Proposed 20mph Scheme on residential roads around Onslow Village and Guildford Park, Guildford

Public Engagement Results



Public Engagement Overview

Background & Purpose

Surrey County Council is proposing a 20mph scheme on residential roads around Onslow Village and Guildford Park.

A public engagement exercise was carried out between **5 December and 12 January 2026**, providing residents, local businesses, and other road users with an opportunity to review the proposed scheme and share their views.

The engagement aimed to gather local insight, understand any concerns, and ensure that all affected stakeholders had the chance to contribute before the scheme progresses further.

This report summarises the feedback received throughout the engagement period and sets out officers' recommendations and responses to the comments raised.

Engagement Methodology

Engagement materials - including plans, supporting information, and speed data - were made available on the project webpage: https://onslow-village-guildford.commonplace.is/

Residents and businesses within the area were notified by letter, local schools were contacted by email, and posters with QR codes were placed in the area to raise awareness.

Proposed Scheme Impacts

- **55** Roads included in the proposed 20mph area
- **2492** Households / businesses affected
- **2** Schools within the area

Engagement Response Level

- **1860** Visitors to engagement webpage
- **380** Survey respondents
- **334** Respondents live on impacted roads
- **135** Respondents have children travelling to school on these roads

Recommendation

The engagement findings support progressing the scheme as proposed, with no amendments required.

Feedback highlighted a range of views, with support centred on improving safety for children, pedestrians and cyclists, and creating a more consistent speed environment on residential roads. Concerns primarily related to existing vehicle speeds, scheme effectiveness and the extent of the proposed area.

No new issues were identified that require changes to the proposed scheme, and the roads remain appropriate for inclusion within the proposed 20mph scheme.

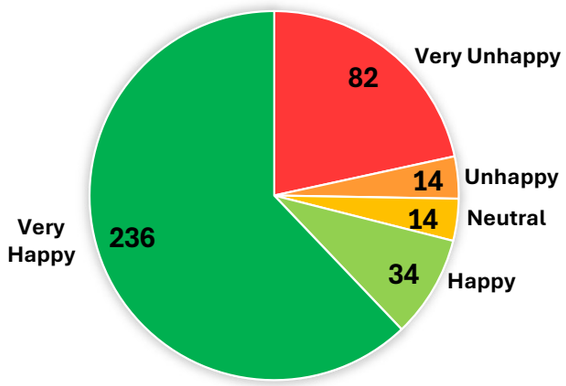
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Sentiment of Respondents

How people feel about the proposed 20mph scheme

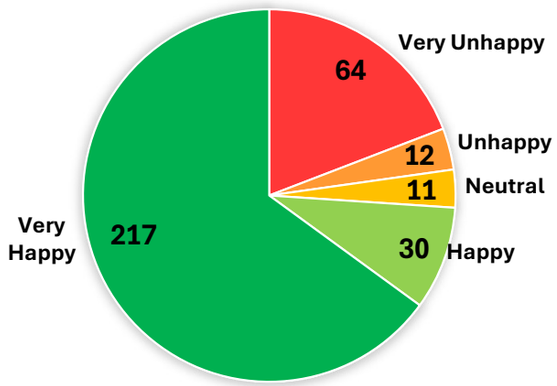
Support for the scheme is consistently high across all respondent groups, with the strongest support from families with children travelling to school.

Overall
(380 respondents)



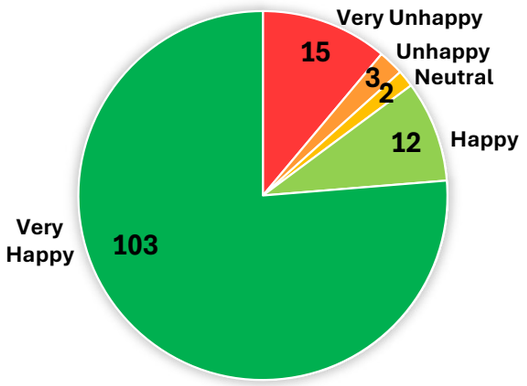
71%	happy or very happy
25%	unhappy or very unhappy
4%	neutral

Residents of impacted roads
(334 respondents)



74%	happy or very happy
23%	unhappy or very unhappy
3%	neutral

Families with children travelling to school
(135 respondents)



85%	happy or very happy
13%	unhappy or very unhappy
2%	neutral

* Percentages may not add up to 100% due to rounding

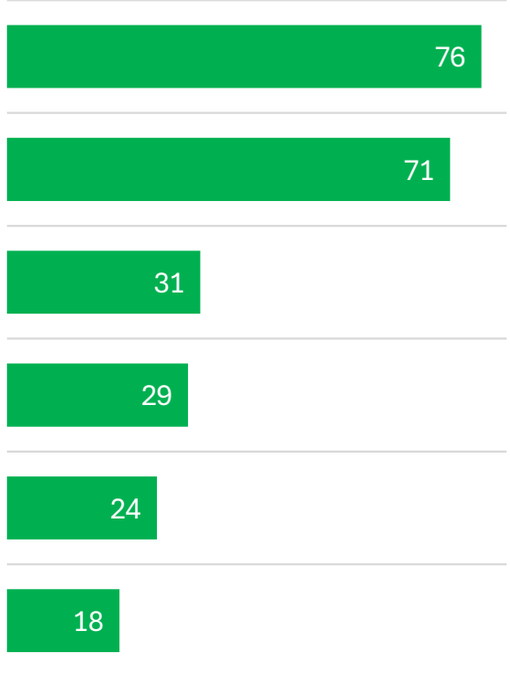
Positive Feedback

What people said they like about the proposed 20mph scheme

Key Positive Themes

- ✓ Support for improving safety for children and around schools
- ✓ Support for reducing speeds and creating calmer residential streets
- ✓ Improved conditions for walking and cycling
- ✓ Support for a consistent, area-wide 20mph limit
- ✓ Support for improved safety on roads with narrow pavements and restricted visibility
- ✓ General support for safer roads and reduced collision severity

Number of mentions



Key Insight

Supportive comments focused on improving safety for children travelling to and from local schools and reducing speeding on residential roads used by cut-through traffic. Respondents also highlighted the benefits of lower speeds on roads with narrow pavements, parked vehicles and restricted visibility, together with the value of a consistent area-wide 20mph speed limit.

What people told us...

> The pavements along many of these roads are far too narrow and pedestrians (including many school children) are forced into the road so I strongly welcome these measures for everyone's safety.

> This is much needed as many of us have seen cars bombing around with small kids walking to or from school.

> I like that the proposal includes the whole area rather than just selected roads.

> Drivers use the roads as a rat run between the A31 and A3 (Madrid Road). As a resident and parent I wholly support this.

> This is all excellent. It's very difficult to cross Madrid Road to get to the shop. Cars travel round the blind corner from Guildford Park Road to Madrid Road too fast, which is dangerous for all road users.

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Objections and Concerns

What people said they did not like about the proposed scheme

Key Concerns Raised*	Number of mentions
Waste of money / other priorities should be funded instead	68
Concerns about enforceability and compliance (*raised by supporters and objectors*)	46
Existing speeds already low / scheme has little benefit	38
Prefer safer crossings, improved parking controls, or traffic calming measures instead	19
Key roads have been excluded from the scheme	16
Blanket approach – 20mph limit only needed in specific locations (eg school areas)	10
20mph is too slow / will inconvenience drivers / will create congestion	9

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

Key Insight

Concerns focused primarily on the perceived value of the scheme, whether drivers would comply without enforcement, and whether existing speeds already reflect the residential nature of the area. Some respondents also felt that the scheme should be extended to additional roads, while others preferred alternative measures such as crossings, parking controls or traffic calming.

What people told us...

Crossings and parking enforcement would have a greater impact on safety than changing the speed limit.

I support the principle, but I don't understand why Farnham Road has been excluded.

The roads are already narrow and congested. Traffic is rarely able to travel at 30mph.

The money would be better spent on roads and pavements that need attention.

A 20mph limit makes sense outside schools but not necessarily throughout the whole area.

Without enforcement this will simply be ignored by the people already speeding.

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Concerns & Suggestions (1/4)

Summary of concerns raised and officer responses

Concern	Officer response
This is a waste of money / speeds are already low.	• Although average speeds on these roads are already relatively low, introducing a 20mph limit helps to formalise expectations for drivers and supports more consistent slower speeds. The aim is to create a clearer, more predictable environment for everyone travelling through these roads.
Without enforcement drivers will not comply / include physical calming measures.	• We will only implement 20mph speed limits that are predominantly self-enforcing and therefore retain credibility with motorists. When a new 20mph limit is introduced, we monitor speeds and repeat surveys once the change has bedded in. We will consider additional physical traffic-calming measures if the data shows vehicle speeds are higher than we would like. • Enforcement of speeding is the responsibility of Surrey Police not Surrey County Council, and decisions about enforcement methods are made by the police. • The evidence is that drivers drop their speed when a 20mph limit is introduced, even without enforcement. In the most recent implementation of 20mph across Wales, mean speeds dropped by 2.5mph and up to 6mph on faster roads. This occurred without any police enforcement in the first six months on 20mph roads.

The money for this should be spent on resurfacing or potholes instead.	• It is recognised that some residents and road users would like to see additional repairs to roads in Surrey.
	• Countywide road maintenance works are funded from a different budget than the funding that has been allocated for delivering this 20mph scheme. These works are prioritised using a number of criteria including:
	  • Risk to the public – calculated using data such as number of insurance claims and number of small repairs carried out.
	  • Condition of road – this includes an engineer's assessment.
	  • Road priority – greater priority is given to roads with greatest usage or need. Road class (A,B C and D), speed limits and daily traffic are all factors in this.
	• This prioritisation is to ensure that roads and pavements in greatest need of treatment are addressed in a fair and consistent manner across the county. Further details of how we prioritise road resurfacing works can be found here: https://www.surreycc.gov.uk/roads-and-transport/roadworks-and-maintenance/maintenance

Concerns & Suggestions (2/4)

Summary of concerns raised and officer responses

Concern	Officer response
A 20mph limit will only cause more congestion.	• 20mph limits on short residential roads have minimal impact on journey times. There is no evidence to show that congestion has increased where the speed limit has been reduced on similar roads in Surrey. Most of the delays that occur for motor vehicles in built up areas are at junctions, rather than the roads between junctions. • The introduction of a 20mph limit may also encourage more people to walk, scoot and cycle in a residential area near to a school. This could mean that fewer people use their cars for short journeys, which would reduce congestion, making routes safer and more pleasant for walking and cycling.
The 20mph limit should be implemented at school travel times only.	• This area has children, pedestrians and cyclists using the roads throughout the day — not only at school peak times — so a full-time 20mph limit provides consistent expectations for all drivers at all times of the day and night. A permanent limit also avoids confusion about when the restriction applies and is much easier for drivers to follow. • Timed speed limits require additional signing, flashing units or electronic time-based equipment, which is significantly more expensive and more visually intrusive than a standard sign-only 20mph scheme.
The 20mph limit should only be introduced on school roads.	• The extent of the proposed 20mph speed limit has been designed to apply consistently across the surrounding residential roads, including those not directly adjacent to the school. This approach avoids frequent changes in speed limits over short distances and provides a clear and consistent message to drivers. Applying different speed limits to similar neighbouring roads could lead to confusion and reduce overall compliance. • Residential streets across the area form part of the routes that children and families use to walk to and from school and experience pedestrian activity throughout the day, not just in the immediate vicinity of the school. These roads therefore remain appropriate to include within the same speed environment. • Lower speed limits are associated with reduced collision severity and improved safety for vulnerable road users, including children, pedestrians and cyclists. Reduced vehicle speeds can also make it more attractive for people to walk and cycle for short journeys, reducing reliance on the private car.
The existing 30mph limit is adequate.	• The proposed 20mph speed limit scheme is intended to address road safety concerns by reducing vehicle speeds and improving conditions for all road users, particularly pedestrians and cyclists. Reduced vehicle speeds can also make it more attractive for people to walk and cycle for short journeys thus reducing reliance on the private car.

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Concerns & Suggestions (3/4)

Summary of concerns raised and officer responses

Concern	Officer response
Why are you reducing the speed limit when most roads have few or no recorded collisions?	• The number of collisions is not the only reason Surrey Highways changes the speed limits. The presence of schools, pedestrian activity, vehicle speeds, road layout and the overall character of an area are also important considerations. • Although recent serious injury collisions have been concentrated on Madrid Road and Guildford Park Road, the proposed scheme seeks to create a consistent lower-speed environment across the wider residential area. • Lower speed limits can help to reduce personal injury collisions and will also make using these roads safer and more pleasant. It has been shown that the slower a vehicle is travelling, the lower the likelihood of a serious or fatal injury occurring.
The scheme is intended to generate income from speeding penalties.	• This scheme is intended to improve road safety and drivers who adhere to the speed limit will not be fined. • The proceeds of speeding fines are paid to HM Treasury and are not retained by Surrey County Council or Surrey Police. Where drivers qualify and choose to attend a Speed Awareness Course, the fee paid contributes to the cost of delivering the course and associated administrative and operational activities. In Surrey, these activities are delivered through the Surrey RoadSafe partnership, whose primary aim is to reduce the number and severity of fatal and serious injury collisions on the county's road network.
A 20mph limit could lead to driver frustration and more accidents.	• Evidence from other areas does not show more collisions after 20mph schemes have been implemented. Lower speeds reduce conflict between all road users.
Drivers may become distracted by focusing more on their speedometer.	• There is no evidence that 20mph speed limits cause drivers to become distracted by checking their speedometers. Drivers are expected to be aware of their speed regardless of the speed limit. 20mph limits have been introduced on a number of roads across Surrey, and no issues relating to increased driver distraction have been identified. • Lower speed environments can also provide drivers with more time to react to hazards and vulnerable road users.

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Concerns & Suggestions (4/4)

Summary of concerns raised and officer responses

Suggestion	Officer Response
Extend the scheme to include Farnham Road, the full extent of The Chase, and other nearby roads.	• The requested roads have been noted. • Existing vehicle speeds on Farnham Road and the remainder of The Chase are higher than would normally be suitable for a sign-only 20mph limit. Traffic calming would be required to support a lower speed limit and encourage compliance. As the current proposal forms part of Surrey County Council's sign-only 20mph programme, these roads cannot be included in this scheme. • Any future proposal to reduce speed limits on these roads would require separate assessment, design work, funding and prioritisation by the new unitary council following Local Government Reorganisation in April 2027.
Improve pedestrian crossing facilities and pedestrian priority at key locations.	• Respondents highlighted a number of locations where crossing the road can be difficult, particularly on routes used by pedestrians travelling to shops, schools and public transport facilities. • Requests for new pedestrian crossings, pedestrian-priority arrangements and other crossing improvements fall outside the scope of this sign-only 20mph scheme and would require separate assessment, funding and prioritisation. • The concerns raised have been noted and may be considered through future highway safety and accessibility programmes, subject to funding and feasibility.
Improve parking controls and enforcement to address school-related parking issues.	• Issues relating to vehicles obstructing dropped kerbs or parking on double yellow lines constitute illegal parking and can be reported to the Parking Enforcement team via Surrey County Council FixMyStreet. Reports help to inform enforcement activity and may result in increased patrols where persistent problems are identified. • Requests for new or amended on-street parking restrictions are considered separately through Surrey County Council's borough-wide Parking Review Process, which considers requests across the whole district and prioritises them for inclusion in the next available review. Further details on how parking changes are assessed and prioritised can be found on our website: https://www.surreycc.gov.uk/roads-and-transport/parking/reviews/process
Improve safety outside schools through measures such as School Streets and park-and-stride schemes	• Improving safety outside schools is recognised as an important priority. Surrey County Council has a dedicated Road Safety Outside Schools (RSOS) process, which assesses site-specific conditions and identifies appropriate measures such as crossings, traffic management or layout changes. Parents and/or the school can apply for an assessment via our website: https://www.surreycc.gov.uk/roads-and-transport/road-safety/outside-schools • While measures such as pedestrian crossings or park-and-stride schemes cannot be delivered as part of this 20mph scheme, the concerns raised have been noted and will be considered through the appropriate processes, including RSOS assessments and wider highway safety prioritisation, subject to funding and feasibility.

Conclusion and Next Steps

Conclusion

The engagement exercise demonstrated a broad range of views on the proposed 20mph scheme in Onslow Village and Guildford Park. Respondents who supported the proposal highlighted benefits including improved safety for children travelling to and from local schools, lower vehicle speeds, safer conditions for walking and cycling, and the creation of a more consistent speed environment across residential roads.

Concerns focussed primarily on the perceived value of the scheme, whether drivers would comply without enforcement, whether existing speeds are acceptable for the nature of the roads, and whether additional roads should be included within the scheme. A number of respondents also suggested complementary measures such as pedestrian crossings, parking controls and other school-related safety improvements.

The issues raised through the engagement have been carefully considered and reviewed against Surrey County Council's 20mph policy and the supporting speed data. No new evidence has been identified that would require amendments to the proposed scheme, and the roads remain suitable for inclusion within the proposed 20mph scheme.

Overall, the findings support progressing the 20mph scheme as proposed, without amendments.

Next Steps

A draft Traffic Regulation Order (TRO) will now be prepared and advertised for statutory consultation. This legal process provides an opportunity for formal representations to be submitted before a decision is made on whether the 20mph scheme should be implemented.

Requests for additional 20mph roads and other highway measures raised during the engagement will be recorded for future consideration by the new unitary council of West Surrey following Local Government Reorganisation (LGR) in April 2027.

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