Proposed 20mph Scheme on Parsonage Road and surrounding roads, Cranleigh

Public Engagement Results



Public Engagement Overview

Background & Purpose

Surrey County Council is proposing a 20mph scheme on Parsonage Road and surrounding roads, Cranleigh.

A public engagement exercise was carried out between **28 November 2025 and 5 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://parsonage-road-cranleigh.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

- **28** Roads included in the proposed 20mph limit area
- **1087** Households / businesses affected
- **3** Schools within the area

Engagement Response Level

- **887** Visitors to engagement webpage
- **149** Survey respondents
- **68** Respondents live on impacted roads
- **45** Respondents have children travelling to school on these roads

Recommendation

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

Most respondents, including residents living on the affected roads, expressed strong support for the 20mph scheme proposals.

Concerns mainly related to perceived effectiveness, the view that speeds were already low, and issues such as parking were more important.

Overall, the feedback did not identify any issues that have not already been considered in the design of the scheme.

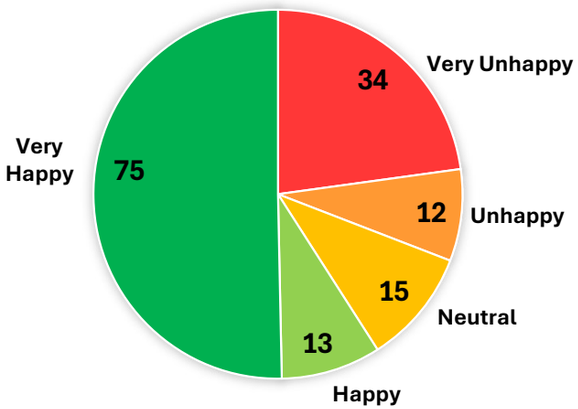
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Sentiment of Respondents

How people feel about the proposed 20mph scheme

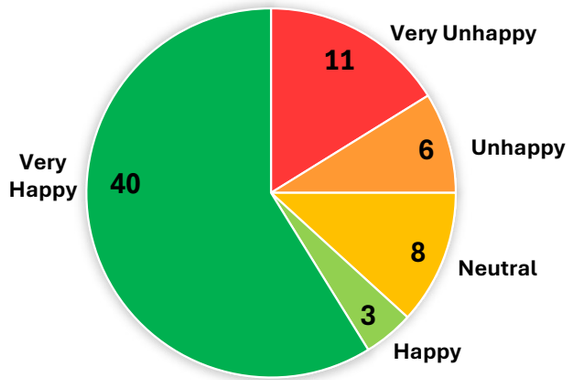
Support for the scheme is consistently high across key respondent groups, with the strongest support from residents of the impacted roads.

Overall
(149 respondents)



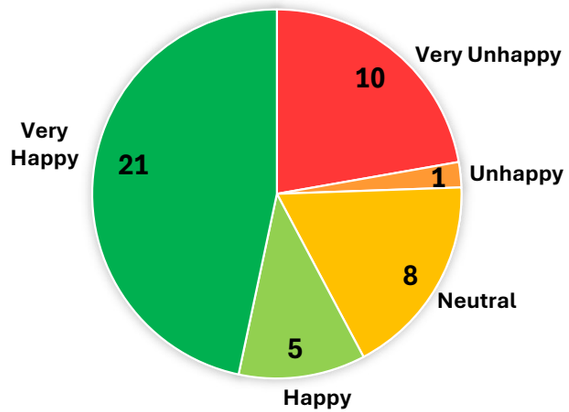
59%	happy or very happy
31%	unhappy or very unhappy
10%	neutral

Residents of impacted roads
(68 respondents)



63%	happy or very happy
25%	unhappy or very unhappy
12%	neutral

Families with children travelling to school
(45 respondents)



58%	happy or very happy
24%	unhappy or very unhappy
18%	neutral

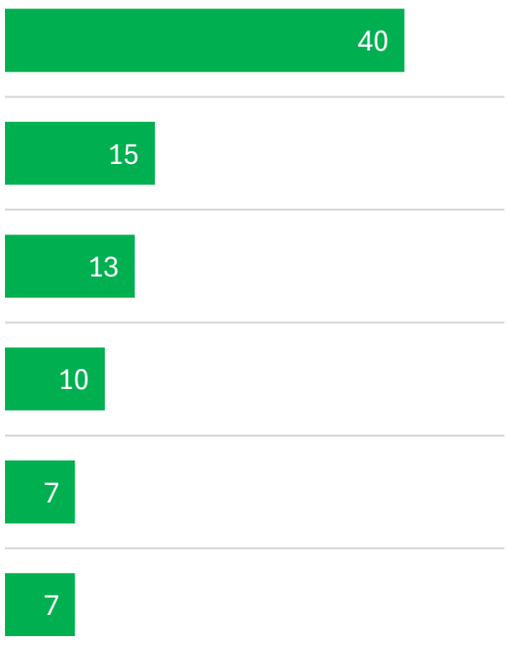
Positive Feedback

What people said they like about the proposed 20mph scheme

Key Positive Themes

- ✓ Support for improving safety for children and around schools
- ✓ Support for a consistent, estate-wide 20mph limit
- ✓ Expectation that 20mph will calm traffic and reduce speeds
- ✓ General support for safer roads and reducing the risk of collisions
- ✓ Desire for safer walking and cycling routes and an improved environment
- ✓ Support wider rollout (e.g. Ewhurst Rd, Horsham Rd, Hitherwood estate)

Number of mentions



What people told us...

I think it is an excellent idea and hopefully drivers will respect the speed limit and it will become safer for children to access their schools.

Driving above 20mph on densely populated residential roads is unnecessary and saves little time.

Around housing estates and schools, it's a brilliant idea.

Good idea. Traffic during the school run is heavy. At other times some of the roads are used as back doubles to avoid having to go slowly through the High Street.

People drive too fast and cut corners without taking into consideration the excessive parking obscuring their view of oncoming traffic and pedestrians and animals in this area.

Key Insight

The positive comments show strong support for improving safety around schools, calming traffic, and creating a more consistent area-wide 20mph approach. Several respondents also expressed a desire to extend the scheme to additional roads.

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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 / there are better priorities	25
Parking issues are a bigger concern than speed	23
Concerns about enforceability (*raised by supporters and objectors*)	20
Unnecessary as speeds are already low	20
Physical calming measures are needed	10
New safer crossings are needed	9
Will inconvenience drivers and create congestion / pollution	8

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

Key Insight

The main concerns relate to parking issues and the perceived effectiveness of a sign-only scheme, with concerns also raised about enforcement and already low speeds. There is also a preference for more targeted or alternative measures.

What people told us...

A pointless waste of money. The road surface on Parsonage and the surrounding roads is in very bad condition. It is a danger to those of us who cycle. Spend the money on fixing the road.

The main problems on Parsonage Road and St Nicolas Ave are roadside parking - especially around school start and end times - and potholes.

St Nicolas Ave is a rat run and it will need speed bumps or a narrowed area to make it work.

There are so many cars parked on those roads that traffic calming is automatic.

It is more important that this money is spent making the areas outside school safer for children and adults than quiet residential roads where there is less of an issue.

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Concerns & Suggestions (1/3)

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. • Sign-only 20mph schemes are low-cost and cost-effective. They provide safety benefits without requiring major engineering measures that would cost more to implement.
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. Speed data shows that traffic calming is not needed on these roads. 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, including options such as speed humps, if the data shows vehicle speeds are higher than we would like. • 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.
Why are you reducing the speed limit when there are no collisions ?	• The number of collisions is not the only reason Surrey Highways changes the speed limits. 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 then the less likelihood there is of a serious or fatal injury occurring.

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 the as appropriate for 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 (2/3)

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.
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 users.
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 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 considered 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 (2/2)

Summary of concerns raised and officer responses

Suggestion	Officer Response
We need parking restrictions instead to stop inconsiderate parking from school-related traffic	• A scheme to prevent vehicles parking on the pavement and grass verges along Parsonage Road is currently in development, with implementation aimed for Autumn 2026. • 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 pedestrian crossings 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 • On Parsonage Road, pupils use several informal crossing points, rather than one single location. This means any formal crossing would require careful consideration to ensure it is located where it provides the greatest safety benefit and is located where it would be most effective. • While measures such as pedestrian crossings or park-and-stride schemes cannot be delivered as part of this sign-only 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.
Extend the 20mph across residential areas in Cranleigh, including Ewhurst Road, Horsham Road, and Hitherwood estate	• These locations have been noted. However, the current Surrey County Council 20mph programme is fully committed. Any further 20mph schemes in Cranleigh would need to be considered and prioritised by the new unitary council of West Surrey following Local Government Reorganisation in April 2027.

Conclusion and Next Steps

Conclusion

The engagement exercise has shown clear overall support for introducing a 20mph speed limit on Parsonage Road and surrounding roads, Cranleigh, with the strongest support coming from residents of the impacted roads. Respondents highlighted benefits such as improved safety, calmer traffic, and safer conditions for walking and cycling, particularly in an area with high school-related activity.

Concerns focussed on parking issues, perceived effectiveness, and existing low speeds. These points have been addressed through the officer responses. No new issues were raised that require amendments to the proposed scheme, and the roads continue to meet Surrey County Council's policy criteria for a sign-only 20mph limit.

Some respondents suggested broader measures such as extending 20mph limits across Cranleigh, safer crossing facilities and tackling parking issues. These fall outside the scope of the current scheme, but they have been noted and can be considered through the appropriate processes or by the new unitary council of West Surrey following Local Government Reorganisation (LGR) in April 2027.

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

Next Steps

Wider suggestions raised through the engagement — including requests for additional safety measures or further speed limit reductions — will be logged for future consideration by the new unitary council of West Surrey following Local Government Reorganisation (LGR) in April 2027.

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 is to be implemented.

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