SURREY
COUNTY COUNCIL

Lower Sunbury Local Street Improvements Project

‘We Asked, You Said, We Did’ Report (June 2025)



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Executive Summary

This report details the themes of the comments received and the council's response to comments received by members of the public during the stage 2 engagement exercise on the Lower Sunbury Local Street Improvements (LSI) project undertaken during Autumn 2024.

The sentiment towards the proposals overall was generally positive with many respondents identifying with the case to make improvements that make it easier, safer and more attractive to active travel short distances to local destinations, particularly on foot. Some comments revealed concerns about the impact of the proposals on parking availability and questioned the demand for crossing measures that had been identified for certain locations. There was also a feeling amongst some that the proposals had missed opportunities to improve pedestrian safety and overcome barriers to road crossings in some parts of Lower Sunbury.

Informed this, the council has subsequently made several changes and updates to the design proposals which are to be presented to the public as part of engagement stage 3 during June and July 2025.

Background

Between 9 September 2024 and 20 October 2024 the council undertook a second round of engagement with the community on the Lower Sunbury LSI project. Information on the content and summary results of the engagement exercise are outlined in an engagement stage 2 report[1].

As part of that engagement we asked the community to share their views on a set of design proposals. Following the conclusion of that engagement period, council officers have reviewed the content of all the comments received in detail to seek to understand the sentiment towards some of the individual measures that were proposed plus any recurring or significant themes that were raised regarding changes that people wished to see made.

Analysis

This section of the report presents the council's 'We Did' response to what 'You Said'.

Within the survey completed by the community during engagement stage 2, respondents were asked to indicate their agreement with the proposals for each section of the LSI project as well as providing written comments to share more detailed views. Figure 1 summarises the levels of support expressed.

[1] Lower Sunbury Local Street Improvements Project: Engagement Stage 2 Report (SCC, February 2025)

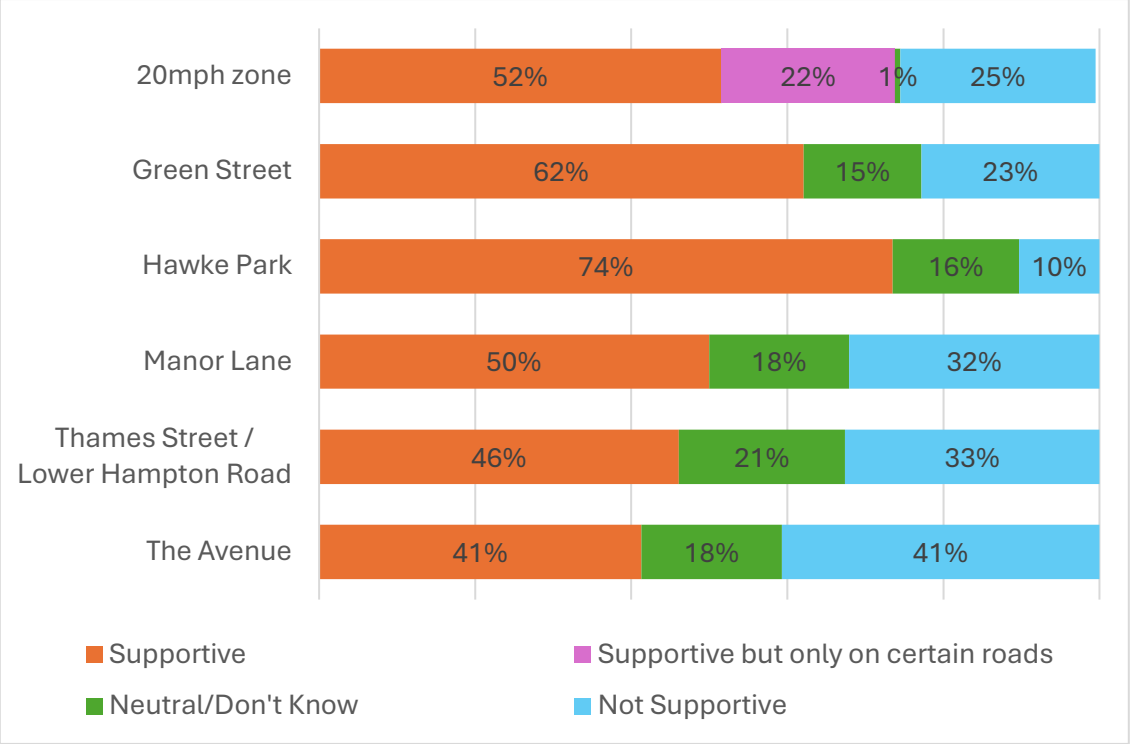


Figure 1: Support for Lower Sunbury LSI proposals during engagement stage 2

Due to the volume of comments received and the fact that many comments touched on several different subjects, it isn't practical to respond to each individual one. Instead, a content analysis of the responses has been undertaken to draw out the key themes that were raised across the project towards the questions that we asked.

The tables below summarise the sentiment expressed within the responses received to each of the questions.

a) Do you have any feedback on the proposals?

Comment themes (You Said)	Officer Response (We Did)
Positive sentiment including general support for the objectives of the project, recognition of issues that were identified and support for specific measures proposed.	It was noted that respondents there was a mixture of positive and negative sentiment towards the proposals. In areas where there was a strong overall positive sentiment we have sought to make minor tweaks to enhance what was proposed previously.
Negative sentiment including general dissatisfaction with the objectives of the project, disagreement with issues that were identified, or a lack of support for specific measures that were proposed or a feeling that funding would be better prioritised elsewhere.	In terms of negativity expressed toward the project objectives, supporting more walking and cycling (especially for short journeys) is a key objective of Surrey County Council's Local Transport Plan. In specific areas of the LSI where the level of overall sentiment was less positive, we have tried to address some of the concerns in the changes that have been made.
Concern about the potential impact of the proposals on parking availability	Previous proposals for two pedestrian refuges have been removed near the junction of Lower

Comment themes (You Said)	Officer Response (We Did)
	Hampton Road and Harfield Road that might have impacted street parking availability. Previous proposals for planting to replace parking space on The Avenue have been withdrawn. Timed parking bays are proposed to be added to Saxonbury Avenue to avoid an overall loss of parking for customers visiting The Avenue shopping parade.
Concern about the installation of pavement bollards or planters impeding private accesses / driveways	As part of the advanced design work, the position of any street furniture on the pavement will be determined to ensure it does not prevent access to driveways or private accesses. Some pavement bollards and planting that had been previously proposed on Green Street north have been withdrawn north of Rooksmead Road to coincide with the withdrawn proposal for a new pedestrian crossing facility.
Concern that proposed priority give ways / rain gardens will obstruct driveway access	Design work has been undertaken to ensure that the proposed position of such features will still enable vehicles to turn in and out of driveways.
Concern about the potential impact of raised speed calming features on vulnerable road users (e.g. cycle users, mobility / visually impaired users etc.)	All road tables and uncontrolled crossing facilities are to be constructed in accordance with the associated current guidance for visually/mobility impaired and bicycle users.
Concern that the proposals will lead to congestion	In the main, the proposals do not involve a reduction vehicle capacity. The proposals are intended to encourage appropriate vehicle speeds but maintain the flow of traffic. In some areas, new priority give way features or pedestrian crossings have been proposed. The inconvenience to some vehicle users of needing to occasionally stop and give way must be balanced against the benefits of a safer and more attractive environment for people walking or traveling by bicycle.
Concern that the volume of road tables or speed cushions proposed on some roads may cause discomfort to road users.	To support the proposed 20mph limit for the area, a certain amount of new speed calming is required along the main thoroughfares to encourage road users to adhere to this. However the The total number of speed cushion pairs proposed along the length of The Avenue have been reduced from 10 to 8.
Concern that the proposed speed calming will increase air pollution	Studies have indicated that 20mph speed limits do not have a negative impact on vehicle emissions. The road tables and speed cushions proposed have been positioned to try and encourage

Comment themes (You Said)	Officer Response (We Did)
	vehicles to travel at a constant speed and avoid vehicles braking and accelerating hard. Overall the project expects to have a positive impact on air quality in the area through reduced traffic, lower speeds and more people choosing to make local journeys by walking, wheeling or bicycle instead of by car.
Concern that new signage will clutter or negatively impact the character of the road	The proposal drawings show the indicative rather than the precise location of measures. At a relevant later stage of design, we will look to rationalise proposed signage and make use of existing street furniture where possible to avoid creating undue street clutter.
Concern about potential for raised speed calming features on bus/service vehicle grounding / passenger comfort	The total number of speed cushion pairs proposed along the length of The Avenue have been reduced from 10 to 8.
Concern that construction will cause disruption	A construction management plan will be produced to minimise the disruption to travel. This will consider how any works are scheduled, carried out, and communicated in advance.
Concern that any changes to Hawke Park could damage its environment or might encourage bicycle users to travel to fast along the path.	We have developed proposals for pathway surfacing, seating and lighting with the intention that they are sympathetic to the park's surroundings and character.

b) Do you have any other suggestions for improvements?

The table below presents a summary of comments that were received regarding issues that were felt not to have been adequately addressed as well as amendments to the proposals that people wished to see considered.

Comment themes (You Said)	Officer Response (We Did)
The volume of vehicles travelling through the areas is excessive and pedestrians should be given greater priority amongst road users. Various suggestions were received to address this by reducing the flow of motor traffic on various streets including: • One-way restrictions where two-way traffic is currently permitted. • Point closures (restriction on motor vehicles passing through a fixed point in either direction) • School streets (restrictions on motor vehicles during school drop-off and pick-up periods) • Pedestrianisation (restricting sections of streets for pedestrian use only)	It is currently outside the remit of this LSI project to introduce changes that close roads to motor vehicles.

Comment themes (You Said)	Officer Response (We Did)
Opportunities for new pedestrian or bicycle facilities have been overlooked. Suggestions to address this included providing additional: • Road and river crossings • Cycle lanes • Pedestrian / cycle routes located away from roads • Signs to assist pedestrians / cycles with wayfinding	New pedestrian crossing facilities have been added to the latest proposals at: • Thames Street near Orchard Meadow. • Thames Street near Dax Court. • The Avenue junction with Saxonbury Avenue and Orchard Meadow Car Park. • Manor Lane near Chennestone Primary School. New wayfinding signs are expected to be included in the package of improvements. The position of new signs shown on the design drawings are indicative only. New cycle lanes and pedestrian routes away from roads have not been proposed due to limited opportunity or available space along routes where the level of demand and vehicle traffic might warrant this. The proposed lower speed limits and traffic calming measures are expected to make it safer and more appealing for people to walk and cycle in the area without the need for separate new facilities.
Proposed pedestrian facilities are not needed or would be better located elsewhere to meet demand. Suggestions to address this included: • Withdrawing proposals for certain facilities • Repositioning proposed facilities	Pedestrian crossing facilities proposed previously have been withdrawn from: • Lower Hampton Road at the junction with Harfield Road • Green Street outside the Open Door church. A proposed zebra crossing on Green Street near Heathlands Close has been repositioned south of the junction nearer to the health centre.
Some vehicles travel at excessive speeds through the area or on specific roads. Suggestions to address this included: • Widening the extent of the proposed 20mph zone • Reducing other speed limits on the boundaries of the zone • Variable 20mph speed limits outside schools • More vertical traffic calming (e.g. speed cushions, humps, road tables) • More visual speed limit reminders (e.g. speed limit repeater signs, road markings, roundels) • Changing the appearance of the road surface • Speed camera enforcement • Installation of mini roundabouts at junctions	The limits of the 20mph zone proposed have been reviewed using vehicle speed survey data to determine the feasibility of extending it further east along Lower Hampton Road or west along Fordbridge Road/Halliford Road. Under the council's 20mph policy, physical speed calming measures would be required in addition to signs to enable the proposed zone to be extended. It is felt that the existing 20mph limit proposed for the zone will be more appropriate at maintaining safe speeds than a variable limit. Additional raised junction tables have been added to proposals at: • The Avenue junction with Saxonbury Avenue and Orchard Meadow Car Park. • French Street junction with Manor Lane. • Green Street Additional raised full width road tables have been added to the proposals at:

Comment themes (You Said)	Officer Response (We Did)
	• The existing uncontrolled pedestrian crossing south on Green Street south of Rooksmead Road • The existing uncontrolled pedestrian crossing south on Green Street north of Manor Lane Additional speed cushions have been added to the proposals on Church Street. The road table proposed previously on Thames Street at the junction with The Avenue has been extended in length. A contrasting road surface / texture has been proposed for each of these road tables. The installation and maintenance of speed cameras is outside of the remit of this LSI project.
Roads experience antisocial use / excessive speeds by some bicycle users. Suggestions to address this included: • Restrict bicycles from using specific roads and / or divert them on to others • Enforce vehicle speed limits on bicycles	An important objective of the LSI project is to support more people to travel to local destinations by walking, wheeling and bicycle. We therefore do not wish to introduce measures that might actively discourage bicycle journeys by restricting which roads they are allowed to use. Speed limits are not generally enforceable upon bicycle users. Nonetheless, we wish to support all public road users to travel responsibly, not putting themselves or others at risk. We intend that the several of the improvements proposed to maintain safe vehicle speeds will have a similar effect of encouraging bicycle users to travel at an appropriate speed for their surroundings.
Roads experience delays to vehicle journey times. Suggestions to address this included: • Modifications to traffic signals • Road widening / increased vehicle capacity • Engagement with schools / parents to reduce impact of drop off and collection periods.	The reduction of vehicle journey times is not a key objective of the LSI project. Furthermore, it does not wish to introduce measures that might increase the volume of vehicles travelling through the area. School engagement is undertaken by the council as part of its programme of support for school travel plan development.
Pavements are unsafe for walking due to narrow width or vehicles mounting the kerb. Suggestions to address this included: • Widened pavements • Pedestrian guard railing	Pavement widening and priority give-way measures have been added to the proposals along Thames Street near The Avenue junction. Pavement widening has been added to The Avenue opposite the shopping parade.

Comment themes (You Said)	Officer Response (We Did)
• Measures to encourage vehicles to stop and allow oncoming traffic to pass on narrow roads • Measures to stop people using bicycles on pavements	Pavement widening has been added around the junction of Church Street and Green Street. Unless signed otherwise, cycling on the footway is not permitted. In specific locations where cycling on the footway is reported to be prevalent the council may engage with Surrey Police to investigate and seek to address.
The volume of cars parked on street exceeds the number of available spaces and some vehicles park antisocially / on pavements / on corners of junctions impeding visibility. Suggestions to address this included: • More bollards / planting to stop pavement parking • Increased parking enforcement • New / extended parking restrictions • New parking / formalisation of pavement parking • Review fees in local car parks • New loading bays	General issues regarding parking provision are considered within the annual parking review. Surrey County Council does not own or manage public car parks in the area. New double yellow lines are proposed opposite the northern end of the shopping parade on The Avenue to address a collision risk from vehicles exiting the perpendicular parking bays. New double yellow lines to discourage parking on bends are proposed at the corners of several junctions including: • The corners of Manor Lane and Sunna Gardens. • The corners of Manor Lane and Claremont Avenue. • The corners of Green Street and Rooksmead Road. • The corners of Green Street and Forge Lane New double yellow lines are proposed at the junction of French Street and Oakington Drive. Additional pavement bollards are proposed at: • The southern end of The Avenue. • The junction of French Street and Oakington Drive • The junction of Lower Hampton Road and Harfield Road A new loading bay for goods vehicles is proposed at the southern end of The Avenue Marked parking bays are proposed on Saxonbury Avenue to increase the number of short stay spaces serving the shopping parade on The Avenue.
The levels of HGV traffic are excessive. Suggestions to address this included: • Extension of existing HGV restrictions • Introduction of a physical width restriction	Enforcement regimes are not within the remit of the LSI project, however residents have been notified that they may wish to set up an HGV Watch initiative if HGVs are believed to be contravening existing restrictions.

Comment themes (You Said)	Officer Response (We Did)
• Increased enforcement of existing HGV restrictions	Width restrictions are typically unsuitable along roads used by buses or where HGVs need to access nearby premises.
Existing speed calming features create discomfort. Suggestions to address this included: • Remove existing road tables / speed cushions • Reduce height of existing road tables / speed cushions	The LSI project seeks to encourage road speeds that are appropriate for the area and gives residents the confidence to safely travel by walking, wheeling and bicycle. We therefore do not wish to take actions which might risk increasing speeds. Although not part of this LSI project, the council has recently reprofiled several of the road tables on Thames Street during Spring 2025.
Desire to see more improvements to the public realm. Suggestions to address this included: • More seating • More greenery and planting	New planting has been added to the proposals at the junction of Green Street and Church Street. New seating has been added to the proposals along the pathway through Hawke Park. In some locations, the width of the pavement makes it challenging to add new planting and still maintain enough space for pedestrians.
At Hawke Park there was a desire expressed by some to see lighting added to the unlit pathways to make it more appealing to use in the evening. However, other residents raised concerns that introducing street lighting columns would impact wildlife, encourage anti-social behaviour or negatively impact the aesthetic of the park.	Low level lighting bollards have been added to the proposals for Hawke Park.
At Hawke Park some respondents felt unsafe sharing the existing path with bicycle users. It was suggested that the pedestrians could be separated from bicycles through the park.	The existing proposals to widen the path to 3m are expected to improve conditions whilst introducing segregation might unintentionally encourage bicycles users to travel quicker.
Several suggestions were received for destinations that could be directed towards on wayfinding signs, including: • Thames River / river path • Schools • Sunbury Village • Shopping parades • Sunbury Park • Cedar Park • Hawke Park • Places of worship • Rail stations • Sunbury leisure centre	The place suggestions received will be considered when developing plans for signage at the relevant stage of design.

Comment themes (You Said)	Officer Response (We Did)
• Benwell community centre • Kempton Park racecourse • Walled Garden • Bus stop clusters • River ferry • Orchard Meadow • Rivermead Island • Adult Learning Centre • Sunbury Cross	
Reduce bus fares / increase bus service frequency.	Bus service operation is not within the remit of the LSI project. Bus fares are currently capped at £3 by many operators in Surrey until at least December 2025.
Existing road or pavement surfaces are in poor condition or overgrown by foliage. Suggestions to address this included: • Improved road/pavement surface maintenance/repair • More frequent vegetation clearance	Regular maintenance schedules are not within the remit of the LSI project. The project will consider opportunities to resurface/repair pavements and roads where required in the close vicinity of any proposed improvements. Lower Hampton Road is scheduled to undergo road surface maintenance work as part of the council's 2025/26 horizon maintenance programme.
Existing issues with surface water ponding or inadequate drainage. Suggestions to address this included: • Drain / gulley clearance • Improved drainage systems	Regular maintenance schedules are not within the remit of the LSI project. The project will consider opportunities to address drainage issues where required in the close vicinity of any proposed improvements.

c) Do you have any suggestions for places in Lower Sunbury that should be signposted to pedestrians and cyclists?

Comment themes (You Said)	Officer Response (We Did)
Several suggestions were received for destinations that could be directed towards on wayfinding signs, including: • Thames River / river path • Schools • Sunbury Village • Shopping parades • Sunbury Park • Cedar Park • Hawke Park • Places of worship • Rail stations • Sunbury leisure centre	The place suggestions received will be considered when developing plans for signage at the relevant stage of design.

• Benwell community centre • Kempton Park racecourse • Walled Garden • Bus stop clusters • River ferry • Orchard Meadow • Rivermead Island • Adult Learning Centre • Sunbury Cross	

d) What type of surfacing would you like to see used for the Hawke Park pathway?

Comment themes (You Said)	Officer Response (We Did)
At Hawke Park, when specifically asked about the type of path surface people wished to see, the most popular response was for a natural-coloured surface in-keeping with the surroundings of the park. The list of suggestions received included: • Resin-bound gravel • Coloured tarmac/asphalt • No coloured material • Avoid black tarmac • Smooth surface • Block paving • No block paving • Retain the existing surface	A resin-bound surface with a similar natural colour to the existing has been added to the proposals.

Next Steps

Changes have been made to the proposals as per the ‘We Did’ responses provided above. These updated proposals will be shared with community as part of engagement stage 3 where residents will have the opportunity to share their views and express their agreement or disagreement with the changes that have been made to the proposals before the designs are subsequently finalised.