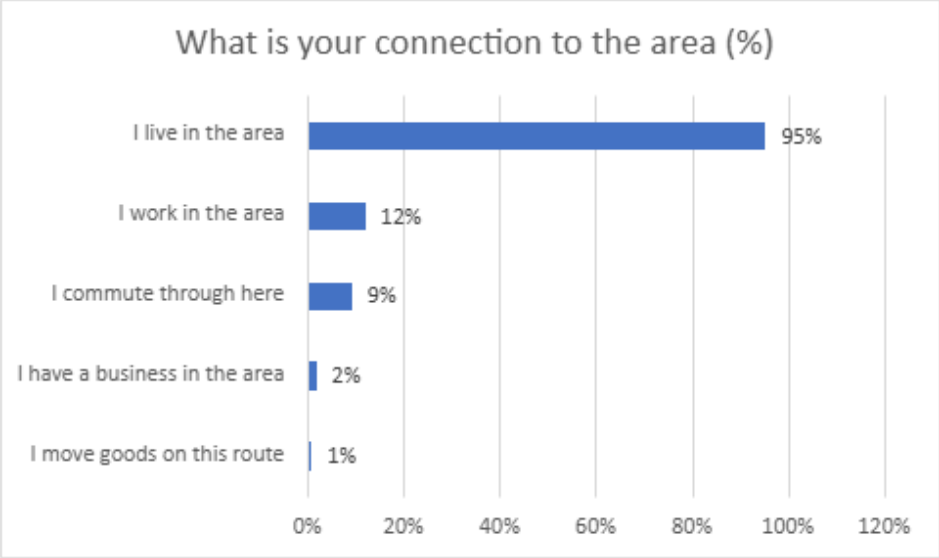


Figure 8. Respondents' connection to the Egham Hythe area.

The survey also included a question to understand the mode of transport that respondents mostly rely on (Figure 9) to travel in the area. The responses show that the car is the most popular form of transport followed by walking. Note, respondents were able to select multiple modes of travel, 46 respondents did not answer the question.

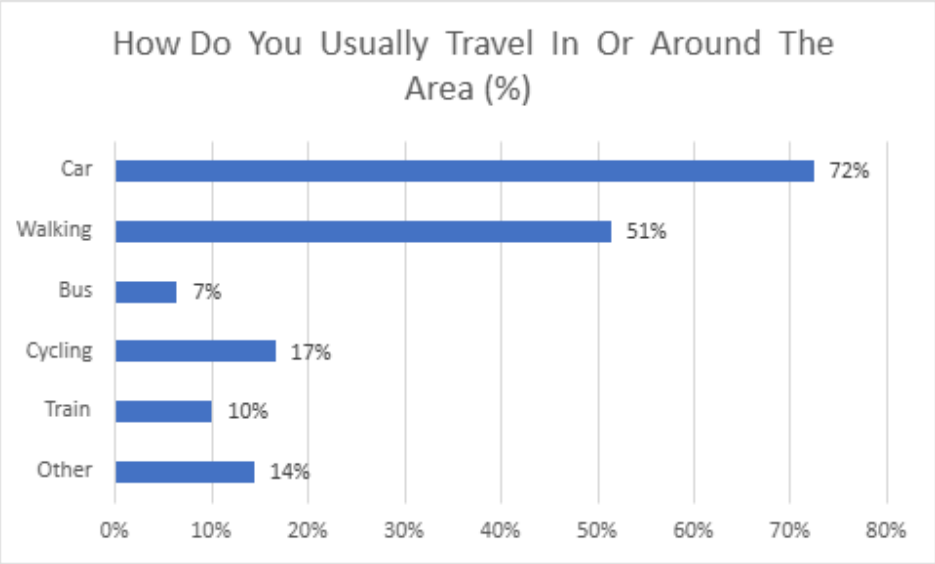


Figure 9. How respondents travel around the area.

5. Responses to the proposals

During this stage of engagement stakeholders were invited to share their views on the design proposals developed for the Egham Hythe LSI scheme. Feedback was gathered via the Commonplace survey as well as by email, letter, in-person at the engagement events and during meetings with stakeholder groups. This section of the report summarises the feedback received. This is broken into the different areas that the proposals were split into during the public engagement exercise.

Please note that as this is only a summary, every single comment has not been captured in this report, however, all comments received are being considered. All the feedback is being considered by the project team during the next stage of design work (detailed design) which will include reviewing and making changes to proposals and then developing the designs in more detail. The scope of the scheme will need to remain in line with the scheme's objectives: creating safer, healthier and more attractive streets, with improved facilities for walking, wheeling and cycling.

5.1 Area 1 – Pooley Green shopping parade

Area 1 is at the centre of the Egham Hythe LSI zone and the scheme proposes to implement changes to make it more walking and cycling friendly as well as improve the attractiveness of the public realm in this focal location in Egham Hythe.

During the previous (second) stage of engagement, 2 different options for Area 1 were proposed and consulted on, with the main difference between the options being the impact on the service road space and short stay parking provision outside the shops and businesses. Compared with option 1, option 2 proposed to retain more of the service road and parking provision but would have a more limited scope of public realm improvements outside of the shops. Over 75 responses were received with option 1 and 2 both individually gaining more support than the 'no change' option. Option 2 received slightly more support than option 1, however, at this point in time the adjacent Pooley Green Recreation Ground car park had no free parking options.

Following engagement stage 2, it was decided to progress further with the option 1 design, on the basis that Runnymede Borough Council had re-introduced free parking for 30 minutes in the adjacent Recreation Ground car park. The option 1 proposal reduces the parking directly outside the shops from 10 vehicle spaces to 5 vehicle spaces, including 2 disabled bays, however, surveys undertaken identified that there is sufficient spare capacity in the Pooley Green Recreation Ground car park and the scheme designs would improve the walkway

between this car park and the shops. The design proposals also included improved crossings for pedestrians and cyclists, new public realm space, paving, seating, planting, cycle parking and improvements at bus stops. As well as a design plan (see Figure 4), artistic impressions were shared with stakeholders (one of these is on the cover page of this report).

During the third stage of engagement 105 responses were received for the Area 1 proposals. Six of the businesses also grouped together to provide a written response as the "Pooley Green Parade Business Owners" group, and five of these businesses provided individual survey responses. Figure 10 below shows the feedback received from respondents.

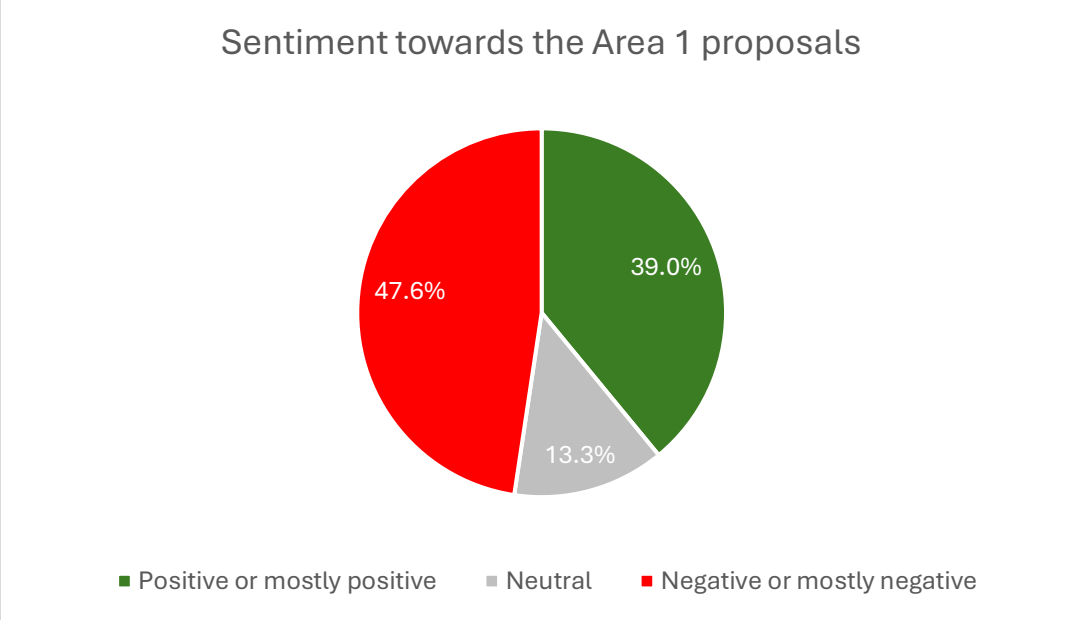


Figure 10. Sentiment towards the Area 1 proposals

Despite good support at engagement stage 2, at this stage of engagement a higher proportion of negative sentiment was received towards the Area 1 proposals. Furthermore, all six of the businesses on the Pooley Green shopping parade that responded viewed the proposals negatively. The sections that follow discuss the reasons given for the positive and negative responses, however, the main concern raised was because of the proposed reduction in parking spaces directly outside of the shops and businesses.

Support for the proposals

- Many respondents welcomed the proposed improvements to the overall appearance of the area, noting that the shopping parade and surrounding environment currently feels run-down. The introduction of planting, trees, and a more attractive public realm was seen as a

positive step that could enhance the look and feel of the space and encourage greater use of local shops and facilities.

- Improvements to pedestrian safety were broadly supported, particularly the introduction of new or upgraded crossing points. Respondents highlighted that traffic speeds in the area can be high, and safer, more visible crossings would benefit pedestrians, cyclists and families.
- One of the bus operators, White Bus, highlighted support for the improvements to bus stops and proposals to restrict parking where it can hold up and provide obstacles for buses.
- Additional positive suggestions included requests for practical enhancements such as more bins and recycling facilities, improved lighting for safety, and general upgrades to shopfronts and the flats above to complement the wider public realm improvements.

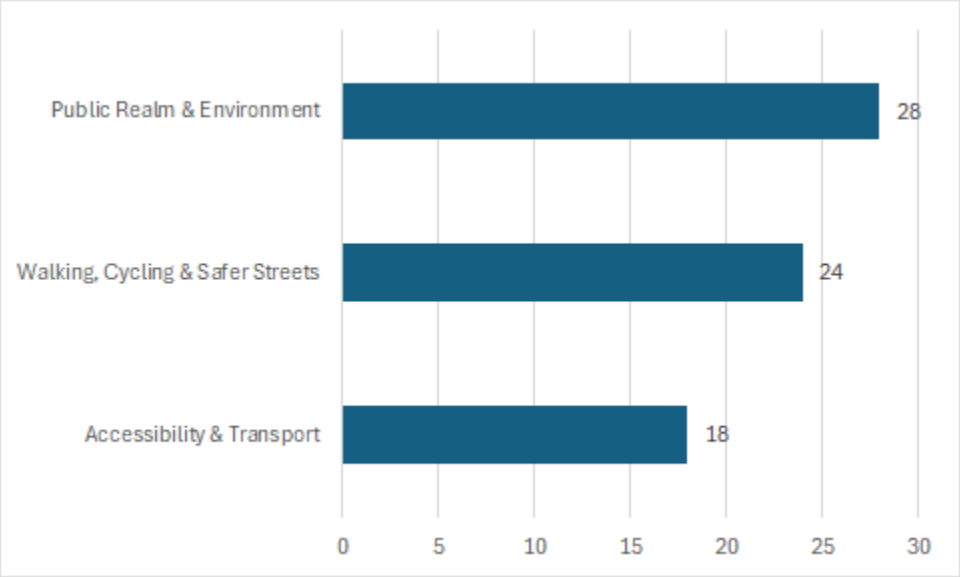


Figure 11. Counts of why respondents showed positive sentiment towards the proposals

Concerns and other suggestions raised

- As shown in Figure 12, reduction in car parking was by far the most common concern raised. Many respondents highlighted the need for convenient, short-stay parking directly outside the shops, particularly for quick visits to the pharmacy, post office and other essential services. It was frequently noted that elderly residents, disabled people, parents with young children, and those carrying heavy items rely on this access. Concerns were also raised that a reduction in spaces would negatively impact local businesses by reducing footfall (highlighted in responses from the businesses) and would lead to displaced or illegal parking on surrounding roads, increasing congestion and safety risks. The need for better

enforcement of existing parking restrictions, including misuse of disabled bays, was also highlighted.

- Additionally, there were concerns about the location and design of disabled parking bays, particularly the safety of reversing onto a main road and proximity to bus stops and crossings.
- It was commonly suggested that the Pooley Green Recreation Ground car park should play a greater role in supporting access to the shops. In particular, many respondents called for the extension of free parking, alongside improved signage and awareness, as a way to offset any loss of on-street parking. Some also raised concerns about safety, accessibility, and convenience of the car park, especially after dark. It is worth noting that as of April 2025 the car park re-introduced 30 minutes free parking, however it is evident that not all visitors are aware of this and it should be signed better.
- Concerns were raised about ongoing maintenance of planting and public realm improvements. Several respondents referenced previous schemes in the area that had not been well maintained, leading to overgrown or unattractive spaces. There was a strong view that any new landscaping, seating or green infrastructure would require a clear and sustained maintenance plan and budget.

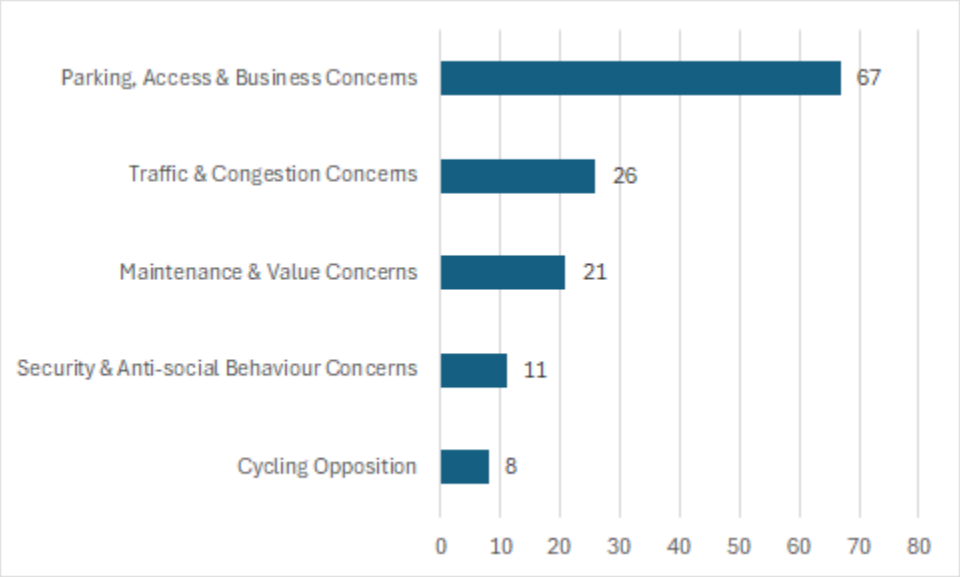


Figure 12. Counts of why respondents showed negative sentiment towards the proposals

- While many respondents supported the principle of improving the appearance of the area and enhancing pedestrian and cycling safety, there was a strong emphasis on the need to balance these improvements with the practical requirements of parking and accessibility via car.

Design changes and further targeted engagement

Although some aspects of the design proposals received support, overall, it was evident following public engagement, that the proposed reduction in parking in the service road area outside of the shops was the key aspect of the design proposals not supported by the local businesses and majority of other stakeholders that responded. This is despite there being sufficient spare capacity in the adjacent Pooley Green Recreation Ground car park, which also offers free parking for 30 minutes. Consequently, the project team reviewed the design proposals and has made amendments to retain parking spaces in the service road area.

The new design retains 10 spaces but includes the proposed zebra and toucan crossings, bus stop improvements, public realm improvements on land on the recreation ground side opposite the shops, new seating and cycle parking. Figure 13 below is a plan of the proposals.

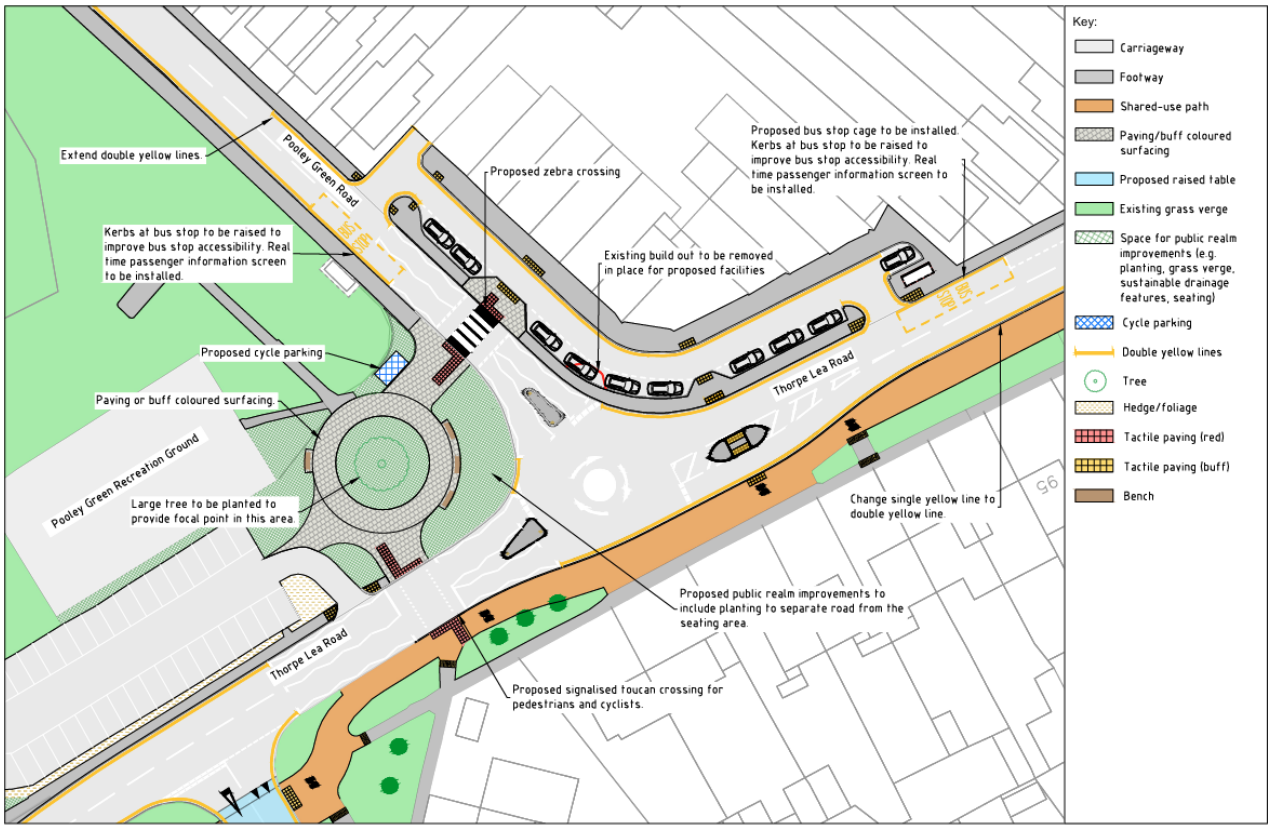


Figure 13. Pooley Green shopping parade and Thorpe Lea Road / Pooley Green roundabout revised design.

It was not cost-effective or practical to completely re-run the full engagement exercise on the new design and so targeted engagement was undertaken, including with the businesses on Pooley Green Road. On 30 January project team staff visited all the businesses on Pooley Green Road, discussed the designs and shared plans. Feedback was received in person as well as some responses in writing after the site visit. All businesses that responded confirmed support for

these new proposals. Face-to face surveys also took place with members of the public on site. Below is a summary of feedback from the businesses and members of the public, as well as additional observations gained from being on site throughout the day.

Feedback from businesses

- All businesses that discussed or responded to the new proposals supported them. Three businesses discussed the proposals in detail or provided written feedback.
- Generally, the businesses were supportive as the new proposals retained parking in the service road area directly outside of the businesses.
- Businesses highlighted the need for more parking enforcement so that vehicles can't occupy the parking spaces close to the businesses for long periods of time.
- Two of the businesses requested a longer free parking period (currently 30 minutes) in the recreation ground car park and one of the businesses suggested that the timing of parking restrictions in the locality should better align with business opening times.

Feedback from the public

- Discussions took place with 10 members of the public on site. This covered individuals of a range of ages (20s to 60s) and both males and females. All individuals were generally supportive of the new design option and limited direct concerns were raised.
- Feedback highlighted strong support for the public realm improvements to improve the location aesthetically.
- High level of support was received for improving walkability and providing safer crossings for pedestrians.
- Generally, members of the public were less concerned about parking issues compared with the businesses. It was highlighted that the recreation ground already provided free parking and that walking from this car park to the shops was not a negative issue and a particular problem is illegal parking on double yellow lines and blocking of the footways by the businesses. It was highlighted that enforcement of parking is required and disabled parking should be prioritised close to the businesses.
- Support was raised for improving accessibility to the bus stops in this area. This complimented positive feedback previously received from White Bus (one of the bus operators).
- Most of the individuals spoken to onsite did not respond to the Commonplace survey, highlighting the issue of achieving a representative sample of responses to these types of engagement activities (potential "silent majority").

Observations on site

- When all parking spaces were in use vehicles were blocking the service road and footways, particularly at the entrance and exit of the service road. This negatively impacts on accessibility for pedestrians.
- Some vehicles were parking for longer periods than permitted. Combined with illegal parking on double yellow lines and footways, this highlights the need for better parking enforcement, as well as infrastructure improvements to improve the level of service for pedestrians.

5.2 Area 2 – Thorpe Road and Thorpe Lea Road

Area 2 focused on Thorpe Road and Thorpe Lea Road, the roads that take the majority of traffic through the Egham Hythe LSI zone. The proposals in Area 2 focused on extending and widening the shared footway/cycleway along Thorpe Road and Thorpe Lea Road, side road junction improvements (including providing dropped kerbs and tactile paving, tightening some of the junction bell mouths and installing raised tables), replacement of the single yellow lines on Thorpe Road with double yellow lines, new crossing points including toucan (signalised) crossings, bus stop improvements, and a 20 mph speed limit between A308/Thorpe Road roundabout and just west of Medlake Road.

79 respondents provided views on Commonplace about how they felt about the Area 2 proposals. Additionally, a letter was received from a group of residents on Thorpe Lea Road and three organisations provided relevant feedback: Surrey Police, Surrey County Council Transport Development Planning and White Bus (bus operator).

There was an overall majority of negative sentiment towards the proposals from the responses on Commonplace. However, from the comments received it is apparent that this is mainly due to particular aspects of the design (see further below), rather than negativity towards the scheme proposals in full (the survey did not allow for providing level of support for different sections/elements). As discussed below, the designs of these aspects will be reviewed to explore different options that may overcome the concerns raised.

Support for the proposals

- Some respondents were supportive, recognising the need to make walking and cycling safer and more pleasant along this corridor.
- There was a good level of support for dropped kerbs, better pavements and aesthetic improvements. Wider pathways were supported around the schools in particular.

- There was some support for the proposed 20 mph along Thorpe Road and Thorpe Lea Road due to its proximity to several schools. Several responses noted that speeding was common and that there are high traffic volumes during school pick-up and drop-off times.
- Some comments received highlighted the benefits of making the footways more accessible to all.
- White Bus (one of the bus operators) highlighted support for bus stop improvements along Thorpe Lea Road and Thorpe Road. White Bus also commented that proposals to deal with on-street parking (such as the proposals near Glebe Road) would be beneficial to help support smoother movement of buses.

During the previous stage of engagement the Area 2 proposals received a higher proportion (majority) support. It is therefore evident that there is support amongst local stakeholders for improved walking and cycling infrastructure, however, this is subject to the specific details of the designs.

Concerns and other suggestions raised

<u>Removal of the left turn lane leading into the Staines Bridge Roundabout</u>

- The most significant reason for negativity shown towards the Area 2 proposals was because of the proposed removal of the left turn lane into the Staines Bridge Roundabout, required in the proposals to provide a wider pedestrian island at the crossing. 43 respondents strongly opposed to the removal at the left turn lane.
- Respondents' main concern for this was the perceived impact of traffic flow, leading to more queuing from the roundabout, particularly during peak congestion periods. This could result in significant traffic queues, increased journey times and could back up to the level crossing causing safety issues.
- Surrey Police also raised that this design element could lead to more congestion at certain times of day and this should be considered.

Following feedback from stakeholders, the design at this location will be reviewed and different options assessed.

<u>Bus stop relocation</u>

- The proposals included the relocation of a bus stop on Thorpe Lea Road further west, replacing a temporary parking layby. This was proposed due to more space in this location for the bus shelter and walking and cycling infrastructure. It was proposed that cyclists are directed behind bus shelters to mitigate potential conflict with people boarding or alighting from buses. As well as submitting comments via the Commonplace survey, some residents on Thorpe Lea Road wrote a formal objection letter to express their strong objections and

concerns for the proposed relocation of the bus stop. Their concerns included that the relocation of the bus stop would impact on residential amenity including impacts on privacy, noise, vehicle emissions, enjoyment of properties and property values. These residents also felt that the bus stop has been safe, accessible and functional for a long time period, and moving the bus stop does not offer substantial benefits. Furthermore, some responses highlighted the need to retain the parking layby which serves the nearby shops and services.

Following feedback from stakeholders, the design at this location will be reviewed and different options assessed. This will include investigating the design further for keeping the bus stop in its current location.

Other

- Some respondents raised concerns about the road not being wide enough to allow for all needs including parking, two-way traffic, wider shared footway/cycleway and bus stops.
- It was suggested that the junction arrangement of Thorpe Road and Hythefield Avenue should be reviewed. Despite a 'no right turn sign' it was raised that drivers often still turn right into Hythefield Avenue making it dangerous for other road users.
- Several respondents opposed any improvements to cycling infrastructure through the area for reasons including high cost, underuse of existing cycling infrastructure and the perceived anti-social behaviour of current cyclists in the area.
- Several respondents did not support shared-use cycle paths and emphasised the incompatibility between cyclists and pedestrians sharing pavement space. Key concerns were fast travelling cyclists and the risk of a collision with pedestrians, notably school children. However, there was also a strong desire to prevent cyclists from using road space alongside motorised vehicles as it is perceived to be dangerous to cyclists and inconvenient for drivers.
- There were some generalised concerns about whether the proposals were good value for money and that money could be spent better elsewhere.
- There were some suggestions related to changing crossing points throughout the area for better pedestrian safety and better traffic flow.
- Several responses focused on delays caused by the level crossing across the railway, which was also raised frequently during the first and second stages of engagement. However, any changes to the level crossings are not within the scope of this scheme.
- Surrey County Council Transport Development Planning shared minor improvement plans on Thorpe Lea Road associated with a development. The design team were already aware of these plans but will ensure that these are considered in any updated designs.

5.3 Area 3 – Wendover Road, Roundway and surrounding roads

Proposals in Area 3 considered Wendover Road, Century Road, Mullens Road, Rowan Avenue, Roundway and other surrounding roads. The proposals included junction improvements, footway improvements, tree planting and measures to formalise parking arrangements. Over 20 respondents provided feedback for Area 3 during the stage 3 engagement period. Overall, the majority of respondents supported the proposals.

Support for the proposals

- There was continued strong support for the proposed 20 mph speed limit across Area 3. Several respondents noted concerns about speeding on roads such as Wendover Road and Rowan Avenue and support measures intended to help manage vehicle speeds.
- Many respondents supported the provision of inset parking bays on wide verges, on Rowan Avenue and Roundway. Respondents highlighted that these bays would help formalise existing parking, reduce damage to grass verges, improve the appearance of the street and make parking safer, including for delivery vehicles and emergency access.
- Several respondents agreed that using double yellow lines, where side roads and cul-de-sacs join through roads is positive. This was seen as improving visibility and safety for pedestrians, cyclists and drivers.
- Some respondents were supportive of additional greening and tree planting measures.
- Improvements to access at the Wendover Road entrance to Hythe Park were supported by some respondents that felt this would improve accessibility.

Concerns and other suggestions raised

- Parking pressure remains a raised issue across Area 3. Some respondents were concerned that additional double yellow lines could reduce parking availability and make it harder to park near their homes. Concerns were also raised about parking being displaced to other areas.
- Views on tree planting and buildouts were mixed. While some respondents supported greening measures, others opposed further planting or buildouts, particularly where these could reduce parking capacity. Maintenance issues, fallen leaves and litter were also raised as concerns.
- Several respondents commented that existing parking restrictions are not always observed and questioned whether new restrictions would be effective without regular enforcement.
- Requests were made for additional double yellow lines in specific locations such as Mullens Road and Pooley Green Road. A suggestion was also made to install traffic calming measures along Rowan Avenue.

- A number of comments related to access to Hythe Park, particularly the proposed removal of swing gates. Some respondents supported improved access, while others raised concerns about anti-social behaviour, unauthorised cycling, and dogs being able to leave the park more easily. Issues with drainage and lighting at park entrances and paths were also highlighted.
- Some respondents suggested alternative approaches to parking management, including allocated or residents-only parking.

5.4 Area 4 – Pooley Green Road, Pond Road and surrounding roads

Proposals in Area 4 considered Pooley Green Road, Pond Road and other surrounding roads. The proposals included junction improvements, footway improvements and bus stop improvements. The most significant proposals in this area were at the junction of Pooley Green Road and Mullens Road: double yellow lines to restrict parking on the junction and building out of the footways to narrow the junction bell mouth. 19 respondents provided feedback for Area 4 on Commonplace. Over 50% of respondents were positive, supported the overall set of proposals and expressed satisfaction with the changes.

Support for the proposals

- Many respondents supported the proposed double yellow lines and the narrowed junction at Pooley Green Road and Mullens Road. These changes were seen as improving visibility and making it easier and safer to cross.
- Improvements to the pavement on the south side of Pond Road were positively received, as were enhancements to bus stops along Pooley Green Road.
- White Bus, one of the bus operators, highlighted support for improvements at bus stops.

Concerns and other suggestions raised

- Some respondents questioned the need to narrow the Pooley Green Road / Mullens Road junction, suggesting that narrowing could increase the risk of conflicts between turning and emerging vehicles.
- Several respondents highlighted parking pressures in the area. Comments noted that Pooley Green Road already feels narrow due to high levels of on-street parking, which can make two-way movement difficult and occasionally lead to driver frustration.
- Additional suggestions were made for resident-only parking in some areas.
- Footway parking at the junction of Charta Road and Pooley Green Road was raised as a concern, with respondents noting reduced visibility and restricted footway width for wheelchair users and people pushing prams.

- Some respondents raised broader suggestions for traffic management along Pooley Green Road, including road widening in certain sections, realigning the footpath along Holbrook Meadow, or introducing priority-give-way features to manage traffic flow.
- A number of respondents commented on the condition of roads and pavements in the wider area, noting uneven surfaces and concerns about speeding. Requests were made for improved traffic calming and more effective speed bumps.
- Surrey County Council Asset Management informed the project team that there are proposals in 2026 to resurface some of Pooley Green Road between Rowan Avenue and Thorpe Lea Road.

5.5 Area 5 – Huntingfield Way and surrounding roads

Proposals in Area 5 considered Huntingfield Way, Langton Way and other surrounding roads. The main features of the design proposals incorporated improvements at junctions for pedestrians, including outside Thorpe Lea Primary School. 18 people responded to the Area 5 proposals on Commonplace and overall, there was fairly high proportion of positive sentiment, although some concerns were raised. Thorpe Lea Primary School also responded as they continue to engage on the proposals outside of the School entrance.

Support for the proposals

- There was a significant level of support for preventing parking near and on the junction for both Langton Way/Huntingfield Way (outside Thorpe Lea Primary School) and Barons Way/Crossways junction. Parked cars reduce visibility for drivers, cause cars to drive on the wrong side of the road whilst turning and make pedestrians crossing the road less visible as they may cross between parked cars.
- Several responses noted the dangers of children walking to school, particularly their interactions with both parked and moving cars The majority of respondents were concerned about children's safety around roads in in the area around Thorpe Lea School and supported proposals related to safe crossing points and safe footways.

Concerns and other suggestions raised

- Respondents noted poor parking at school drop off/pick-up times, with some responses suggesting adding more parking, and some responses suggesting that parking should be prevented due to the traffic and antisocial or illegal parking that occurs.
- Respondents were concerned that junction narrowing would reduce the available space for cars to turn and reduce driver's visibility of pedestrians.
- Some respondents requested greater enforcement of double yellow lines.

- Some respondents noted the traffic flow issues at peak times.
- One respondent requested clearer "no entry" signage at the end of for Crossways to prevent vehicles from driving down the wrong way of this one-way road.
- One respondent requested the removal of narrow grass verges opposite the school on Huntingfield Way to allow for two pushchairs to pass by each other. The narrow pavement width encourages parents and children to walk on the road.

5.6 Area 6 – Wapshott Road and surrounding roads

12 people responded to the Area 6 proposals which includes proposed improvements to the footpath connecting Wapshott Road and Goring Road, proposed tactile paving and dropped kerbs at crossing points, and proposed tree planting on selected verges along Wapshott Road. The majority of respondents supported the proposals for area 6 with very limited negative feedback overall.

Support for the proposals

- Improving the public footpath that connects Wapshott Road and Goring Road with the business estate and Chertsey Lane was particularly well supported. This included widening and resurfacing the surface, cutting back vegetarian and replacing barriers.

Concerns and other suggestions raised

- One respondent requested better signage to the public footpath to raise awareness of the footpath for people living and travelling through the area.
- One response requested that the lower branches of the trees need to be cut and an additional streetlight installed to improve lighting in the area.
- The bollards separating Goring Road and Wapshott Road were raised by respondents. One respondent raised concerns about motorcyclists passing through the bollards. Another highlighted that when Emergency Service vehicles are held by the nearby level crossing, they cannot cut through via Goring Road, although St Paul's Road provides an alternative.

5.7 20 mph speed limit area

The proposals included the introduction of 20 mph speed limit along roads considered appropriate in the LSI zone. Most of these roads are residential roads and the existing average speeds and nature of these roads indicate that introducing a 20 mph speed limit would be appropriate. Sections of Thorpe Road and Thorpe Lea Road, the roads that carry the most traffic in the zone, were also included. This section is an urban environment with a history of collisions resulting in injury (21 occurred between 2018 and 2023), experiences high footfall, and includes two schools, several areas of local shops and community facilities and access

points to greenspace. Consequently, there is expected to be significant benefits of implementing a 20 mph speed limit.

20 mph speed limits are intended to make Surrey's roads safer and healthier for all road users. For more information, see the benefits of 20 mph schemes on the Surrey County Council website.

35 respondents provided views on the 20 mph speed limit proposals during Engagement Stage 3. The number of responses was much lower compared to the previous stage of engagement.

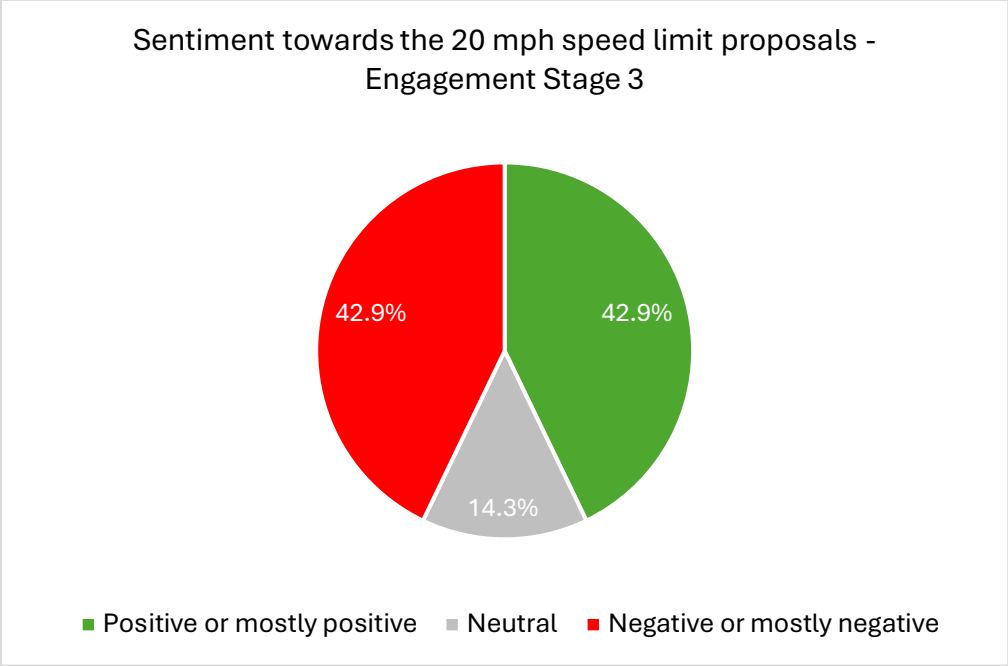


Figure 14. Sentiment towards the 20 mph speed limit proposals – Engagement Stage 3

Overall, the sentiment towards the 20 mph speed limit proposals was mixed, with an equal proportion of positive and negative views. However, the total number of responses to this question was relatively small.

During the previous stage of engagement (stage 2) the exact same proposals were presented to residents. A slightly different question was asked, but a significantly higher number of responses (126) were received. At this stage of engagement the majority of responses supported the proposals in full or in part, highlighting majority support with consideration of excluding certain roads/sections of roads. Given the proposals remained the same at both stages of engagement, these responses can also be considered.

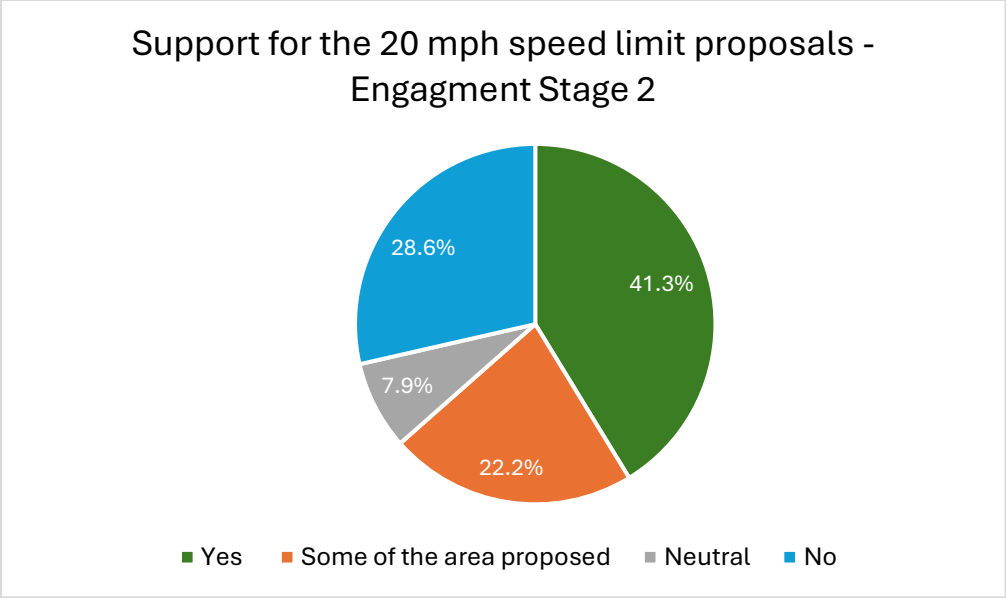


Figure 15. Support for the 20 mph speed limit proposals – Engagement Stage 2

Support for the proposals

- Overall, feedback received generally highlighted that there is support for 20 mph speed limits in the areas surrounding schools and along the pedestrian routes that children take to/from school.
- It was recognised that there are safety benefits of 20 mph speed limits.
- Thorpe Lea Primary School confirmed support for a 20 mph speed limit in the area around the school.

Concerns and other suggestions raised

- Some concerns were raised, in particular several respondents suggested that the extent of the 20 mph speed limit proposed could be reduced, especially on Thorpe Road and Thorpe Lea Road.
- Some suggested that there could be temporary lower speed limits at specific times of day, for example to coincide with the time periods around the start and end of a school day.
- Those respondents who were most against the proposed 20 mph speed limit area deemed the proposals as unnecessary or excessive.
- Several respondents raised concerns that many drivers would continue to drive in excess of a 20 mph/30mph speed limit due to antisocial driver behaviour. Five respondents suggested speed cameras as an enforcement measure. Some respondents highlighted that reductions in speed limit should only be implemented if appropriately enforced by measures such as

traffic calming features and speed cameras. It should be noted that if speed limits are changed this would need to be in accordance with SCC's speed limit policy which would require measures where necessary so that the speed limit is self-reinforcing. Traffic calming is included in the design proposals along Thorpe Road and Thorpe Lea Road.

- First Bus, one of the bus operators that use Pooley Green Road, Thorpe Road and Thorpe Lea Road concluded that the 20 mph speed limit shouldn't dramatically affect bus journeys due to the distance affected.

6. Conclusions and Next Steps

There were 320 responses to the surveys on Commonplace from 138 individuals and organisations. An additional 6 responses were received by email (including from 1 school), 2 responses were received by letter and 7 businesses responded via a posted survey. This sample has provided a useful range of views about the different designs proposed and these will be used by the project team during the next stage of design work (detailed design) which will include reviewing and changing the scope of the proposals and then developing the designs in more detail.

Overall, feedback to this third stage of engagement indicates that there broadly remains support for the LSI scheme, its objectives, and continued development, although changes will be made to some of the proposals, where stakeholders raised considerable concerns. In particular the design option for the proposals outside the Pooley Green shopping parade and the Thorpe Lea Road / Pooley Green Road roundabout will be changed from the original proposal consulted on following feedback from stakeholders, in particular the businesses on the shopping parade. Further targeted engagement was carried out after the main engagement period on a revised design which generated support from the businesses and it is expected that the final design will be based on this revised option. Different options will also be explored where improved walking, wheeling and cycling infrastructure is proposed along Thorpe Road and Thorpe Lea Road, especially the crossing location by the Staines Bridge roundabout and the proposals to relocate bus stops. In taking the scheme forwards, all types of responses from this third stage of engagement will be considered including comments of support, concerns raised, and other suggestions raised, which have been summarised in section 5 of this report. This is part of developing a community focused approach towards the scheme's development.

The scope of the scheme will need to remain in line with the scheme's objectives: creating safer, healthier and more attractive streets, with improved facilities for walking, wheeling and cycling. Alongside the feedback received from this engagement exercise, the project team will also be following national active travel design guidance and standards to develop a scheme that can potentially attract funding for future construction. There is also expected to be a need for prioritisation when defining the scope of the scheme, considering locations which will provide stronger benefits and value for money, and ensuring that proposals have alignment with the scheme's aims and objectives.

If the scheme or elements of the scheme are to progress to construction, certain measures proposed would be expected to be subject to statutory consultation. This would provide a further opportunity for local stakeholders to have their say on the scheme proposals ahead of construction.

The next stage of the project will focus on completing the detailed design and defining the final scope of the scheme. The project team will continue to explore funding opportunities, including potential CIL funding, to support future delivery. Subject to funding availability and any required approvals and statutory consultation processes, the scheme will then be progressed towards implementation.