

Public Engagement Results

Proposed School Street – Cranmere Primary School, Arran Way Esher

Public Engagement Overview

Background & Purpose

Surrey County Council is proposing a scheme to introduce a School Street on Arran Way, Esher. The proposal was developed to make walking, scooting and cycling safer and easier for children and families walking to and from Cranmere Primary School.

A public engagement exercise was carried out between 30th January to 20th March 2026 providing residents, local businesses, and other road users with an opportunity to review the proposed scheme and share their views.

The purpose of the engagement was 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.

An in-person engagement event was held on 4th March 2026

Engagement Methodology

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

To ensure wide awareness, all residents and businesses within the area were notified by letter, local schools were contacted by email, and information boards were placed in the area.

Engagement Response Level

42	Survey respondents
6	Respondents living on the School Street (Arran Way)
9	Respondents with children attending Cranmere Primary School
29	Respondents living in surrounding roads

Summary of feedback

The engagement findings show very strong support to progressing the the School Street, with an amendment to the proposed timings of operation.

The majority of respondents, including residents living on the affected roads expressed strong support for improving safety for children travelling to Cranmere School, with many respondents highlighting existing issues such as congestion, unsafe parking and poor driving. There is clear backing for ANPR enforcement and recognition of wider benefits including increased active travel, better air quality and a calmer environment.

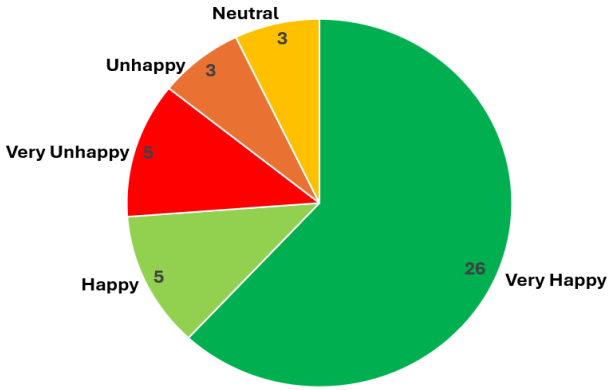
Concerns mainly related to the potential displacement of traffic onto nearby roads along with requests for clearer exemptions for residents.

Overall, while support for the scheme is high, successful delivery will depend on careful monitoring, clear communication and responsive refinements during the trial period.

Sentiment of Respondents

How people feel about the proposed School Street

Overall
(42) respondents)

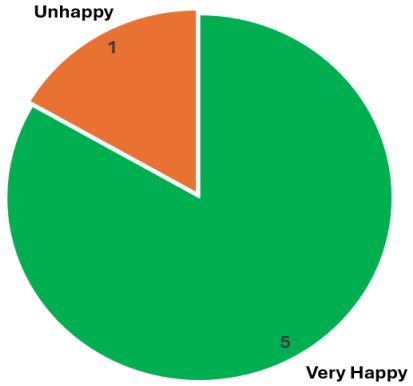


74% happy or very happy

19% unhappy or very unhappy

7% neutral

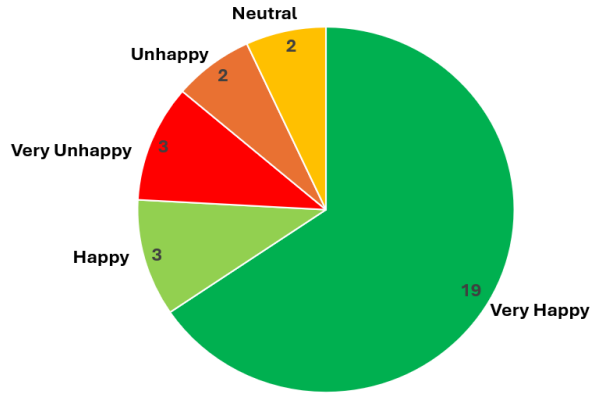
Residents School Street Zone (6 respondents)



83% very happy

17% unhappy or very unhappy

Residents living in surrounding roads
(29) respondents)



76% happy or very happy

17% unhappy or very unhappy

7% neutral

Positive feedback from residents within the School Street

What residents of Arran Way said they liked about the proposed School Street – 6 residents within the School Street responded

Key Positive Themes

- ✓ Support the objective of making it safer for children and families to walk and scoot to school
- ✓ Like the idea that the proposal will reduce congestion and enable them to access their homes at all times
- ✓ Believe that this is the only way to stop parents parking in the car park meant for residents only
- ✓ Like that it is non-intrusive, as no gates or physical interventions are required

What people told us...

It will capture all none essential road traffic, and ultimately make the road safer for children

This will now make parking at home and leaving home much easier around these times that I have to leave for work.

This will stop parents using the residential car park. Residents have been blocked in their spaces, not being able to come home and park and even had vehicles damaged

Reduce the safety risks for children and families walking in the road as less cars will be allowed access

I like the idea of reduced traffic on Arran Way, as parents drive too fast and park blocking access to our homes

Key Insight

The positive comments show clear support for the objectives behind the School Street; making it safer for children, improving access for residents and environmental improvements. Respondents clearly link the scheme to resolving existing, tangible local issues surrounding parking and congestion

Concerns from residents within the School Street

What residents of Arran Way said they did not like about the proposed School Street

Key Objection Themes*

- Concerns over the Exemption system and what this exactly means for them as a resident
- More flexibility around exemptions – such as Taxis, delivery drivers and friends or family visiting.
- Worry that there is not enough appropriate parking options nearby, for those parents who have to drive
- Concerns over the effect on Douglas Road

What people told us...

I would like to know how many permits are allowed per household. If many people drive and live in one household and there are many vehicles , then how do the permits work?

I do not like the idea that there is no solution for the traffic, once it is removed from Arran Way. Where are the cars supposed to park? Is there then going to be an issue on Douglas Road?

The catchment area is large, and it is not always feasible for parents to walk, it would be sensible to provide more appropriate parking options nearby to minimise disruption to local streets

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

Key Insight

The main issues relate to uncertainty surrounding the exemption process, with some residents suggesting taxis and friends and families should be included. There is also concern over traffic displacement, particularly where vehicles will park instead and whether nearby roads will be affected.

Positive feedback from residents in the surrounding roads

What residents said in the surrounding roads said they liked about the proposed School Street

Key Positive Themes

- ✓ Strong support for creating a safer environment for young children as they walk to school
- ✓ Many support limiting cars on Arran Way, preventing bottlenecks and congestion
- ✓ Like the idea of promoting walking and cycling to school
- ✓ General support for the principal of School Streets – with some suggesting the approach should be made permanent
- ✓ Like that this will improve conditions for residents living on Arran Way

What people told us...

> Child safety. It is frustrating how many people are using the road at such a busy time with so many young children around

> I think it's appropriate to prioritise the safety of people walking and cycling to school.

> Long time coming! Parents ignore all requests made by the school and the neighbourhood. The street is congested and does not feel safe with children around. I also feel bad for the residents

> I am in support of this as its only a matter of time before an accident happens. There is often a bottle neck, caused by parents parked cars

> I think it's great that this will stop inconsiderate and dangerous parking near the school

Key Insight

The feedback is highly supportive, with most respondents supporting the scheme for improving safety by reducing traffic, congestion and unsafe parking around the school. Many highlight the benefits of encouraging walking and cycling and encouraging better driver compliance through enforcement. Overall, the scheme is viewed as necessary, well overdue and likely to have a positive impact on children, families and the local community.

Concerns from residents in surrounding roads

What residents of surrounding roads said they did not like about the proposed School Street

Key Objection Themes*

- The most common concern is that the scheme will move congestions and unsafe parking to nearby streets (Douglas Road)
- Worry there is no clear solution for where displaced vehicles will park
- Concerns about enforcement and penalties
- Concerns over the lack of joined up planning regarding Elmbridge Borough plans to remove times restrictions for Refuse Lorries into Douglas Road
- Concerns over increasing safety risks for children and families on Douglas Road

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

What people told us...

Douglas Road is already congested with parked cars outside school times and becomes chaos at school times. Unfortunately, the school street will push more cars into stopping and parking at inappropriate locations on Douglas Road

The fact that Elmbridge Council are trying to force more refuge vehicles down the street. The fact that your team were unaware that restrictions are already in place regarding those refuge vehicles. None of this shows that the council are serious about keeping children safe. It shows no joined up thinking at all

Expecting the school run drivers to park a few minutes away and walk to school is largely not going to happen. This will just lead to increased congestion on Douglas Road

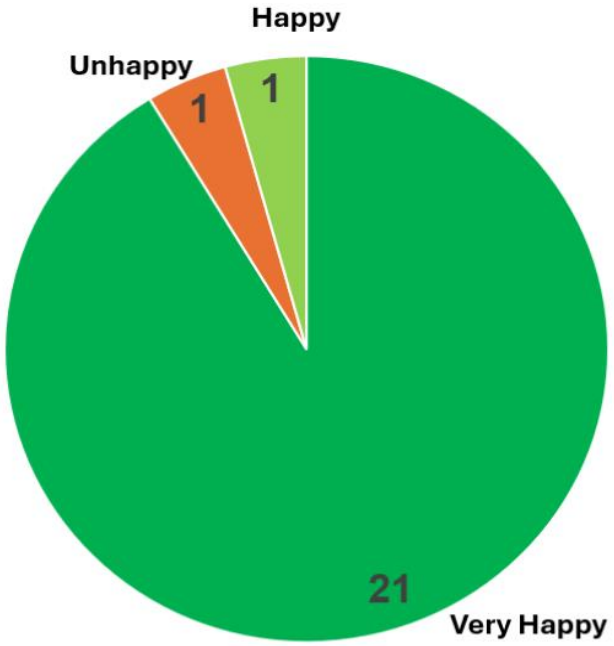
Key Insight

Concerns focus on the scheme potentially displacing traffic and parking onto nearby roads, worsening congestion and safety there. Respondents also highlight a lack of wider planning and alternative parking solutions, alongside concerns about enforcement and fines. Overall, the main issue is that the proposal may shift rather than solve existing problems

Sentiment of parents of children attending Cranmere School

The Scheme is strongly supported, primarily as a necessary measure to improve child safety and tackle persistent parking and congestion issues, with minimal opposition and only minor concerns around enforcement

Overall
(23) respondents)



91% happy or very happy

4% unhappy

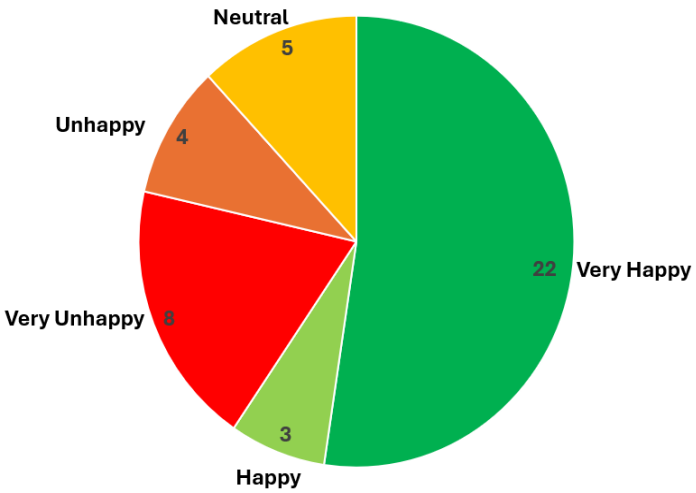
Key Themes

- The proposal is strongly supported as a way to improve child safety around the school gates
- Strong support for the reduced traffic and congestion at peak times and better protection for children and families walking to school
- Concerns centred around the breakfast club hours, which start at 8.10am. It is not fair that parents are penalised despite it being outside the main peak drop off times
- Many view the proposal as a solution to long-standing behaviour problems around poor parking behaviour
- Support for enforceable measures rather than advisory schemes
- Some view the proposal as a benefit for residents and protecting their amenities
- The environmental benefits of reduced air pollution is seen as a positive benefit

Sentiment of Respondents

How people feel about the proposed School Street Timings **- The timings proposed for the School Street were 8am – 9am and 2.45pm -3.30pm**

Overall
(42) respondents)



59% happy or very happy

29% unhappy or very unhappy

12% neutral

Key Themes

1.Requests to extend the afternoon operating times- many respondents feel the proposed timings do not fully cover real behaviour at drop-off and pick-up times
Common points:

- Parents arrive earlier than 2.30pm
- A 3.30pm end time is seems too early and may incentivise waiting to avoid enforcement
- Suggestions to extend to 3.45pm or 4pm are frequent
- Flexibility around the afternoon timings to reflect after school activities

2. Morning Start time seen as too early or rigid – several respondents highlight issues with the morning start-time, especially around the breakfast club provision
Common points:

- Breakfast club start at 8am or just after 8am leaving parents who have paid for provision fear of being penalised.
- Suggestions to start at 8.10am to allow parents to drop off and leave Arran Way without being penalised
- Some suggestions for the morning times to end at 9.15am or 9.30 am to prevent parents wating until just after 9am to drive into Arran Way and send their children in late

Recommendation:
Following feedback and discussions with the school the proposed new times are: 8-9am and 2.30pm -3.45pm

Concerns & Suggestions (1/2)

Summary of concerns raised and officer responses

Concern	Officer response
Traffic displacement to surrounding roads.	• We recognise that the scheme may displace parking onto surrounding roads, particularly Douglas Road. However, based on observations, there is capacity within nearby streets to accommodate those who need to drive, with an expectation that some parents will "park and stride" walking the extra 5 minutes to Arran Way. • The primary aim of the scheme is to reduce the acute safety risk to children at the point where they are most vulnerable – directly outside the school gate – by minimising traffic, congestion, and unsafe manoeuvres during peak times. • Evidence from other local authorities around the UK shows that parking redistribution can occur, but does not result in meaningful increases in congestion or danger on neighbouring roads • Displacement tends to diminish over time as families adapt; *find a park and stride solution or adjust travel times* • Families who can, switch to walking, cycling or scooting rather than driving • Surrounding roads will be monitored throughout the six-month trial period, with the flexibility to introduce additional measures if any issues are identified - *Parking Restrictions; Targeted Enforcement; Signage; 20mph Speed Limit*
Unfair to parents/carers who have no choice to drive to school	It is acknowledged, that Cranmere Primary School has a wide catchment area, and some parents/carers have no choice but to drive their children to school. The School Street proposal does not prevent parents/carers finding parking elsewhere on the surrounding roads and walking the extra 5 minutes to Arran Way. We believe the benefits of improved safety for children and families outside the school gates outweigh this inconvenience.

Concerns & Suggestions (2/2)

Summary of concerns raised and officer responses

Concern	Officer response
Where am I supposed to park to drop-off and pick-up my children	• The scheme is designed to reduce unsafe stopping and poor parking behaviour directly outside the school gate where children and families are crossing the road. We believe there is sufficient space in the surrounding area for parents to park and walk a few extra minutes to the school. • We hope to encourage families that can walk to the school, to not use their car and walk, cycle or scoot.
The proposed lift of restrictions for refuge HGVS to use Douglas Road during school peak times, with the School Street proposal will increase safety risks for children and families on Douglas Road	• Some respondents raised concerns over the separate planning application from Elmbridge Borough Council to amend the planning restrictions for HGVs associated with the Waste Depot off Mill Road. The planning restrictions were that the waste vehicle HGVs were not allowed to travel on the local roads leading to the depot between 8am and 9am, and 2.45pm to 3.45pm on school days. The application had been made due to the need for Elmbridge Borough Council to meet their statutory duty to collect waste in the face of increasing numbers of dwellings and increased subscriptions for garden waste collection across Elmbridge. We have been liaising with Elmbridge Borough Council colleagues who have advised us that they are no longer seeking to apply to wholly remove the restrictions for HGVs on roads around school times. • **We have been liaising with EBC regarding their planning application, and they are now submitting a revised application that takes the account the views of local residents**
Flexibility around Exemptions for residents - include taxis and visitors	• We recognise that reliable access for visitors, taxis, deliveries and tradespeople is an important part of daily life. The roads are not closed, and resident access is retained at all times. Restrictions are limited to the shortest time possible to balance the value of the restriction against the inconvenience to the residents. • Exemptions for carers/child carers both formal and informal can be granted • Emergency situations for tradespeople can be granted while maintaining the primary objective of improving safety for children.
Concerns on how exemptions for residents who have multiple vehicles will work	• Residents within Arran Way are allowed exemptions up to 6 different vehicles per household.* each VC5 must state Arran Way as the address of the vehicle.

Conclusion and Next Steps

Conclusion

The feedback demonstrates strong overall support for the scheme, particularly in relation to its primary objective of improving safety for children walking along Arran Way to access Cranmere School. Many respondents – particularly parents and local residents – highlight existing concerns around congestion, unsafe parking, poor driver behaviour and limited visibility and widely view the proposal as a necessary intervention to address these issues.

There is also clear support for the use of ANPR cameras and for the scheme's role in encouraging active travel and reducing traffic levels during peak times.
Respondents frequently recognise the potential wider benefits for pupils, families, and residents including improved air quality and a calmer local environment.

However, the feedback also highlights a number of important concerns and areas of refinement. The most significant issue raised is the potential for traffic displacement onto surrounding roads, with fears this could worsen congestion, parking pressure and safety in those areas. Further themes include requests for greater clarity on exemptions for residents, as well as mixed views on the proposed operating times, with suggestions for both extensions and adjustments to better reflect school activities.

Overall, the findings indicate that there is clear support for the principle and intent of the School Street, successful implementation will depend on careful monitoring during the trial period, clear communication and a willingness to introduce supporting measures to address potential displacement and operational concerns.

Officers Recommendation

Taking into account the full range of views expressed during the public engagement, Surrey County Council is satisfied that the proposal would deliver clear and meaningful improvements to road safety outside Cranmere School, directly addressing the issues most commonly raised by respondents. On this basis, and recognising the strong level of support for improving safety for children, it has been recommended to the local County Councillor that the School Street be implemented

Decision

The results and feedback from this engagement have been shared with your local County Councillor and a decision has been made **to proceed with the implementation of the School Street for Cranmere School.**

Next Steps

An Experimental Traffic Regulation Order (ETRO) for Arran Way, imposing a Pedestrian and Cycle Zone on Mondays to Fridays (inclusive) Term time only between **8am and 9am and between 2.30pm and 3.45pm** will be made.

We are using the ETRO process to provide flexibility and enable changes to be made following feedback from the public and statutory consultees on the changes made as part of the school streets initiative.

Comments received during the first 6 months after the scheme has been launched will be used to assess how the school street is working. These comments will be taken into consideration when deciding if the school street should be amended or become permanent.

What happens next?

START DATE:
We are aiming for the School Street to go 'LIVE' sometime in Autumn Term 2026. Letters and emails will be sent confirming the start date (we recommend signing up to receiving updates via email using this Commonplace platform)

EXEMPTIONS:
Details on who are eligible to apply for a School Street Exemption can be found here School Street schemes in Surrey - Surrey County Council
Once the online system is ready to receive applications, letters and emails will be sent with instructions on how to apply. Pop-In Events at the school will be held in Autumn 2026, for those entitled to Exemptions to provide technical support in making their applications.

KEEP UPDATED
From June 2026, regular updates will be posted on Commonplace here:Community Forum - Cranmere Primary School, Esher – Commonplace