Chertsey Riverside Local Street Improvements Project

Engagement Stage 3 Report

March 2026



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Executive summary

This report describes the engagement process and provides the analysis of responses received during the third stage of engagement for the Chertsey Riverside Local Street Improvements (LSI) project.

This project aims to plan, design and deliver safer, healthier, and more attractive local streets that encourage more walking, wheeling, and cycling. LSI projects also aim to create more attractive local environments and more welcoming neighbourhoods where people want to spend time and in which residents take pride.

Engagement Stage 3, which took place between 20 October and 30 November 2025, presented updated design proposals to the local community to understand levels of support for changes that had been proposed in response to previous feedback. A total of 56 individuals responded to this latest round of engagement, providing a total of 91 comments and 15 agreements. A further 7 people provided feedback via the LSI email inbox.

These responses have provided a useful range of views about the proposed improvements, all of which will be considered by the project team as it looks to refine the proposals before this design phase of the project concludes and it moves into a delivery phase (subject to funding).

Following the end of the third stage of engagement, it is understood that levels of support for the scheme are mixed. There are specific proposals that were well-received, including proposed informal pedestrian crossings. However, it is recognised that there are some areas of the project where the level of agreement is less definitive, including proposed double yellow lines and traffic calming measures.

The SCC project team will consider the feedback received and review the need for updates to proposals for the scheme. Based on analysis and discussion provided as part of this report, it has been noted that there are likely to be some refinements that could be made to improve support for these proposals prior to the end of this stage of preliminary design. It is intended that updates made where appropriate will address concerns raised during this round of engagement.

Any final changes to design proposals in response to feedback received will remain in line with the project's objectives: creating safer, healthier and more attractive streets, with improved facilities for walking, wheeling and cycling.

Specific measures may be prioritised dependent on funding availability. This prioritisation will consider various factors including delivery costs, the level of community support and scale of anticipated benefits.

1. Introduction

Local Street Improvements (LSIs) aim to make streets in neighbourhood communities safer, healthier, and more attractive, with appropriate vehicle speed limits and improved facilities for walking, wheeling, and cycling. LSIs are expected to help deliver on the objectives of Surrey's Local Transport Plan (https://www.surreycc.gov.uk/roads-and-transport/policies-plans-consultations/transport-plan) by encouraging more local journeys to be made by active travel modes instead of by car, thereby increasing physical activity and reducing carbon emissions and other associated negative vehicle impacts.

The Chertsey Riverside LSI project is part of a number of pilot LSI schemes which are part of the wider LSI programme being progressed by Surrey County Council (SCC) across the county.

Figure 1 outlines the Chertsey Riverside LSI project timeline, starting in early 2024.

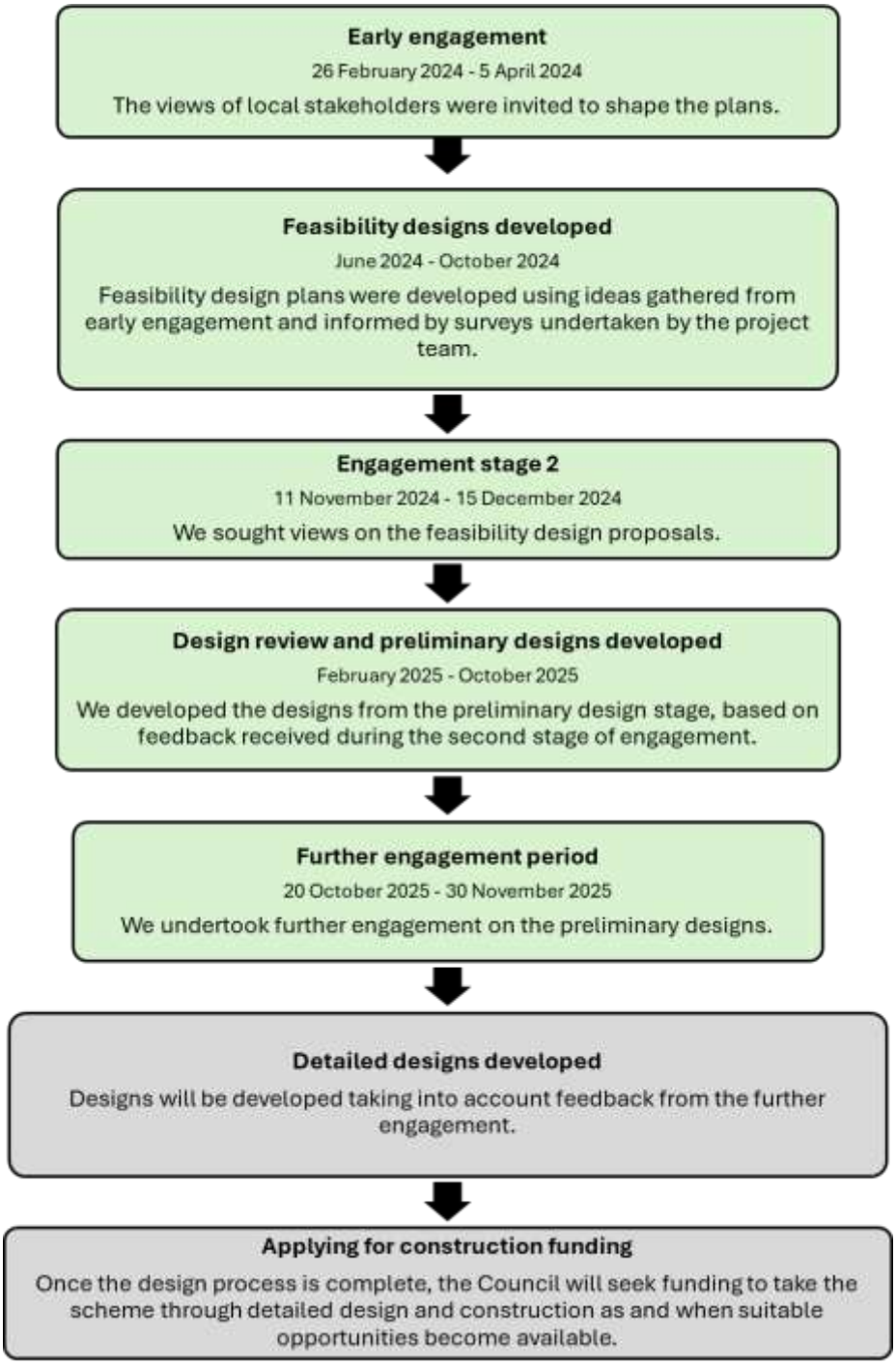


Figure 1- Chertsey Riverside LSI timeline

The Chertsey Riverside LSI zone boundary is shown in Figure 2.

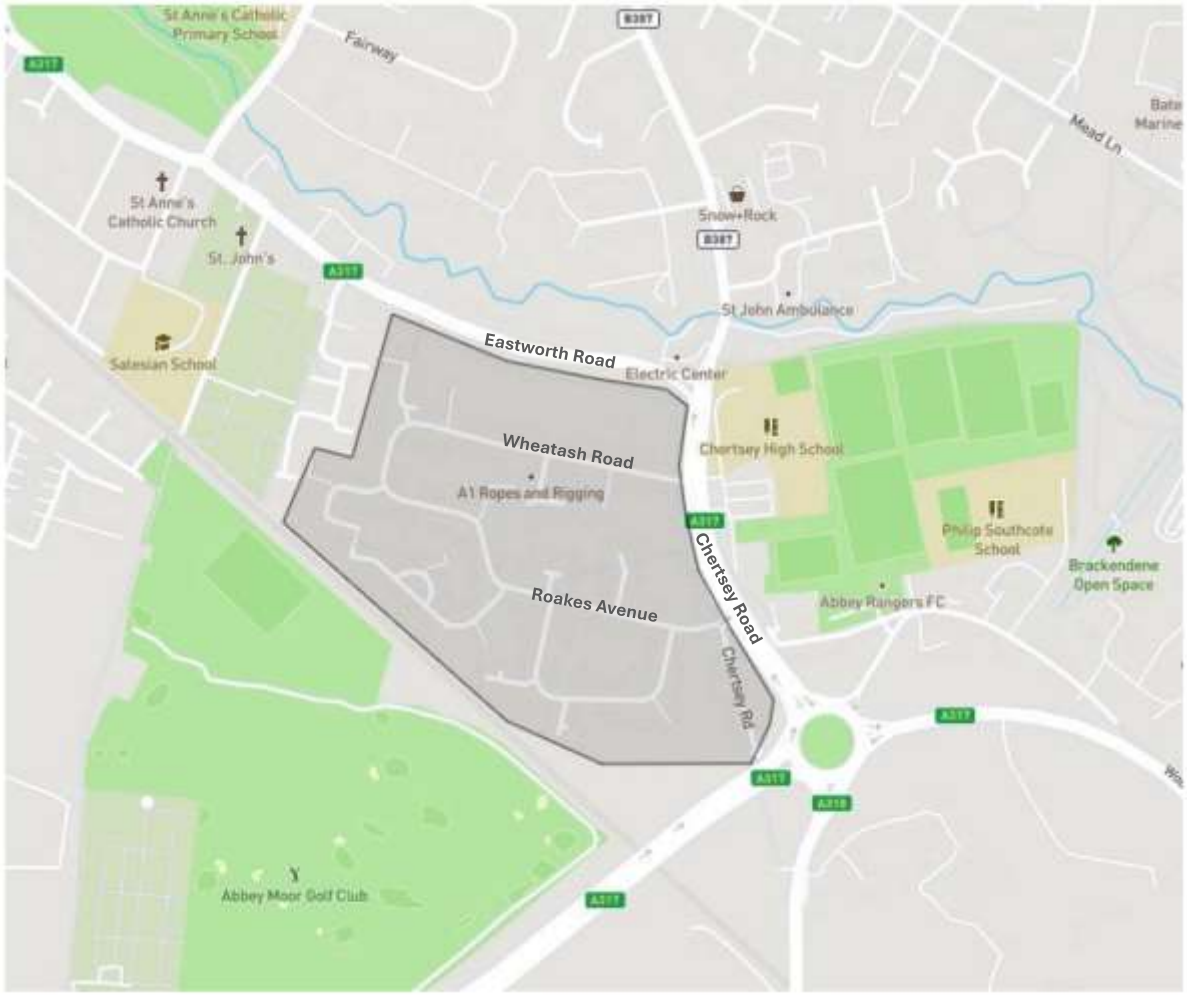


Figure 2 - Map of the Chertsey Riverside LSI zone boundary

Initial engagement with the community took place in Spring 2024 to gather views on local transport issues and opportunities in the area. Following this round of early engagement and review of the feedback, draft design proposals were created, and a second stage of engagement took place in Winter 2024 on these proposals.

A third stage of engagement on the Chertsey Riverside LSI was undertaken between 20 October and 30 November 2025 to collect views from local stakeholders including people who live, work, travel through, study and spend time in the Chertsey Riverside area. This third round of engagement was used to gather views from local stakeholders on the changes that were made to the design proposals following Engagement Stage 2.

2. Engagement methodology

2.1 LSIs: The three stages of engagement

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 cycling. The three stages of engagement are:

1. **Stage 1 - Early engagement (Engagement Stage 1)**: building awareness and collecting views and information from the community on the transport issues and opportunities within the area.
2. **Stage 2 - Informal engagement (Engagement Stage 2)**: seeking views on initial feasibility design proposals to enable their review and refinement.
3. **Stage 3 - Further engagement (Engagement Stage 3)**: updated designs (preliminary designs) are shared with the community for a final substantive round of feedback (*current stage*).

2.2 Engagement Stage 3 methodology

Draft design proposals were developed for the Chertsey Riverside area in line with the objectives of the LSI programme and influenced by feedback received during Engagement Stages 1 and 2, held in Spring 2024 and Winter 2024. See Appendix A: Preliminary Design Proposals (Stage 3) for further detail.

The designs were focused on two key corridors within the Chertsey Riverside area. These corridors were:

- Roakes Avenue (and surrounding roads).
- Wheatash Road (and surrounding roads).

A stakeholder engagement plan was developed for the project to identify local interested parties including schools, businesses and other local organisations in addition to local residents. Relevant stakeholders were contacted at the beginning of Engagement Stage 3 and, where appropriate, were offered a meeting with the project team to discuss the proposals. Stakeholders were sent a follow up email towards the end of the engagement (W/B 17 November 2025) to publicise the engagement and the opportunity to have their say.

2.3 Commonplace

The scheme's Commonplace website (https://chertseylsi.commonplace.is/) provided the main platform where people could learn about the updated proposals and provide their feedback as part of the third stage of engagement.

The Commonplace website included a map of the Chertsey Riverside LSI area, drawings of the design proposals, background information about the LSI programme in Surrey, information about the types of interventions being considered to improve local streets through the programme, the project's timeline, and a survey which enabled respondents to comment on the design proposals over a 6 week period. See Appendix B: Commonplace Survey Questions for further detail on the survey.

Alternative methods of response, such as letter and email, were available for those unable to use the Commonplace platform.

2.4 Drop-in sessions

Two drop-in sessions were held during the third stage of engagement. The sessions were informal and were intended to promote the engagement and raise awareness of the proposals in the area.

The first event was held on Saturday 8 November from 10am to 1:30pm, using an SCC-branded gazebo on a grass verge on Roakes Avenue. The event was advertised on Commonplace on 7 November 2025. The project team staff, including the project manager, were present to discuss the proposals, distribute flyers and direct members of the public to the Commonplace website to share their views. The project team spoke to approximately 40 members of the public. The second event was held on 20 November from 2pm to 4pm on Wheatash Road and Roakes Avenue to coincide with the Chertsey High School pick up period. The project team spoke to approximately 20 members of the public.

The approach to the drop-in sessions was informed by previous low attendance at engagement events on the scheme. In the second stage of engagement, formal events were held at Chertsey High School (adjacent to the LSI zone) and at Chertsey Hall (20-minute walk from the LSI zone). These events had low attendance. During this third stage of engagement, the project team wanted to hold an engagement event in, or nearer the zone to support a higher level of local engagement. By taking a more flexible approach to delivering engagement events, the team were able to speak to and engage with more people.

2.5 Communication channels

Several activities were undertaken to raise awareness of the engagement period and the opportunity to get involved, these are outlined in Table 1 below.

Table 1 Communication channels

Communication channel	Audience	Date	Details
Letters to residents	Residents	Delivered 22/10/2025 (estimated)	519 letters were sent to all residents within the zone by post. See Appendix C: Resident Letter for further detail.
Letters to businesses	Businesses	21/10/2025	These letters were hand delivered to businesses identified by the project team within the zone.
Posters	General public	21/10/2025	10 posters were printed on waterproof paper and attached to lampposts throughout the LSI zone. These posters directed people to the Commonplace survey and raised awareness of the scheme. See Appendix D: Engagement Materials for further detail.
Runnymede Borough Council and newsletter	General public	Throughout the engagement period	The Chertsey Riverside LSI scheme was added to the 'have your say' page on the Runnymede Borough Council website and their newsletter.
Commonplace news posts	General public	Throughout the engagement period	The Commonplace news posts were sent via email to subscribers who lived in a one-mile radius of the LSI zone. This was to ensure that respondents were local to the proposals. Commonplace news posts were shared at: - The start on the engagement period (20/10/2025). - Commonplace post ahead of the drop-in session (07/11/2025). - Towards the end of the engagement to remind people to have their say (24/11/2025).

Communication channel	Audience	Date	Details
Paid social media	General public	Throughout the engagement period	Posts were shared by SCC accounts on social media platforms Instagram, Facebook and Nextdoor at intervals during the engagement period. See Appendix D: Engagement Materials for further detail.
Notice in Chertsey High School newsletter	Parents and guardians of Chertsey High School Students	17/10/2025 07/11/2025	Chertsey High is a secondary school adjacent to the Chertsey Riverside LSI zone. The SCC project team requested to add a paragraph of text and a link to the Commonplace website into the school newsletter. This was shared on 17/10/2025 and on 07/11/2025. This raised awareness of the engagement period amongst parents, carers and guardians.
Drop-in session 1 (Gazebo)	Residents, people passing through the LSI zone	08/11/2025	The project team held a drop-in session in the LSI zone. Flyers were distributed to members of the public. Printed plans were available to support conversations where useful. This raised awareness of the engagement period and encouraged people to share their views.
Drop-in session 2 (Roakes Avenue and Wheatash Road)	Residents, parents and guardians of Chertsey High School Students	20/11/2025	This raised awareness of the engagement period. The flyers directed people to the Commonplace website to view the design proposals and share their views. Flyers were distributed between 2pm and 4pm so the project team could observe the impact of school pick-up time on parking availability and parking issues.

3. Who responded?

A total of 56 individuals responded to the survey as part of this latest round of engagement, providing a total of 91 comments and 15 agreements. A further 7 people provided feedback via the LSI email inbox. This section of the report provides a summary analysis of who responded to the survey.

The scheme received a lower number of respondents compared to other LSI areas. However, this scheme covers a smaller geographic area than other LSI schemes and therefore the number of responses was anticipated to be lower. The project team made a significant effort to advertise the engagement period so that local people were made aware of the scheme and how to have their say (see communication channels used in Table 1). This helped to ensure a good level of engagement, proportionate to the size of the area. Overall, this stage of engagement received a higher response than the previous round of engagement on the scheme.

Age

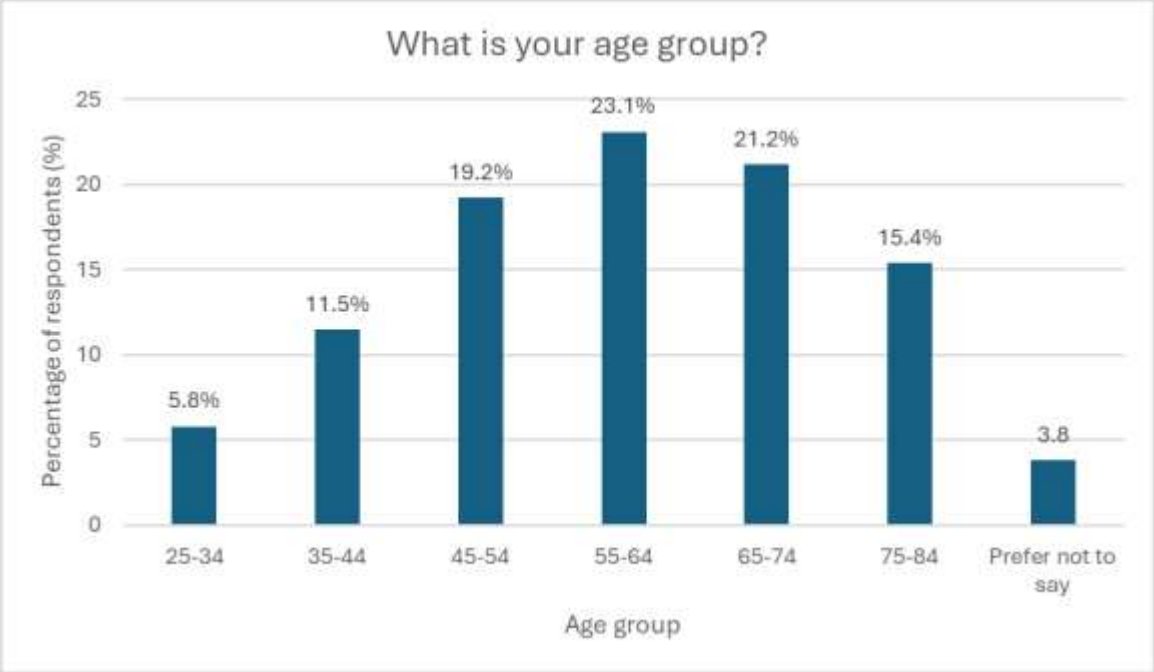


Figure 3 - Response to "what is your age group?", as a percentage

All numbers and percentages are calculated on the total number of respondents to the question.

Figure 3 presents the ages of survey respondents. Of those that disclosed this information, the most common age categories were 55-64 (23.1%, 12 people), 65-74 (21.2%, 11 people),

and 45-54 (19.2%, 10 people). 3.8% (2 people) of respondents preferred not to provide their age group.

To understand how well the respondents represented the wider population in the area, certain key characteristics of respondents were compared with 2021 Census data for Runnymede. Considering the most common age categories of respondents, these were all overrepresented compared to the Runnymede average for the age groups 55-64 (12%), 65-74 (8.6%), and 45-54 (13.6%). The most underrepresented age groups were 16-24 and 85+, from which we received no responses despite these groups making up 14.8% and 2.8% of the population in Runnymede respectively.

Connection to area

Figure 4 shows the connection that respondents had to Chertsey Riverside with individuals able to select multiple answers. It indicates that the survey did well to reach those likely to be directly impacted by the project. 98.1% of respondents (50 people) live in the area (including those who live and also work and/or commute in the area). Only 2% (1 person) of respondents were visitors to the area.

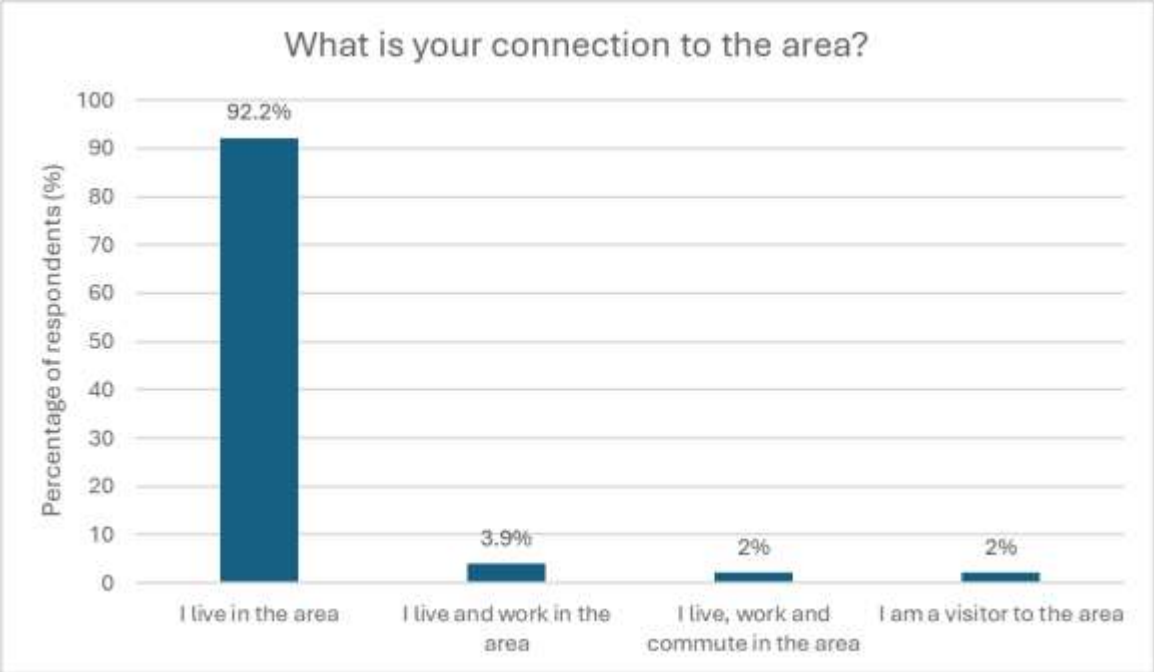


Figure 4 - Response to "what is your connection to the area?"

All numbers and percentages are calculated on the total number of responses to the question.

Method of travel

The survey also asked respondents what modes of transport they typically used when travelling in the area. Responses to this question are shown in Figure 5, with 56 respondents selecting at least one answer. Between these 56 respondents, 107 modes of travel were selected, showing that many respondents travel in the area typically using more than one mode of travel.

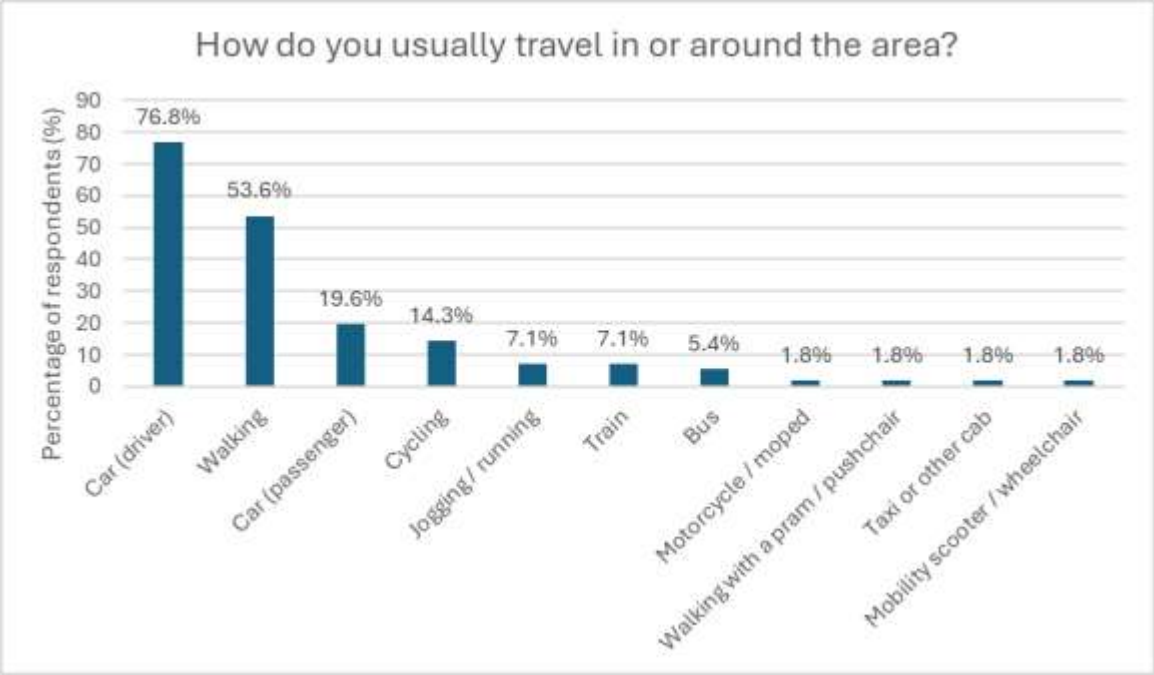


Figure 5 - Response to "how do you usually travel in or around the area?"

Car travel was the most common form of transport used to get around in the area. 76.8% of respondents (43 people) reported that they drive a car to get around the area and 19.6% (11 people) get around the area as a passenger in a car. Travel by motorcycle/moped and taxi/cab was very low for both modes.

The responses show that walking is also a popular mode of travel for getting around the area, with 53.6% of respondents (30 people) reporting walking and 1.8% of respondents (1 person) walking with a pram or pushchair. 7.1% of respondents (4 people) also report regularly jogging/running.

Cycling was the third most popular mode of travel (after combined car and walking) with 14.3% of respondents (8 people) reporting that they travel through the area by bicycle. Considering public transport, trains were used by 7.1% of respondents (4 people) and buses were used by 5.4% of respondents (3 people).

This analysis shows a wide variety of travel modes used in and around the area, as well as the prominence of both driving and walking.

How did you find out about the engagement?

Figure 6 shows that 48.6% of people found out about the engagement through the letter distributed to residents within the LSI zone boundary. A further 20.6% of respondents found out about the engagement through social media posts (Facebook and Instagram). 13.1% of respondents found out about the engagement through word of mouth and 9.3% of respondents found out by the posters placed in visible places throughout the LSI zone. The remaining 8.4% of respondents selected “other or something else”, and may have been made aware of the engagement period by the drop-in sessions delivered in the area.

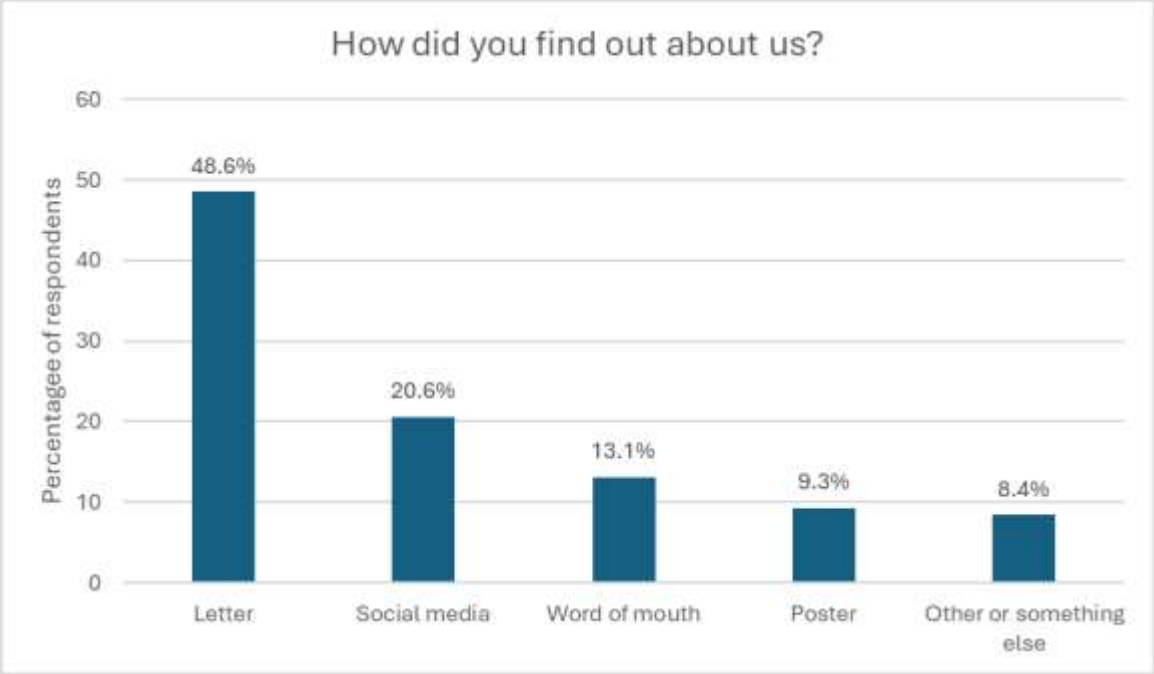


Figure 6 - Response to "how did you find out about us?"

4. Responses to proposals

This section of the report summarises the feedback received for the different areas where proposals had been put forward during the third round of engagement, as well as broader area-wide measures. It should be noted that in terms of comments received, this report only provides a short summary of a few of the key themes raised. However, all comments are reviewed by the project team as part of the design update process.

Respondents were invited to share their sentiment on proposals for each area of the LSI, and whether they felt the updated design proposals improved upon those that were previously presented during Engagement Stage 2. Respondents were also able to share their comments to elaborate on their agreement, disagreement or changes that they wished to see made to the proposals.

In some cases, multiple responses were received from the same respondent. For quantitative analysis purposes, duplicate responses from individual respondents were removed from the data. Removing duplicate data helped to show unique responses and avoided presenting an inaccurate representation of the overall level of support for the proposals. Where an individual respondent provided multiple responses to the same question, this was noted and considered when analysing responses.

4.1 Roakes Avenue (including side roads)

Following feedback received during the second stage of engagement, design proposals for Roakes Avenue and side roads were updated. The key changes for the third stage of engagement are listed below:

- Installation of speed cushions on Roakes Avenue, Canford Drive and Harrow Close for traffic calming.
- Installation of 20mph signs and road markings to reduce traffic speeds.
- Extending existing double yellow lines on Roakes Avenue and Harrow Close.
- Addition of a single yellow line on part of Harrow Close to prevent school drop-off parking.
- New footway buildouts, pedestrian crossings and dropped kerbs at side roads on Roakes Avenue.
- Realigned tactile crossing point and a dropped kerb on Canford Drive to avoid resident's driveways.
- Resurfacing on Clifton Close / Roakes Avenue junction.
- Refreshed cycle lane markings on and a new cycle sign to be installed on the existing post at the junction of Chertsey Road / Roakes Avenue.

- Improvements to the natural environment with planter boxes and trees on Roakes Avenue.
- Addition of a cycle sign and a light column on Roakes Avenue.
- Addition of a rubbish bin on Chertsey Road near the overpass.

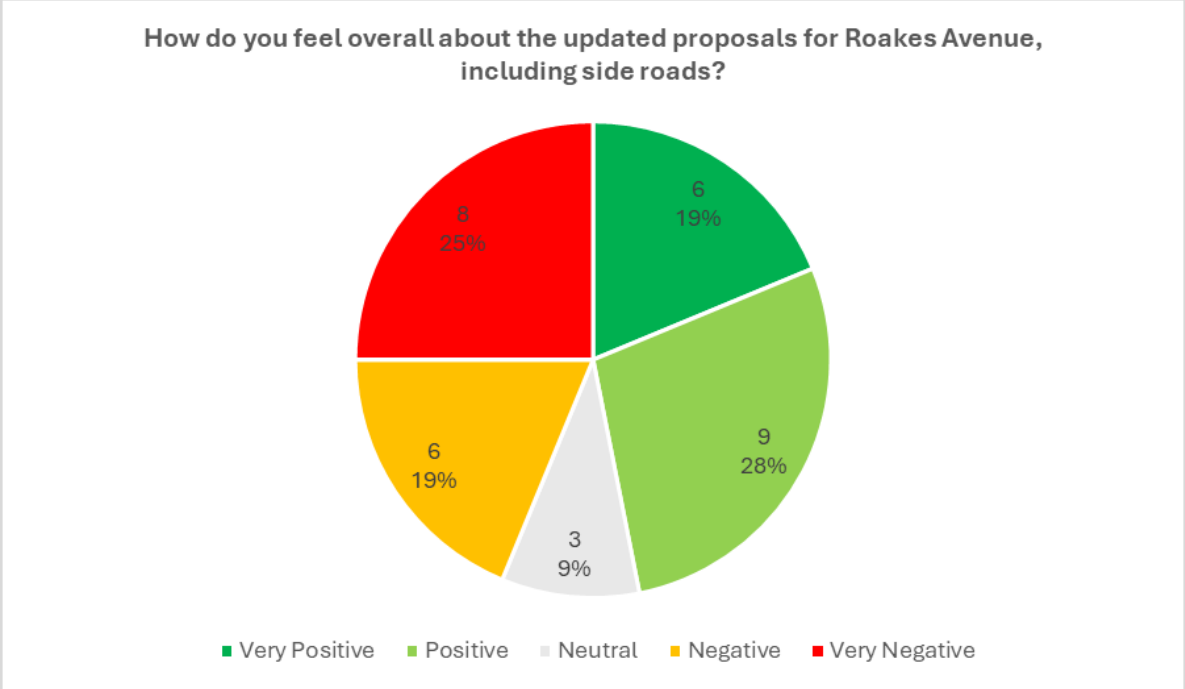


Figure 7 - Response to "how do you feel overall about the updates proposals for Roakes Avenue, including side roads?"

Figure 7 shows a total of 32 people responded to how they felt about the updated proposals for Roakes Avenue and the side roads. 47% of respondents (15 people) stated that they felt "positive" or "very positive" about the proposals, whilst 44% (14 people) felt "negative" or "very negative", the remaining 9% (3 people) felt "neutral" about proposals. Respondents were therefore closely divided in terms of support for the proposals. This suggests that some aspects of the scheme are well supported, however, some parts of the proposals may need to be reconsidered to gain greater local support.

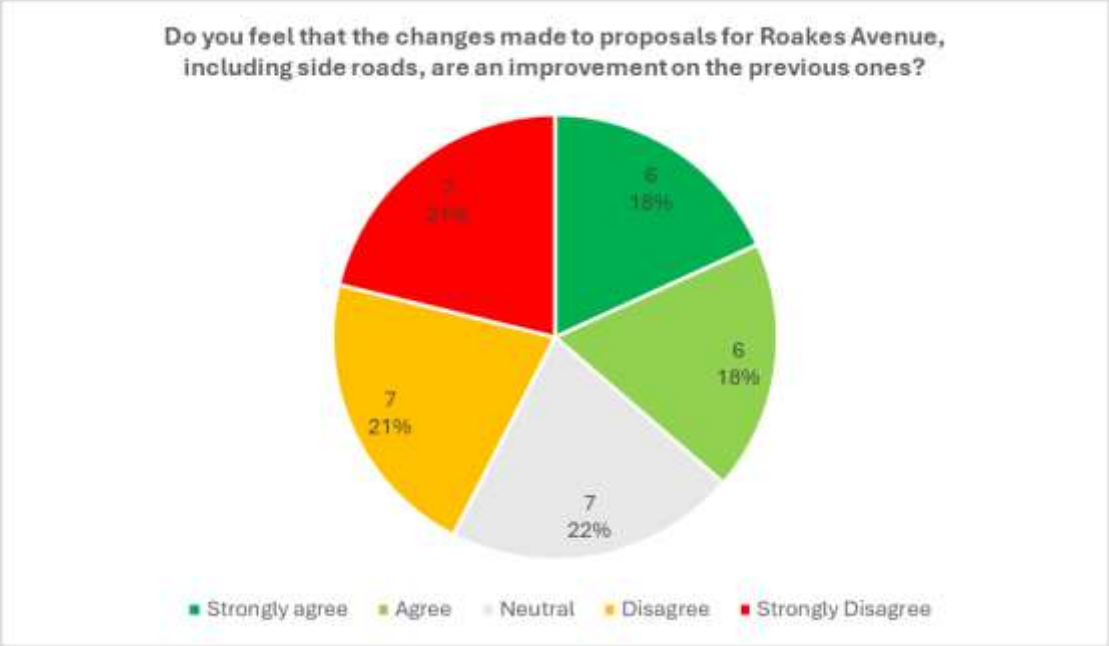


Figure 8 - Response to "do you feel that the changes made to proposals for Roakes Avenue, including side roads, are an improvement on the previous ones?"

A total of 33 people responded to whether they felt changes made to the proposals for Roakes Avenue were an improvement on previous proposals. Figure 8 shows there were relatively similar levels of agreement and disagreement (36% "agree" or "strongly agree" and 42% "disagree" or "strongly disagree") about whether they felt the proposals for Roakes Avenue were an improvement on the previous ones. A further 22% of the respondents (7 people) selected the "neutral" option on whether the proposals for Roakes Avenue and side roads were an improvement on the previous proposals. This could suggest that the most recent set of proposals have a similar level of support as the proposals from the previous round of engagement. It could also suggest that respondents may not be aware of the changes made to proposals since the previous engagement period.

Respondents had the opportunity to provide further comments on the answers given, with emerging themes detailed below.

Support for the proposals

- The addition of double yellow lines on corners, junctions and bends was broadly supported to prevent parking at these locations, which can cause road safety issues.
- The majority of respondents who noted they were residents of Canford Drive supported double yellow lines to prevent parking on the inside and outside bend of the corner and on pavements. Some residents stated that their driveways were often blocked and that they cannot find parking outside of their homes. Additionally, it was

suggested in some comments and in two emails to add double yellow lines on the eastern bend of Canford Drive as it is currently a dangerous blind bend.

- Proposals related to reducing antisocial parking, verge parking and parking that blocks the pavement were generally supported. This was complemented by suggestions to raise kerbs and add bollards where existing parking restrictions are not enforced.
- Proposals to address perceived parking and congestion issues linked to the school pick-up and drop-off times were generally supported. It should be noted that some other respondents highlighted that they did not view school congestion as an issue or had concerns that parking restrictions to address school congestion could impact residents' parking availability.
- Some respondents supported speed cushions as a solution for excessive vehicle speeds and highlighted speeding issues across Roakes Avenue, Harrow Close, and Canford Drive.
- Some respondents supported proposals to reduce the speed limit to 20mph, however some questioned how this would be enforced.
- The provision of dropped kerbs and tactile paving was supported to improve walking accessibility in the area.
- Some respondents thought that proposed trees and planters would be beneficial.

Concerns and other suggestions raised

- Support for 20mph speed limits was mixed, with levels of support and opposition being relatively balanced. Some respondents instead highlighted issues which mean vehicles already need to travel at lower speeds and so 20mph speed limits are not needed, such as having to manoeuvre around parked cars, cars speeding in excess of 30mph and parking on bends and junctions limiting visibility for drivers. Some respondents thought that current speeds were not an issue.
- Support for speed cushions was mixed. A large proportion of comments against proposed speed cushions were specifically against speed cushions on Canford Drive, rather than more generally. Outside of comments on Canford Drive, support for and against speed cushions was relatively balanced.
- On Canford Drive specifically, some of those who were against speed cushions continued to support reduced speed limits to 20mph whilst also flagging that cars speed at the bend.
- Some respondents were concerned that the extent of the double yellow lines proposed would limit parking availability and displace parking issues to surrounding

roads. This concern was particularly strong for residents without access to private parking.

- Several respondents requested greater enforcement of double yellow lines, particularly at junctions and during school pick-up and drop off times.
- Some respondents stated that Harrow Close is not affected by school parking issues as it is too far from the school entrance. Some respondents did not support proposed double yellow lines around the grassed area on Harrow Close (see Appendix A: Preliminary Design Proposals (Stage 3), Sheet 4), to preserve residential and visitor parking.
- Additional street furniture was requested, namely a bin near the overpass and some specific requests for street name signs. With regard to requests for street name signs, Surrey County Council are not responsible for maintenance of street nameplates (signs).

Based upon the responses received via Commonplace and email it is expected that some changes will be made to the designs. This includes reviewing the extent and location of proposed double yellow lines and traffic calming measures. This is discussed in further detail in Section 4.4.

4.2 Wheatash Road (including side roads)

Following feedback received during the second stage of engagement, design proposals for Wheatash Road (including side roads) were updated. The key changes for the third stage of engagement are listed below:

- Proposed speed cushions along Wheatash Road.
- 20mph road markings along Wheatash Road to encourage drivers to slow down.
- 20mph signs to be installed on selected existing lamp columns along Wheatash Road.
- Existing gully frame to be replaced with a pedestrian friendly cover at the Wheatash Road / Roakes Avenue junction.
- Crossing point location amended on Wheatash Road to avoid driveways and garages.
- At the Wheatash Road / Chertsey Road junction, proposal for tactiles to be extended and shifted away from ramp top to avoid trip hazard.
- Existing lamp column to be relocated to allow for new tactile paving (at entrance to footpath between Wheatash Road and Eastworth Road).

There were 28 unique responses to the question asking people for their overall feelings towards the updated proposals. As per Figure 9, 36% of respondents (10 people) stated that they were either “positive” or “very positive” about the proposals, 57% of respondents (16

people) expressed that they felt either “negative” or “very negative” about the proposals, and 7% of respondents (2 people) stated that they were “neutral” regarding the proposals for Wheatash Road, including side roads.

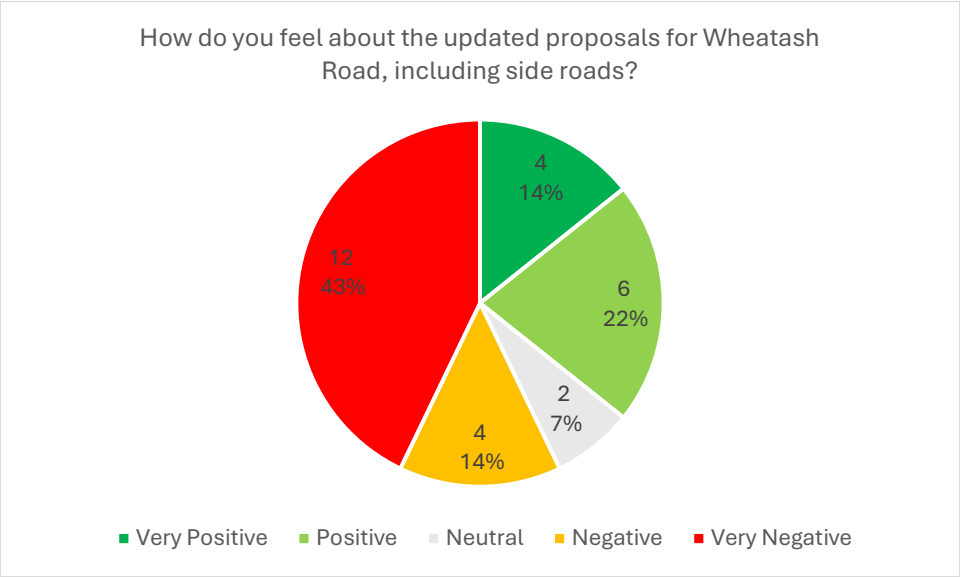


Figure 9 - Response to "how do you feel about the updated proposals for Wheatash Road, including side roads?"

Figure 10 shows 29% of respondents (8 people) stated they either “strongly agree” or “agree” these plans were an improvement on previous plans, 57% “strongly disagree” or “disagree” (16 people), and 14% of respondents were “neutral” (4 people).

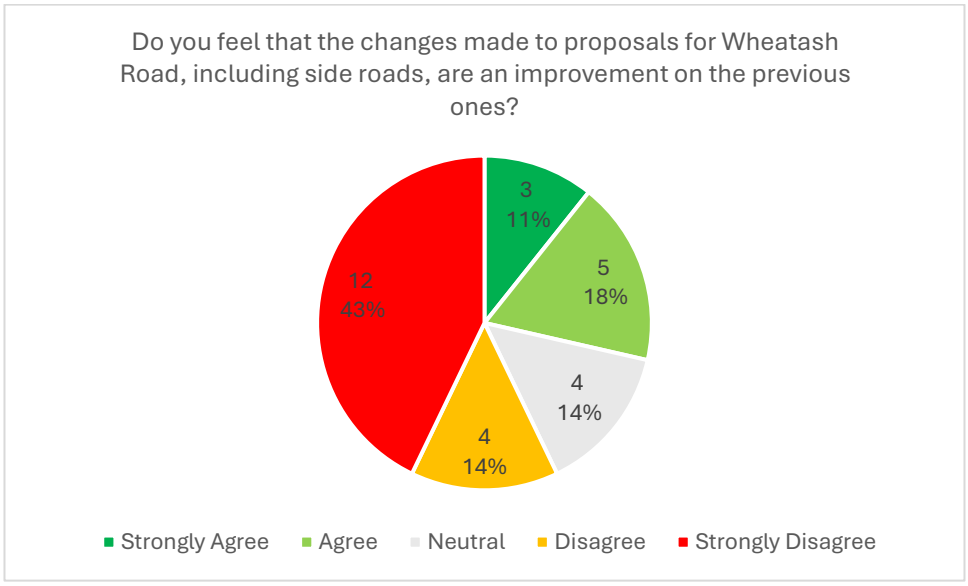


Figure 10 - Response to "do you feel that the changes made to proposals for Wheatash Road, including side roads, are an improvement on the previous ones?"

Respondents then had the opportunity to provide further comments on the answers given, with emerging themes detailed below.

Support for the proposals

- There was general agreement for a 20mph speed limit on Wheatash Road, including the side roads. However, the proposed speed cushions received a mixed response.
- General support for the crossing on the corner of Roakes Avenue and Wheatash Road.

Concerns and other suggestions raised

- A high number of comments highlighted a general lack of parking on Wheatash Road and side roads in particular.
- Concerns were raised by a number of respondents regarding proposed double yellow lines on Wheatash Road and Cornhill Close, with some respondents believing this would displace parking issues onto nearby roads. This sentiment was also reflected in one of the emails received.
- However, some respondents suggested adding a double yellow line where the road bends between Wheatash Road and Roakes Avenue to stop cars parking at this location.
- Some concerns were raised about the location of the crossing point on the corner of Wheatash Road and Roakes Avenue, with one comment highlighting an existing tree, and another suggesting an alternative location.
- There was a suggestion to add planters to improve the look of the road and improve the grass verges.
- It was suggested to improve lighting along Wheatash Road pavement.

Based on responses received via Commonplace and email it is expected that some changes will be made to the designs. This includes reviewing the extent and location of proposed double yellow lines and traffic calming measures, and reviewing the addition of planters and improved lighting to enhance the public realm. This is discussed in further detail in Section 4.4.

4.3 Out of scope issues

When given the opportunity in the survey to provide further comments, there were several recurring general issues that were mentioned across the area including:

- Poor condition of the road and pavements, with some respondents highlighting the need for resurfacing.

- Funding would be better used elsewhere in the local area, or that the funding for the Chertsey LSI should be used for repair and maintenance work rather than improvements. In line with the LTP4, current design funding has to be spent on LSI designs and cannot be used for repair or maintenance work

The project will seek capital funding to deliver infrastructure improvements. However, the issues above are typically reliant on revenue funding streams and therefore are outside the scope of the project. These issues are managed through the council's ongoing maintenance programmes.

Further issues were identified which are outside the scope of the LSI scheme, including:

- **Chertsey Road speed limit** – Chertsey Road is a 30mph road adjacent to the LSI scheme. Some respondents highlighted issues with cars travelling at excessive speeds which causes road safety issues for drivers at the junction between Chertsey Road and Roakes Avenue. This issue is not within the scope of the LSI scheme; however, this information will be shared with the relevant teams at Surrey County Council.
- **Parking displacement -** The proposals to add or extend double yellow lines are intended to prevent illegal, dangerous, pavement or antisocial parking in the area. Whilst reducing the availability of on-street parking may displace parking to some extent, preventing parking on corners and junctions is required for road safety purposes. Addressing all parking issues raised within the LSI zone and on nearby roads is not within the scope of LSI schemes.
- **Parking enforcement** – Some respondents stated that they have observed dangerous or illegal parking such as parking on double yellow lines or parking across driveways and asked why enforcement has not occurred. Enforcement is outside the scope of the LSI scheme. However, if you are aware of illegal or inconsiderate parking, you can find further information about parking enforcement and fines on the Surrey County Council website (https://www.surreycc.gov.uk/roads-and-transport/parking/parking-and-permits/enforcement-and-fines)
- **Speed enforcement** – Enforcement of speed limits and the issue of speeding tickets or fines is not within the scope of an LSI. Further information is available on the SCC website on the policy on setting local speed limits (https://www.surreycc.gov.uk/roads-and-transport/road-safety/safer-vehicle-speeds/setting-local-speed-limits-policy) and managing road speeds (https://www.surreycc.gov.uk/roads-and-transport/road-safety/safer-vehicle-speeds/managing-speeds-on-surreys-roads).

- **Street nameplates (signs)** – Some comments requested replacement of and/or additional street name signs. Surrey County Council are not responsible for maintenance of street nameplates (signs).
- 3 of the 7 emails received also focussed on issues that were outside the scope of the LSI scheme. These included issues on roads outside of the zone and a perceived issue with the traffic lights on Chertsey Road.

These issues are out of scope for the Chertsey Riverside LSI scheme. Where relevant, these issues and feedback will be shared with the appropriate teams at Surrey County Council.

4.4 Discussion

Overall, it is noted that there were varying levels of support for proposals, with a higher proportion of people supporting updated proposals for Roakes Avenue than for Wheatash Road (see Figure 11). Based on the sentiment analysis and review of feedback, there are some refinements that could be made to improve support for proposals for both areas prior to the end of this stage of preliminary design. Across both areas, key themes have been identified across responses, which are summarised below.

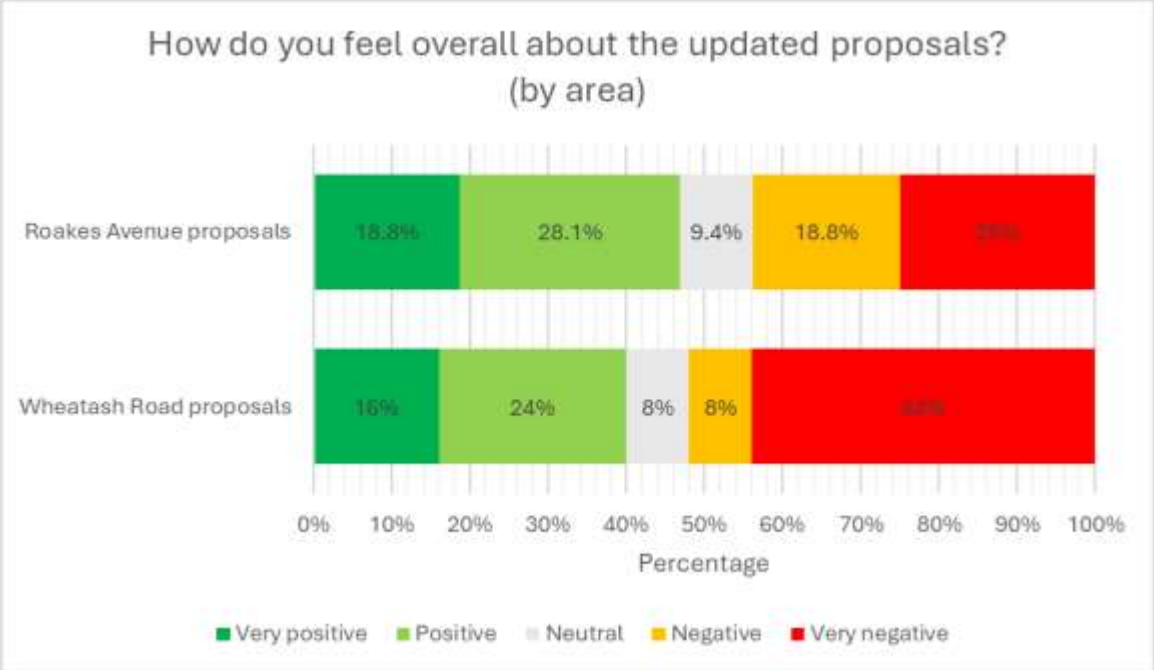


Figure 11 - Graph showing a comparison between Roakes Avenue, including side roads, and Wheatash Road, including side roads, for the question "how do you feel about the updated proposals?"

Parking

Across both areas, there were several comments that addressed parking and private access. This theme was identified and reviewed to understand levels of support for proposals addressing parking in the area.

Across the scheme area, limited on-street parking was highlighted alongside concerns that removing parking could mean residents park on neighbouring streets, shifting parking issues.

Across comments, the need to balance increasing visibility on bends and junctions, whilst retaining as much parking as possible was identified. For example, reducing parking around residential properties, particularly those without off-road parking, was largely opposed. However, preventing parking on corners, bends and at the entrance to Roakes Avenue were broadly considered as good reasons to use double yellow lines, particularly in terms of road safety. Furthermore, the need for enforcement of double yellow lines was highlighted by some respondents.

The SCC project team will consider the proposals and review the need for updates, with consideration of feedback received on parking and double yellow lines. In particular, the extents of proposed double yellow lines will be reviewed and amended in order to maintain parking availability where appropriate whilst ensuring road safety, e.g. preventing inappropriate parking on bends and junctions.

It is intended that updates made where appropriate will address concerns raised regarding parking during this round of engagement.

Traffic calming

Across both areas, a high number of comments addressed traffic calming and/or speeding and speed limits. These interrelated themes were reviewed together, with traffic calming being an intervention to address issues relating to speeds.

Support for proposed speed cushions was divided across the scheme. Some respondents who supported proposed speed cushions highlighted speeding as an issue on a number of roads (e.g. Roakes Avenue, Wheatash Road, Harrow Close, Canford Drive). Some respondents also suggested additional or alternative positions for proposed speed cushions.

Some respondents who were against proposed speed cushions mentioned the view that vehicle speeds are not an issue and so proposed speed cushions are not required. Furthermore, some respondents suggested that existing parking restricts speeds meaning speed cushions (and reduced speed limits) are not required.

On Canford Drive specifically, more respondents were against proposed speed cushions than supportive. Some of those who were against speed cushions continued to support reduced speed limits to 20mph and flagged that cars speed around the bend.

The efficacy of speed cushions was also questioned by some respondents, for example suggesting that they would not slow larger vehicles, and could impact ambulances, driver comfort and vehicles, and air quality. Some of these respondents accepted or supported reduced speed limits, but specified their opposition to speed cushions, for example on Harrow Close. Speed cushions are a physical speed calming measure to encourage safer driving speeds and were included in the scheme designs following Engagement Stage 2. Speed cushions are designed to ensure buses and emergency vehicles are not impacted as much as they would be with traditional speed humps.

The SCC project team will consider the proposals and review the need for updates, with consideration of the varied feedback received on speed cushions and 20mph limits. In particular, the location of proposed speed cushions will be reviewed and potentially amended. Based on low levels of support, proposed speed cushions on Canford Drive may be removed from the proposals.

The LSI project seeks to encourage road speeds that are appropriate to the area and give residents the confidence to safely travel by walking, wheeling and bicycle. As such, it is not anticipated that changes will be made to extents of the 20mph speed limit proposed as part of the scheme.

Pathway improvements and pedestrian crossings

Generally, proposed informal pedestrian crossings with build outs, dropped kerbs and tactile paving were supported by respondents across both areas. The proposed informal crossing on the corner of Wheatash Road / Roakes Avenue was questioned by a few respondents, one flagging a tree in proximity to the proposed crossing, and another suggesting an alternative location for the crossing which they felt would better serve pedestrians. The location of the crossing will be reviewed to ensure greatest benefit for pedestrians. As part of the advanced design work, the position of the proposed crossing would be determined with consideration of existing trees.

One respondent requested clarification on the impact of a proposed build out on their driveway. As part of the advanced design work, the position and design of the crossing would be determined to ensure it would not prevent access to driveways or private accesses. Further, another respondent queried whether informal pedestrian crossings will have traffic control measures. We can confirm that informal pedestrian crossings proposed will be uncontrolled crossings that will not be signalised.

Where concerns have been raised regarding the location of crossings, these will be reviewed as part of any potential design updates made following the engagement. Considering the overall support for proposed pedestrian crossings, we would not anticipate any significant changes following this round of engagement.

Trees, planters and street furniture

Although not discussed in a high number of comments, generally there was support for proposed trees and planters, with the addition of more trees and planters being seen as an improvement. The need for maintenance of these was emphasised and for some respondents was a concern, with one respondent suggesting the use of wildflowers as requiring less maintenance than proposed trees, and another raising concerns regarding potential for leaves to block drains.

There were concerns about whether proposed planters could address parking issues in the area, particularly in relation to verge parking. Conversely, there were concerns regarding a proposed planter because of the perceived impact on parking availability. As part of the advanced design work, the position of any proposed trees, planters or street furniture would be determined to ensure they do not prevent access to driveways or private accesses, and to ensure they are appropriately positioned in terms of road safety and other design factors.

The SCC project team will consider feedback received on trees, planters and street furniture, and will review the need for any updates to proposals following this round of engagement.

4.5 Next steps

As discussed throughout Section 4, it is noted that there were varying levels of support for the proposals. Based on the sentiment analysis and review of feedback, there are refinements that could be made to improve support for proposals for both areas prior to the end of this stage of preliminary design. It is intended that updates made, where appropriate, will address concerns raised during this round of engagement.

Alongside the feedback received from this engagement, the project team will also follow national active travel guidance and other design standards to develop a scheme that can potentially attract funding for future construction. Any final changes to design proposals in response to feedback received will remain in line with the project's objectives: creating safer, healthier and more attractive streets, with improved facilities for walking, wheeling and cycling.

5. Conclusions and next steps

5.1 Conclusions

56 individuals responded to the Engagement Stage 3 survey, taking the number of respondents across all three engagement stages to 121 people and 223 comments in total. The responses received have provided a useful indication of the levels of support for the different design proposals and ideas to improve them in Chertsey Riverside.

Following the end of the third stage of engagement, it is understood that levels of support for the scheme are mixed. There are specific proposals that were well-received, including proposed informal pedestrian crossings. However, it is recognised that there are some areas of the project where the level of agreement is less definitive, including proposed double yellow lines and traffic calming measures.

The SCC project team will consider the feedback received and review the need for updates to proposals for the scheme. Based on analysis and discussion provided as part of this report, it has been noted that there are likely to be some refinements that could be made to improve support for these proposals prior to the end of this stage of preliminary design. It is intended that updates made where appropriate will address concerns raised during this round of engagement.

5.2 Project timeline

As per the project timeline shown in

Figure 1, final design changes will be made before this stage of the project is completed. All feedback received during the engagement period will be used to help inform this exercise including comments of support, concerns raised and other suggestions, which have been summarised in this report. This is part of a community focused approach to ensure that the final proposals work for Chertsey Riverside residents.

Beyond this, the project will seek funding to move forward into a delivery and construction phase. There can be no guarantee that any aspects of the project will be built until funding can be secured from an appropriate source(s). Depending on the scale of funding available, it may be necessary to build the project in phases with certain elements given priority. The elements that are prioritised for delivery will be agreed with the local Divisional Member based upon an assessment of community support, active travel benefits, deliverability and value for money.

Appendix

Appendix A: Preliminary Design Proposals (Stage 3)

Please see separate document for Appendix A.

Appendix B: Commonplace Survey Questions

Part A: Information about respondents?

Where did you hear about this engagement scheme?

What is your home postcode?

What is your work postcode?

What is your connection to the area?

I live in the area, I work in the area, I study in the area, I commute through here, I have a business in the area, I move goods on this route, I am a visitor to this area

What is your age group?

13-15, 16-24, 25-34, 35-44, 45-54, 55-64, 65-74, 75-84, 85 and over, Prefer not to say

What is your employment status?

Working full-time, Working part-time, Zero-hour contract, Self-employed, Apprenticeship/training, Student, Retired, Unemployed, Stay at home parent, Carer, Volunteer

How do you usually travel in or around the area?

Walking, Walking with pram/pushchair, Jogging/running, Cycling, Mobility scooter/wheelchair, Motorcycle/Moped, Bus, Taxi or other cab, Car (passenger), Car (driver), Commercial vehicle, Scooter, Train, Tube

How would you describe your gender?

Man, Woman, Non-binary, Prefer not to say

Do you consider yourself to be trans? (Trans is an umbrella term to describe people whose gender identity is not the same as the sex they were assigned at birth)

Yes, No, Prefer not to say

Do you consider yourself as having a disability or long term health condition?

Yes - sensory impairment e.g. hearing or visual, Yes - physical/mobility impairment, Yes - mental health condition, Yes - learning disability/difficulty, Yes - long standing illness or health condition, No, Prefer not to say

What is your ethnicity?

Asian/Asian British – Chinese, Black/African/Caribbean/Black British – Caribbean, Black/African/Caribbean/Black British – Other, Mixed/Multiple - White and Black African, Other ethnic group – Arab, White - Gypsy or Irish Traveller, Asian/Asian British – Bangladeshi, Asian/Asian British – Indian, Asian/Asian British – Other, Black/African/Caribbean/Black British – African, Mixed/Multiple - White and Asian, Mixed/Multiple - White and Black Caribbean, Other ethnic group - Any other ethnic group, Prefer not to say, White – Irish, White – Roma, Mixed/Multiple – Other, White – Other, Asian/Asian British – Pakistani, White - English/Welsh/Scottish/ Northern Irish/ British

If your ethnicity is not on the list, please specify:

Comment box

Part B: Survey questions

Roakes Avenue

How do you feel overall about the updated proposals for Roakes Avenue, including side roads?

Very Negative to Very Positive (smiley faces)



Do you feel that the changes made to proposals for Roakes Avenue, including side roads, are an improvement on the previous ones?

Strongly Disagree to Strongly Against (smiley faces)



Please use the box below to provide any further feedback you wish to share on Roakes Avenue, including side roads:

Comment box

Wheatash Road

How do you feel overall about the updated proposals for Wheatash Road, including side roads?

Very Negative to Very Positive (smiley faces)



Do you feel that the changes made to proposals for Wheatash Road, including side roads, are an improvement on the previous ones?

Strongly Disagree to Strongly Against (smiley faces)



Please use the box below to provide any further feedback you wish to share on Wheatash Road, including side roads:

Comment box

Appendix C: Resident Letter

Tel: 0300 200 1003
Email: localstreetimprovements@surreycc.gov.uk

SURREY
COUNTY COUNCIL

Transport Policy Team
Victoria Gate
Chobham Road
Woking
GU21 6JD

Your ref: Chertsey Riverside Local Street Improvements

October 2025

Dear Resident,

Subject: Chertsey Riverside Local Street Improvements (Further Engagement)

We are writing to inform you that we are undertaking further engagement on the Chertsey Riverside Local Street Improvements (LSI) scheme. The engagement period will run between Monday 20 October and Sunday 30 November 2025.

Following engagement with the community over the past two years, Surrey County Council has developed updated proposals to make streets in Chertsey Riverside safer, healthier, and more attractive with improved facilities for walking, wheeling, and riding.

We most recently gathered feedback on scheme proposals last winter. The scheme proposals have been revised taking into account the feedback we received, and we are now asking for views on the updated proposals. We want to hear from people who live, work, study, travel through and spend time in the Chertsey Riverside area. Your views will be used to inform detailed design, subject to funding.

The proposals in your local area can be viewed online at: https://chertseylsi.commonplace.is/. These proposals have taken into account the feedback received from previous public engagement.

Have your say

Your views are important to us, and your input would be greatly appreciated to help influence the plans in Chertsey Riverside. As a local resident who may be impacted by this scheme, we would like to hear your views on our updated proposals.

To find out more about the proposals for the Chertsey Riverside LSI and provide feedback, please visit https://chertseylsi.commonplace.is/ or scan the QR code.

The engagement period will run between Monday 20 October and Sunday 30 November 2025.

If you would like to contact us:

- Phone: 0300 200 1003
- Textphone via Relay UK: 18001 0300 200 1003
- Text SMS: 07860 053 465
- Email: localstreetimprovements@surreycc.gov.uk
- Post: FAO Transport Policy, Victoria Gate, Woking, GU21 6JD

Yours faithfully,

Transport Policy Team, Surrey County Council

Appendix D: Engagement Materials



Figure 12 - Image of the poster displayed advertising the Chertsey Riverside LSI engagement period



Figure 13 - Image of the flyer shared to advertise the Chertsey Riverside LSI engagement period

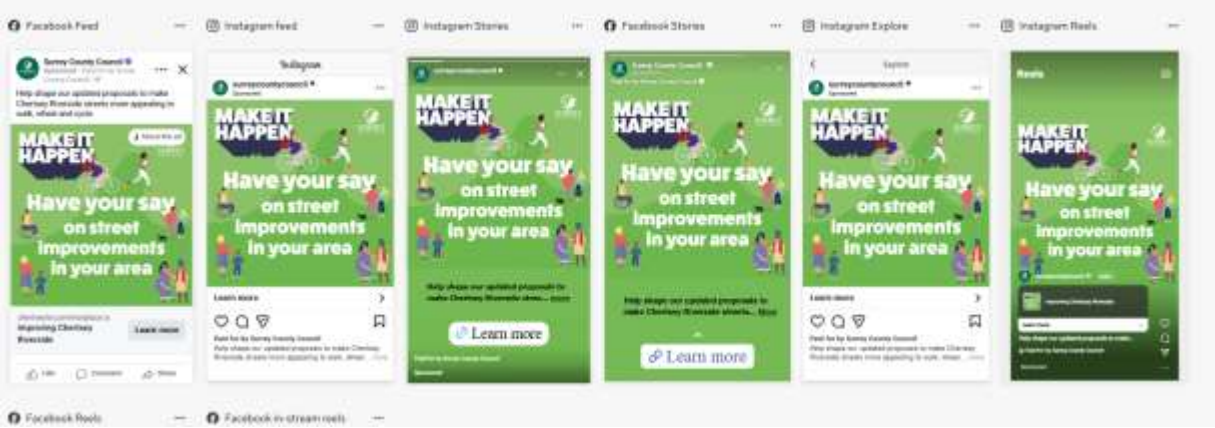


Figure 14 - Posts shared on social media to advertise the Chertsey Riverside LSI engagement period