Proposed Pedestrian Signalised Crossing Scheme – Chaldon Road, Clifton Hill School

Public Engagement Results



Public Engagement Overview

Background & Purpose

Surrey County Council is proposing to implement a raised traffic light crossing outside Clifton Hill School, Chaldon Road. A public engagement exercise was carried out between 19th December 2025 and 16th February 2026, providing residents, local businesses, and other road users with an opportunity to review the proposed scheme and share their views.

The purpose of the engagement was to gather local insight, understand any concerns, and ensure that all affected stakeholders had the chance to contribute before the scheme progresses further.

This report summarises the feedback received throughout the engagement period and sets out officers' recommendations and responses to the comments raised.

Engagement Methodology

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

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

Engagement Response Level

627	Visitors to engagement webpage
125	Survey respondents
10	Respondents living on impacted roads
48	Respondents living within the local area

Recommendation

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

The majority of respondents, including residents living on the affected roads, expressed strong support for the raised traffic signal crossing.

Concerns mainly related to the need for the crossing to be on a raised table

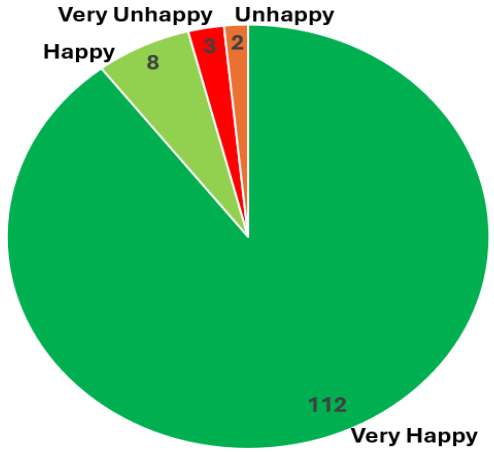
Overall, the feedback did not identify any issues that have not already been considered in the design of the scheme.

Sentiment of Respondents

How people feel about the proposed raised signalised pedestrian crossing

There is strong support for the scheme, across all respondent groups

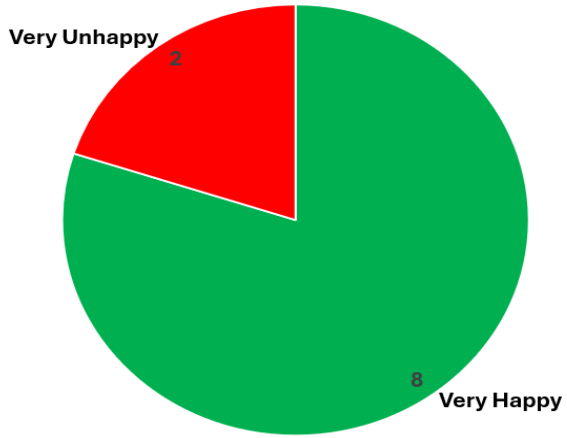
Overall
(125 respondents)



96% happy or very happy

4% unhappy or very unhappy

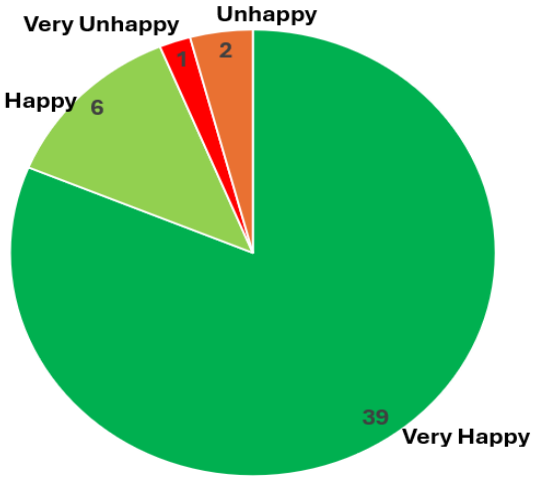
Residents of impacted roads
(10 respondents)



80% happy or very happy

20% unhappy or very unhappy

Live withing the local area
(48 respondents)



94% Very Happy

6% unhappy or very unhappy

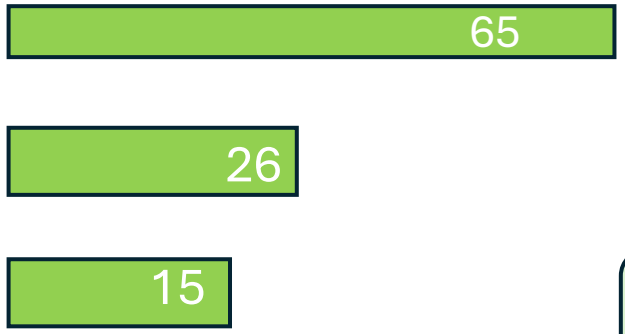
Positive Feedback

What people said they like about the proposed road layout changes

Key Positive Themes

- ✓ Very Strong support for safety for pupils accessing Clifton Hill School
- ✓ Support for measures to reduce the speed of vehicles
- ✓ General approval that improvements are happening

Number of mentions



What people told us...

Anything to help families and children to safely access the school is a bonus. My son attends the school, and this part of the road is very busy and sometimes nearly impossible to cross

The raised pedestrian crossing will help wheelchair users and pupils with limited sight cross the road safely

Definitely needed as that is dangerous. The crossing should have been done years ago.

I like the idea that the traffic approaching the school will be slowed down, this will make it much safer to cross the road, traffic is currently too fast and dangerous making it difficult to cross the road with young people in wheelchairs and walking difficulties.

Key Insight

The positive comments show clear, strong support for providing a signalised pedestrian crossing for pupils and families to safely access Clifton Hill School. Respondents also welcome the traffic calming measures to slow vehicle speeds.

Objections and Concerns

What people said they did not like about the proposed raised signalised pedestrian crossing

Key Objection Themes*	Number of mentions
Feel that the raised table is not necessary	12
Will increase congestion	5
Road surface condition is very poor, and would prefer the road to be resurfaced	4
The poor parking of the taxis used for the school needs to be addressed	3
Prefer a zebra crossing instead of a signalised crossing	3

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

What people told us...

> Raised road surface and signal lights are totally unnecessary for the road. Traffic lights for a singular school that will only be in operation for very short periods of a day is not necessary.

> Traffic lights will inevitably cause regular tailbacks up the hill.

> A zebra crossing would be more practical and less costly, implement that instead of wasting funds that could otherwise be used for reconditioning our roads

> You'll need to plan better parking in the area and how the taxi queue will work around the crossing

Key Insight

Most concerns were about putting the traffic signals on a raised table, with some residents feeling that it is not necessary. Some residents feel that a zebra crossing would be sufficient. Poor road surface conditions was frequently cited as a more pressing problem.

Concerns & Suggestions

Summary of concerns raised and officer responses

Concern	Officer response
The raised table is not necessary.	• The raised table improves safety and accessibility by providing a level, step-free surface for pupils, including those using wheelchairs or with significant mobility difficulties. It removes the need to navigate kerbs and makes crossing quicker and safer. It also slows vehicles on the approach, ensuring drivers reach the crossing at a safe speed and reducing risk for all pedestrians
The signalised crossing together with the raised table will increase congestion	• Any delay from the traffic lights will be brief and limited to the immediate crossing area. The design simply ensures drivers approach at a safe speed and does not create unnecessary queuing. Evidence from similar residential roads shows that well-timed pedestrian signals do **not** lead to increased congestion, as most delays occur at junctions rather than mid-link crossings.
The money for this should be spent on resurfacing or potholes instead	• It is recognised that some residents and road users would like to see additional repairs to roads in Surrey. • Countywide road maintenance works are funded from a different budget than the funding that has been allocated for delivering this scheme. The roads with the worst surface defects, and with the greatest usage are prioritised first. 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
Would prefer a Zebra crossing	• A zebra crossing would not provide the level of safety or accessibility required for pupils with significant mobility and visibility needs. A signalised crossing offers controlled, predictable stopping of traffic, ensuring wheelchair users, visually impaired pupils, and those requiring more time can cross safely. Any additional cost is justified by the higher level of protection and accessibility it provides, and well-timed signals do not create unnecessary congestion
The poor parking by the School Taxis needs addressing	• We recognise that school parking can be frustrating, we will work with the school and transport provides to ensure parking is managed safely.

Conclusion and Next Steps

Conclusion

The feedback **shows strong broad support** for the introduction of a safer crossing outside Clifton Hill School with most respondents highlighting **the clear safety benefits of protecting pupils with disabilities, mobility challenges and limited road awareness**. Many respondents highlighted regular difficulties with crossing the road and concerns about fast moving traffic.

A significant number of respondents value the inclusion of a raised table to help reduce the speeds, describing the road as **“very busy**” and **“dangerous”.**
Several respondents explicitly welcome the traffic calming and request further enhancements such as a 20mph speed limit to strengthen the impact of the scheme.

Concerns centre primarily on the **raised table, potential congestion and preference for alternative crossing types and existing parking issues,** rather than opposition to the principle of a crossing.
The surface conditions of Chaldon Road was also a concern reported by some respondents, and would prefer the pothole repairs be prioritised before installing the crossing
These points have been addressed through the officer responses.

Some respondents suggested broader measures such as adding a 20mph speed limit. These fall outside the scope of the current scheme, but they have been noted and can be considered as part of a subsequent phase by the new unitary council of East Surrey following Local Government Reorganisation (LGR) in April 2027.

Next Steps

Taking into account **both the strong and widespread support and the strong safety benefits identified**, the Council considers that the scheme will deliver meaningful improvements to road safety outside the school scheme has the support of both the county councillor and Surrey Police, and for these reasons **the decision has been taken to proceed with the next step:**

A Draft Traffic Regulation Order (TRO) will now be prepared and advertised for statutory consultation. This legal process provides a further opportunity for formal representations to be submitted before a decision is made on whether Raised Signalised Pedestrian Crossing will be implemented.