

Public Engagement Results

Proposed School Street – St Thomas of Canterbury Primary Catholic School, Horseshoe Lane West, Guildford .

Public Engagement Overview

Background & Purpose

Surrey County Council is proposing a scheme to introduce a School Street on Horseshoe Lane West and surrounding roads. The proposal was developed to help reduce the number of vehicles on roads around a school. School Streets prioritise pedestrians and cyclists, making it safer and easier for children and families to walk, cycle or scoot to school

A public engagement exercise was carried out between 30th January, and 20th March 2026 providing residents, local businesses, and other road users with an opportunity to review the proposed scheme and share their views.

An in-person engagement event was held on Wednesday 17th March at St Peters Secondary School, allowing residents, parents and other stakeholders to ask questions and understand the proposal.

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://st-Thomas-of-canterbury.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

799	Survey respondents
59	Respondents living on impacted roads
302	Respondents living in the surrounding roads
298	Respondents with children attending St Thomas of Canterbury School

Recommendation

The engagement findings clearly show that although respondents support the objective of improving safety outside the school, there is an overwhelming strong opposition to the proposed School Street.

The majority of respondents, including residents living within the proposed school street and parents with children at the school were against the proposal.

Some respondents agree that 'something needs to be done' with some supporting 'trailing' the proposal for six months. Support the principal

The main concern is that the proposal would shift traffic and parking onto surrounding roads increasing already at capacity for parking, thus increasing congestion and safety risks. It is widely seen as impractical and lacking a coordinated, area-wide approach. As a result, it is viewed as moving rather than solving the problem, with a preference for more holistic and less disruptive alternatives.

Sentiment of Respondents

How people feel about the proposed School Street

Overall
(799) respondents)

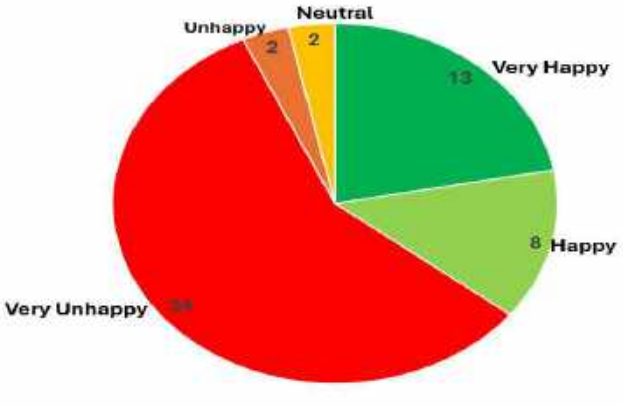


15% happy or very happy

81% unhappy or very unhappy

4% neutral

Residents living within School Street Zone (59 respondents)

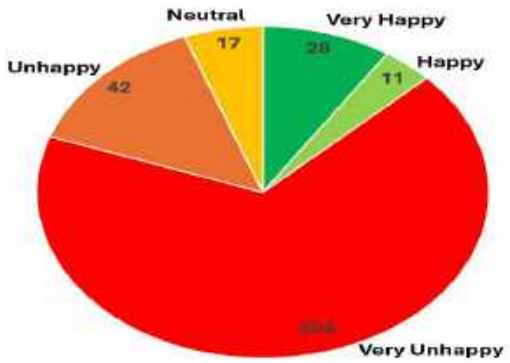


35% happy or very happy

61% unhappy or very unhappy

4% neutral

Residents living in surrounding roads
(302 respondents)



13% happy or very happy

81% unhappy or very unhappy

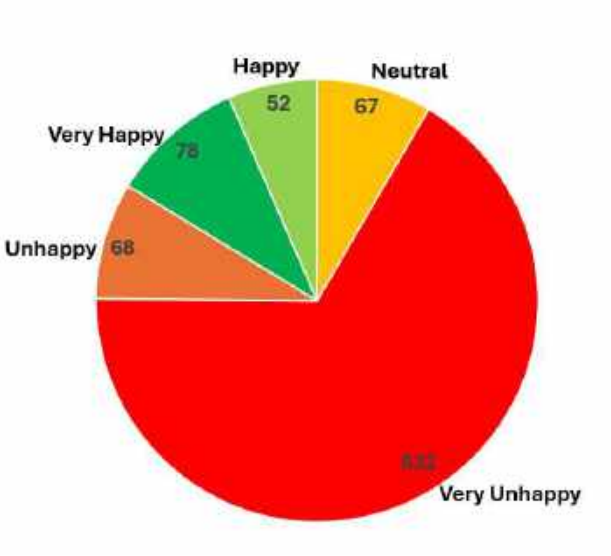
6% neutral

SURREY COUNTY COUNCIL

Sentiment of Respondents

How people feel about the proposed School Street Timings - The timings proposed for the School Street are 8am–9am and 2.30pm–3.45pm

Overall
(797) respondents)



16%	happy or very happy
75%	unhappy or very unhappy
9%	neutral

Key Themes

- Some respondents feel that the proposed timings broadly match drop-off and pick-up periods and will help reduce congestion at peak times.
- Many others feel the **timings are too long and unnecessarily restrictive for residents and visitors.**
- A number of people **support the 8am start but believe the morning restriction should end at 8.45am not 9am.**
- Some believe the afternoon period **should begin earlier as many parents start arriving at 2pm to pick up their children.**
- A major concern over the timings are the **impact they will have on the 2 nearby schools,** with similar drop-off and pick-up times, and believe we will just be pushing the problem of **congestion and safety risks onto their roads.**
- A large majority of **residents** feel that the timings are **unacceptable and will restrict their normal day to day life as a resident.** The afternoon period feels especially excessive and will create a **disproportionate impact on their lives**.
- Many residents would **prefer shorter and more targeted timings** to be considered.

SURREY COUNTY COUNCIL

Sentiment of Respondents

How Parents of children attending St Thomas Of Canterbury School feel about the School Street Proposal

Overall
(298) respondents)



11%	happy or very happy
86%	unhappy or very unhappy
3%	neutral

Key Themes

- Support for the principal objective for improving safety outside the school and welcome reduced traffic at peak times and better protection for children walking and cycling.
- Agree with the aim, but the proposal is impractical for parents who must drive to school.
- Belief expressed that the school's wide catchment makes walking unrealistic for many.
- Perceived as unfairly benefiting one school at others expense.
- Concerns over children and families crossing Epsom Road, where there are no controlled crossings in place to support the increase in number crossing.
- Strong concerns that traffic will be pushed onto surrounding roads, making the already congested roads worse, and unsafe.
- Requests for an area-wide strategy to find a solution to include all three schools within the area.
- Strong preference for a one-way system as a better solution.
- Fear that problems will simply shift to nearby streets rather than be solved.

Positive feedback from residents within the School Street zone

What residents of the proposed School Street Zone said they liked about the proposed School Street
59 residents within the School Street zone responded.

Key Positive Themes

- ✓ Support that the proposal will reduce congestion and enable them to access/leave their homes at all times
- ✓ Support the objective of making it safer for children and families to walk to the school
- ✓ Some like the idea of the six-month trial
- ✓ Would reduce unsafe manoeuvres outside the school and dangerous parking.
- ✓ Like that this would improve air quality for both pupils and residents

What people told us…

We like prioritising residents, who can currently feel like prisoners in their own homes, when trapped by parent vehicles. Emergency vehicles cannot enter or exit White House Drive at peak times

This scheme strikes the right balance, meeting the safety needs of the school and children and a reduction of nuisance and inconvenience that residents suffer

I welcome the proposal to trial the scheme to see if t really does help, as if the trial is unsuccessful then it can be changes rather a permanent change

Restricting the flow of traffic, even for a limited period should improve air quality. It is not pleasant having idling cars for up to 30 minutes near my home

As a resident, it would be lovely to have fewer cars queuing outside the house during school times. I like the air would be better and less polluted.

Key Insight
The positive comments show clear support for making it safer for pupils to walk to school. Residents mention the benefits of being able to access/leave their homes during peak school times and like that the air quality would improve outside their homes.

Concerns from residents within the School Street zone

What residents of the proposed School Street Zone said they did not like about the proposed School Street

Key Objection Themes*

- Unfair to restrict residents from having visitors, taxis and deliveries, loss of freedom
- Concerns over traffic displacement to surrounding roads worsening congestion and causing safety issues
- Tackle the issue of poor behaviours of school parents, not penalise residents. Provide buses for the pupils.
- The proposal will not work. The money should be spent on additional parking enforcement officers to enforce the illegal parking
- Question if the council can propose a School Street on a private road

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

What people told us...

> Just because I live on a street with a school, I should not have my freedom and the freedom of friends, taxis, deliveries, and tradespeople to come and go to home as we please.

> This is not a safety improvement. It is a recipe for serious injury. It will cause significant congestion on surrounding roads, creating gridlock in an area that is already under pressure

> It is the behaviours of parents of the school who are the problem, not residents. There should be action taken regarding the parents.. They should be issued with penalties.

> I would like the council to explain how legally they can include Beechway in the school street proposal as it is a Private Road

Key Insight

The majority of respondents are opposed to the restrictions that the School Street would bring for them. Further to this many believe that the proposals do not fix the problem, while others feel that the money should be spent on additional parking enforcement measures. Impact on the surrounding area is another key concern.

Positive feedback from residents in the surrounding roads

What residents in the surrounding roads said they liked about the proposed School Street

Key Positive Themes

- ✓ Improves safety and health for the children and families walking and cycling to school
- ✓ Reduces traffic, congestion and pollution
- ✓ Encourages walking, cycling and car-free journeys
- ✓ Helps address inconsiderate and dangerous driver behaviour
- ✓ Improved air quality /reduced pollution
- ✓ Support the principle behind the proposal

What people told us...

I support the principal of School Streets and the aim to reduce traffic, improve air quality and make it safer for children to walk and cycle to school

The idea my children and their friends can walk safely to school and stop frustration from everyone involved.

I welcome the fact the authority has undertaken consultation and provided residents with the opportunity to comment on the proposal. Meaningful engagement is essential

This will make it safer for the children around the school entrance, where the pavements are crowded. It may encourage more parents to walk their children to school

Trying to alleviate the congestion is completely valid

Key Insight

The positive comments show support for making it safer for children to walk on narrow pavements, prioritising pedestrians over vehicles. Respondents also welcome the reduction in traffic and pollution at peak times.

Concerns from residents in the surrounding roads

What residents of surrounding roads said they did not like about the proposed School Street

Key Objection Themes*

- Displacement of traffic into surrounding roads already congested
- Safety concerns that will arise from the scheme- crossing Epsom Road
- School should manage its own traffic rather than introducing a scheme which will impact residents
- Unfair on the other two schools within the area.
- Moving the problem not solving it

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

What people told us…

There has been no thought as to where the displaced traffic will go for drop-off and pick-up times, the surrounding roads are already congested with parking from the other schools

This scheme only shifts the problem of traffic and parking onto other roads, this does nothing to solve the core issue, just causing more problems locally

The easy solution would be to put double yellow lines all along Horseshoe Lane West, therefore cars can freely move up and down. It would be cheaper and more effective

Crossing Epsom Road is already unsafe and dangerous. More children will need to cross this busy fast-moving road which will cause accidents

Key Insight

Similarly to the responses from the residents within the proposed School Street zone, displacement of traffic is the dominant concern. Access, safety and effectiveness are also central to the main concerns.
Many believe that the scheme will not solve the problem , only make it worse.

Conclusion and Next Steps

Conclusion

Feedback is highly polarized but predominantly negative with a clear distinction between support for the intent of the scheme and opposition to its proposed design and impacts.

Across all responses there is broad agreement on the need to do something. Improving child safety, air quality and active travel is widely supported. Many accept the current situation is unsafe, congested and unsustainable. There is recognition that behaviour change is necessary, particular reducing unnecessary car use.

Despite this support for the objective behind the proposal, most respondents strongly oppose the proposed School Street. Displacement of traffic is the overwhelming dominant concern, and that parking and pollution will be moved to surrounding roads.

The proposal is widely described as a scheme that "shifts the problem rather than solves it "

The second most raised concern is the **wider safety risks**. Whilst safety may improve on Horseshoe Lane West, respondents believe that it will worsen elsewhere, particularly on Epsom Road and the roads outside Boxgrove School and St Peters School

The proposed school street is widely viewed as mis-targeted, impractical and likely to create significant unintended consequences.

Officers Recommendation

Surrey County Council Officers recognise that the engagement findings **demonstrate a clear and strong level of opposition t**o the proposed School Street for St Thomas Of Canterbury School.

In light of this feedback, **Surrey County Council Officers do not recommend progressing with the School Street Proposal**

Decision

The results and feedback from this engagement have been shared with your local County Councillor and a decision has been made .....

Next Steps

Taking into account the feedback from all respondent groups, we propose the following measures:

- Additional Parking Controls on Horseshoe Common West – Double Yellow Lines, with loading restrictions
- Bollards on the pavement of Horseshoe Common West/Whitehouse Drive to deter vehicles parking on the pavement and obstructing access for emergency vehicles.

The above recommended Parking Controls will be subject to Statutory Public Consultation