Chertsey Riverside Local Street Improvements

Engagement Stage 2 Report – May 2025



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1. Executive Summary

This report describes the engagement process and provides the analysis of responses received during the second stage of engagement for the Chertsey Riverside 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. LSI schemes also aim to create more attractive local environments and more welcoming neighborhoods that people want to spend time in, and residents take pride in. This scheme is a part of the first tranche of the wider LSI programme being progressed by Surrey County Council (SCC) across the county. The LSI programme is committed to a community focused approach towards design development, with three opportunities for stakeholders to influence the design process and local street improvement proposals.

Following the comments received during the first stage of engagement, feasibility designs have been developed for the Chertsey Riverside area. These designs were influenced by feedback received during the first stage of engagement undertaken between February to March 2024. This second stage of engagement, which took place between 11 November 2024 and 15 December 2024 aimed to seek feedback from local stakeholders on the feasibility design proposals.

25 responses were received via the Commonplace online survey and a further 4 responses were received via email. Although the number of responses was relatively small, they provided a diverse range of views on the proposed interventions. This feedback will be used by the project team to refine the designs during the next stage of design work (preliminary design) which will include developing the designs in further detail. All types of responses will be considered including comments of support, concerns and suggestions raised, which have been summarised in Section 5 of this report.

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 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 progressing 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.

Following the development of preliminary designs, a public consultation will be carried out with local stakeholders to seek further views and support on the design plans proposed. The public consultation stage will ensure that local stakeholders have a further opportunity to have their say during the development of the Chertsey Riverside LSI scheme.

2. Introduction

Local Street Improvements (LSIs) are important to help deliver on the objectives of Surrey County Council's current Local Transport Plan (LTP4). The LSI programme will support the delivery of key objectives of 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 riding.

The Chertsey Riverside LSI scheme (refer to Figure 1 below) is a part of the first tranche of the wider LSI programme being progressed by Surrey County Council (SCC) across the county. Early engagement (Stage 1) to gather views on issues in the area was undertaken between February to March 2024. Following this first round of engagement which provided ideas and views from local stakeholders, draft design proposals have been developed for Chertsey Riverside area. Another stage of engagement (Stage 2) to seek feedback on the draft designs to help shape the plans in Walton-on-Thames took place in November to December 2024.

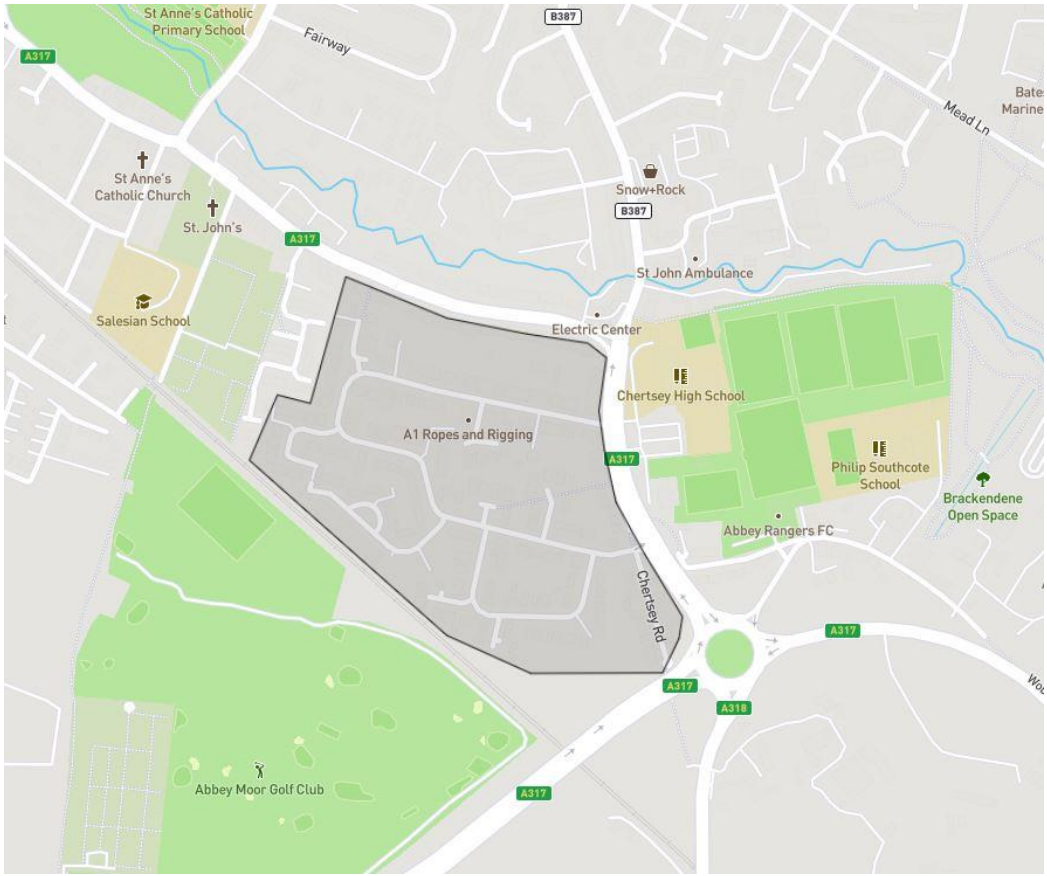


Figure 1 - Map of Chertsey Riverside zone.

The second stage of engagement has been undertaken for the Chertsey Riverside LSI, using the same Commonplace platform as the first engagement round, to collect views from local stakeholders, including people who live, work, travel through, study and spend time in the Chertsey Riverside area. This engagement was important to gather the views on the draft design proposals put forward by SCC and will be used to further refine the design prior to the final round of engagement (public consultation) where there will be another opportunity for stakeholders to provide their views on the scheme.

3. Engagement Methodology

3.1 Engagement stages

The LSI Programme is committed to a community focused approach towards design development. There are three opportunities for stakeholders to influence the process and shape the designs that include interventions to encourage more walking, wheeling and riding. The three stages of engagement are:

1. Early engagement Stage 1: Building awareness, collecting feedback on the transport issues faced in the area from local stakeholders to influence the development of feasibility designs.
2. Engagement Stage 2: This is the current stage of the project. This stage includes seeking views on the feasibility designs leading to a design review and informing the development of preliminary designs.
3. Formal public consultation: A formal public consultation will be held to seek feedback on the preliminary designs developed for the area. Following this public consultation, the designs will be refined and detailed construction ready designs will be prepared taking into account of the feedback, costs and priorities.

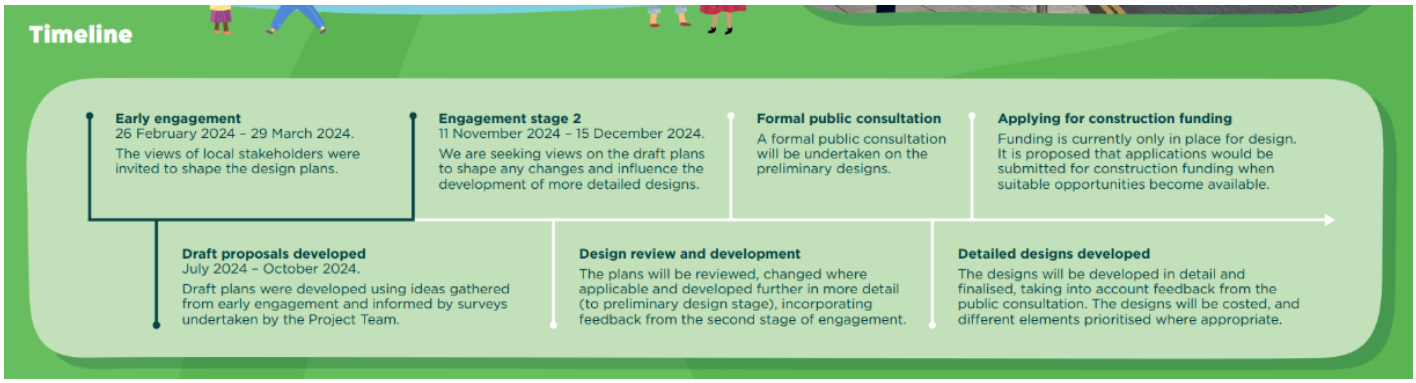


Figure 2 - Chertsey Riverside LSI project timeline as shown on the display boards used at the second engagement events.

3.2 Engagement Stage 2 - Methodology

Draft design proposals have been developed for the Chertsey Riverside area in line with the objectives of the LSI programme. These proposals were influenced by the feedback received during the first stage of engagement held in 2024. The draft proposals were designed in

collaboration with the LSI project team, other internal SCC teams and Runnymede Borough Council (RBC) officers.

The stakeholder engagement plan that was developed for the Chertsey Riverside LSI scheme is being progressed as set out in the early engagement stage. This engagement plan identifies local stakeholders which include 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 the Stage 2 engagement, a series of meetings and briefings were held to engage with stakeholders:

- SCC officers across the Highways Directorate;
- SCC Cabinet Member for Highways, Transport and Economic Growth;
- SCC Divisional Member for Chertsey Riverside;
- Officers at Runnymede Borough Council (RBC); and
- Chertsey Riverside Ward Members.

Following the engagement activities with those listed above, the project team commenced activities to engage with the public and all external stakeholders. Engagement Stage 2 was carried out between 11 November 2024 and 15 December 2024. A website utilising the Commonplace platform was used to collect views from people who live, work, study, travel through and spend time in Chertsey Riverside.

The Commonplace website included a map of the LSI zone divided into areas each containing proposed designs, background on the LSI programme in Surrey, information on the types of interventions being considered to improve local streets through the programme, the scheme's timeline, and a survey which enabled respondents to submit their views and suggestions on particular locations or proposals. The survey was active for 6 weeks until 15 December 2024.

Figure 3 below is an example of one of the draft proposals shown on the Commonplace site and at the two engagement events held.



Figure 3 - Example of draft proposal for Roakes Avenue.

Two in-person exhibition events were held as part of the Stage 2 engagement. The first engagement event was held at Chertsey High School on Thursday 28 November 2024 between 17:00 and 20:00. This venue is located in close proximity to the zone, allowing a higher footfall of residents who were able to easily access the zone due to living close by. The second engagement event was held at The Chertsey Hall on Saturday 30 November 2024 between 10:00 and 13:00. This venue is located in Chertsey town centre which is a 20-minute walk from the zone but was chosen as the most suitable location to carry out the engagement as it is a community hub.

Display boards were on show for attendees to view and consider (see Figure 4 below). Several SCC staff members and a representative from the design team were present at both events to discuss the scheme objectives, draft 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. The divisional member for Chertsey and Chertsey Riverside ward members also attended the Saturday engagement event to discuss the scheme and other issues in the area with the SCC staff members.



Figure 4 - Display boards on show at the engagement events.

To advertise the engagement, letters were sent to all residents and businesses in the zone and posters (as shown in Figure 6) were displayed at various points in the area. Flyers as shown in Figure 5 were posted through resident doors along Chertsey Road and Canford Drive and handed out at the events. Notification of the engagement was sent via email to stakeholders identified in the engagement plan. Those who had signed up for updates from commonplace regarding the scheme also received an email notifying them of this engagement stage going live.

To further raise awareness of the engagement, it was also promoted on social media on various platforms including X (previously known as Twitter) 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.



Figure 5 - Double sided flyers handed out to advertise the second stage of engagement.



Figure 6 - Poster displayed across the Chertsey Riverside area to raise awareness and invite local stakeholders to participate in the second round of engagement

4. Who responded

4.1 Survey responses

There were 25 responses to the survey on Commonplace and an additional 4 responses were received by email. Feedback was also received from sessions with officers and elected members as well as from those that attended the engagement events. All feedback received has been considered and included in the analysis in this report.

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 the Census 2021 data for the Borough of Runnymede, where the majority of stakeholders reside. There was a decrease in responses compared to the previous Chertsey engagement, 104 to 25 respectively.

Figure 7 shows the age of respondents (of those who chose to disclose this information), and the most common age categories were 35-44 (36% of respondents) and 45-54 (29% of respondents). Of respondents that disclosed their age group, no responses were received by those under the age of 25 or over the age of 75. This can be compared to the 2021 census data, where 28% of the population in the Chertsey Riverside ward are aged 25 or under and 5% of the population is aged 75 and over. This shows continued difficulties in engaging with these age groups despite the range of methods used. Compared with the previous engagement there were some differences, such as a lower proportion of respondents for the age range of 55-64 and an increased proportion of respondents for the 35-44 age range. The proportion of respondents for the 45-54 age range remained similar.

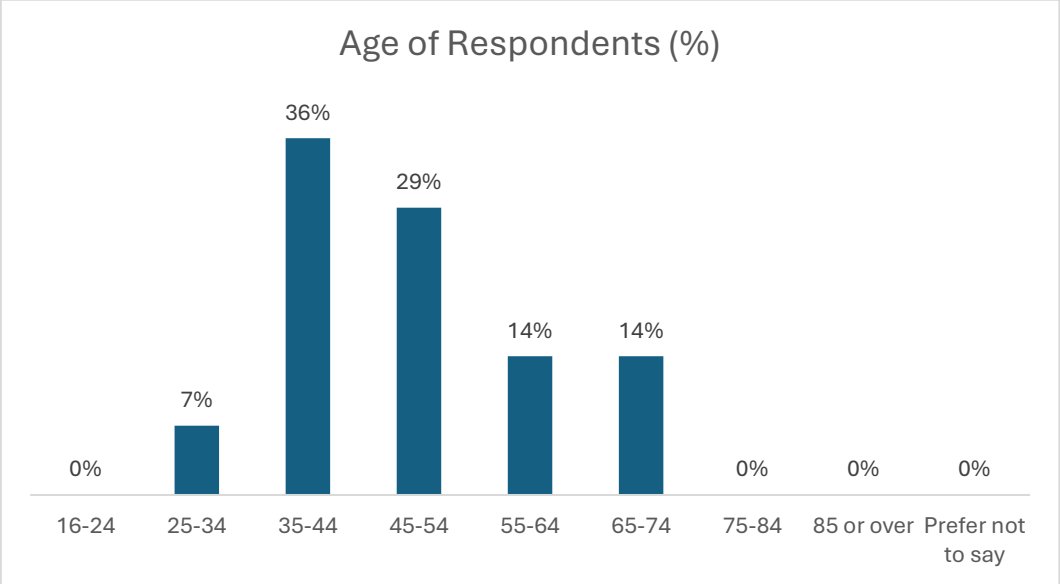


Figure 7 - Age of Respondents

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Figure 8 below shows the respondent's connection to the area. Respondents were able to select multiple answers as 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 (86%).

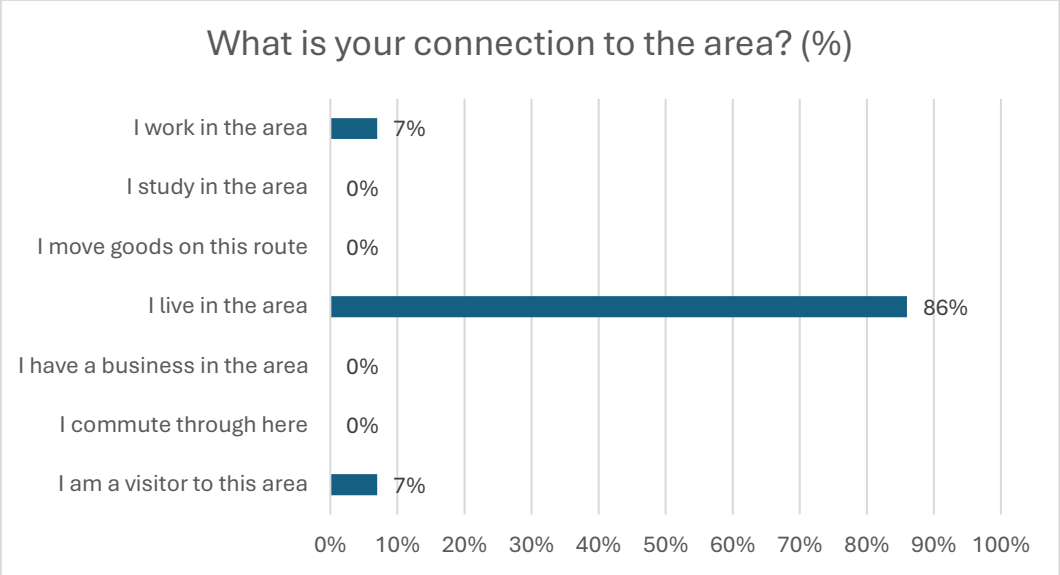


Figure 8 - Respondents' connection to Chertsey area.

The survey also included a question to understand the mode of transport that respondents mostly rely on to travel in the area. It should be noted that the respondents were able to select multiple modes of travel. The responses (as shown in Figure 9) show that the car is the most popular form of transport (40%) followed by walking (30%).

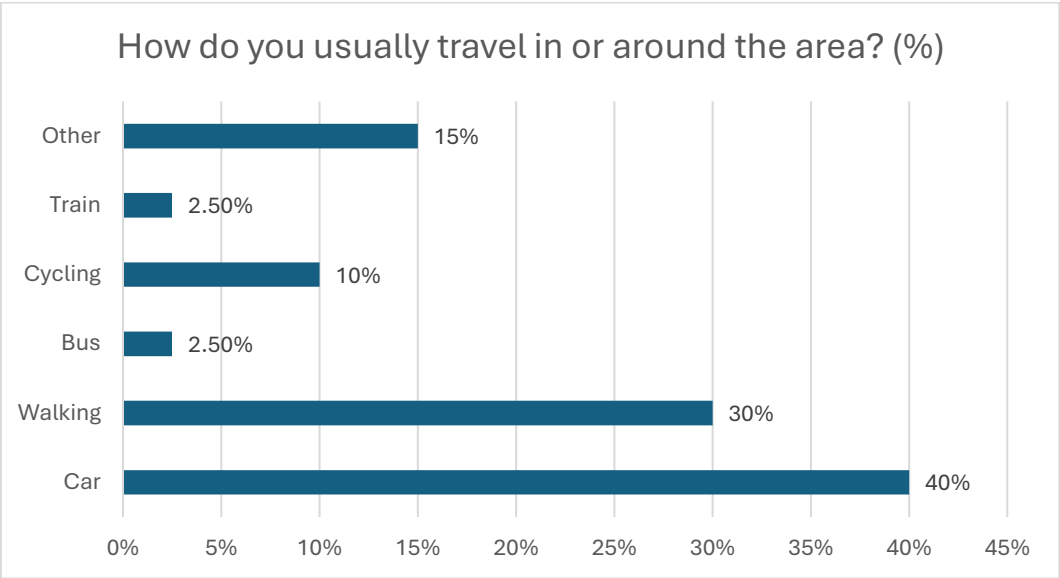


Figure 9 - How respondents travel around the area.

5. Responses to the proposals

As mentioned previously, during this stage of engagement, stakeholders were invited to share their views on the draft design proposals developed for the Chertsey Riverside LSI. Feedback was gathered via the Commonplace survey as well as by email and in-person at the engagement events. This section of the report summarises the feedback received summarised by the type of proposal.

A summary of the responses received is presented below. 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 (preliminary design) which will include a review of the proposals and further development of the designs. The scope of the scheme will need to remain in line with the LSI programme objectives: creating safer, healthier and more attractive streets, with improved facilities for walking, wheeling and riding.

5.1 Double yellow lines

- Adding double yellow lines at junctions and bends was generally supported by respondents to reduce obstruction by parked vehicles on the pavements and improve visibility, therefore improving road safety. However, it was also raised that without better enforcement, cars may continue to park on the double yellow lines and over dropped kerbs, particularly along Wheatash Road which is used by parents at school drop off and pick up times.
- Numerous respondents suggested that one the biggest issue in the area is the parents of Chertsey High School disregarding yellow lines, dropped curbs and grass verges around pick up and drop off times which results in congestion and increases the risk of accidents occurring.
- Respondents expressed support for double yellow lines along Clifton Road, Cornhill Close junction and suggested extending double yellow lines round the bend of Roakes Avenue along Harrow Close.
- One respondent was concerned about installing double yellow lines along Cornhill Close, and instead requested if the single yellow lines could be refreshed.
- One respondent requested that the double yellow lines along the bend at the junction of Roakes Avenue Numbers 14-32 to be extended along the full extent of the entrance to prevent pushing vehicles to park within close proximity to resident driveways.
- A concern was raised that the double yellow lines on the bend outside 34 Canford Drive are excessive and unnecessary, and if double yellow lines are extended too far around a corner, this could lead to increased parking issues.

5.3 Footpaths

Feedback received indicated overall support for the public footpath improvements in relation to cutting back vegetation to improve visibility and the pedestrian environment. The footpaths requested to be improved include the footpath leading to Clifton Close and the footpath between Roakes Avenue and Clay Corner.

5.4 Side road improvements

Many respondents gave positive feedback in relation to tactile paving and dropped kerb improvements proposed within the zone. It was noted that reducing the bell mouth at the junction of Roakes Avenue and Chertsey Road would create a safer crossing experience as currently cars speed out of this junction. Some respondents were in favour of dropping the kerb on the corner of Canford Drive and Roakes Avenue, as currently a dropped kerb exists on only one side of the road.

5.5 Entry points to the zone

Proposals included the entry points to the zone considered tightening the A317 Chertsey Road – Roakes Avenue junction and reducing the size of the existing traffic island, and a raised table at the A317 Chertsey Road – Wheatash Road junction. Both proposals will reduce vehicle speeds as they enter the area and improve safety levels for cyclists and pedestrians who are crossing the road. Below is a summary of feedback on the entry point improvements to the zone:

- Residents expressed concerns that narrowing the A317 Chertsey Road – Roakes Avenue junction could cause queuing and make right turns more difficult.
- Some believe the proposed kerb extension is unnecessary and may create a hazard by forcing vehicles to slow down too much, leading to congestion.
- However, residents support a narrower island at the Roakes Avenue exit to allow simultaneous left and right turns and they also suggest adding planters near the junction to prevent verge parking.

5.6 Greening and public realm improvements

Several locations across the Chertsey Riverside area were considered for tree planting and other public realm improvements, such as addition of street furniture and rain gardens. Respondents were generally supportive of these measures and many expressed interests in helping with maintenance.

- Respondents expressed support for planters to be installed and grass verges to be reinstated specifically at the Canford Drive - Roakes Avenue junction, to prevent vehicles parking on grass verges and enhance the appearance of the public realm.
- One respondent requested the removal of a dead tree which had been relocated to the junction of Canford Drive and Roakes Avenue.

It was reported by a respondent that they are supportive of public realm improvements at the existing verge area at Roakes Avenue Numbers 14-32 to include planters and trees, as opposed to a bench. This is due to the potential increase of anti-social behaviour and loitering once entering the area via the footpath from Chertsey Road.

5.7 Other comments across the zone

- Respondents raised that there is a lack of street lighting between Roakes Avenue and Harrow Close.
- Comments discussed a need for a community effort with regards to litter picking and maintaining garage areas to ensure they are kept clean, and access is limited to prevent anti-social behaviour in these areas.

5.8 20mph speed limit

The proposals included the introduction of a 20mph speed limit along all roads in the LSI zone. All these roads are residential roads, and the existing average speeds and nature of these roads indicate that introducing a 20mph speed limit would be appropriate.

Respondents were asked whether they were supportive of the proposals to reduce speed limits to 20mph. 60% of the respondents supported the 20mph speed limit proposals for the zone, however this was not unanimous with some selecting opposing the measures (24% respondents) and others giving no opinion on this proposal (12% respondents).

Yes – support the 20mph speed limit area	15 (or 60%)
No – do not support the 20mph speed limit area	6 (or 24%)
No opinion	3 (12%)

Several comments expressed their support for the reduced speed limit. Respondents noted that this proposal would be welcomed from a safety, noise and pollution perspective, with comments noting speeding on Wheatash Road, Roakes Avenue and Harrow Close.

Other respondents expressed that they do not see any issues with speeding in the zone and that this money could be used to address other issues in the area such as resurfacing. One respondent noted that on Canford Drive, the road painting as part of this proposal could spoil the aesthetics of the road.

One of the respondents suggested that speed bumps may be required in addition to the signage to improve safety within the zone.

6. Outside of the scope of the scheme

Some responses were received which raised issues that are generally considered outside of the scope of the scheme, either due to the associated location, the type of issue and/or lack of alignment with the aims and objectives of the LSI scheme. 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 Runnymede Borough Council. Commonly raised issues that are generally considered out of scope of the Chertsey Riverside LSI scheme are discussed below:

- Issues with the grass verge at the entrance to the zone caused as a result of the Esso pipeline works was raised by multiple respondents.
    - The project team has been in contact with the SCC Street Works team following the LSI engagement and can confirm that a team has completed remedial works here. This included adding new topsoil and planting three new trees to replace those that were removed during the works.

- The need for maintenance activities to improve roads (including addressing potholes), resurfacing, drainage maintenance and cutting back the vegetation were common themes in the responses. These improvements were proposed in locations such as Clifton Close, Wheatash Road, Roakes Avenue and Chertsey Road as well as outside the LSI zone boundary.
    - Consistent with the aims and objectives set, 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 the upgrade of infrastructure in locations where it is currently in poor condition.
    - However, LSI schemes are not schemes to deal with all the maintenance problems in the area. These types of activities are subject to SCC's maintenance programme. SCC is committing 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: How we're managing pothole repairs -Surrey County Council (surreycc.gov.uk). To report a blocked drain or broken drain cover, please visit the following webpage: Drainage - Surrey County Council (surreycc.gov.uk).

- Parking availability as well as enforcement issues were commonly raised in responses.

    - This LSI scheme will consider parking issues only 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.
- The scheme will be focusing on improvements to the streets in the Chertsey Riverside zone, and more specifically areas identified as public highway spaces which fall under the remit of SCC as the highway authority. A number of issues were raised at locations that fall outside of public highway spaces or related to activities that are not within the control of SCC. The project team has collated responses that fit into this category and will be engaging with Runnymede Borough Council to discuss the issues raised and how both authorities can work in partnership to address key issues to deliver better outcomes as the LSI scheme is progressed. The issues highlighted include:
    - Issues associated with parks and open spaces in the area that are managed by Runnymede Borough Council.
    - A number of issues associated with street cleansing and waste/recycling collection including litter problems, fly tipping and a lack of bins which are functions undertaken by Runnymede Borough Council.

Issues were raised at locations outside of the zone boundary of the scheme. These include (not a full list):

- Funding allocations regarding Chertsey Town Centre and Guildford Street.
- Issues along Eastworth Road including high traffic speeds, sections of narrow pavement that respondents would like to see widened and noise disturbance due to HGVs.
- Speeding issues along Stepgates, Free Prae Road, Mead Lane and Abbey Road. Request to implement 20mph speed limit to increase safety around Stepgates Community School and St Annes Primary School.
- Speeding issues along St Peter's Way towards Chertsey Road. Request to implement a speed camera and the speed limit change from 50mph to 30mph to be more clearly signalled

These are considered out of scope due to their location outside of the LSI zone, however, information will be passed on to relevant teams at SCC to be reviewed in line with their existing programme and priorities. Regarding other issues associated with walking and cycling in Chertsey town centre and Addlestone, a number of these locations have been identified as priority in the Runnymede Local Cycling and Walking Infrastructure Plan (LCWIP) and will be considered through that programme. Feasibility work is now underway to develop designs for these areas to improve the environment for walking and cycling. This stage of work will involve full public consultation. Please see the webpage for more information: Runnymede Local Cycling and Walking Infrastructure Plan (LCWIP) - Surrey County Council.

7. Conclusions and Next Steps

25 responses were received via the Commonplace survey in relation to this engagement with a further 4 email responses and direct feedback at the events. Although the number of responses was relatively small, they provided a diverse range of views on the proposed interventions. This feedback will be used by the project team during the next stage of design work (preliminary design) which will include developing the designs in further 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 riding. Alongside the feedback received from this engagement exercise, the project team will also be following national active travel 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 progressing 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

All types of responses 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. As part of the informal engagement stage, the design will undergo refinement based on feedback received. Overall, there is support for its continued development.

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 kept under review as the project commands sufficient support progress into the design stage.

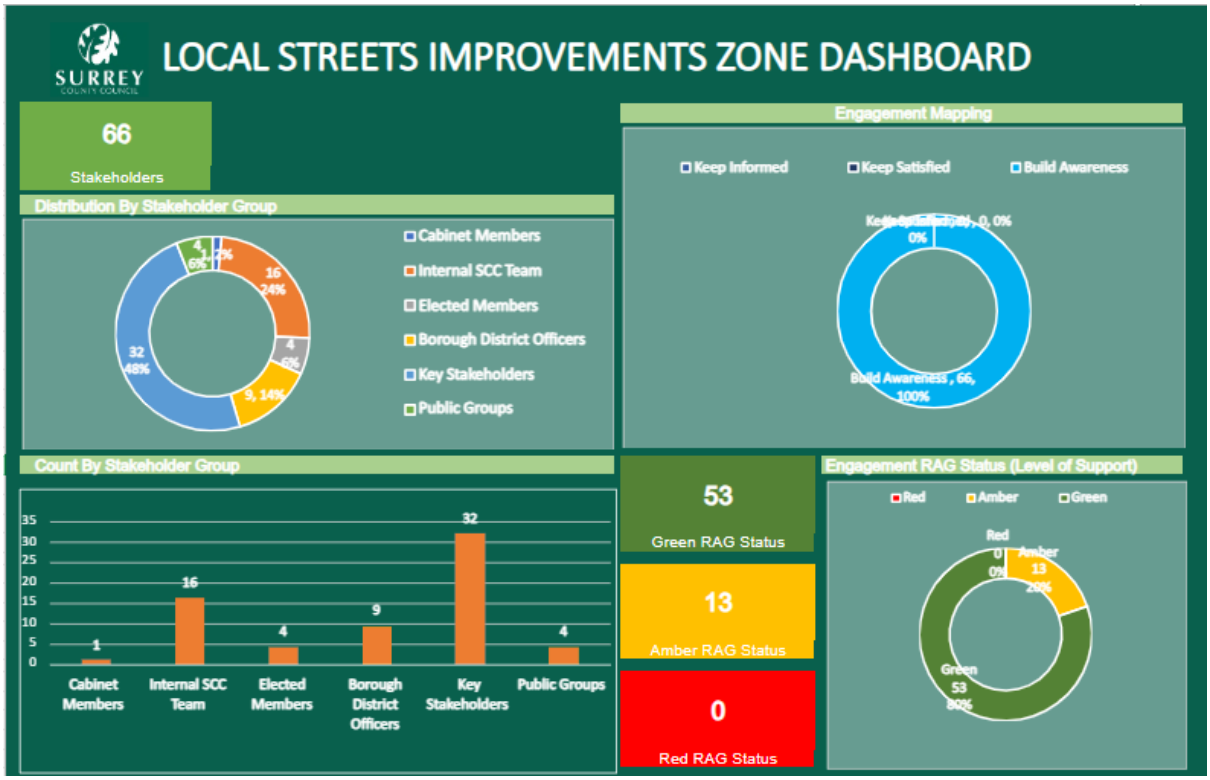


Figure 10 - Engagement Plan Dashboard

A total of 66 stakeholders participated in the second stage of engagement (as shown in Figure 10). Of these, 80% expressed clear support for the designs and their progress to date. The remaining 20% were categorised as "amber," either requiring additional information or remaining undecided. These stakeholders will be a key focus during the third stage of engagement to address their concerns.

Following the development of preliminary designs, a final stage of engagement (public consultation) with local stakeholders will be undertaken to seek further views and support on the design plans proposed. This will lead to a final set of drawings which will be subject to future funding bids should the opportunity arise. The public consultation stage will ensure that local stakeholders have a further opportunity to have their say during the development of the Chertsey Riverside LSI scheme.