Proposed 20mph Scheme in Whitehorse Drive and Rosebank, Epsom

Public Engagement Results



Public Engagement Overview

Background & Purpose

Surrey County Council is proposing a 20mph scheme in Whitehorse Drive & Rosebank in Epsom.

A public engagement exercise was carried out between **4 November and 5 December 2025**, 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.

Engagement Methodology

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

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

Proposed Scheme Impacts

- **7** Roads included in the proposed 20mph limit area
- **368** Households / businesses affected
- **2** Schools within the area

Engagement Response Level

- **564** Visitors to engagement webpage
- **58** Survey respondents
- **23** Respondents living on impacted roads
- **17** Respondents with children travelling to school on these roads

Recommendation

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

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.

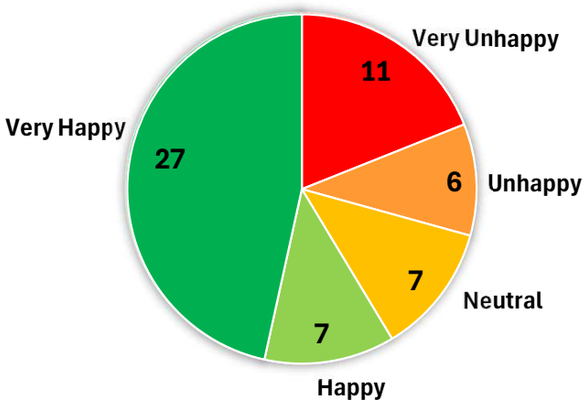
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Sentiment of Respondents

How people feed about the proposed 20mph scheme

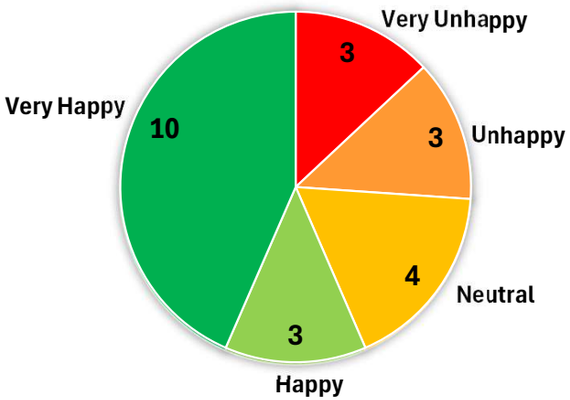
Support for the scheme is consistently high across all respondent groups, with the strongest support from families with children travelling to school.

Overall
(58 respondents)



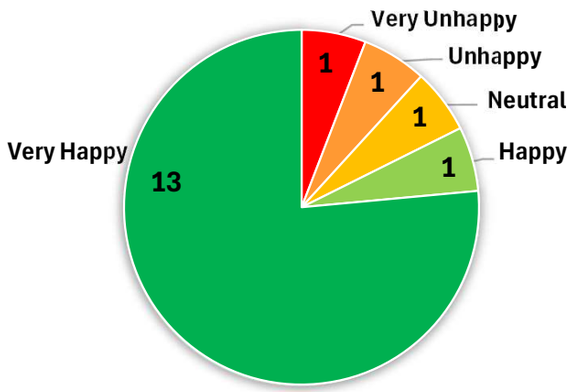
59%	happy or very happy
29%	unhappy or very unhappy
12%	neutral

Residents of impacted roads
(23 respondents)



57%	happy or very happy
26%	unhappy or very unhappy
17%	neutral

Families with children travelling to school
(17 respondents)



82%	happy or very happy
12%	unhappy or very unhappy
6%	neutral

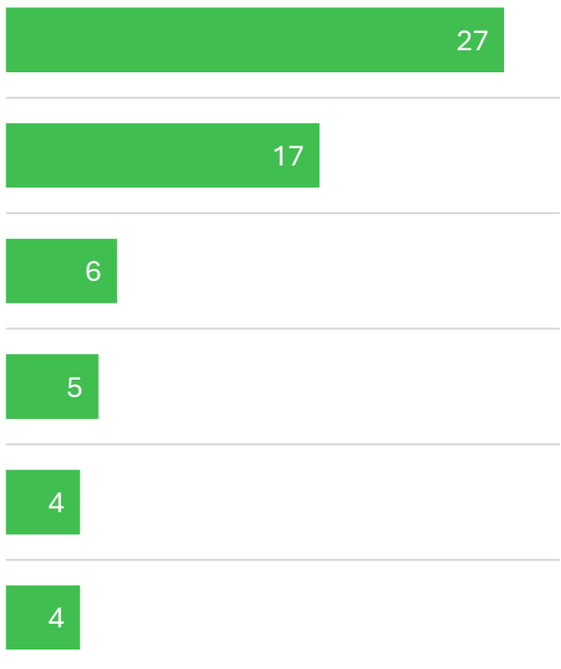
Positive Feedback

What people said they like about the proposed 20mph scheme

Key Positive Themes

- ✓ Strong support for improving safety for children and around schools
- ✓ General support for safer roads and reducing the risk of collisions
- ✓ Expectation that 20mph will calm traffic and reduce speeds
- ✓ Interest in extending 20mph to more roads across Epsom
- ✓ Desire for safer walking and cycling routes
- ✓ Positive views on potential air quality benefits

Number of mentions



What people told us...

20mph zones around schools is a fantastic idea... Please roll this out to all schools and more widely in our town.

All schools in the borough should have 20mph limits nearby

The driving on White Horse Drive and Rosebank during school hours is incredibly dangerous... This is 100% the right thing to do.

The pavements are all very small and motorists around Epsom drive at terrifying speeds ... I'm hoping this will set a precedent for the 20mph limit to be extended to the Epsom town centre ring road.

Key Insight

The positive comments show clear support for measures that improve safety around schools, calm traffic, and promote active travel. Several respondents also expressed a desire to see 20mph limits extended more widely across Epsom.

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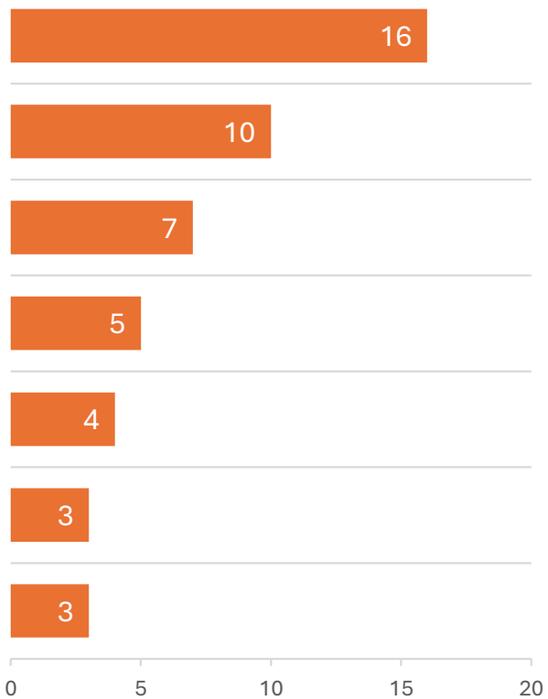
Objections and Concerns

What people said they did not like about the proposed scheme

Key Objection Themes*

- Waste of money / speeds are already slow enough
- Need parking control instead (due to businesses, hospital and school parking)
- A School Street would be more beneficial
- Won't be effective if there's no enforcement
- Won't be safer – just penalises drivers
- Will increase congestion / travel time / pollution
- Speed data was not collected during term-time

Number of mentions



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

Key Insight

Most concerns were about the scheme's effectiveness, with some residents feeling that speeds are already low and the proposed limit would not change driver behaviour without enforcement. Parking and school traffic were frequently cited as more pressing problems.

What people told us...

> It's impossible to drive faster than 20mph anyway due to all the traffic. This scheme also will certainly not encourage more families to walk to/from school.

> Reducing the speed limit will cost unnecessary money that would be better spent repairing potholes.

> Why not target enforcing the 30mph limit on the main roads where there is a speeding problem. That would be a better use of £20k

> If you want to look at improving safety around schools look at restricting traffic / parking around school start / finish times

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Concerns & Suggestions (1 of 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	• We will only implement 20 mph 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.
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.
Lower speeds will increase air pollution	• There is no clear evidence that reductions in speed limits lead to increased vehicle emissions. Smoother driving reduces harsh acceleration, a major contributor to emissions.
A 20mph limit could lead to driver frustration and more accidents	• Evidence from other areas does not show more collisions after 20mph schemes. Lower speeds reduce conflict between users.

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Concerns & Suggestions (2 of 3)

Summary of concerns raised and officer responses

Concern	Officer Response
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

Data validity questioned – surveys not carried out during school term time	• We conducted five speed surveys on roads in this area, which all comply with our policy to reduce the speed limit to 20mph using signs alone and without the requirement of traffic calming features. Here is the link to our speed limit policy: https://www.surreycc.gov.uk/roads-and-transport/road-safety/safer-vehicle-speeds/setting-local-speed-limits-policy#mph • The speed surveys were in situ for 7 full days and captured speeds 24 hours a day. The average speeds are calculated using all of the data collected. • Holiday traffic conditions can increase average speeds marginally compared with term time because school-run congestion is removed. This means the survey provides a conservative view of typical free-flow speeds, and the results remain valid for assessing long-term driver behaviour.

Concerns & Suggestions (3 of 3)

Summary of concerns raised and officer responses

Suggestion	Officer Response
We need parking restrictions instead to stop inconsiderate parking from businesses, hospital visitors, school-related parking	• Changes to on-street parking are managed separately through Surrey'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 • If you are aware of illegal or inconsiderate parking taking place, please send an email with the details to: SurreyParkingEnforcement@nslservices.co.uk
A School Street would be more beneficial	• We note the suggestions for a School Street* and have considered this previously. While there are no plans to introduce one at this time – due to limited alternative parking options for families who need to drive and the potential impact on businesses at the northern end of West Street - a School Street could be reconsidered in the future. • Even if a School Street were introduced, a 20mph speed limit would still provide clear and complementary safety benefits for the area. ** A School Street is a timed restriction that limits motor traffic outside a school during drop-off and pick-up times, helping to create a safer and calmer environment for students walking or cycling. Parents or schools can request a Road Safety Outside Schools (RSOS) assessment as the first step in exploring whether a School Street may be suitable. Further information is available at:* https://www.surreycc.gov.uk/roads-and-transport/road-safety/outside-schools
Extend the 20mph across Epsom, including on the one-way system	• These locations have been noted. However, the current SCC 20mph programme is fully committed, and further 20mph schemes will fall to the new unitary council of East Surrey to prioritise once in place from April 2027.

Conclusion and Next Steps

Conclusion

The engagement exercise has shown **clear overall support** for introducing a 20mph speed limit on Whitehorse Drive, Rosebank, and connecting roads, with the strongest support coming from families with children travelling to school. Respondents highlighted the benefits of slower / calmer traffic, safer walking and cycling routes, and clearer expectations for drivers in an area with high school-related activity.

Concerns raised during the engagement mainly related to perceived effectiveness, the belief that traffic speeds are already low, and wider issues such as parking pressures or school-run congestion. 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 Epsom, introducing School Streets, adding new pedestrian crossings, or 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 East Surrey following Local Government Reorganisation (LGR) in April 2027.

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

Next Steps

This scheme has the support of both the county councillor and Surrey Police.

Wider suggestions raised through the engagement — including requests for additional safety measures or for 20mph limits in other parts of Epsom — will be logged for future consideration by the new unitary council of East Surrey following Local Government Reorganisation in April 2027.

A draft Traffic Regulation Order (TRO) will now be prepared and advertised for statutory consultation. This legal process provides a further 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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