SURREY
COUNTY COUNCIL

Maybury Local Street Improvements Project

‘We Asked, You Said, We Did’ Report (October 2025)



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Background

This report details the comments received from the public, Surrey County Council's (SCC) responses, and updates made to design proposals.

Between 11 November 2024 and 15 December 2024, SCC undertook Stage 2 Informal Engagement with the community on the Maybury Local Street Improvements (LSI) project. This followed on from the Early Engagement (Stage 1) which was conducted between 26 February and 29 March 2024, to identify transport issues and solutions. Information on the content and summary results of the engagement exercises are outlined in our previous engagement reports:

- Early Engagement (Stage 1) Report
- Informal Engagement (Stage 2) Report

As part of Stage 2 Informal Engagement, we asked the community to share their views on a set of design proposals. Following the conclusion of the engagement period, SCC officers have reviewed all comments received towards some of the individual measures that were proposed, plus any recurring or significant themes that were raised.

Analysis

This section of the report presents SCC's 'We Did' response to what 'You Said'.

Within the survey completed by the community during Stage 2 (Informal Engagement), respondents were asked to indicate their agreement with the proposals for each section of the LSI project as well as providing written comments to share more detailed views. Figure 1 summarises the levels of support expressed.

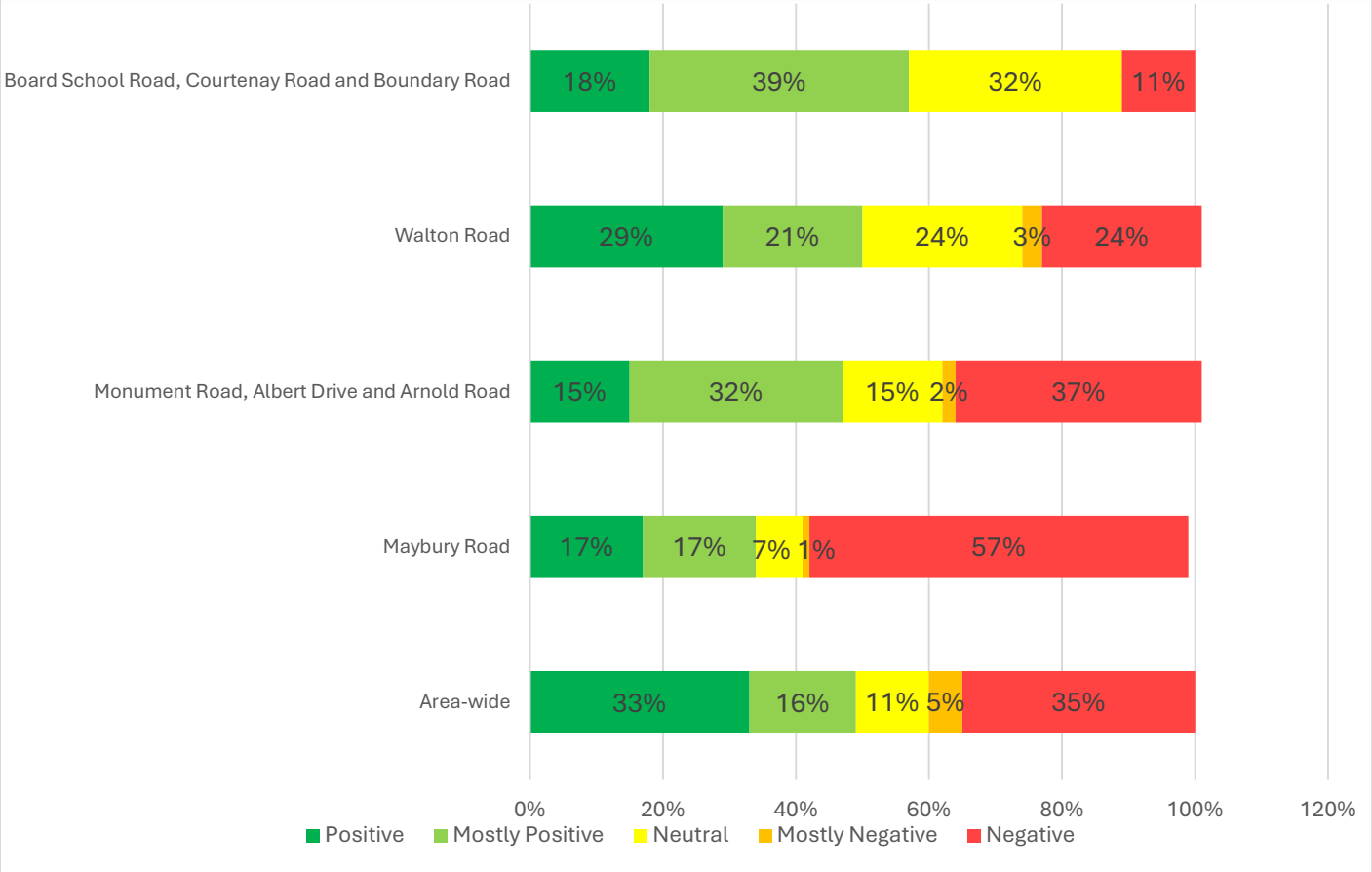


Figure 1: Support for Maybury LSI proposals during Informal Engagement (Stage 2)

Due to the volume and variety of comments received, it is not practical to respond to each comment individually. Instead, a content analysis of responses has been undertaken to identify key themes raised across the project during Stage 2 engagement.

The tables below summarise key concerns identified in responses to the feedback survey, grouped by question.

a) Do you have any feedback on the proposals?

Comment themes (You Said)	Officer Response (We Did)
Concern about the potential impact of the proposals on parking availability.	Parking spaces to be reinstated at the Monument Road end of Maybury Road near the pharmacy and Pepe's Chicken. This will ensure people can park in these spaces short term. The use of these bays will be monitored, ensuring users follow the parking restrictions.
Concerns that the proposals are not doing enough to improve junction visibility.	Double yellow lines remarked or introduced on most junctions to improve visibility and discourage dangerous parking. Narrowing measures to be implemented at multiple junctions to encourage vehicles to slow down upon approach.
Concerns about dangerous driving.	Traffic calming measures such as road narrowing and speed cushions will be implemented to encourage drivers to travel at a safer speed.

Comment themes (You Said)	Officer Response (We Did)
Concerns that the proposals will increase congestion as the road will be too narrow for cars to pass buses and the narrower junctions will make them more difficult to navigate efficiently.	Maybury Road is already fairly constrained by the width of the highway with parking and the cycle lane, with limited scope to widen due to the mature trees. The bus stop build out on Maybury Road near the Monument Road junction has been removed. Other bus stops already exist along Maybury Road so the impact of the one remaining bus stop buildout should be minimal on congestion. Double yellow lines will be implemented at most junctions, which will discourage parking there and make it easier to navigate junctions.
Some comments question the benefits of additional trees and planters.	Trees and planters have a wide range of social and environmental benefits including air quality improvements, flood management, and better mental wellbeing.
Concern that construction will cause disruption.	Once construction is confirmed with funding, a construction management plan will be produced to minimise the disruption to travel. This will consider how any works are scheduled, carried out, and communicated in advance.
Concerns that the reduced speed limits will not encourage people to drive slower.	Vehicle activated signage will be used to remind drivers to travel at a safer speed. A review of roads and locations where implementing speed cushions is feasible has been conducted, and they are now a feature of the scheme. They are designed to ensure buses and emergency vehicles are not impacted as much as they would be with traditional speed humps.
Concerns that the cycle lanes will be obstructed by vehicles and potholes.	There is a separate resurfacing scheme which will resurface Maybury Road and therefore address any existing potholes. The cycle lane on Maybury Road is the opposite side of the highway where the parking bays are.
Concerns about the potential impacts of the proposals on vulnerable pedestrians.	The proposals increase the number of pedestrian crossings that will feature dropped kerbs and tactile paving, which should make it easier for people to safely cross the road. An Equality Impact Assessment (EqIA) has been undertaken to understand impacts on all protected characteristic user groups.

b) Do you have any other suggestions for improvements?

The table below presents a summary of comments that were received regarding issues that were felt not to have been adequately addressed as well as amendments to the proposals that people wished tobe considered.

Comment themes (You Said)	Officer Response (We Did)
Opportunities for more cycle improvements have been overlooked. Suggestions to address this included: • Fixing potholes in cycle lane.	There is a separate resurfacing scheme which will resurface Maybury Road and therefore address any existing potholes.

Comment themes (You Said)	Officer Response (We Did)
• More on road cycle markings. • Ensuring cycle lane is not obstructed by vehicles. • Separate cycle lanes where possible to enhance safety.	More on-road cycle markings to be included throughout the scheme and double yellow lines to be extended to ensure that vehicles do not block access to cycle lane. The advisory cycle lane was chosen due to width restrictions. Local Cycling and Walking Infrastructure Plans (LCWIPs) look at cycling routes from a more strategic focus which is a separate stream of work.
Opportunities for new pedestrian or bicycle facilities have been overlooked. Suggestions to address this included: • Providing additional pedestrian crossings – particularly a zebra crossing near the junction of Maybury Road and Monument Road. • Bike parking outside school if space allows. • Expanded cycle path network.	This proposal involves the installation of multiple pedestrian crossings (both formal and informal) throughout the zone. The updated proposals are extending tactile paving throughout the zone. The continuous footway on the intersection of Arnold and Eve Road has been redesigned with Dutch style kerbs. Due to expected funding limitations, measures need to be realistic for other formal crossings. Parallel cycle stands to be installed on southern footway outside school gates on Walton Road. Strategic cycle path networks are being explored as part of the LCWIP work.
Some vehicles travel at excessive speeds through the area or on specific roads. Suggestions to address this included: • Widening the extent of the proposed 20mph zone. • More traffic calming (speed cushions etc). • More visual speed limit reminders (e.g. speed limit repeater signs, road markings, roundels). • Enforcement/speed cameras and average speed limit cameras. • Blocking off the road to prevent through traffic.	Physical speed calming measures have now been implemented in the scheme, with speed cushions now a feature. These have been added to the designs to further encourage safer driving speeds. The installation and maintenance of speed cameras is outside of the remit of this LSI project. The project team will discuss with the appropriate teams at SCC to understand if this can be looked in to separately. It is currently outside the remit of this LSI project to introduce changes that close roads to motor vehicles.
Roads and pavements experience antisocial use / excessive speeds by some bicycle and scooter users. Suggestions to address this included: • Stop cyclists and scooter users riding the wrong way along one-way streets. • Stop cyclists and scooterists riding on the pavements where there is no lane for them. • Increase police presence to catch dangerous scooterists and cyclists.	Speed limits are not generally enforceable upon bicycle users. Nonetheless, we wish to support all public road users to travel responsibly, not putting themselves or others at risk. Unless signed otherwise, cycling on the footway is not permitted. In specific locations where cycling on the footway is reported to be prevalent, the council may engage with Surrey Police to investigate and seek to address.

Comment themes (You Said)	Officer Response (We Did)
• Clearer signs showing cyclists and scooterists where they can/cannot go.	Several of the improvements proposed to maintain safe vehicle speeds will have a similar effect of encouraging bicycle and scooter users to travel at an appropriate speed for their surroundings. Additional cycle symbols road markings to be included near Maybury/Monument Road junction. Cycle symbol road markings and contraflow signs to be installed at side road accesses.
Opportunities to improve road surface have been overlooked.	There is a separate resurfacing scheme which will resurface Maybury Road and therefore address any existing potholes. Numerous road markings will be repainted as part of the LSI scheme.
Pavements are unsafe for walking due to narrow width or vehicles mounting the kerb. Suggestions to address this included: • Widened pavements. • Bollards that are unable to be removed/metal posts and have smaller gaps between them to ensure that cars cannot pass through. • Better parking enforcement. • Ensure all businesses follow parking rules. Reduce need for buggies and wheelchairs to go in the road.	Resurfacing of footways throughout the zone and footway buildouts will discourage pavement parking as the edge of the road is more clearly defined. Non-removeable bollards and street furniture will be installed along the footway to discourage drivers from parking on the pavement and forecourts. Pedestrian crossing on Boundary Road to have reflective bollards installed to protect pedestrians.
The volume of cars parked on street exceeds the number of available spaces and some vehicles park antisocially / on pavements / on corners of junctions impeding visibility. There were multiple solutions identified by the public for this which have all been reviewed.	Parking spaces are to be reinstated along Maybury Road, including at the Monument Road end near the pharmacy and Pepe's Chicken. Also, new parking spaces will be installed along Maybury Road where space allows. General issues regarding parking provision are considered within SCC's annual parking review. The project team have passed comments on to the enforcement team in regard to more permit checking in the zone.
Concerns about safety and anti-social behaviour. Suggestions to address this included: • Improved lighting along Boundary Road / park area at night.	The proposals will make the area more walkable, which should increase footfall and deter antisocial behaviour due to more "eyes on the street". The proposals will make the zone more attractive which should discourage anti-social behaviour such as littering and fly tipping.

Comment themes (You Said)	Officer Response (We Did)
• Fixing of broken streetlights, especially those in Courtney Mews. • Reactivate or expand the neighbourhood watch program to report and address safety concerns like squatters and vandalism. • Create community-maintained gardens.	Any concerns with issues on streets such as broken streetlights should be reported via the highway reporting tool: Surrey County Council FixMyStreet There are multiple planters and rain gardens within the designs and it would be great to get the local community to maintain these in partnership with SCC. Neighbourhood Watch schemes are outside of the LSI remit, but residents can find their nearest or setup a watch here: Surrey | Neighbourhood Watch Network
Desire to see more improvements to the public realm. Suggestions to address this included: • More seating and greenery. • Sustainable Drainage Projects – Community Rain Gardens, Permeable Surfaces, Water Harvesting. • Remove street clutter. • Pocket parks.	Planters and public realm spaces with seating to be included within design to discourage vehicles parking on the footway. In some locations, the width of the pavement makes it challenging to add new planting and still maintain enough space for pedestrians. Street clutter is removed from designs where feasible.
Desire to see more environmental and aesthetic improvements. Suggestions to address this included: • Green barriers along Albert Drive to reduce air pollution. • Work with local artists or schools to create murals or greenery projects to uplift the appearance of neglected properties. • Encourage families, schools, or businesses to "adopt" and care for specific trees or planting areas. • Offer free workshops on planting and sustainable practices to engage residents and teach maintenance skills.	Planter boxes/trees will be added to the Arnold Road buildout and other locations within the zone. The maintenance of the greenery will be explored at the next stage of the programme. Other suggestions were excellent and local community groups should try to take these forward as they fall outside of the LSI scheme and budget.
Opportunities to clean up the area and reduce fly tipping have been overlooked. Suggestions to address this included: • Empty bins more frequently. • An improved cleaning programme. • Fixing of railings. • Increased enforcement against fly tipping, dog fouling and littering. • Organised clean-up drives, partnership between the council and local residents.	The proposals will make the zone cleaner and more attractive which should discourage anti-social behaviour such as littering and fly tipping. Regular maintenance schedules for assets not associated with the LSI scheme are not within the remit of the project but any issues can be reported via fix my street, Surrey County Council FixMyStreet. Railings are to be replaced with bollards.

Comment themes (You Said)	Officer Response (We Did)
• Resident awareness campaigns - Collaborate with community groups or the council to educate homeowners and renters on waste management and the importance of maintaining their property, emphasizing health and safety.	
Concerns about poor road signage.	Additional signage for pedestrians and cyclists to be included in design, including on road cycle symbols. Additional 20mph signs and roundels to be installed at junctions and side roads.
One suggestion was received for destinations that could be directed towards on wayfinding signs.	The place suggestion received will be considered when developing plans for signage at the relevant stage of design.
Existing road or pavement surfaces are in poor condition or overgrown by foliage. Suggestions to address this included: • Improved road/pavement surface maintenance/repair. • More frequent vegetation clearance. • Tactile paving upgrades. • Resurfacing pavements on multiple roads throughout the zone.	Regular maintenance schedules are not within the remit of the LSI project. The project will consider opportunities to resurface/repair pavements and roads where required in the close vicinity of any proposed improvements. Tactile paving areas to be expanded to accommodate more users.
Suggestions to expand the LSI zone to include Oriental Road, Maybury Hill, Little Riding and Lion Retail Park.	Unfortunately expanding the LSI zone is not within the remit of this LSI project due to funding.
Junctions are unsafe due to parked cars limiting visibility. Suggestions to address this included: • Using narrowing measures at all junctions. • Prevent cars parking too close to junctions. • Double yellow lines near corner of junctions/roads.	Planters near crossing points will be replaced with rain gardens as these have lower-level shrubs which enhances visibility. Narrowing measures will be implemented, where feasible, at junctions that are currently considered to be too wide. Double yellow lines to be extended.
Concerns about motorcycles using the cyclepath as a shortcut from Eve Road to Monument Road. Suggestions to address this included: • Cameras to be installed in this area.	Motorcyclists using cyclist access would be contravening the Highway Code. This falls within enforcement with limited design options to mitigate this. However, other teams within SCC will be contacted to see if any enforcement can be actioned outside of the LSI scheme.
Opportunities to improve road safety have been overlooked. Suggestions to address this included: • Change Board School Road to a one-way road. • Stop vehicles turning left onto Board School Road from Chertsey Road.	Unfortunately, restricting the flow of motor traffic is not currently within the remit of this LSI. Numerous pedestrian crossings throughout the zone should encourage pedestrians to cross where it is safe.

Comment themes (You Said)	Officer Response (We Did)
• Rails along the pavements forcing pedestrians to use the traffic lights as opposed to crossing traffic putting both drivers and themselves at risk. • Educate children on road safety.	School engagement is undertaken by SCC as part of its programme of support for school travel plan development. The project team will pass this on to the relevant teams.

c) Do you have any suggestions for places in Maybury that should be signposted to pedestrians and cyclists?

Comment themes (You Said)	Officer Response (We Did)
One suggestion was received for destinations that could be directed towards on wayfinding signs, including: • Cycle path alongside Little Riding / Oriental Road.	The place suggestion received will be considered when developing plans for signage at the next stage of design.

Next Steps

Changes have been made to the proposals as per the ‘We Did’ responses provided above. These updated proposals will be shared with the community as part of this round of Stage 3 further engagement where residents will have the opportunity to share their views and express their agreement or disagreement with the changes that have been made to the proposals before the designs are subsequently finalised.