Walton-on-Thames Local Street Improvements

Stage 2 Engagement Report – June 2025



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Executive Summary

This report describes the engagement process and provides an analysis of responses received during the second stage of engagement (informal engagement) for the Walton Local Street Improvements (LSI) scheme.

This scheme aims to plan, design and deliver safer, healthier and more attractive local streets that encourage more walking, wheeling and riding. LSI schemes also aim to create more attractive local environments and more welcoming neighbourhoods that people want to spend time in, and residents take pride in. This scheme is part of the wider LSI programme being progressed by Surrey County Council, of which this is one of the first to be advanced through design. The LSI programme is committed to a community focused approach towards design development, with three opportunities for stakeholders to influence the design process and be involved in shaping the final designs that will determine local street interventions to encourage more walking, wheeling and riding.

Following feedback from Stage 1 engagement at Walton Library in November 2023, feasibility designs were developed for Walton-on-Thames. The Walton-on-Thames LSI is one of several pilot schemes being developed across the County, including Egham and Chertsey LSI in Runnymede, Sunbury LSI in Spelthorne, Maybury LSI in Woking, and the Farncombe LSI in Waverley.

This second stage of engagement (Stage 2) sets out to gather feedback on the draft feasibility design proposals from local stakeholders. The engagement took place from 28 September to 3 November 2024, receiving 316 survey responses and 70 agreements on Commonplace, with an additional seven responses via email. All feedback is being considered by the project team. Feedback on the draft feasibility designs will be used to further refine and make changes to the designs prior to the final round of engagement.

The designs were divided into 3 different areas to allow for easier viewing on the Commonplace page and to assist with the analysis. Responses received have been summarised according to the area that they cover in section 4 of this report. This is part of developing a community focused approach towards the scheme's development.

The scope of the scheme will need to remain in line with the scheme's objectives: creating safer, healthier and more attractive streets, with improved facilities for walking, wheeling and cycling. Alongside the feedback received from this engagement exercise, the project team will also be following national active travel guidance and standards to develop a scheme that can potentially attract funding for future construction. Prioritisation is also expected to be

undertaken to consider locations which will provide better benefits and value for money and ensure that proposals alignment with the aims and objectives of LTP4 and LSI programme.

Following the development of preliminary designs, a public consultation will be carried out with local stakeholders to seek further views and support on the design plans proposed. The public consultation stage will ensure that local stakeholders have a further opportunity to have their say during the development of the Walton LSI scheme.

1. Introduction

Local Street Improvements (LSI) are important to help deliver the objectives of Surrey County Council's current Local Transport Plan (LTP4). The LSI programme will support the delivery of key objectives of active travel, personal mobility and planning for place policy areas, as well as contributing to reducing carbon emissions and the associated negative impacts. LSI schemes aim to make streets in communities safer, healthier and more attractive, with appropriate vehicle speed limits and improved facilities for walking, wheeling and riding.

The Walton-on-Thames LSI scheme (refer to Figure 1 below) is a part of the first tranche of the wider LSI programme being progressed by Surrey County Council (SCC) across the county. Early engagement (Stage 1) to gather views on issues in the area was undertaken in November 2023. Following a first round of engagement which provided ideas and views from local stakeholders, draft design proposals have been developed for Walton-on-Thames area. Another stage of engagement (Stage 2) to seek feedback on the draft designs to help shape the plans in Walton-on-Thames took place in September to November 2024.

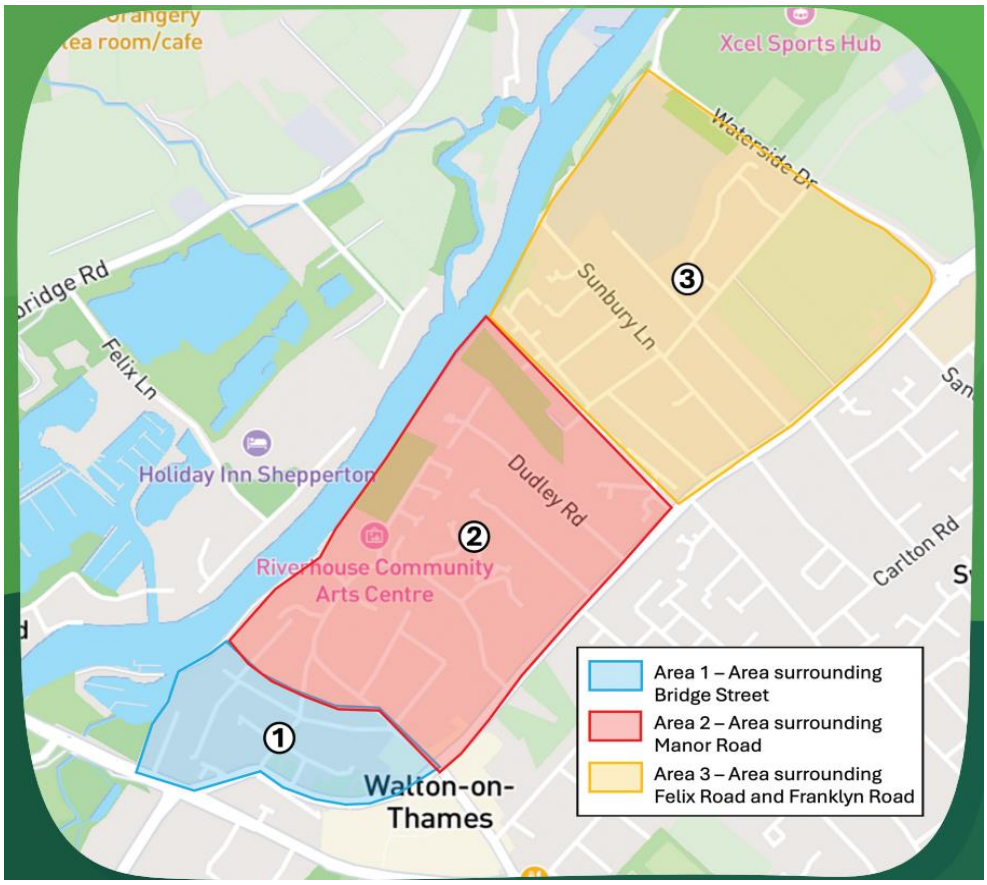


Figure 1. Map of Walton-on-Thames LSI with key for areas.

The second round of engagement (Stage 2) has been undertaken for the Walton-on-Thames LSI, using the same Commonplace platform as the early engagement, to collect views from local stakeholders, including people who live, work, travel through, study and spend time in the Walton-on-Thames area. This engagement was important to gather the views on the design proposals put forward by SCC and will be used to further refine and make changes to the design prior to the final round of engagement where there will be another opportunity for stakeholders to provide their views.

2. Engagement Methodology

2.1 Engagement Stages of Consultation

The LSI programme is committed to a community focused approach towards design development, with three opportunities for stakeholders to influence the design process and be involved in shaping the final designs that will include local street interventions to encourage more walking, wheeling and riding. The three stages of engagement are:

1. Early engagement Stage 1: Building awareness and collecting views and information from local stakeholders to influence the development of feasibility designs.

2. Engagement Stage 2: This is the current stage of the project. This stage includes seeking views on the draft feasibility designs leading to a design review and informing the development of preliminary designs. The refined design reflecting the feedback received in this stage will be presented during the public consultation.

3. Public Consultation: A formal public consultation will be undertaken on the preliminary designs developed for the area. A detailed construction ready design will be developed taking account of the feedback, cost, and priorities. The final work will be used for upcoming construction funding bids.

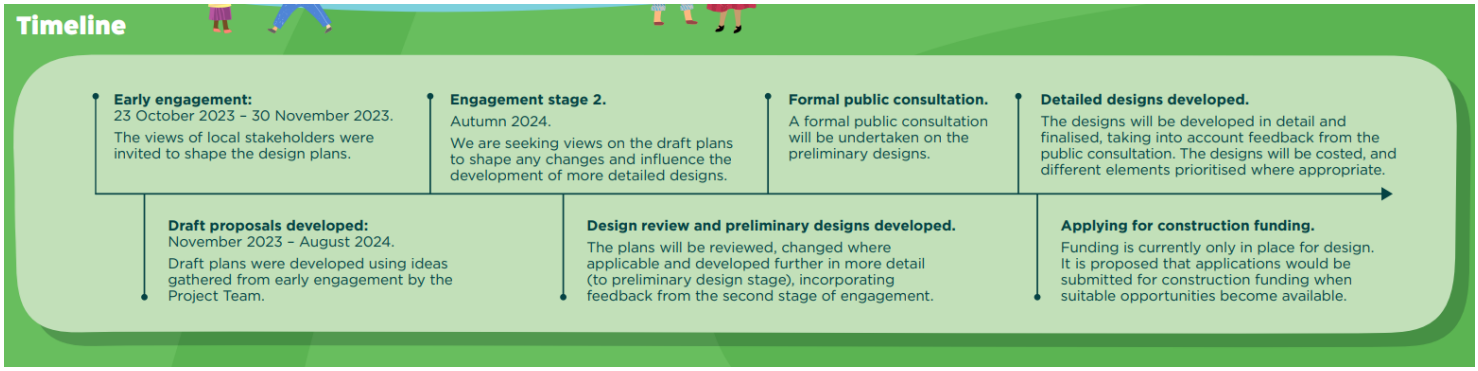


Figure 2. Walton-on-Thames LSI project timeline shown on boards at the second engagement events.

2.2 Engagement Stage 2 - Methodology

Draft design proposals have been developed following a review of feedback received during the first stage of engagement held in November 2023. The draft designs were divided into different areas as shown in Figure 1 for the ease of viewing the designs on the Commonplace site and analysis to be performed.

The stakeholder engagement plan that was developed for the Walton-on-Thames LSI scheme is being progressed as set out in the early engagement stage. This engagement plan identifies local stakeholders which include schools, businesses, emergency services, resident associations, other local organisations and interest groups, as well as residents and the wider public more generally.

Prior to carrying the Stage 2 engagement, a series of meetings and briefings were held to engage with stakeholders:

- SCC officers across the highway directorate
- SCC Cabinet member for Highways, Transport and Economic Growth
- SCC Divisional member for Walton-on-Thames
- Officers at Elmbridge Borough Council (EBC)
- Elmbridge Ward members for the wards withing the coverage of the Walton-on-Thames LSI

Following the engagement activities with those listed above, the project team commenced activities to reach out to and engage with the public and all external stakeholders. Engagement Stage 2 was conducted between 23rd September 2024 and 3rd November 2024. A website using the Commonplace platform was used to collect views from people who live, work, study, travel through and spend time in Walton-on-Thames.

The Commonplace website included a map of the LSI zone boundary divided into areas containing proposed designs, background on the LSI programme in Surrey, information on the types of interventions being considered to improve local streets through the programme, the scheme's timeline, and a survey which enabled respondents to select a location they would like to comment on designs for and submit their views and suggestions. The survey was open for 6 weeks, until 3rd November 2024, and received 316 responses, with 217 respondents participating and 70 agreements to comments.

Two in-person exhibition events were held as part of the second stage of engagement. Both were held at the Walton Library with the first event on Tuesday 8th October 2024 between 3pm and 6.30pm and the second on Saturday 12th October 2024 between 10am and 1pm. The venue

located on the perimeter of the zone is a key location for residents of the surrounding area, and was chosen as the most suitable location to conduct the engagement. This was the same location as the early engagement, though the event was held in a different room rather than by the entrance (as done in early engagement) to reduce disruption caused to the library users. Display boards and maps were on show for attendees to view and consider the draft proposals as shown in Figure 3 below. Five Council Officers and a representative from the Design Team were present at each event to discuss the LSI scheme objectives and the draft proposals and to help gather feedback using the Commonplace survey. The Commonplace survey was used to capture the feedback from events to ensure all engagement responses were recorded on the same platform where possible. Staff members were available to run through and help attendees fill out the Commonplace survey.



Figure 3. Photo of room used for engagement events at Walton Library.

Letters were distributed a few days in advance of the engagement period to ensure residents and stakeholders were informed ahead of time. Additionally, posters were placed at various key locations throughout the area, and flyers were handed out to further raise awareness.

Notification of the engagement was also sent via email to stakeholders identified in the engagement plan, and those that had signed up for updates from commonplace regarding the scheme received an email notifying them of this engagement stage going live.



Figure 4. Double sided flyers handed out to advertise the second stage of engagement.



Figure 5. Poster displayed across the Walton-on-Thames area to raise awareness and invite local stakeholders to participate in the second round of engagement.

3. Who Responded

3.1 Survey Responses

There were 316 comments, 219 respondents and 70 agreements to the survey on Commonplace. All feedback received via email, from internal and external stakeholders, and directly from the engagement event has been reviewed and integrated into the analysis provided in this report. To understand the level to which the respondents of the survey are representative of the wider population that would be impacted by the scheme, certain key characteristics of respondents can be considered and compared with data from the 2021 Census for the borough of Walton, where the majority of stakeholders reside.

3.2 Age of Respondents

The age of respondents of those who chose to disclose this information, the most common age categories were 45 – 54 (39 respondents), 55-64 (31 respondents), 35-44 (21 respondents), 65 – 74 (15 respondents). The age range of the respondents is similar to the early engagement that took place in November 2023. Of respondents that disclosed their age group, few responses were received by those under the age of 24, in comparison to the first stage of engagement there were no responses from under the age of 24. This can be compared to the 2021 Census data, where 29% of the population is under the age of 25, 43% aged between 35-64 and 9% aged 75 and over. The data suggests a significant underrepresentation of younger age groups in the formal engagement.

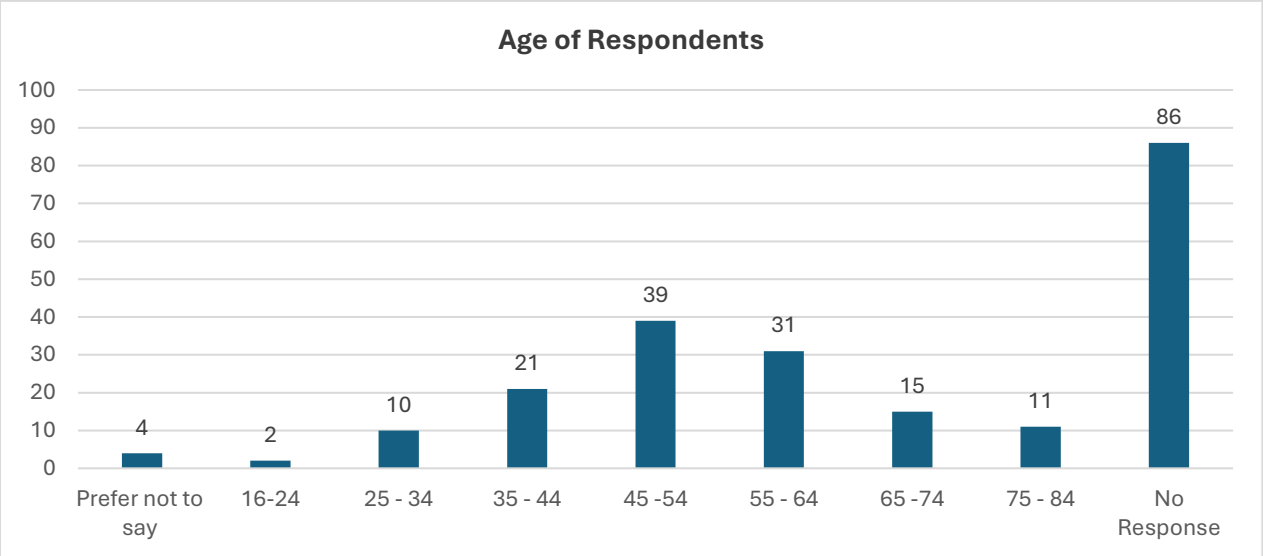


Figure 6. How respondents travel around in Walton.

3.3 What Is Your Connection to The Area?

Figure 7 shows the respondents' connection to the area. Respondents were able to select multiple answers as connection to the area. The responses suggest that the survey reached those that would be impacted by the scheme, with the majority of respondents living in the area (113). There was also a good representation of those that work in the area.

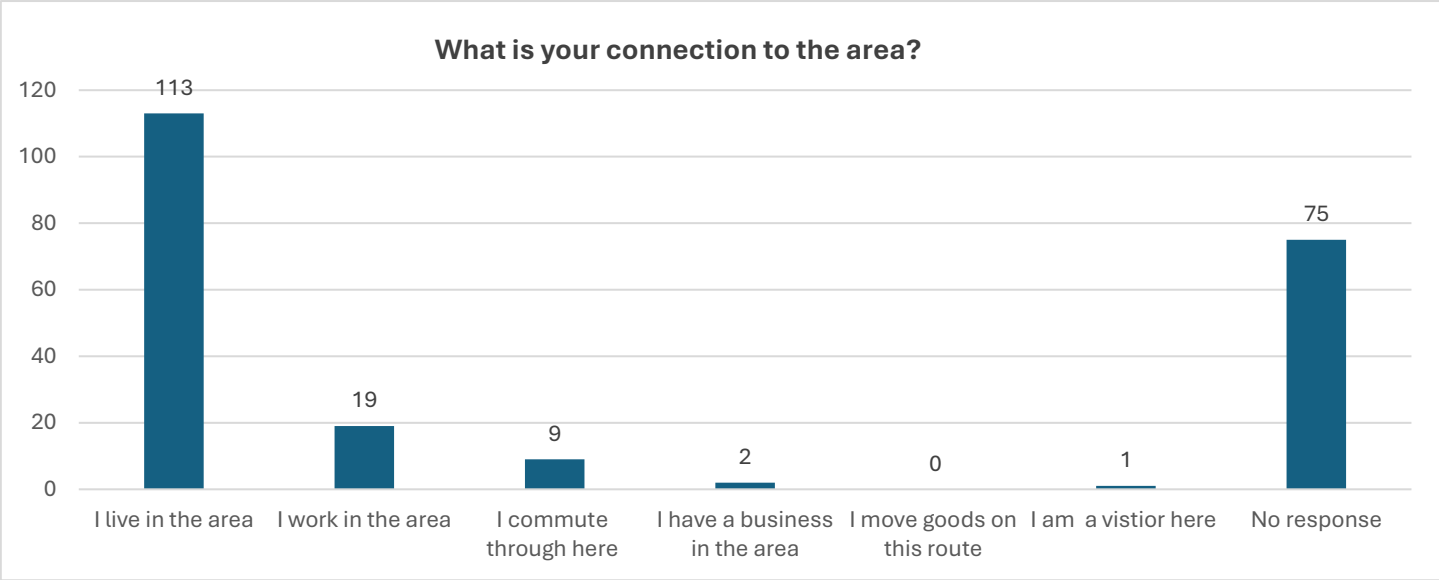


Figure 7. Respondents' connection to Walton

3.4 How Do You Usually Travel in Or Around the Area?

The survey also included a question to understand the mode of transport that respondents mostly rely on (Figure 8) to travel in the area. The responses show that walking is the most popular form of transport followed by car. Respondents were able to select multiple modes of travel.

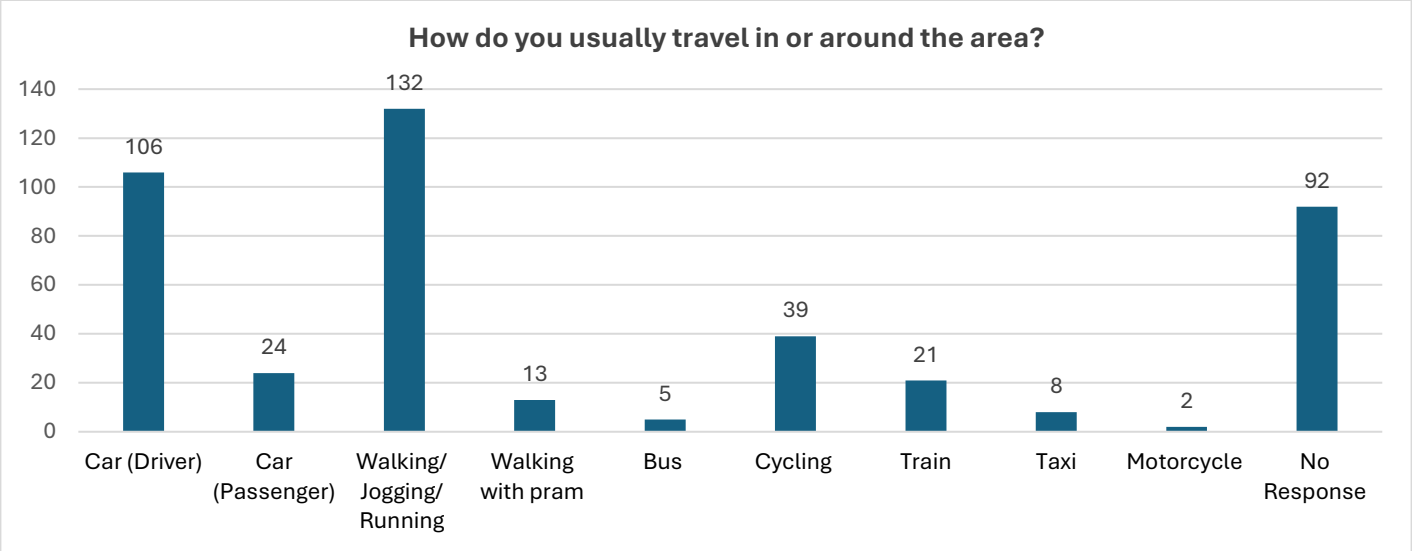


Figure 8. How respondents travel around in Walton.

3.5 Responses Received Outside the Commonplace Survey

Additional responses were received outside the Commonplace survey, these were written by hand at the engagement events held at the Walton Library. These responses are analysed in later sections relevant to the areas the comments were made about.

Stakeholder meetings

Meetings were held with stakeholder groups to gather their views on the draft proposals for the area. These included internal, external at teams at SCC, Walton BID groups, County Councillors and local councillors.

4. Responses to the Proposals

During this stage of engagement, stakeholders were invited to share their views on the draft design proposals developed for the Walton-on-Thames LSI. Feedback was gathered via the Commonplace survey as well as by email, letter, in-person at the engagement events and during meetings with stakeholder groups. This section of the report summarises the feedback received. This is broken into the different areas that the proposals were split into during the public engagement exercise.

Please note that as this is only a summary, every single comment has not been captured in this report, however, all comments received are being considered. All the feedback is being considered by the project team during the next stage of design work (preliminary design) which will include reviewing and changing the scope of the proposals and then developing the designs in more detail. The scope of the scheme will need to remain in line with the scheme's objectives: creating safer, healthier and more attractive streets, with improved facilities for walking, wheeling and cycling.

4.1 Area 1: Area Surrounding Bridge Street

The feedback on the proposals for the Bridge Street area reflected a range of opinions. The introduction of a 20mph speed limit received mixed support, though a majority of respondents were in favour of the change. The inclusion of greenery and tree planting in the design was widely welcomed, with many respondents appreciating the potential environmental and aesthetic benefits of these enhancements.

However, several concerns and suggestions were raised. One of the most frequent issues highlighted was the reduction in parking spaces. Respondents expressed apprehension that removing parking in this area would increase existing pressures, creating significant inconvenience for residents and visitors. Traffic and congestion were also key concerns, with many suggesting that the proposed narrowing of the carriageway and lane reductions, particularly near businesses such as The Bear and Aldi could lead to increased congestion.

Some respondents voiced worries about the potential for anti-social behaviour associated with the proposed public space outside The George Pub. Others called for measures to mitigate traffic congestion in areas where the road would be narrowed to a single lane, such as near Aldi. Accessibility concerns were also noted, with suggestions to include designated bays for disabled parking, pick-up, and deliveries outside businesses and pubs. Respondents pointed out

that Bridge Street is often used by disabled drivers, and the proposals should account for their needs.

Additional feedback included a recommendation to extend the 20mph speed limit to the A3050 stretch of Bridge Street and a proposal to remove the mini-roundabout at Stonebanks, which was seen as a potential way to slow traffic on Manor Road. Respondents also highlighted the need for resurfaced pavements throughout the area to enhance pedestrian safety and accessibility. Improved enforcement of parking restrictions was another recurring theme, with suggestions to use CCTV monitoring to ensure compliance and address misuse.

The feedback underscores a need for careful consideration of parking, traffic management, and accessibility in the area. Adjustments to the proposals may be required to address these concerns effectively while maintaining the overall objectives of the scheme.

4.2 Area 2: Area Surrounding Manor Road

Area 2 focused on Manor Road, Church Street and surrounding roads. Key location is Manor Road junction by The Swan pub to the River Thames with draft proposals reducing the width of the junction and retaining some parking through inset bays.

The feedback on the proposals revealed a range of opinions, from strong support to firm opposition, with some respondents adopting a neutral stance. While many respondents recognised the potential benefits of the proposed changes, some concerns were raised as discussed below.

Parking pressures emerged as a significant issue, with strong demand for permit-controlled or resident-only parking, particularly on Manor Road to address ongoing challenges. Concerns were also raised about displaced parking affecting nearby private roads, such as River Mount. Respondents suggested measures like extending double yellow lines and improving enforcement at key locations, including the Dudley Road and Terrace Road junctions and near The Swan pub. Several respondents recommended the installation of bollards near the community centre to prevent vehicles from mounting on the pavement.

Rat-running on the Manor Road was frequently mentioned as a concern, prompting suggestions for traffic-calming measures. Proposed solutions included the introduction of one-way traffic, bollards, or controlled parking schemes to enhance safety and manage traffic flow effectively.

Another recurring issue was the need to accommodate large vehicles, such as HGVs and bin lorries. Respondents called for a review of road widths and junction designs to ensure these vehicles can navigate the area without difficulty.

Suggestions for additional improvements included better signage, enhanced wayfinding, public seating, and enforcement measures to discourage the use of the Manor Road as a cut-through. Respondents also emphasised the importance of improving footway conditions and ensuring better accessibility for disabled users.

Overall, the feedback highlights the need for careful consideration of parking management, traffic flow, and accessibility to address community concerns while maximising the benefits of the proposed changes.

4.3 Area 3: Area Surrounding Felix Road and Franklyn Road

Proposals in Area 3 considered Franklyn Road, Felix Road, Sunbury Lane, Russell Road, Annett Road and other surrounding roads. The proposals included raised tables, tactiles crossings and wayfinding signs. Approximately 19 respondents provided feedback for Area 3.

Opinions on the proposed 20mph speed limit in Area 3 were divided. While some respondents expressed support for the initiative, others questioned its necessity. Speeding was highlighted as a particular issue on roads like the Sunbury Lane, suggesting that additional measures might be required to address this concern effectively.

Road condition issues were a recurring theme in the feedback, with several respondents identifying significant problems on the Felix Road, including potholes and poor surfacing.

Parking and junction safety also emerged as key concerns. Dangerous parking was frequently reported, especially at the junction of Franklyn Road and Felix Road, where parked vehicles obstruct visibility and create safety risks. Stronger enforcement of parking regulations was suggested as a potential solution. On Sunbury Lane, parking issues worsened due to congestion, with vehicles frequently parked on pavements or double yellow lines. This was considered both dangerous and disruptive to pedestrian movement.

There was considerable opposition to the proposed build-outs on Sunbury Lane, Russell Road, Annett Road, Dudley Road, Thames Mead, and Cambridge Road. Many respondents expressed concerns that narrowing the roads would restrict vehicle movement, particularly for larger vehicles, potentially leading to increased traffic issues.

The feedback underscores the need to balance safety and accessibility improvements with considerations of parking, traffic flow, and road conditions to address community concerns effectively.

4.4 20mph Speed Limit Within the Area

The proposals outlined the introduction of a 20mph speed limit within the LSI zone. Most of these roads are residential in nature, where existing average speeds and road layouts indicate that introducing a 20mph speed limit would be appropriate. Additionally, key routes such as sections of Bridge Street, Manor Road, and Franklyn Road were included, as this busy urban area features significant pedestrian activity, proximity to the high street, local businesses, community facilities, and access to green spaces.

4.5 Overall Feedback On 20mph Speed Limit

We received 316 comments, with a total of 219 respondents providing feedback on the proposal to reduce speed limits to 20mph, as shown in Table 1 below. 88 respondents (40%) indicated support for the proposal by selecting "Yes." A total of 73 respondents (33%) opposed the proposal, selecting "No," while 11 respondents (5%) supported the change for "Some of the area." Additionally, 47 individuals (22%) provided no response. Respondents were given the option to indicate their support for specific areas, such as Area 1, Area 2, Area 3, or the whole zone.

Yes – support the 20mph speed limit area	88 responses
No – do not support the 20mph speed limit area	73 responses
Support some of the proposed 20 mph speed limit area	11 responses
No Opinion	47 responses

Table 1. Feedback on the 20 mph speed limit proposals for all areas.

4.6 Feedback On 20mph Speed Limit by Area

Area 1: Area Surrounding Bridge Street

Yes – support the 20mph speed limit area	23 responses
No – do not support the 20mph speed limit area	12 responses
Support some of the proposed 20 mph speed limit area	1 responses
No Opinion	9 responses

Table 2. Feedback on the 20 mph speed limit proposals for Area 1

Table 2 presents the responses to the proposal to introduce 20mph speed limits in Area 1. The majority of respondents (51%) indicated support for the proposals. A total of 12 respondents

(27%) opposed the proposal, while 1 respondent supported the change for some of the area. Additionally, 9 individuals (20%) provided no response. These results suggest a notable level of support for the proposed speed limit reduction, despite some opposition.

Area 2: Area Surrounding Manor Road

Table 3 shows significant support for the implementation of a 20mph speed limit area, with 41 respondents (68%) supporting the proposals. 9 respondents (15%), oppose the measure entirely. 4 individuals (7%) show support for proposed speed limit to be implemented in certain areas, suggesting a preference for a more targeted approach. An additional 6 respondents (10%) expressed no opinion on the matter. This distribution highlights broad backing for the 20mph speed limit.

Opinions on Manor Road range from strong support to firm opposition. Many respondents acknowledged the potential benefits of the proposed speed limit, though this route attracted more negative feedback than others in the LSI zone. Concerns were raised about the necessity of accompanying enforcement measures such as traffic calming feature and speed cameras.

Yes – support the 20mph speed limit area	41 responses
No – do not support the 20mph speed limit area	9 responses
Support some of the proposed 20 mph speed limit area	4 responses
No Opinion	6 responses

Table 3. Feedback on the 20 mph speed limit proposals for Area 2

Area 3: Area Surrounding Felix Road and Franklyn Road

The feedback on the 20mph speed limit proposals show a range of opinions, with the majority expressing support. 7 respondents (39%) were in favour of implementing the 20mph limit across the area, reflecting a good level of backing for the proposal. However, 5 respondents (27%) were against it, indicating opposition or concerns about the changes. Additionally, 3 respondents (17%) supported parts of the proposal, suggesting a preference for selective implementation rather than a blanket speed limit. Meanwhile, 3 respondents (17%) had no opinion on the proposal.

Feedback on Franklyn Road highlighted divided views on the necessity of the 20mph speed limit. Concerns about persistent speeding, particularly on Sunbury Lane, underscored the importance of supplementary measures to ensure compliance.

Some respondents emphasised that any reduction in speed limits should be accompanied by effective enforcement mechanisms to ensure adherence. In accordance with SCC's speed limit

policy, any changes would require supporting measures to make the new speed limit self-reinforcing.

Yes – support the 20mph speed limit area	7 responses
No – do not support the 20mph speed limit area	5 responses
Support some of the proposed 20 mph speed limit area	3 responses
No Opinion	3 responses

Table 4. Feedback on the 20 mph speed limit proposals for Area 3

Some respondents provided comments that addressed the entire area rather than focusing on specific areas. These comments represent a mix of feedback relating to Area 1, Area 2, and Area 3. The table below outlines the number of respondents who expressed support for the 20mph speed limit.

Yes – support the 20mph speed limit area	17 responses
No – do not support the 20mph speed limit area	47 responses
Support some of the proposed 20 mph speed limit area	3 responses
No Opinion	29 responses

Table 5. Feedback on the 20mph speed limit proposals for the whole zone

5. Conclusion and Next Steps

316 comments were received via the Commonplace survey in relation to this engagement with a further 7 email responses. This sample has provided a useful range of views about the draft designs proposed, and these will be used by the project team during the next stage of design work (preliminary design) which will include reviewing the proposals and then developing the designs in more detail.

The scope of the scheme will need to remain in line with the scheme's objectives: creating safer, healthier and more attractive streets, with improved facilities for walking, wheeling and cycling. Alongside the feedback received from this engagement exercise, the project team will also be following national active travel guidance and standards to develop a scheme that can potentially attract funding for future construction. Prioritisation is also expected to be undertaken to consider locations which will provide better benefits and value for money and ensure that proposals alignment with the aims and objectives of LTP4 and LSI programme.

All responses will be considered including comments of support, concerns raised and other suggestions raised, which have been summarised in section 4 of this report. This is part of developing a community focused approach towards the scheme's development. As part of the informal engagement stage, the design will undergo refinement based on feedback received. Overall, there is strong support for its continued development.

Through the development of the stakeholder engagement plan, local stakeholder organisations and groups have been identified. At this stage in the scheme's development the project team has been able to build awareness of the scheme and invite feedback to shape the design work. As shown in the screenshot of the dashboard below, taken from the engagement plan, at this stage no opposition has been raised by these stakeholders to the principles of the scheme. This will be kept under review as the project commands sufficient support progress into the design stage.

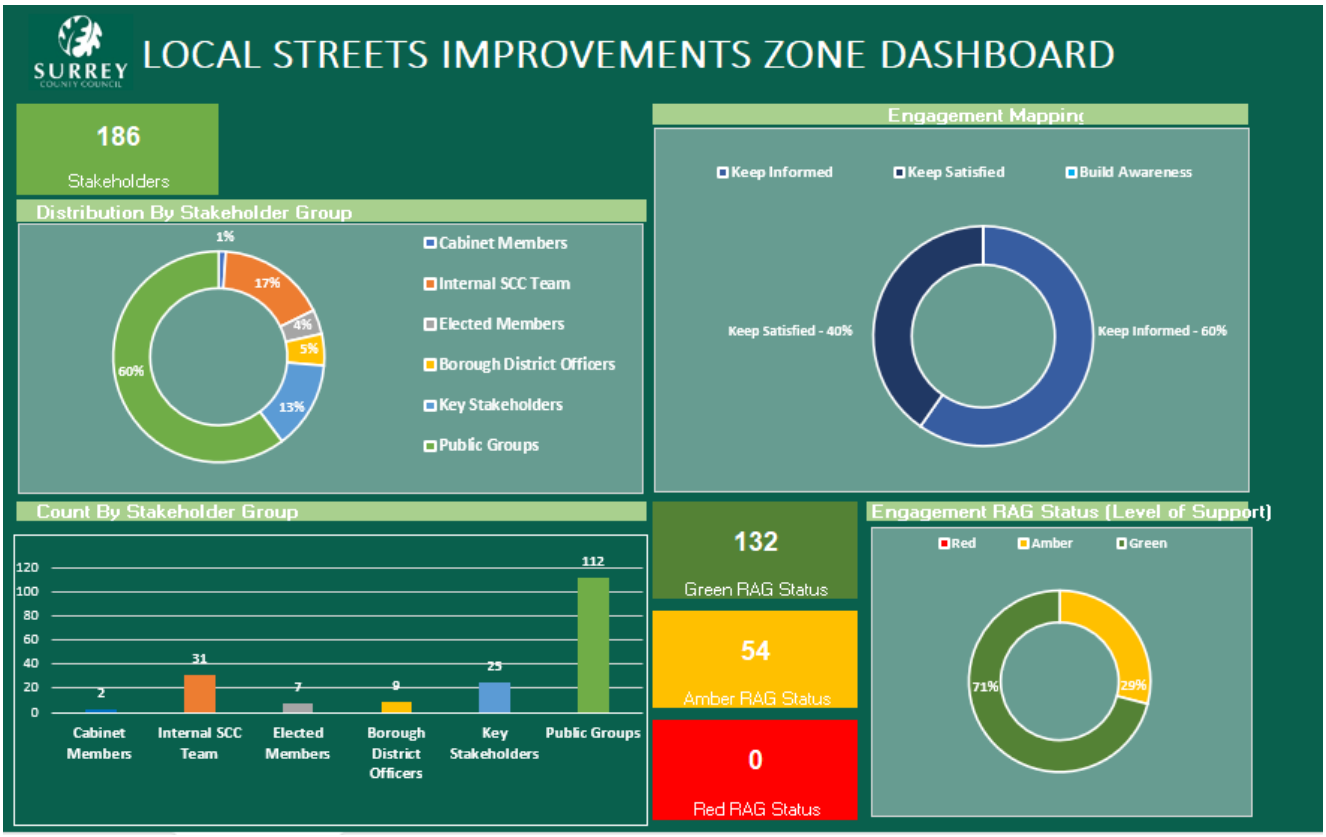


Figure 9. Engagement Plan Dashboard

A total of 186 stakeholders participated in the second stage of engagement (as shown in Figure 9). Of these, 71% expressed clear support for the designs and their progress to date. The remaining 29% were categorised as "amber," either requiring additional information or remaining undecided. These stakeholders will be a key focus during the third stage of engagement to address their concerns.

Following the development of preliminary designs, a final stage of engagement (public consultation) with local stakeholders will be undertaken to seek further views and support of the design plans proposed. The public consultation stage will ensure that local stakeholders have a further opportunity to have a say, during the final stages of design development for the Walton-on-Thames LSI project.