

# SURREY COUNTY COUNCIL



## LOCAL COMMITTEE (ELMBRIDGE)

DATE: 16 November 2020  
 SUBJECT: Queens Road loading bay petition  
 DIVISION: Weybridge

### **PETITION DETAILS:**

A petition with 49 signatures has been received relating to the loading bay in Queens Road. The lead petitioner is Lisa Harris. The petition reads as follows:

**We the undersigned petition Surrey County Council to Relocating Loading Bay on Queen Road.**

The following accidents that have accrued:

- Tesco staff are at risk carrying goods back and forth to the loading area and across south road and have been injured
- Trolleys have fallen off the Lorries onto the pavements and into the shops causing damage
- Trolleys have fallen on the Road causing car accidents
- Trolleys cause constant obstruction with pedestrians & Lorries park on pavement at times
- Trolleys have fallen and left debris on the pavements i.e. Broken Glass Bottles, Spillages of Dairy products and left for days
- Lorries block the South Road visibly blocking oncoming traffic turning in and out
- Lorries can be sitting there for 1 hour before anyone unloads

The list is endless, urgent action is needed to prevent a serious accident from happening. We have found it unbelievable this loading bay was even created as it's a liability to the public and dangerous for all.

A possible relocation could be south road, as it is closer access for Tesco Staff or directly outside the Tesco store by moving the refuge.

I have countless images of how dangerous the loading bay for lorries are

Please help me get this loading bay moved and keep Queens Road safe.

**RESPONSE:****Road safety**

The council currently receives funding to be used specifically to reduce road casualties. In partnership with Surrey Police road collisions are monitored across the county. There are thousands of road traffic collisions every year that result in an injury, the vast majority of which are caused by human error. We focus our road safety resources on those sites where there are patterns of casualties, because we can then be reasonably confident of identifying whether an engineering intervention might help reduce the frequency of casualties at a particular site. We then prioritise investment in those sites with the highest frequency of casualties, where we believe an engineering intervention would be beneficial. Given the number of existing sites where there are patterns of casualties, when considering investment in road safety we are obliged to prioritise those sites with the greatest frequency of casualties, ahead of those sites with a lesser frequency of casualties.

Surrey Police shares data on collisions where an injury has been recorded. The police record likely factors that may have contributed to a collision resulting in injury. Collision data may be viewed on the publicly-accessible website Crash Map.

<http://www.crashmap.co.uk/>

When monitoring road casualties it is standard practice to review data from the most recent three year period. This enables patterns to be identified and sites to be compared. For the area of Queens Road in the vicinity of the junction with South Road, available data for the most recent three year period records no collisions resulting in personal injury. This means that specific road safety funding could not be justified when compared with other locations.

**Parking Review**

We took action to prohibit loading/unloading directly outside of Tesco as part of the Weybridge parking review following concerns about visibility for motorists exiting South Road. At the same time we also introduced the new loading bay outside 95 and 97 Queens Road. This recommendation was approved by the local committee at its meeting of 27 June 2016. The problems reported at the time are exemplified in the attached photograph. When the proposals were advertised, no comment was forthcoming from Tesco, and indeed the only response to the advertisement was one of support for the change. Since the changes were implemented in the summer of 2017, we've received no complaints from South Road residents about visibility when joining Queens Road.

A representative from Tesco contacted us shortly after the changes were made to discuss the matter. We explained why the changes had been made, and he was satisfied with the outcome. We have received no complaints from Tesco in the three or so years since these changes were made.

Many of the comments and concerns mentioned in the petition relate to the activity of loading and unloading in general, and would be a risk irrespective of the location

of the loading bay. Therefore, many issues will remain a risk as the activity must be accommodated somewhere. We note the observation that delivery drivers are sitting in the bay waiting to load and unload. This should not be happening as anyone using the bay should be loading and unloading continuously so we have asked the parking enforcement officers at the borough council to monitor this. Unfortunately, South Road is not an appropriate place for large vehicles to load and unload because it is far too narrow. Large vehicles are unable to turn around in South Road, so they would have to reverse in or out which would not only be challenging for drivers to do but also dangerous, and it would cause considerable disruption to traffic on Queens Road. Not to mention problems for other traffic entering or leaving South Road. In addition, even if a lorry could enter South Road to unload, if it were an appropriate distance into the road, there would be little difference in the distance that the goods would need to be moved compared with the current situation.

There are a limited number of options for moving the loading bay.

One option would be to move the loading bay and disabled bay further north/west along Queens Road, replacing some of the existing general use free two-hour parking. This would improve sightlines for motorists exiting South Road, although, as mentioned above, this has not been reported as a problem by users of the junction since the bay was created in its current location. However, all of the other problems mentioned in the petition would remain and some general use parking space - which is already at a premium in the area - would be lost. Furthermore, the bay would be further away from the Tesco store meaning the drivers would have to wheel their goods further.

Another option would be to remove the loading bay completely and allow loading and unloading where it took place previously and reintroduce the problems that were removed by the current layout. Drivers needed to park immediately adjacent to the South Road junction so as not to create a pinch point at the pedestrian crossing island / force vehicles around the wrong side of said island further south / east along the road. We do not believe this would be a preferable situation.

A third option would be to relocate the bay to the other side of the junction with South Road but far enough away from the junction to maintain good sightlines for drivers exiting South Road, but this would mean that the bay would have to be too close to the pedestrian crossing island for the safe and free flow of traffic. This is therefore also not a preferable situation.

### **Investigation of measures**

The above options, along with other potential options, could be investigated in the context of a feasibility study. For example this could include assessment of the options for relocating or removing the loading bay and/or the disabled bay. It could also assess options for alterations to the existing crossing facilities, including the impact on available parking. It should be noted that relocating the loading bay to the Tesco side of South Road is likely to require removal of the refuge island so an alternative location would need to be provided if a crossing facility is to be retained. A feasibility study could assess the potential locations and may include for pedestrian surveys to determine desire lines and movements, including from the communities served via the junction with Princes Road.

## ITEM 7

Should viable solutions be identified, it may be possible to progress parking control elements via the Elmbridge Parking Review, including consultation and statutory advertisement. Additional funding would be required to progress other measures.

### **RECOMMENDATION**

The Local Committee is asked to:

- (i) *Decide whether to include a scheme on the prioritisation list for consideration in a future highway programme*

### **Contact Officer:**

Nick Healey, Area Highways Manager

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