

# Spelthorne parking review 2022: Statement of reasons

## A document explaining our parking proposals and reasons for introducing them

This document sets out our proposals for new parking controls across the borough as part of our Spelthorne parking review 2022. The proposals are listed in electoral county division and then by town where appropriate.

At this stage, we are intending to introduce the restrictions and controls described in this document and associated drawings, but are inviting representations to be made by the public before doing so to help decide whether they should definitely go ahead.

Once the proposals have been advertised we can introduce them unchanged, make minor modifications to them before introducing them, or cancel them entirely. Any comments that lead to a requirement for major changes would usually mean cancellation of the proposal and subsequent reconsideration of it in a future parking review. This approach means that we can progress the parking review in the most efficient way thereby maximising value for our residents.

If you wish to comment on, object to or support any of the proposals you must do so either online or in writing by **11 November 2022**. More information about how to do this is available on our [Parking news and updates in Spelthorne](#) webpage.

If you are unsure of the meaning or effect of a parking restriction or control that we have proposed, please refer to [Annex 1 – Explanation of restriction types](#), found towards the back of this document.

[Annex 2 – Legal and policy information](#) provides some background information about the legal and policy aspects of our work in this area.

Please do not make any comments that are not directly in response to these proposals. See [Annex 3 – General enquiries](#) for guidance.

If you would like to know the existing parking restrictions in a given area, please refer to our online [parking restrictions maps](#).



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# Stanwell and Stanwell Moor division proposals

The county councillor for this division is [Robert Evans](#). We have made [drawings available on our website](#) to accompany the written description below.

## Stanwell

### Long Lane

On the western side, from the layby outside Fulwood Court northwards to the existing double yellow lines outside Gloucester Cottages, replace the existing single yellow line (no waiting everyday 9am to 10am) with double yellow lines. This restriction is the last remaining length of a time period originally intended to prevent parking all day by workers building Terminal 5. However, it was never a suitable place for on street parking, which is reflected by drivers parking here entirely on the footway and verge to keep the carriageway clear. It is therefore proposed to convert this length to double yellow lines to maintain traffic flow, access and road safety at all times, for both drivers using the carriageway, especially large goods vehicles, and pedestrians and others using the footway. Please see drawing number 2022-1.

## Staines division proposals

The county councillor for this division is [Sinead Mooney](#). We have made [drawings available on our website](#) to accompany the written description below.

### Staines

#### Link Road (Formerly Furlong Road)

Introduce double yellow lines on both sides of the road for its entire length (as currently installed on the ground by the developer of London Square) to maintain access, road safety and sight lines at all times. This road is due to be adopted by Surrey County Council in late 2022, and it is required to add the existing double yellow lines to our traffic regulation orders to allow them to be enforced following the adoption of the road. This is an amendment for the Traffic Regulation Order only, to reflect the current installed layout on the ground. Please see drawing number 2022-2.

#### London Road

On the north side, from the Crooked Billet roundabout to Birch Green, revoke all lengths of 'No waiting Monday to Saturday 8:30am to 6:30pm' restriction. From Birch Green to across the access to numbers 111-121, replace these lengths with double yellow lines to maintain access, sight lines and road safety at all times. This is an amendment for the Traffic Regulation Order only, to reflect the current installed layout on the ground. Please see drawing number 2022-3.

#### Allyn Close junction with Penton Road

Introduce double yellow lines on the junction, extending from the back of the footway on Penton Road, to maintain sight lines, access and road safety at all times. Please see drawing number 2022-4.

#### Commercial Road

On the south side, introduce a length of double yellow lines opposite numbers 5 to 13 to act as a passing place. From the existing double yellow lines by the junction, an unrestricted gap will remain for 20m (four parked car lengths), followed by a 22m double yellow line passing place. This passing place will allow westbound traffic to pull over properly to allow oncoming eastbound traffic to pass. The existing dropped kerb located here is already used as a passing place but barely allows one car to pull in. The 22m proposed passing place will allow two to three cars to pull over or one goods vehicle. This formalised passing place, in addition to the other informal driveway dropped kerb passing places located elsewhere along the street, should result in a significant improvement in traffic flow. The proposal also prioritises the end closest to the Laleham Road junction, which is very slightly narrower than the rest of the street and the most problematic for passing traffic. Having four parked cars remaining by the junction should also maintain the current level of caution that drivers have when entering or exiting the junction, by not encouraging any increase in vehicle speeds, which maintaining entirely clear lanes to the junction may possibly cause. Please note that as part of this proposal there is a slight revocation to the existing double yellow line waiting restriction on the south side by the junction, which is an amendment for the Traffic Regulation Order only, to reflect the current installed layout and termination point on the ground. Please see drawing number 2022-4.

# Staines South and Ashford West division proposals

The county councillor for this division is [Denise Turner-Stewart](#). We have made [drawings available on our website](#) to accompany the written description below.

## Laleham

### Berryscroft Road and Templedene Avenue

On the south side of Berryscroft Road, from the junction with Brightside Avenue to across the dropped kerb for number 10, introduce double yellow lines, superseding the entire existing 'no waiting Monday to Friday 8am to 5pm' restriction along part of this same length. In addition, on the north side of Berryscroft Road, introduce double yellow lines on the junction with Templedene Avenue and extending up to the existing double yellow lines on the junction with Thickthorne Lane. These proposed changes are to maintain sight lines, two-way traffic flow, access and road safety in the immediate vicinity of the school, including nearby junctions and newly installed uncontrolled pedestrian crossing points. Please see drawing number 2022-5.

## Ashford

### Station Crescent

On the south side of Station Crescent, between the junction with Windsor Drive and the double yellow lines in the turning head, introduce a School Keep Clear marking (no stopping Monday to Friday 8am to 5pm) with an extension of the existing double yellow lines by the junction with Windsor Drive up to the end of this marking. In addition, on the north side of Station Crescent, extend the existing double yellow lines by the turning head up to the dropped kerb for number 123. These restrictions are to help maintain access to and from the turning head for pick up and drop offs to take place by keeping one side of the approaching carriageway clear of stopping traffic. These restrictions are also proposed to help maintain sight lines and road safety for pedestrians crossing the road by numbers 123 and 125 and to further maintain access and sight lines on the junction with Windsor Drive. Please see drawing number 2022-6.

### Queens Walk

On the north side of Queens Walk, between the access to the school and the junction with Windsor Drive, introduce a School Keep Clear marking (no stopping Monday to Friday 8am to 5pm) with an extension of the existing double yellow lines by the junction with Windsor Drive up to the end of this marking. This is to help maintain access and road safety in the immediate vicinity of the school access by keeping one side of the carriageway clear of stopping traffic. The restrictions will also help to further maintain access and sight lines by the junction with Windsor Drive. Please see drawing number 2022-6

## Ashford division proposals

The county councillor for this division is [Joanne Sexton](#). We have made [drawings available on our website](#) to accompany the written description below.

### Ashford

#### Feltham Road

On the north side, introduce double yellow lines extending from the end of the crossing zigzag markings outside number 103 up to the dropped kerb for number 135A. This is primarily to prevent highly obstructive footway parking from taking place outside the businesses here, which has at times completely prevented access to the footway, forcing pedestrians and others into the carriageway to pass. These restrictions are also being proposed to maintain traffic flow, access, road safety and sight lines on the carriageway, especially in the vicinity of the bus stop. Please note that whilst the double yellow lines cannot be installed where there are existing crossing zigzag markings, having the extent running through these markings on the traffic order will allow any parking on the adjacent footway to be enforced. Please see drawing number 2022-7.

#### Park Road

Introduce a third School Keep Clear marking for the street (No Stopping Monday to Friday 8am to 5pm) extending from the end of the existing School Keep Clear marking opposite number 58 to across and partly beyond the northernmost access to the school, terminating opposite numbers 68 and 70. This will help maintain traffic flow, access, sight lines and road safety for both drivers and pedestrians in the vicinity of this increasing popular school access, as well as for the access fronting the main school building, by helping to keep this entire section and side of Park Road clear of stopping traffic. Please see drawing number 2022-7.

# Sunbury Common and Ashford Common division proposals

The county councillor for this division is [Alison Todd](#). We have made [drawings available on our website](#) to accompany the written description below.

## Ashford

### Doris Road

On the eastern side, extend the existing double yellow lines from the junction up to the start of the layby outside number 12. This is to help keep parked vehicles on the western side only on this part of Doris Road, to maintain two-way traffic flow and footway access between the junction and the laybys. Several different residents of Doris Road have requested this over the past few years, and so it is being taken forward as a proposal to advertise to obtain further resident opinion. Please see drawing number 2022-8.

### Chertsey Road

On the south side, extend the existing double yellow lines south of the roundabout junction with Feltham Hill Road, further southwards to across the shared dropped kerb for numbers 64 and 66 Chertsey Road. This is to maintain footway access along this section of Chertsey Road (which at times is completely obstructed for some users) and to maintain access to the bus stop, as well as improving traffic flow in the vicinity of the roundabout. Please see drawing number 2022-8.

## Sunbury

### Saddlebrook Park

On the north side, introduce double yellow lines from the layby at the end of the street up to the dropped kerb for number 6. This is to help maintain access for all vehicles to and from the end of the street. Due to Saddlebrook Park being an 'S' bend for its entire length, there is no part of the street suitable for on-street parking, except within the parking layby at the end of the street. However, it is understood that residents and their visitors need to have some space on-street, and this proposal is prioritising a key point for traffic, in addition to the junction which is already restricted. Please see drawing number 2022-9.

### Windmill Road

Outside number 104, extend the existing double yellow lines southwards up to the back of the footway. This is to maintain access to the pedestrian dropped kerb located here, by preventing anti-social parking from taking place between the current end of the existing double yellow lines and the dropped kerb. Extending the restrictions to the back of the footway will allow the entire footway to be enforced by Civil Enforcement Officers. Please see drawing number 2022-10.

### Brooklands Close

On the south side, west of the layby parking area and opposite the entrance to Wordwide House, introduce a length of double yellow lines to maintain access for large goods vehicles, especially articulated lorries, that are struggling to use this access due to the continuous line of parked cars located directly opposite. As this part of Brooklands Close is also a bend, and the transitional point between parking next to the footway and parking within the designated parking laybys, it will also help to maintain two-way traffic flow and sight lines for traffic traveling around the bend. Please see drawing number 2022-10.



## Lower Sunbury and Halliford division proposals

The county councillor for this division is [Buddhi Weerasinghe](#). We have made [drawings available on our website](#) to accompany the written description below.

### Sunbury

#### Nursery Road junction with Sutherland Avenue and Beverley Road

Introduce double yellow lines on this crossroads junction to maintain access, sight lines and road safety at all times. Please see drawing number 2022-11.

#### Heathlands Close

On the south side, extend the existing double yellow lines up to the back of the footway by the rear of Waverley Lodge. This is to maintain traffic flow in and out of the narrow Heathlands Close, and to also maintain footway access, including access to the multiple water service covers located within this footway. Please see drawing number 2022-11.

#### Blacksmith Close junction with Anvil Road and Forge Lane

Introduce double yellow lines on the public highway part of this junction to maintain access, sight lines and road safety at all times. Please see drawing number 2022-12.

#### French Street junction with Lower Hampton Road, Elizabeth Gardens and The Pennards

On the east side of French Street, introduce double yellow lines from within the southern part of the junction with The Pennards, southwards up to the existing double yellow lines by the junction with Lower Hampton Road. In addition, on the junction of French Street with Elizabeth Gardens, introduce double yellow lines. All these additional double yellow lines will help to maintain access, two-way traffic flow, sight lines and road safety, in the vicinity of the junctions, the school and the uncontrolled pedestrian crossing point. It is also proposed to add the existing double yellow lines on both sides of Lower Hampton Road on its eastern side of the junction with French Street to our traffic regulation orders, to match the current layout on the ground. Please see drawing number 2022-13.

#### The Avenue Parade

Following a previous proposal and advertisement as part of the 2020 parking review of Spelthorne to introduce electric vehicle recharging spaces at the southern end of The Avenue Parade (Monday to Saturday 8am to 6pm electric vehicles recharging only, max stay 2 hours), it is now proposed to rescind this following no agreement subsequently being given to introduce these electric vehicle spaces on the part of the layby and footway area which is privately owned and maintained. The current restrictions (parking Monday to Saturday 8:30am to 6:30pm 2 hours no return within 1 hour) will therefore remain in place on the ground. This is an amendment for the Traffic Regulation Order only, to reflect the current installed layout on the ground. Please see drawing number 2022-13.

# Laleham and Shepperton division proposals

The county councillor for this division is [Maureen Attewell](#). We have made [drawings available on our website](#) to accompany the written description below.

## Shepperton

### Hetherington Road (North) junction with Charlton Road

Introduce double yellow lines on the junction to maintain access, sight lines and road safety at all times. Please see drawing number 2022-14.

### Studios Road and Squires Bridge Road

On both sides of Studios Road, introduce double yellow lines from its junction with Squires Bridge Road up to a point 20m northeast of its junction with Astleham Road. This is to maintain two-way traffic flow, access, sight lines and road safety for all vehicles at all times. There is currently a temporary traffic regulation order in effect for this same restriction and length operating for up to 18 months. However, this proposal is to make these double yellow lines permanent. In addition, on Squires Bridge Road, on the north side, introduce double yellow lines from south of the junction with Studios Road further southwards up to the end of the crossing zigzag markings opposite the junction with Rectory Close. Whilst part of these double yellow lines are on the ground at the moment, and whilst no further double yellow lines will be installed where there are crossing zigzags, having the extent running through these markings on the traffic orders will allow any parking on the adjacent grassed verge to be enforced, should it begin to take place there as part of possible displacement from Studios Road. Please see drawing number 2022-15.

### Manygate Lane

Introduce double yellow lines on either side of the entrance to 36 to 48 Grove Road and 109 to 129 Manygate Lane, extending from the back of the footway, to maintain access, sight lines and road safety at all times. Please see drawing number 2022-16.

### Walton Bridge Road

On the western side of Walton Bridge Road, from the layby south of the Bishop Duppas Park junction, northwards to the bus stop layby outside numbers 40/42, introduce double yellow lines. In addition, on the eastern side of Walton Bridge Road, from the entrance to the service road outside number 49, northwards to the bus stop layby opposite number 38, introduce double yellow lines. These restrictions were recommended by Surrey Highways as part of their design and installation of the new uncontrolled crossing point located in this part of Walton Bridge Road, to maintain sight lines, access, road safety and traffic flow in the vicinity of the crossing and the junction with Bishop Duppas Park, including the entire extent of the adjacent public highway footways. Please see drawing number 2022-17.

### Walton Lane

By the entrance to Walton Marina, extend the existing double yellow lines on both sides from where they currently terminate by the disabled parking bays, up to the entrance to the marina. This will maintain access and traffic flow for vehicles to and from the marina at all times, especially larger vehicles, as drivers began parking here for recreational visits. Please note that this section of Walton Lane is land owned by Surrey County Council but is not part of the public highway. Permission has been given by Surrey County Council's estates team to advertise these restrictions for inclusion in the Traffic Regulation Orders for Spelthorne, which will allow the restrictions to be enforced along with all other on-street parking restrictions around the borough, including those already in this immediate area. Please see drawing number 2022-18.

# Electric vehicle recharging points proposals

We have made [drawings available on our website](#) to accompany the written description below.

## Borough wide

In July 2018 the Government published Road to Zero, an ambitious roadmap towards delivering zero-emissions transport across the UK. Within transport, we at Surrey County Council believe that electric vehicles offer an excellent opportunity to help the county on a pathway towards this vision and we are excited about the potential benefits they may have for Surrey residents, businesses and visitors.

Surrey is an area that is well-suited to adopting electric vehicles and we are keen to help realise this potential through our [Electric Vehicle Strategy \(PDF\)](#).

During a two-year pilot scheme, from November 2019 to November 2021, that was funded by Enterprise M3 Local Enterprise Partnership, 80 on-street fast (up to 22 kilowatts) charging points were installed across four boroughs in Surrey: Guildford, Woking, Spelthorne and Waverley.

In May 2022, Surrey was awarded funding from the Office for Zero Emission Vehicles On-street Residential Charge point Scheme to subsidise the installation of a further 110 charge point sockets across six boroughs and districts. Installations are scheduled to be completed by March 2023.

The prioritised sites within the Borough of Spelthorne have been selected based on a strict site feasibility criteria in partnership with our charge point supplier and Spelthorne Borough Council.

The following three additional locations have been selected for electric vehicle recharging point installations in Spelthorne, subject to formal advertisement:

- **Richmond Road, Staines.** Please see drawing number 0121.
- **Bingham Drive, Laleham.** Please see drawing number 0133.
- **Gloucester Crescent, Laleham.** Please see drawing number 1132.

# Annex 1 – Explanation of restriction types

## No waiting at any time

This means that parking is not allowed at any time. This restriction is nearly always indicated by double yellow lines marked on the ground; no signs are needed (or indeed permitted) in this case. The only exception to this would be a restriction that applied within a 'restricted parking zone', or 'pedestrian / pedestrian or cycle zone', in which no road markings are needed but upright signs are required.

There are standard exemptions for loading and unloading, picking up and dropping off of passengers, and parking by blue badge holders for up to three hours (provided it's safe).

## No waiting (at a time non-continuous throughout the year)

An example may be 'No waiting Monday – Friday 8am – 6pm'. These restrictions are the same as those above, with the same exemptions, the only difference is the times at which they operate. This restriction is usually indicated by a single yellow line marked on the road, which must be accompanied by upright signing showing the times of operation. The only exemption to this would be within a controlled parking zone (see below).

## No loading

A loading restriction is indicated through small yellow marks on the kerb at right angles to the road and repeated approximately every 3 metres. A single kerb blip means that loading is prohibited at specific times/days, a double kerb blip means loading is prohibited at any time. They are always accompanied by an upright sign showing the times of operation.

Loading restrictions would always be in addition to waiting restrictions. Stopping to allow passengers to board and alight is allowed even where loading restrictions apply. There are no exemptions for parking by blue badge holders.

'Loading / unloading' generally refers to items too large or bulky to be easily moved very far, such as a refrigerator.

## Controlled Parking Zone

This is simply an alternative way of signing waiting restrictions. In a controlled parking zone, the times at which the single yellow lines are in operation (i.e. when parking is prohibited), are displayed on zone entry signs (unless signed otherwise locally). The main benefit of a controlled parking zone is to reduce sign clutter within the zone. Any type of parking bays – signed and marked in the normal way - may or may not be provided within the zone.

Further information about [controlled parking zones is available on our website](#).

## Restricted Parking Zone

This is where waiting restrictions (and loading restrictions if applicable) are indicated on zone entry signs, and on frequent upright repeater signs within the zone. There are no road markings to indicate the restriction. Any type of parking bays may be provided within the zone, which would need to be individually marked and signed.

## Permit parking schemes

Permit parking may be provided as 'normal' marked parking bays with accompanying upright signing. These may or may not comprise part of a controlled parking zone or a restricted parking zone.

Permit parking areas are schemes where there are no road markings to indicate the parking controls, only signs which read, "Permit holders only past this point", at the entry points to the area. Repeater signs are provided within the area. Waiting restrictions (single or double yellow lines) can be included within a permit parking area.

Further information about [permit parking schemes](#) is available on our website.

## **Traffic signs and road markings**

Further background information on common road markings and traffic signs may be found on the Department for Transport webpage [Know your traffic signs](#).

## Annex 2 – Legal and policy information

### Policy and Strategy

There is a framework of policies and strategies which help steer our decisions around parking schemes.

#### Surrey Transport Plan

The [Surrey Transport Plan](#) is a statutory document that sets out our strategy to help people to meet their transport and travel needs effectively, reliably, safely and sustainably within Surrey, in order to promote economic vibrancy, protect and enhance the environment, improve the quality of life, and reduce carbon emissions.

Based on this vision there are four objectives for the Surrey Transport Plan:

- **Effective transport** - to facilitate end-to-end journeys for residents, business and visitors by maintaining the road network, delivering public transport services and, where appropriate, providing enhancements.
- **Reliable transport** - to improve the journey time reliability of travel in Surrey.
- **Safe transport** - to improve road safety and the security of the travelling public in Surrey.
- **Sustainable transport** - to provide an integrated transport system that protects the environment, keeps people healthy and provides for lower carbon transport choices.

There are 13 strategies that form the Surrey Transport Plan, one of which is the Parking Strategy.

#### Parking Strategy

The [Parking Strategy](#) is designed to help shape, manage and deliver the county council's vision for parking, "Provide parking where appropriate, control parking where necessary".

The objectives of the Parking Strategy are:

- Reduce congestion caused by parked vehicles
- Help enable greener and more sustainable travel choices
- Make best use of the parking space available
- Enforce parking regulations fairly and efficiently
- Provide appropriate parking where needed

To achieve these objectives and realise the vision for parking, work will be channelled through three main areas:

- Manage on street parking space to ensure optimum use through our parking review process.
- Operation of civil parking enforcement – fair and cost effective with greater use of technology to achieve compliance.
- Promotion of parking controls that can help improve sustainable and greener transport and communities. At the same time, the policies are intended to help achieve other objectives of the council, such as improving journey times, sustaining and enhancing the vitality of town centres and contributing to a reduction in carbon emissions.

## Parking Reviews

We receive hundreds of requests for new parking restrictions within our boroughs and districts every year. We use the [parking review process](#) to efficiently prioritise requests and manage the implementation of those requests following prioritisation and approval. Engineers consider a number of factors when assessing those requests, including, but not limited to:

- road safety
- accessibility
- congestion
- the possibility of just displacing a problem, and
- how many people support the request.

## Legislation

The list below provides the most relevant pieces of legislation to our work around parking restrictions and controls. It is not an exhaustive list.

- [Highways Act 1980](#) - this is the primary legislation that governs local authorities' powers and duties relating to the public highway.
- [Road Traffic Regulation Act 1984](#) – this is the legislation that provides the power for local authorities to regulate or restrict traffic on the public highway.
- [The Local Authorities' Traffic Orders \(Procedure\) \(England and Wales\) Regulations 1996](#) – this dictates the procedures which authorities must follow in order to lawfully make a traffic regulation order.
- [Traffic Management Act 2004](#) – this legislation provides powers and duties in relation to managing traffic on the public highway network, and provides the power for enforcement of a number of parking related contraventions.
- [The Traffic Signs Regulations and General Directions 2016](#) – this is a Statutory Instrument that provides instruction to authorities as to the road markings and traffic signs that may / must be installed on the public highway.

As defined by the Road Traffic Regulation Act 1984, the reasons for which authorities may introduce a traffic order for waiting, loading and stopping restrictions are:

- Avoiding danger to persons or other traffic using the road or any other road or for preventing the likelihood of any such danger arising.
- Preventing damage to the road or to any building on or near the road.
- Facilitating the passage on the road or any other road of any class of traffic (including pedestrians).
- Preventing the use of the road by vehicular traffic of a kind which, or its use by vehicular traffic in a manner which, is unsuitable having regard to the existing character of the road or adjoining property.
- Preserving the character of the road in a case where it is especially suitable for use by persons on horseback or on foot.
- Preserving or improving the amenities of the area through which the road runs.
- Any of the purposes specified in paragraphs (a) to (c) of subsection (1) of section 87 of the Environment Act 1995, relating to air quality.

No such explicit list exists for the creation of parking controls, e.g. parking bays, permit schemes etc.

## **Annex 3 – General enquiries**

This annex contains information about topics that are quite often raised by people when making comments in response to parking proposals, but are generally things that are not considered within a parking review, or not possible to consider at that time.

### **Speed limits, traffic calming, and speed enforcement**

Speed limits are introduced by the county council provided Surrey Police agree with the limit proposed. Further information about speed limits can be found on our website at:

#### [Speed limits](#)

Speed limits and traffic calming measures are considered by our local area highway team, and you can raise queries regarding these subjects using the contact details below on the next page. The police are the only authority with powers to enforce speed limits.

### **Road safety and sustainable travel for schools**

Surrey County Council provides a range of services to help schools on this matter, more information can be found at:

#### [Road safety and sustainable travel for schools](#)

### **Creation of additional parking space on verges or grassed areas**

This is not something that is considered by the parking team or within a parking review. Unfortunately, the council has little to no funding to carry out this type of work at the current time, but any requests for these types of schemes would need to be considered by the local area highway team, who can be reached via the contact details on the next page.

### **Requests for permit parking schemes**

We can consider introducing permit parking schemes under appropriate circumstances. However, such significant changes cannot be considered based on only one or two requests. Anyone wanting to find out more about permit parking should first look at our webpage which explains where, why, and how a scheme could be introduced, and how they work, at:

#### [Permit parking schemes](#)

Having read that information, any customers interested in pursuing the idea of permit parking further, should consider raising a parking scheme request form (petition), as explained online at:

#### [The parking review process](#)

### **Requests for additional parking controls**

Due to the legal processes involved, we cannot generally consider further parking restrictions over and above those already 'advertised'. The best way to put forward any ideas for new parking controls is to raise them to be considered as part of the next parking review in the area. Information about parking reviews, including how and why we do them, and how to raise any further requests, is available on our website at:

#### [The parking review process](#)



## Enforcement

Parking controls on street in Spelthorne are administered and enforced by Spelthorne Borough Council on our behalf. If you have any queries about this, you may reach them on:

- **Telephone:** 01784 459355
- **Email:** [Parking@spelthorne.gov.uk](mailto:Parking@spelthorne.gov.uk)

## General enquiries

Any other enquiries regarding highways can be raised via the electronic forms on our website:

[Contact our roads and transport service](#)

Or using the contact details below:

- **Email:** [contact.centre@surreycc.gov.uk](mailto:contact.centre@surreycc.gov.uk)
- **Textphone** (via Text Relay): 18001 0300 200 1003
- **SMS:** 07860 053 465
- **Fax:** 020 8541 9575
- **Address:** Contact Centre, 1st Floor, Fairmount House, Bull Hill, Leatherhead, Surrey, KT22 7AH
- **Telephone:** 0300 200 1003 (9am to 5pm, Monday to Friday, excluding bank holidays. Please note that because of the pressure to our services due to the current Coronavirus challenge, **this number should only be used to report highway emergencies**. Please report all other issues using the online forms).