

**SURREY COUNTY COUNCIL**

**LOCAL COMMITTEE (MOLE VALLEY)**

**DATE:** 10<sup>th</sup> SEPTEMBER 2014  
**LEAD OFFICER:** JOHN LAWLOR, AREA TEAM MANAGER



**SUBJECT:** HIGH STREET/ EAST STREET, GREAT BOOKHAM  
 PROPOSED IMPROVEMENT MEASURES

**RESULTS OF CONSULTATION**

**DIVISION:** BOOKHAM AND FETCHAM WEST

**SUMMARY OF ISSUE:**

Concerns have been raised by residents regarding the congestion and access in the High Street, Bookham. Following a request from the divisional member, it was agreed to investigate the feasibility of installing improvement measures in the High Street.

Outline proposals were presented to Mole Valley Local Committee in December 2013. Public consultation has been carried out on the proposed improvement measures. The consultation also invited any other comments to be raised.

This report presents the results of the public consultation. The Local Committee is asked to note the results of the consultation and to make a decision on how they wish to proceed.

**RECOMMENDATIONS:**

**The Local Committee (Mole Valley) is asked to:**

- (i) Note the results of the public consultation as set out in this report, particularly that there is no overwhelming level of support for the proposals presented for public consultation although there are degrees of support for some of the proposed measures;
- (ii) Agree not to proceed with the proposals as presented for public consultation;
- (iii) Agree to develop an alternative design, as set out in Option 2 (para. 3.3 of this report);
- (iv) Carry out further consultation with the divisional Member, the Bookham Residents' Association, Surrey Police and the businesses and residents directly affected by the future proposals;

- (v) Agree that the Local Committee Chairman, Vice-Chairman and local divisional Member be given delegated authority to agree an alternative design, following further consultation as set out in recommendation (iv), for detailed design and implementation, including any statutory consultation that may be required under the Road Traffic Regulation Act 1984; and
- (vi) Authorise delegation of authority to the Area Team Manager in consultation with the Chairman and Vice-Chairman of the local Committee, and the local divisional Member to resolve any objections received in connection with any statutory consultation.

**REASONS FOR RECOMMENDATIONS:**

To inform the Local Committee of the results of the public consultation and to develop a revised scheme that takes the views of those consulted into consideration.

**1. INTRODUCTION AND BACKGROUND:**

- 1.1 Concerns have been raised by residents regarding congestion and access in the High Street, Bookham. Following a request from the divisional member, it was agreed to investigate the feasibility of installing improvement measures in the High Street.
- 1.2 The South East Area Highways Team undertook feasibility studies, including site visits with both the divisional member and representatives from Bookham Residents' Association. This led to a report presented to Mole Valley Local Committee in December 2013, which outlined potential improvement measures. The measures aim to reduce congestion through the provision of passing places, improve pedestrian crossing facilities and reduce speeds.
- 1.3 It was agreed to implement a temporary trial of improvement measures, to include consultation with local residents and businesses.
- 1.4 As part of the Mole Valley 2013-14 Parking Review, parking measures were implemented in Spring 2014. These aim to create passing places for traffic to ease congestion, and largely replicated the measures proposed as a trial. Time was allowed for the parking measures to be implemented and for users of the High Street to become accustomed to the changes in conditions before proceeding with the consultation.
- 1.5 Parking measures were implemented in spring 2014 as part of the Mole Valley 2013-14 Parking Review. These aim to create passing places for traffic to ease congestion. The proposed improvement measures aim to build upon these parking restrictions, and time was allowed for users of the High Street to become accustomed to the changes in conditions before proceeding with the consultation.
- 1.6 The consultation aimed to seek the views of local residents and businesses on:
- The effectiveness of the parking restrictions installed as part of the Mole Valley 2013-14 Parking Review.
  - The proposed road tables to reduce traffic speeds and to assist pedestrians crossing the High Street

- 1.7 A consultation letter, drawing of proposed measures and questionnaire were delivered in July 2014 to residents and businesses in the High Street and immediate surrounding area.
- 1.8 Copies of the consultation drawing, letter, and questionnaire are attached as **Annexes 1, 2 and 3** respectively. A plan showing the consultation area and details of additional consultees are attached as **Annex 4**.
- 1.9 Details of the consultation were also published on the website of Mole Valley District Council.
- 1.10 This report presents the results of the public consultation.

## **2. ANALYSIS:**

### **Responses**

- 2.1 There were a total of 205 responses received from residents.
- 2.2 A total of 330 letters were delivered and 95 responses have been received, giving a response rate of 29%. Of these 95 responses, 15 were received from addresses in the High Street, 2 of which were from residents and 13 from businesses. There were also 110 responses received from residents outside the consultation delivery area.
- 2.3 The results of the questionnaire are summarised in **Table 1**. The results are sub-divided as follows:
- All responses received
  - Responses received from within the consultation delivery area, including the High Street (as shown in Annex 4)
  - Responses received from addresses in the High Street
  - Responses received from outside the consultation delivery area
- 2.4 A detailed analysis of the roads from which five or more replies were received is given in **Annex 5**.

### **Effectiveness of recent parking changes**

- 2.5 The results indicate that the overall view of respondents is evenly split as to the effectiveness of the recent parking changes in the High Street (44% Yes vs 49% No).
- 2.6 The respondents in the immediate area surrounding the High Street (i.e. within the consultation delivery area) are evenly split as to the effectiveness of the recent parking changes in the High Street (49% Yes vs 46% No). The respondents outside the consultation delivery area are more strongly of the view that the recent parking changes had not been effective (40% Yes vs 52% No).

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<b>Do you consider the recent parking changes in the High Street (double yellow lines) to be effective?</b>	<b>Yes %</b>	<b>No %</b>	<b>No answer</b>
All respondents	44	49	7
Respondents within the consultation delivery area*	49	46	5
Respondents in the High Street	20	80	0
Respondents outside the consultation delivery area	40	52	8
<b>Do you support the proposed raised table and pedestrian crossing point near The Royal Oak (No. 16 High Street)?</b>	<b>Yes %</b>	<b>No %</b>	<b>No answer</b>
All respondents	41	56	3
Respondents within the consultation delivery area*	53	45	2
Respondents in the High Street	53	47	0
Respondents outside the consultation delivery area	31	65	4
<b>Do you support the proposed raised table and pedestrian crossing point near Nos. 45 – 49 High Street?</b>	<b>Yes %</b>	<b>No %</b>	<b>No answer</b>
All respondents	30	67	3
Respondents within the consultation delivery area*	40	59	1
Respondents in the High Street	53	47	0
Respondents outside the consultation delivery area	21	75	5
<b>Do you support the proposed raised table and pedestrian crossing point at the junction of the High Street and Guildford Road?</b>	<b>Yes %</b>	<b>No %</b>	<b>No answer</b>
All respondents	34	63	3
Respondents within the consultation delivery area*	42	57	1
Respondents in the High Street	33	67	0
Respondents outside the consultation delivery area	27	68	5

**Table 1 – questionnaire results**

\* Responses received from residents and businesses in the High Street included within this area.

### Proposed raised tables and crossing points

- 2.7 The results indicate that the overall view of respondents is that they do not support raised tables and crossing points at any of the proposed locations.
- 2.8 The respondents in the immediate area surrounding the High Street support the proposed table near The Royal Oak (53% Yes vs 45% No). They do not show support for the tables near Nos. 45-49 and the junction (40% Yes vs 59% No and 42% Yes vs 57% No respectively).
- 2.9 The respondents outside the consultation delivery area show stronger opposition to all three tables (21 to 31% Yes vs 65 to 75% No).

### Summary of comments made

- 2.10 Of the questionnaires returned, 188 included additional comments (92% of questionnaires received).
- 2.11 A number of common issues emerged, which are summarised below, along with officer comments:

- The High Street should be one-way (42 responses)

*Comment: The option of a one-way layout has previously been considered and discussed. Concerns were raised about increased speeds and the redistribution of traffic to surrounding roads, particularly East Street. There were also concerns that a one-way system would, have a negative impact on businesses in the High Street due to one end of the High Street being effectively closed to traffic.*

- The existing provision for car parking should not be reduced (27 responses)

*Comment: Raised tables cannot be introduced without the loss of some parking. Detailed design would aim to minimise this loss. The measures installed following the 2013-14 Mole Valley Parking Review were designed to address concerns raised by residents. The comments received will aid the assessment of the effectiveness of the measures, and any future parking amendments.*

- Raised tables are not required (24 responses)

*Comment: The raised tables were proposed to reduce vehicle speeds and assist pedestrians. There are existing tables in the area, including along Lower Road and at the entrance to Griffin Way, and design would aim to maintain a consistent approach for the local road network.*

- HGVs should be restricted in the High Street (23 responses)

*Comment: Whilst vehicles are legally entitled to use roads for access to residences and businesses, for example when making deliveries, it is appreciated that other traffic should be encouraged to use more suitable roads. The issues will be discussed with the council's Strategy Team,*

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*who monitor the usage of roads, with the aim of encouraging freight companies to keep HGV's that do not need access to local properties and businesses on the main roads.*

- The existing parking restrictions require enforcement (14 responses)

*Comment: The concerns will be raised with Mole Valley District Council, who are responsible for parking enforcement.*

- Free parking should be reinstated (13 responses)

*Comment: The existing arrangement in the High Street allows free parking for a limited time. The comments refer to the parking charges recently introduced at the Lower Shott car park (south of the High Street). These concerns will be raised with Mole Valley District Council, who are responsible for the car park.*

- Concerns about potential impact on local shops and businesses (10 responses)

*Comment: The views of the local shops and businesses have been sought as part of the consultation and have been reported separately as part of this report. Discussions have taken place with the local divisional member and Bookham Residents' Association regarding improved links between the High Street and Lower Shott retail areas. It is anticipated that this issue will be considered further in future phases.*

- Proposed measures are a waste of money (10 responses)

*Comment: The proposed measures aim to address concerns expressed locally, relating to traffic speeds, congestion and pedestrian safety.*

### **Other consultees**

2.12 Additional individuals and organisations were also consulted (see Annex 4).

#### Emergency services

2.13 Surrey Police's Road Safety and Traffic Management Team have expressed support for the proposals as positive measures to manage vehicle speeds and improve safety.

#### Bookham Residents' Association (BRA)

2.14 The BRA support improvement measures, with two-way traffic flow maintained. Comments have been made regarding positioning of potential crossing points and parking restrictions.

#### Mole Valley Access Group

2.15 Comments were received regarding the current narrow footway and the desire for crossing points to be suitable for users with reduced mobility.

Mole Valley District Council

- 2.16 Comments were received from the district council's Planning Department. Concerns were raised regarding traffic calming schemes not being in keeping with conservation areas. Attention was drawn to the desire for materials, signs and markings to be sympathetic to the conservation area, with the summary that improvements could be implemented sensitively and have a minimum impact on the character.

Mole Valley District Councillors

- 2.17 Councillor Lucy Botting (Bookham North) suggested some residents felt that three raised tables may be excessive and that the table near the junction with Guildford Road may cause difficulties with vehicles turning into the High Street. Concerns were also raised about the potential reduction in parking spaces, with the additional comment that there is insufficient parking for those with mobility problems.
- 2.18 Councillor Jatin Patel (Bookham South) responded that the recent parking changes were considered to be effective and suggested improvements were for the High Street and East Street to be one way. Support was expressed for the raised tables near the Royal Oak and at the junction with Guildford Road, but not near nos. 45-49.

Effingham Parish Council

- 2.19 The recent parking changes were considered to be effective, with a balance between losing spaces and helping traffic flow. It was suggested that the central crossing point is unnecessary with concerns about the potential reduction in parking spaces.

**3. OPTIONS:**

- 3.1 A number of options, together with Officer comments, are given below , based on the results of the consultation.

- 3.2 **Option 1:** Proceed with detailed design and implementation of improvement measures, based on the proposals presented for public consultation.

Comment: There is no overwhelming level of support for the proposed tables due to the resulting loss in parking spaces. These concerns would be assessed and reviewed as part of the design and the responses received during the public consultation would be used to inform the design process. Further discussion with the local divisional member, Bookham Residents' Association, Surrey Police and directly affected stakeholders, residents and business owners would also aid design.

- 3.3 **Option 2:** Proceed with an alternative design.

Comment: There is support for the proposed crossing point at The Royal Oak from respondents in the High Street and within the consultation delivery area. There is support for the proposed crossing point near Nos. 45 – 49 from respondents in the High Street. An alternative design may consist of

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kerb build-outs and dropped kerbs to assist crossing, with due consideration of comments made, particularly the impact on parking spaces.

- 3.4 **Option 3:** Do not proceed with detailed design and implementation of improvement measures, i.e. 'do nothing'.

Comment: The existing arrangements in the High Street would remain.

### **4. CONSULTATIONS:**

- 4.1 Proposed improvement measures for Bookham High Street have been the subject of public consultation, the results of which are presented in this report.
- 4.2 Mole Valley District Council, the emergency services and local groups have also been consulted.

### **5. FINANCIAL AND VALUE FOR MONEY IMPLICATIONS:**

- 5.1 There is funding allocated from the Local Committee's Integrated Transport Schemes (ITS) budget this financial year for measures in the High Street.

### **6. EQUALITIES AND DIVERSITY IMPLICATIONS:**

- 6.1 It is an objective of Surrey Highways to treat all users of the public highway equally and with understanding.

### **7. LOCALISM:**

- 7.1 The Highway Service is mindful of the localism agenda and engages with the local community as appropriate before proceeding with the construction of any highway scheme

### **8. OTHER IMPLICATIONS:**

Area assessed:	Direct Implications:
Crime and Disorder	Set out below
Sustainability (including Climate Change and Carbon Emissions)	Set out below
Corporate Parenting/Looked After Children	No significant implications arising from this report
Safeguarding responsibilities for vulnerable children and adults	No significant implications arising from this report
Public Health	No significant implications arising from this report

#### **8.1 Crime and Disorder implications**

A well-managed highway network can contribute to reduction in crime and disorder.



## 8.2 Sustainability implications

The use of sustainable materials and the recycling of materials is carried out wherever possible and appropriate.

## **9. CONCLUSION AND RECOMMENDATIONS:**

9.1 There is no overwhelming level of support for the proposed improvement scheme for Bookham High Street to be implemented as presented for public consultation. However, there are degrees of support for the proposed measures, particularly those suggested in the vicinity of the Royal Oak and Nos. 45 – 49 High Street.

9.2 Concerns have been raised regarding the potential reduction of car parking in the High Street, the need for free parking as well as parking enforcement, the desire to restrict heavy goods vehicles and the impact on local shops and businesses. Several respondents expressed support for a one-way system and that the raised tables presented were unnecessary.

9.3 The Local Committee is asked to note the results of the public consultation as set out in this report.

9.4 Taking into consideration the views expressed by respondents to the consultation, it is recommended that Option 2, as set out in para. 3.3, be progressed to detailed design and implementation. The revised proposal will be the subject of further consultation with the divisional Member, the Bookham Residents' Association, Surrey Police and the businesses and residents directly affected.

## **10. WHAT HAPPENS NEXT:**

10.1 Subject to Local Committee approval, detailed design of the revised proposal will be progressed and further consultation carried out.

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### **Contact Officer:**

Peter Shimadry, Engineer, South East Area Team, 03456 009 009

### **Consulted:**

As detailed in the report

### **Annexes:**

Annex 1: Consultation drawing of proposed improvement measures

Annex 2: Consultation letter

Annex 3: Questionnaire

Annex 4: Consultation delivery area

Annex 5: Responses received by area

### **Sources/background papers:**

- Report to Mole Valley Local Committee 4 December 2013; Bookham High Street Improvement Measures (Item 9)
- Responses to public consultation

