Informal Engagement Results: Outwood Lane, Chipstead

Background, Purpose & Decision:

- An Informal Engagement exercise lasted for 9 weeks between 29th April - 4th July 2025.
- The website engagement portal can be seen here: **Community Forum - Outwood Lane, Chipstead – Commonplace**
- The aim of the Informal Engagement was to ensure that residents had the opportunity to review the proposed traffic calming and streetlighting measures to improve road safety along this stretch of Outwood Lane, Chipstead between Hazelwood Lane and Cleave Prior. Respondents were encouraged to share their thoughts, concerns and suggestions on all aspects of the scheme.
- This document summarises the results and feedback received, along with Officers' recommendations and responses to the Informal Engagement.
- **It has been decided by Cllr Luke Bennett that the proposed traffic calming scheme in Outwood Lane, Chipstead will not proceed to the Formal Consultation for the reasons outlaid below in this report.**

Informal Engagement Overview: Key Findings – Traffic Calming

Response Rate: The Informal Engagement held for the Outwood Lane Traffic Calming Scheme received 264 responses.
Methodology: Surrey County Council presented design plans and locations of the proposed scheme on the Commonplace web portal. The Informal Engagement was open between 29th April and 4th July 2025 to allow everyone to have their say on the proposals. Officers have carefully considered the comments and concerns raised by those that responded. Please see the Concerns Raised pages for common questions, concerns raised and Officer responses.

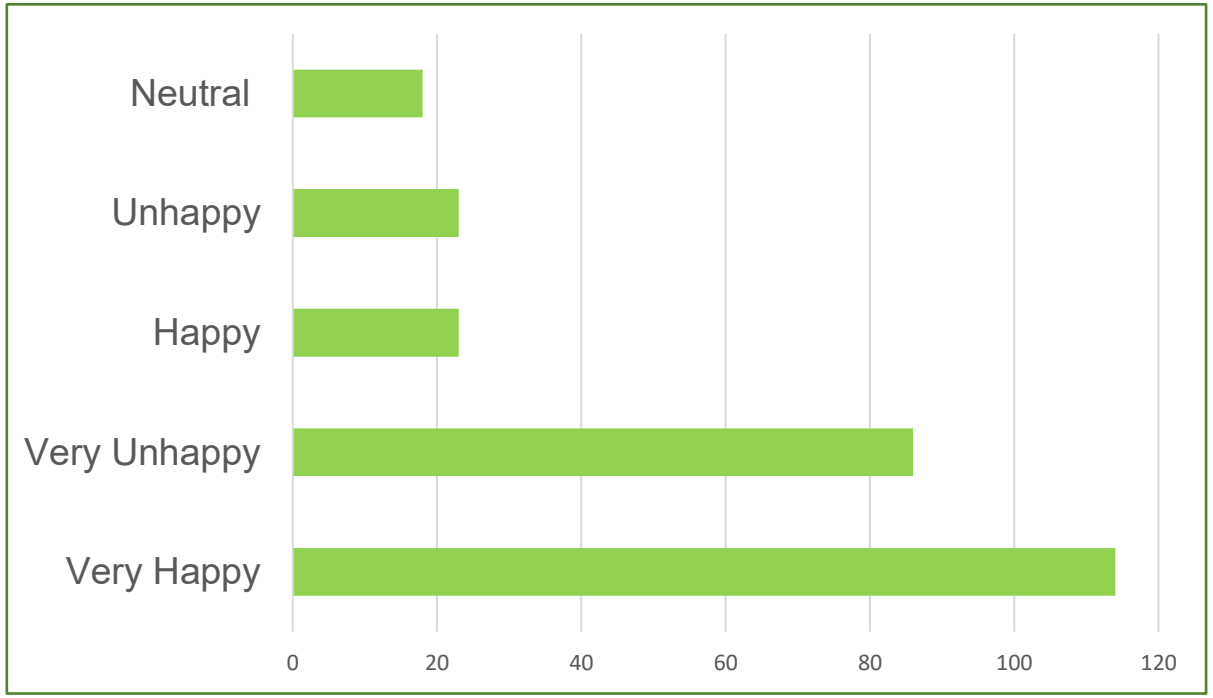
Key findings:

Question: How do you feel about the proposed traffic calming on Outwood Lane, Chipstead?

- **51.9%** of respondents are happy or very happy
- **41.3%** of respondents are unhappy or very unhappy
- **6.8%** of respondents are 'neutral'

It is important to note that this Informal Engagement was not a referendum. 51.9% of respondents support the proposals, mainly because they could reduce speeding and make the road safer for residents and all road users. 41.3% of respondents are against the proposals, with concerns about the type of traffic calming proposed and potential inconvenience for drivers. 6.8% of respondents are neutral and may not feel strongly either way or may want more information before forming a decision.

How do you feel about the proposed traffic calming? (264 responses)



Informal Engagement Overview: Key Findings – Streetlighting

Response Rate: The Informal Engagement held for the Outwood Lane Traffic Calming Scheme received 264 responses.
Methodology: Surrey County Council presented design plans and locations of the proposed scheme on the Commonplace web portal. The Informal Engagement was open between 29th April and 4th July 2025 to allow everyone to have their say on the proposals. Officers have carefully considered the comments and concerns raised by those that responded. Please see the Concerns Raised pages for common questions, concerns raised and Officer responses.

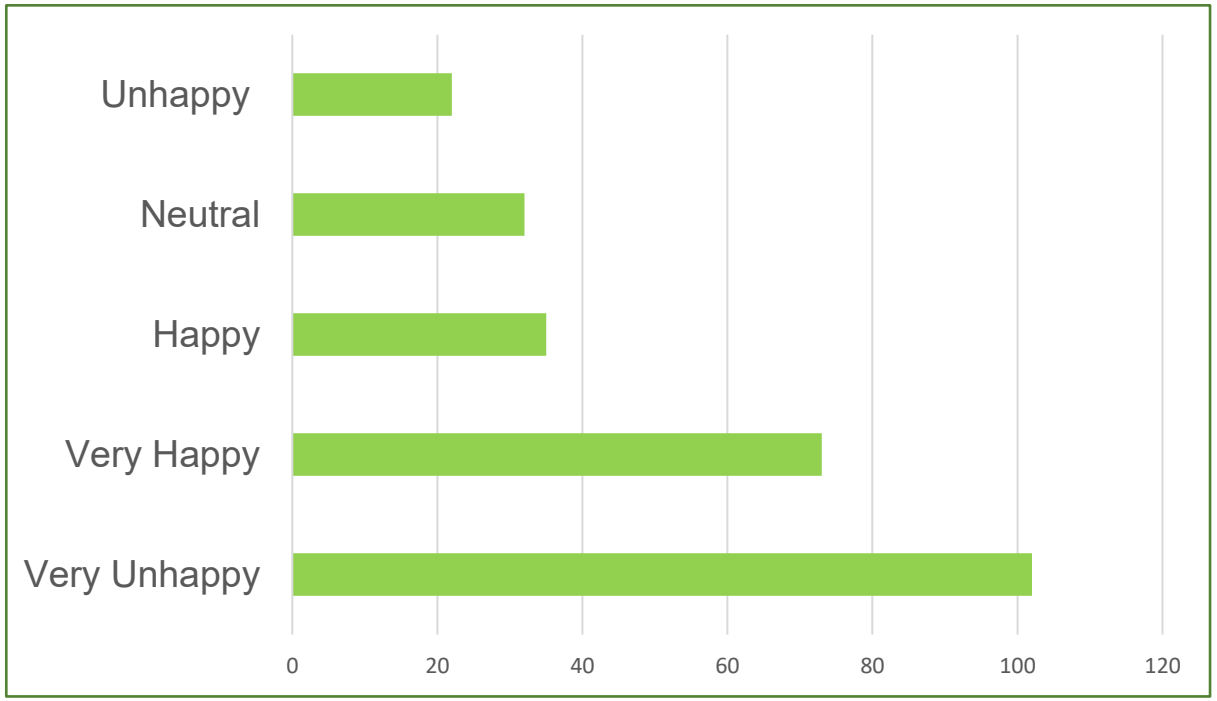
Key findings:

Question: How do you feel about the proposed streetlighting on Outwood Lane, Chipstead?

- **46.9%** of respondents are unhappy or very unhappy
- **41%** of respondents are happy or very happy
- **12.1%** of respondents are 'neutral'

It is important to note that this Informal Engagement was not a referendum. The results shows 46.9% of respondents object to the streetlighting, often citing worries about preserving the rural character of Chipstead and potential impacts on wildlife. 41% of respondents are happy or very happy with the proposal, generally focusing on the potential benefits for road safety and reduced vehicle speeds. 12.1% of respondents are neutral and may not feel strongly either way or may want more information before forming a decision.

How do you feel about the proposed streetlighting? (264 responses)



Consultation Overview: Key Themes

Respondents were then asked what aspects of the scheme they liked, did not like and why. We have highlighted here the top positive and negative themes for the proposed traffic calming scheme.

Are there any aspects of the scheme that you like and why?

- Some residents feel the proposals are long overdue to improve road safety and reduce speeding throughout Chipstead.
- Reduces 'rat running' along Outwood Lane and drivers may choose to avoid Chipstead when being diverted on in-car satnavs, reducing the amount of traffic when the M25 is congested / shut.
- Streetlighting will improve pedestrian safety at the existing crossing points near Hazelwood Lane and Cleave Prior.
- Slower vehicle speeds on the approach to the mini roundabout.
- Streetlighting will increase pedestrian safety and confidence when walking along the footway to and from the Chipstead train station in the dark.

Are there any aspects of the scheme that you do not like and why?

- Some residents feel the proposed streetlighting would negatively affect the rural feel of Chipstead.
- Traffic calming does not go further to north and south of the proposals on Outwood Lane.
- Light pollution from proposed streetlighting will affect dark skies and may be harmful to wildlife.
- Road is too narrow for traffic calming features.
- Noise pollution from vehicles traversing road tables.
- Damage to vehicles when traversing the road tables.
- Streetlighting increases speeds and makes the road less safe.
- Spend money on potholes instead.
- Disruption during construction.
- Proposed / existing drainage and flood concerns.
- Increased journey times.

**Please see Concerns Raised page for more in-depth analysis of these comments*

SURREY COUNTY COUNCIL

Consultation Overview: Concerns Raised (1)

Concern	Officer response
Traffic calming proposals need to be extended to the north and south along Outwood Lane. (This comment was made by respondents of those in support, against or were neutral towards the scheme).	• In response to feedback through the Informal Engagement; it is recognised that some respondents (of whom were in support, against or neutral towards the scheme) suggested that the traffic calming scheme between Hazelwood Lane and Cleave Prior doesn't address wider issues on Outwood Lane to the north and south. Any traffic calming scheme would have been assessed to see the effectiveness of the scheme in the same way we do with all road safety improvement schemes, focusing on the collisions, speeds and general driver behaviours throughout the entirety of Outwood Lane, including to the north and south of the proposed scheme. We would have also assessed public reaction on how the scheme had worked. We would need to determine whether there were new or different challenges in the other sections of Outwood Lane that the initial scheme didn't address (i.e. increased vehicle speeds / poor driver behaviour directly to the north and south of the proposed traffic calming).
Streetlighting throughout the scheme extents would affect the rural nature of Chipstead / be harmful to wildlife.	• We also understand the concerns that come with installing new streetlights in rural areas and how that may be negatively perceived by residents. There is a fine balance that must be struck when installing any scheme but It's important to note that there are already (highway and privately owned) lamp columns in all side roads within the scheme extents, including Stagbury House, Dene Close, Middlefield Close and Cleave Prior. There are also approx. 40 existing lamp columns already in Outwood Lane in the vicinity and to the north of the Hazelwood Lane mini-roundabout. Whilst that isn't a reason alone to install more streetlighting, it would have meant that additional streetlighting would have been installed / extended in an area that is already street lit. • Streetlighting is required to illuminate a route with traffic calming features to ensure road users can see them during dark conditions. They art LED lights, which are much better for the environment, and are 'Dark-Sky' approved, which helps combat light pollution and reduces sky glow and artificial light pollution for residents and wildlife.
Streetlighting makes roads unsafe.	• There are no studies to show that streetlighting make roads more unsafe. It has been proven that in general, well-lit roads have fewer collisions and reduced severity of injury compared to those that are poorly lit or unlit. Streetlights help to show drivers the alignment on the road, such as on Outwood Lane which has many bends throughout the scheme extents.

SURREY COUNTY COUNCIL

Consultation Overview: Concerns Raised (2)

Concern	Officer response
Widening the road will make it safer as the existing road is too narrow.	• Widening the road on Outwood Lane would likely increase vehicle speeds and potentially make the road more unsafe. The proposed traffic calming features were carefully designed to ensure any proposed road table could be safely traversed without issue, if negotiated at appropriate speeds and with care.
Traffic calming scheme is not needed / there has been no collisions / there is no desire for any road safety improvements.	• The traffic calming scheme in Outwood Lane between Hazelwood Road and Cleave Prior was developed due to ongoing collisions (including damage only conflicts) connected with anti-social driving, over many years. SCC implements the 'Safe Systems' approach, meaning a site does not always necessarily need to have a recorded collision history to qualify for road safety improvements to be implemented. Residents and the County Councillor campaigned for road safety improvements at this location, with traffic calming being the only real viable option due to the rural nature. • The proposed traffic calming measures were anticipated to reduce vehicle speeds on Outwood Lane. Lower vehicle speeds can help to reduce collisions and improve safety for all road users. Experience has shown that reducing vehicle speeds reduces both the likelihood of collisions and the severity of those collisions that do occur.
Traffic calming will increase air pollution.	• The effects of transport choice on air pollution are complex. There is no clear evidence that the introduction of traffic calming measures lead to increased vehicle emissions. The proposed traffic calming measures would have reduced vehicle speeds on Outwood Lane, which was the main ambition. It may have also encouraged more people to walk, and cycle on the adjacent footway, which may result in fewer people using their cars for short journeys, thus reducing emissions.
Traffic calming will lead to more congestion / extended journey times.	• There have been many traffic calming schemes such as this installed on roads in Surrey. In our experience, the installation of traffic calming schemes does not result in any significant additional congestion or extended journey times.
Install speed cameras instead.	• When investigating schemes to improve road safety, we would always prioritise engineering measures such as traffic calming to reduce vehicle speeds over enforcement. Enforcement cameras require ongoing police resources to process offences. It is preferred that we would implement engineering measures to manage speed and improve road safety first, and to use enforcement cameras as a last resort.

SURREY COUNTY COUNCIL

Consultation Overview: Concerns Raised (3)

Concern	Officer response
Traffic calming will increase noise pollution for residents.	• We understand that there are concerns about increased noise because of traffic calming features. The noise from traffic can be complex and although there can be reports of noise from vertical traffic calming measures, we believe the benefits of reduced vehicle speeds and increased road safety sometimes outweigh these concerns.
Traffic calming will increase journey times for emergency services vehicles.	• The emergency services were consulted on these traffic calming measures in Outwood Lane, and they did not object or have any concerns relating to this proposed scheme. It is widely recognised by the emergency services that journey times are not significantly reduced by installing traffic calming features and they help to reduce collisions, thus reducing potential call outs to road traffic collisions.
Traffic calming will damage car suspension / tyres and may lead to repair costs.	• All road tables are designed in accordance with guidance from the Department for Transport and our internal design specifications for traffic calming measures. Damage to vehicles would not be expected if properly maintained vehicles are driven over the measures at appropriate speeds and with care.
Traffic calming will make drainage / flooding concerns worse.	• All traffic calming locations would have had new drainage gullies installed where necessary as part of the works to ensure any surface water ponding is discharged in the vicinity of the ramps of the road tables. Full drainage surveys would have been conducted to investigate existing ponding / flooding concerns, and any remedial works would then have been conducted around the time of construction.
Build a by-pass road adjacent to Outwood Lane between Holly Lane and Brighton Road.	• Whilst the residents of Chipstead may favour a by-pass road adjacent to Outwood Lane, the reality is that is not a feasible option for several key reasons, including funding, land and planning constraints. Anything on this scale would be out of the scope for the proposed scheme in Outwood Lane.

SURREY COUNTY COUNCIL

Consultation Overview: Concerns Raised (4)

Concern	Officer response
Spend money fixing 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 this road safety 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/how-we-prioritise-road-maintenance
Roadworks during the construction will cause congestion / delays / disruption to drivers.	• There would inevitably been some disruption during the construction period for the proposed traffic calming scheme. Our contractors always make every effort to ensure congestion and delays are kept to a minimum and residents would also be allowed access to and from their properties / businesses.