

Public Engagement Results

Proposed School Street – Riverbridge and Our Lady of The Rosary Schools, Park Avenue, Staines-Upon-Thames.

Public Engagement Overview

Background & Purpose

Surrey County Council is proposing a scheme to introduce a School Street on Park Avenue and Charter Place, Staines-Upon-Thames. The proposal was developed to make walking, wheeling and cycling safer and easier for children and families walking to and from Riverbridge Primary school and Our Lady of The Rosary Primary School.

A public engagement exercise was carried out between 5 June and 17 July 2026 providing residents, local businesses, and other road users with an opportunity to review the proposed scheme and share their views. In-person engagement events were held on 10 June and 9 July at the schools.

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: Have Your Say Today - Riverbridge Primary/Our Lady Of The Rosary Primary School Street – Commonplace

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

166	Survey respondents
26	Respondents living on impacted roads
57	Respondents living in the surrounding roads
85	Respondents with children attending one of the two schools

Recommendation

The engagement findings show a mixed response to progressing the scheme as currently proposed.

Almost half of those parents at the school that responded were in favour, as were most of the residents living within the proposed School Street zone. The majority of residents living on the neighbouring streets were against the proposal.

Concerns related in the main to the levels of inconvenience and restriction, displacement of traffic elsewhere and lack of alternative parking locations. We do acknowledge that the existing Park and Stride options would be greatly improved by the addition of the Eclipse Leisure centre car park, unfortunately this has been rejected at this time.

Many of the respondents across the various different groups acknowledged the positive impacts on safety and air quality outside the school that the scheme would bring if it were to go ahead.

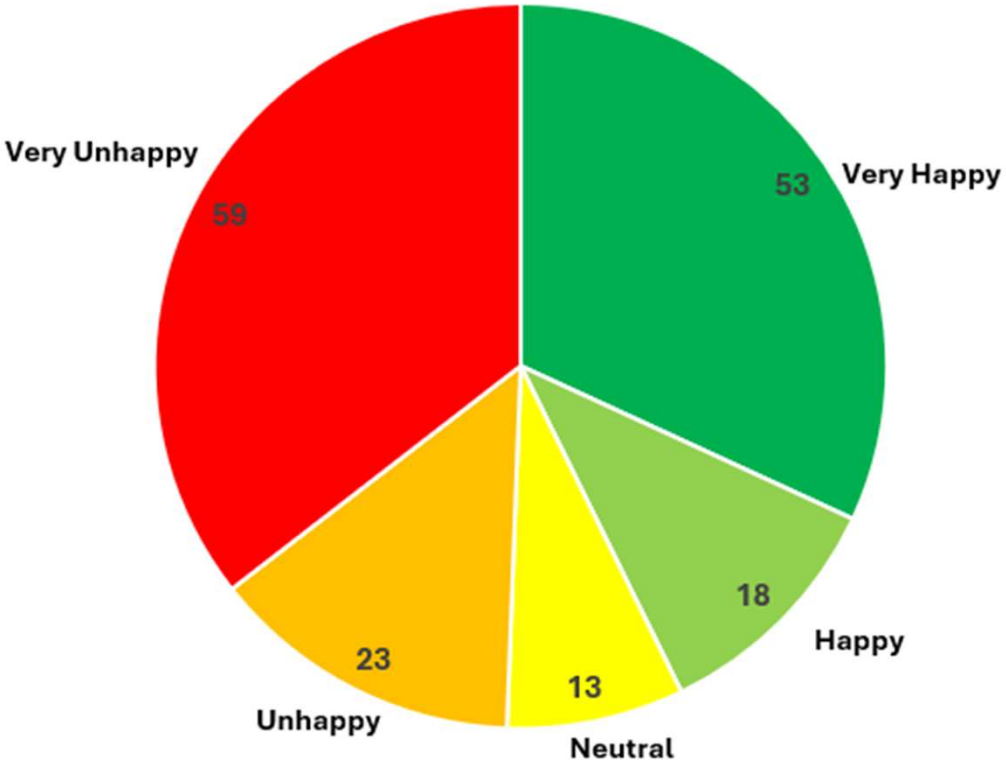
Surrey County Council officers would recommend that the scheme should proceed to the six-month trail phase.

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Sentiment of Respondents

How people feel about the proposed School Street

Overall
(166 respondents)

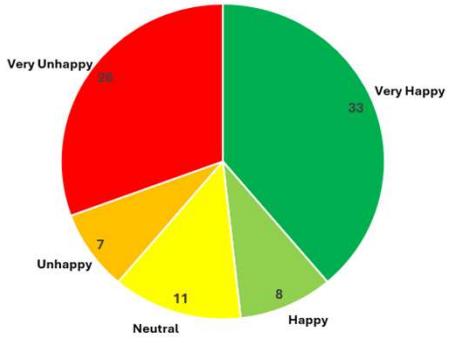


43%	happy or very happy
49%	unhappy or very unhappy
8%	neutral

Sentiment of Respondents

How different groups of people feel about the proposed School Street

Parents of children at the schools
(85 respondents)

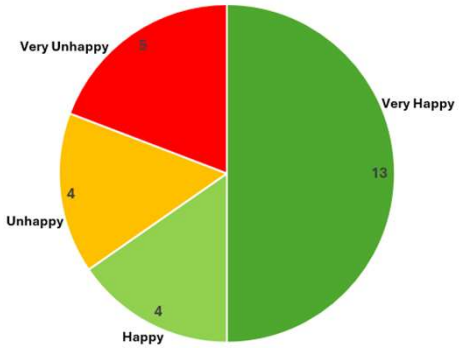


48% happy or very happy

39% unhappy or very unhappy

13% neutral

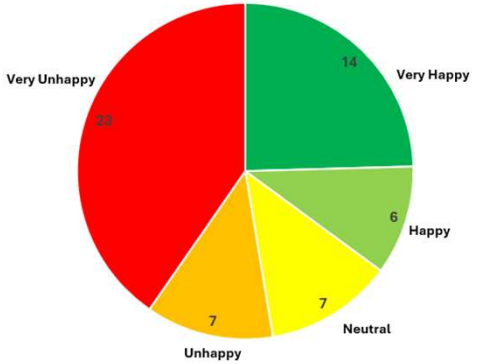
Residents living within the School Street Zone
(26 respondents)



65% happy or very happy

35% unhappy or very unhappy

Residents living in surrounding roads
(57 respondents)



36% happy or very happy

52% unhappy or very unhappy

12% neutral

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Positive feedback from parents of children at the two schools in Park Avenue

What parents said that they liked about the proposed School Street – 85 parents responded

Key Positive Themes

- ✓ Improved safety for children – safer walking, cycling and crossing near to the schools
- ✓ Reduced dangerous driving and parking – fewer near misses, speeding and unsafe manoeuvres
- ✓ Less traffic around the school gates creating a calmer environment
- ✓ Cleaner air and environmental benefits
- ✓ Improved quality of life for residents – less congestion, noise and conflicts

What people told us...

I welcome the scheme as cars do not adhere to the speed limits down Park Avenue, and they park dangerously during school hours.

Clearer roads and no more road rage on a daily basis. What's not to like?

Children attending their local school will benefit from the tranquillity of the pedestrianised road. They will avoid angry drivers, foul language and ill parked vehicles.

This should be put forward for every primary school situated in residential roads.

Key Insight

The positive comments show support for making it safer, more pleasant and healthier for children and their families to walk and cycle to school in Park Avenue.

Concerns from parents of children at the two schools in Park Avenue

What parents said that they did not like about the proposed School Street

Key Objection Themes*

- Traffic and parking would be displaced to the neighbouring roads
- Proposed Park and Stride locations lack capacity and are already congested
- Will cause practical difficulties for working parents, disabled parents, those with mobility issues and SEND families
- The proposed scheme will relocate the problem rather than solving it
- Should consider alternatives such as increased parking enforcement, drop-off systems or staggered school day times

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

What people told us...

It is simply not viable if no other nearby parking is offered in addition to what is currently available.

I think only applying the scheme to Park Avenue is short-sighted. This will perpetuate the issue of traffic and inconsiderate parking in the other roads surrounding the schools.

This is a disproportionate response. Traffic wardens should be stationed to monitor the minority who are displaying dangerous behaviour.

You are just pushing the problem to other areas as many parents have no choice but to drive their children to school and that will not change. They will just be forced to park in even less suitable places.

Key Insight

Many parents are concerned that the problem will be forced onto the neighbouring roads, many of them live on these roads. They are concerned that suggested alternative parking options are insufficient to meet the demand.

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Positive feedback from residents within the School Street Zone

What residents of Park Avenue, Grovebarns and Charter Place said that they liked about the proposed School Street. 26 residents within the School Street zone responded

Key Positive Themes

- ✓ Improved safety for children
- ✓ Better access for emergency vehicles where needed
- ✓ Reduction of traffic and congestion
- ✓ Cleaner air, improved access and quality of life for residents – would create a calmer more pleasant environment
- ✓ Encourages walking, cycle and scooting

What people told us...

Park Avenue is very busy with car traffic at the start and end of the school day, this is a hazard for pedestrians and cyclists, particularly children.

Less pollution as there won't be a constant queue of traffic pumping out fumes at child level.

As a disabled elderly resident I struggle everyday with school parents parking in the spaces we are allocated. My disability does not allow me to park further away.

Children walking or cycling have nearly been hit by vehicles navigating tight gaps. Visibility is reduced due to chaotic parking.

Key Insight

The positive comments show clear support for making it safer for pupils to walk and cycle to school in Park Avenue. Residents mention the benefits of reducing the amount of vehicles near to the school at peak times.

Concerns from residents within the School Street zone

What residents of Park Avenue, Grovebarns and Charter Place said they did not like about the proposed School Street

Key Objection Themes*

- Concerns about visitor, carer and delivery access
- Potential displacement of traffic and parking to nearby roads
- Scheme is overly complicated and restrictive
- Objections to vehicle registration and evidence requirements
- Concerns from business owners as to the impact on their businesses

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

What people told us...

I'm concerned about the impact on deliveries where it is not possible to specify the time. If I had friends or family visiting it would be too restrictive if they can't drive onto my street at certain times.

I'm not convinced on the length of time and worry about the impact to the surrounding roads.

Asking for vehicle and insurance documents is an over-reach from the Surrey Council! I believe exceeding authority limits.

Blocking off Park Avenue will affect my business, I can't expect international clients to be walking the full length of Park Avenue in winter after they arrive into the UK.

Key Insight

Many respondents are opposed to the restrictions that the School Street would bring for them. Some are unhappy that they would need to provide more than just their car registration to gain a resident exemption Impact on the surrounding area is another key concern.

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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 for children who are walking, cycling and crossing near the schools
- ✓ Reduces dangerous driving and parking – fewer speeding issues
- ✓ Less traffic and congestion around the school gates
- ✓ Encourages active travel and a cleaner, quieter environment
- ✓ Improved wellbeing and quality of life

What people told us...

Drivers are ruthless on school runs so this is welcomed

Walking to and from school will be healthier for the children as parents are parking on Park Avenue and Langley Road and leaving their engines running.

The streets around a school in a highly populated area should be controlled for the safety of the children. This is used across several London boroughs, I would hope that the council would also consider the same approach for other school in the Spelthorne area.

Restricting traffic down a street where young children and families are travelling to school, currently it is incredibly dangerous.

Key Insight

The positive comments show support for making it safer for children to walk and cycle to school 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*

- Traffic and parking will be displaced to neighbouring roads
- Proposed Park & Stride locations are already full or congested
- Increased impact on neighbouring residents, safety concerns may shift to these roads
- Perception that the scheme is poorly planned and lacks supporting measures
- Concerns about access to GP surgery, carers, deliveries and visitors

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

What people told us...

The scheme appears likely to relocate existing traffic and parking problems rather than solve them with Duncan Gardens and Burges Way bearing the consequences.

I live just outside the restricted area and already the parking is awful at school drop off and pick up times.

Burges Way car park is already full and gridlocked with cars parking across kerbs. I am at a loss as to why anyone would think that this area can accommodate more cars when it's already dangerous,

We would all like to walk, cycle etc but the majority of people have more than one child at different schools as well as getting to work.

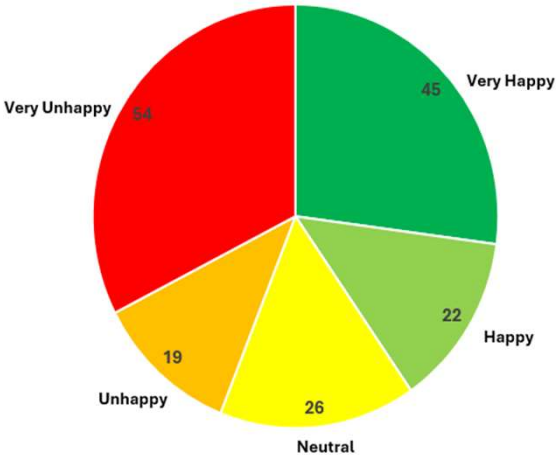
Key Insight

Similarly to the responses from the residents within the proposed School Street zone, many respondents believe that the benefits do not outweigh the negative impact of the restrictions on residents. Many are concerned about the impact of traffic and parking on nearby roads.

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
(166) respondents)



40%	happy or very happy
44%	unhappy or very unhappy
16%	neutral

Key Themes

- Several respondents felt the restriction periods are longer than necessary, particularly in the afternoon.
- Some felt that the morning start time was too early, concerns expressed about an 8am start conflicting with breakfast clubs
- Calls for shorter restriction periods to more closely match the actual drop –off and pick up window – **eg 8.15-8.45am and 2.45-3.15pm**
- Concerns about additional pressure immediately before and after the restriction period – fears that parents will simply arrive earlier or later.
- Afternoon timings seen as particularly problematic – concerns about impact on residents, deliveries, contractors, visitors and carers arriving during the afternoon restriction.

Summary – The most common timing–related concerns were that the restriction periods are too long, the 8am start is too early, and that the scheme would simply shift congestion to immediately before or after the restricted timings. The main alternative suggestion was shorter, more targeted operating times combined with greater staggering of start and finish times between the two schools.

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Concerns & Suggestions (1/3)

Summary of concerns raised and officer responses

Concern	Officer response
The scheme will just move traffic elsewhere	We understand the concern that traffic may shift onto nearby roads. Experience from other School Streets in Surrey and around the UK suggests some initial displacement can occur, but this often reduces as travel patterns adjust. The intention is to reduce risk where children are most exposed, and surrounding roads will be closely monitored so that additional measures can be considered if problems arise.
Park and Stride locations lack capacity – the car park you suggest is already full and Eclipse can't be used	The suggested Park & Stride locations are indicative only and are not intended to accommodate all school traffic. Parking surveys are being undertaken to identify suitable local parking options for those who have no alternative but to drive. If the proposed School Street scheme were to go ahead, then any impacts on parking and traffic would be monitored throughout the trial and reviewed as part of the scheme evaluation.
Disabled people and SEND families are being disadvantaged	We fully appreciate the concern raised by disabled residents and families at the school with SEND children. Exemptions for Blue Badge holders and carers (including carers that are family members and professional carers) will be accommodated. The aim is not to create barriers, but to reduce risk for all children, including those who are especially vulnerable.
Increased congestion around Knowle Green and Burges Way – traffic will worsen in areas that are already busy	We understand that there are concerns about existing congestion in Knowle Green and Burges Way as well as other local roads. Traffic and parking surveys are being undertaken to better understand current conditions and any potential impacts on surrounding roads. This information will help inform the assessment of whether additional measures may be required.
Residents' access, visitors and deliveries will be unfairly restricted	We recognise that reliable access for visitors, carers, deliveries and tradespeople is an important part of daily life. The roads are not closed and resident access is retained at all times. Restrictions are limited to the shortest time possible to balance the value of the restriction against the inconvenience to the residents. Exemptions for carers and visitors in emergency situations can be granted while maintaining the safety benefits of the scheme.

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Concerns & Suggestions (2/3)

Summary of concerns raised and officer responses

Concern	Officer response
Impact on residents in nearby roads such as Langley Road – moving the problem not solving it	We appreciate the concerns raised by residents on neighbouring roads. Understanding how the proposal could affect surrounding streets, including Langley Road, is a key consideration. Traffic and parking surveys are being carried out to assess existing conditions and identify any potential displacement effects, which will be taken into account as part of the overall assessment of the proposal.
Impact on access to local services such as the GP surgery	Concern has been raised about maintaining access to local services, particularly the GP surgery and other community facilities in the area. The potential impact on patients, carers and visitors is being considered as part of the assessment, alongside traffic and parking surveys, to ensure local access needs are fully understood.
There are better alternatives like more use of parking enforcement officers	We can see why more parking enforcement feel like a practical alternative— it makes sense at first glance. The difficulty is that parking enforcement only works when an officer is physically present, which would mean staffing the area every morning and afternoon — something that isn't realistic or cost-effective. That's why the School Street approach is being considered instead.
Concerns about ANPR, permits and fines – viewed by some as unnecessary bureaucracy or revenue generation	Concerns have been raised about the use of ANPR enforcement, permit requirements and the potential for fines. ANPR is commonly used in School Street schemes to enable restrictions to be enforced consistently and fairly. Should a scheme be progressed, clear information would be provided on eligibility, exemptions and registration requirements to help ensure legitimate users can continue to access the area. The purpose of enforcement is to support compliance with any restrictions in place, rather than to generate revenue.

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Concerns & Suggestions (3/3)

Summary of concerns raised and officer responses

Concern	Officer response
Impact on the businesses within the School Street. Will clients be entitled to exemptions?	Surrey County Council officers and the local County Councillor fully recognise and appreciate the concerns that have been raised regarding the potential impact of the School Street on local businesses and their clients. However, it is not possible to provide exemptions for customers attending appointments during the School Street operating times. Clients requiring access during the restriction periods would therefore need to park outside the School Street zone and walk to their destination or arrive before the restriction comes into effect. We acknowledge that there is a need to strike a careful balance between supporting local businesses and achieving the objectives of the School Street. These objectives include improving road safety and air quality for children travelling to and from school, as well as addressing concerns from residents about anti-social driving behaviour and unsafe parking during peak school times. However, it is worth noting that School Street schemes operating elsewhere in the country do not generally provide ad hoc exemptions for clients or customers visiting businesses located within the restricted area. Introducing such exemptions can be difficult to administer and may undermine the effectiveness of the scheme. We would also like to offer reassurance regarding access arrangements for clients. Any vehicle that enters Park Avenue before the School Street restriction comes into force may leave during the restricted period without receiving a Penalty Charge Notice. For example, if the restriction operates between 8:00am and 9:00am and a client has an appointment at 8:00am, they can enter Park Avenue before 8:00am and leave after their appointment without incurring a fine. Throughout the six-month trial period, the operation of the School Street will be closely monitored, and stakeholders will have the opportunity to provide feedback on the operation of the School Street. This will be taken into account before a decision is taken to retain or amend the School Street at the end of the six months. We hope this approach demonstrates our willingness to listen to local views, while working together to create a safer and healthier environment for children, residents, businesses and the wider community.

Conclusion and Next Steps

Conclusion

The results of the public engagement demonstrate a strong appetite from many to improve the current road safety situation in Park Avenue, Staines-Upon-Thames

Whilst there is strong support for keeping children and pedestrians safe, there is evident anxiety that the current proposal could cause new issues and exacerbate existing issues without further refinement. Some respondents felt that the current issues were either not actually a problem at all, or not serious enough to take this level of action.

A dominant theme is concern about traffic and parking displacement into the surrounding roads. Several others were concerned that the changes would create new safety issues elsewhere as a result.

Several residents of the proposed School Street zone were worried about the impact on their own movements and ability to invite others into their homes that the introduction of a School Street would bring.

Other criticisms of the proposal centre around the lack of alternative parking locations for those that have no choice but to drive to the two schools each day. Many shared our disappointment that the newly built car park adjacent to the Eclipse Leisure centre could not be offered as a recognised Park and Stride location

Officers Recommendation

Taking into account **all of the views expressed during the public engagement**, Surrey County Council considers that the scheme would deliver meaningful improvements to road safety outside the school and have **therefore recommended to your local County Councillor that the School Street should be implemented.**

Decision

The results and feedback from this engagement have been shared with your local County Councillor and a decision has been made to **proceed with the implementation of the School Street for Riverbridge Primary School and Our Lady of The Rosary School**

Next steps

An Experimental Traffic Regulation Order (ETRO) for Park Avenue and Charter Place imposing a Pedestrian and Cycle Zone on Mondays to Fridays (inclusive) Term time only **between 8-9am and 2.30-3.45pm.**

We are using the **ETRO process** to provide flexibility and enable changes to be made following feedback from the public and statutory consultees on the changes made as part of the school streets initiative.
Comments received during the first 6 months after the scheme has been launched will be used to assess how the school street is working. These comments will be taken into consideration when deciding if the School Street should be amended or become permanent.

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What happens next ?

START DATE:
We are aiming for the School Street to go 'LIVE' sometime in early 2027. Letters and emails will be sent confirming the start date (we recommend signing up to receiving updates via email using this Commonplace platform)

EXEMPTIONS:
Details on who are eligible to apply for a School Street Exemption can be found here School Street schemes in Surrey - Surrey County Council
Once the online system is ready to receive applications, letters and emails will be sent with instructions on how to apply. Pop-In Events at the school will be held in early 2027 for those entitled to Exemptions to provide technical support in making their applications.

KEEP UPDATED
Regular updates will be posted on Commonplace here;
Have Your Say Today - Riverbridge Primary/Our Lady Of The Rosary Primary School Street - Commonplace