

**Questions for Surrey County Council– Spelthorne Partnership Assembly 4 November  
2024**

**1. Ashford Resident**

- i. Why - given the urgency of the issues confronting Ashford - are we to have to wait up to 4 years to hear the result of the recent SCC consultation? *This is about the recent (though very poorly advertised) SCC consultation 'Your Ashford – Make it Happen'*

**Response**

*Surrey County Council (SCC) have identified Ashford as a priority town for potential 'placemaking' investment.*

Early face to face engagement with residents started at the 2023 Christmas Fair, followed by extensive promotion via a 3-month Artificial Intelligence based engagement whereby QR codes were dotted around Church Road. Those with non-smart phone technology were able to respond via text messaging. In addition, there were social media posts, posters, bus stop posters and floor stickers. The aim of this engagement is to gather feedback from a sample of Ashford residents about what they like, don't like and what they would like to see improved.

The numbers of responses has so far been promising with a good representation from various age groups. It has been a good response rate for an activity of this type. The results of this engagement with residents will be available to all by Christmas. The timeline for any implementation of potential proposals is not confirmed as yet, but it is envisaged that this would be within four years. The results will form a crucial part of proposal development for Ashford, which will align with the strategic community goals of SCC and Spelthorne Borough Council. Surrey CC are working very closely with the Borough Council planning, economic development, community development teams and local Surrey and Borough councillors. They are also working closely with the Surrey Local Street Improvements Team and the Local Cycling and Walking Infrastructure Plan Team. If you require updates as the project progresses, please contact [ashford.town@surreycc.gov.uk](mailto:ashford.town@surreycc.gov.uk)

**2. Ashford Resident**

- i. Church road looks tired can you update it?

**Response**

It is hoped that the project mentioned in the response to Q1 will help to improve the look of the area.

- ii. Can we have a community hub/ unit in church road that all the community can use?

#### Response

Your request has been added to the community engagement feedback for the project mentioned in the response to Q1.

- iii. Can you help bring in clothes shops to Church Road?

#### Response

It is hoped that the above-mentioned project will help to make the road more attractive for retailers, but both SCC and SBC will be reliant on interest from retailers. It is very difficult to increase the diversity of shops in an area.

- iv. Can we have a pedestrian crossing outside energie fitness to help people get across the road?

#### Response

This is one of the potential proposals currently under consideration by the project mentioned in the response to Q1.

- v. Can the path that is not accessible by the bus stop near Sainsbury's be sorted as the tree makes it unassailable?

#### Response

Lisa asked the resident to report on the [Surrey County Council FixMyStreet \(surreycc.gov.uk\)](http://surreycc.gov.uk)

- vi. Can our public pathways on Church Road, Woodthorpe Road be repaired or replaced so that it is better for people with mobility problems and they can use them safely with ease, and better dropped curbs rather than at a slant or on the edges at angles?

#### Response

Pathways on Church Road are currently under consideration by the project mentioned in the response to Q1.

Pathways on Woodthorpe Road have been passed to the Local Street Improvements Team and the Local Cycling and Walking Infrastructure Team.

- vii. Can we have sign posting and way finding in Church Rd Woodthorpe Rd?

Response

As above

### 3. Creek and Wheatleys Eyot Residents Association

- i As cars drive out of The Creek and want to turn right, the grass verge on the left is continuously very overgrown which causes real concern to drivers as they cannot see cars coming from the left. How often should this grass verge be cut ?

Response

The Question was sent to Councillor Weerasinghe 20/08/2024- Response from Surrey CC to the Cllr.

You may find it helpful to have a look at and refer residents to this webpage on the Surrey CC Website [Grass cutting programme in Surrey 2024 to 2025 - Surrey County Council \(surreycc.gov.uk\)](#) there is also a link to the interactive map to show where grass cutting takes place. If you scroll down to the Spelthorne information it also provides the dates of when cuts will take place for your division.

If you feel that there is an immediate safety concern, then please do report it to [Surrey County Council FixMyStreet \(surreycc.gov.uk\)](#) so it can be assessed.

- ii There are slow signs on Fordbridge Road between the Nettlefold housing development and Loudwater Road which need repainting. How often should this be done ?

It would be best to raise the issues mentioned below through the council's online reporting tool as this falls outside of the boundary of the Local Street Improvements scheme.

Highway maintenance issues such as faded road markings can quickly and easily be reported via [Surrey County Council FixMyStreet \(surreycc.gov.uk\)](#). Doing this via the website will ensure that the issue is logged and assigned a reference number so that it can be tracked. This is typically the quickest way to ensure that problems are addressed.

iii Could a convex mirror be erected opposite The Creek to assist drivers turning right onto the Fordbridge Road?

The same reporting tool can also be used to request for the council to investigate road safety issues such as instances where it is felt that poor junction visibility creates a safety risk. It should however be noted that the council has a policy not to install new mirrors on the highway: [Mirrors on the highway - Surrey County Council \(surreycc.gov.uk\)](https://www.surreycc.gov.uk/council/council-agenda/council-agenda-2018-19/council-agenda-2018-19-10-11-12-13-14-15-16-17-18-19-20-21-22-23-24-25-26-27-28-29-30-31-32-33-34-35-36-37-38-39-40-41-42-43-44-45-46-47-48-49-50-51-52-53-54-55-56-57-58-59-60-61-62-63-64-65-66-67-68-69-70-71-72-73-74-75-76-77-78-79-80-81-82-83-84-85-86-87-88-89-90-91-92-93-94-95-96-97-98-99-100-101-102-103-104-105-106-107-108-109-110-111-112-113-114-115-116-117-118-119-120-121-122-123-124-125-126-127-128-129-130-131-132-133-134-135-136-137-138-139-140-141-142-143-144-145-146-147-148-149-150-151-152-153-154-155-156-157-158-159-160-161-162-163-164-165-166-167-168-169-170-171-172-173-174-175-176-177-178-179-180-181-182-183-184-185-186-187-188-189-190-191-192-193-194-195-196-197-198-199-200-201-202-203-204-205-206-207-208-209-210-211-212-213-214-215-216-217-218-219-220-221-222-223-224-225-226-227-228-229-230-231-232-233-234-235-236-237-238-239-240-241-242-243-244-245-246-247-248-249-250-251-252-253-254-255-256-257-258-259-260-261-262-263-264-265-266-267-268-269-270-271-272-273-274-275-276-277-278-279-280-281-282-283-284-285-286-287-288-289-290-291-292-293-294-295-296-297-298-299-300-301-302-303-304-305-306-307-308-309-310-311-312-313-314-315-316-317-318-319-320-321-322-323-324-325-326-327-328-329-330-331-332-333-334-335-336-337-338-339-340-341-342-343-344-345-346-347-348-349-350-351-352-353-354-355-356-357-358-359-360-361-362-363-364-365-366-367-368-369-370-371-372-373-374-375-376-377-378-379-380-381-382-383-384-385-386-387-388-389-390-391-392-393-394-395-396-397-398-399-400-401-402-403-404-405-406-407-408-409-410-411-412-413-414-415-416-417-418-419-420-421-422-423-424-425-426-427-428-429-430-431-432-433-434-435-436-437-438-439-440-441-442-443-444-445-446-447-448-449-450-451-452-453-454-455-456-457-458-459-460-461-462-463-464-465-466-467-468-469-470-471-472-473-474-475-476-477-478-479-480-481-482-483-484-485-486-487-488-489-490-491-492-493-494-495-496-497-498-499-500-501-502-503-504-505-506-507-508-509-510-511-512-513-514-515-516-517-518-519-520-521-522-523-524-525-526-527-528-529-530-531-532-533-534-535-536-537-538-539-540-541-542-543-544-545-546-547-548-549-550-551-552-553-554-555-556-557-558-559-560-561-562-563-564-565-566-567-568-569-570-571-572-573-574-575-576-577-578-579-580-581-582-583-584-585-586-587-588-589-590-591-592-593-594-595-596-597-598-599-600-601-602-603-604-605-606-607-608-609-610-611-612-613-614-615-616-617-618-619-620-621-622-623-624-625-626-627-628-629-630-631-632-633-634-635-636-637-638-639-640-641-642-643-644-645-646-647-648-649-650-651-652-653-654-655-656-657-658-659-660-661-662-663-664-665-666-667-668-669-670-671-672-673-674-675-676-677-678-679-680-681-682-683-684-685-686-687-688-689-690-691-692-693-694-695-696-697-698-699-700-701-702-703-704-705-706-707-708-709-710-711-712-713-714-715-716-717-718-719-720-721-722-723-724-725-726-727-728-729-730-731-732-733-734-735-736-737-738-739-740-741-742-743-744-745-746-747-748-749-750-751-752-753-754-755-756-757-758-759-760-761-762-763-764-765-766-767-768-769-770-771-772-773-774-775-776-777-778-779-780-781-782-783-784-785-786-787-788-789-790-791-792-793-794-795-796-797-798-799-800-801-802-803-804-805-806-807-808-809-810-811-812-813-814-815-816-817-818-819-820-821-822-823-824-825-826-827-828-829-830-831-832-833-834-835-836-837-838-839-840-841-842-843-844-845-846-847-848-849-850-851-852-853-854-855-856-857-858-859-860-861-862-863-864-865-866-867-868-869-870-871-872-873-874-875-876-877-878-879-880-881-882-883-884-885-886-887-888-889-890-891-892-893-894-895-896-897-898-899-900-901-902-903-904-905-906-907-908-909-910-911-912-913-914-915-916-917-918-919-920-921-922-923-924-925-926-927-928-929-930-931-932-933-934-935-936-937-938-939-940-941-942-943-944-945-946-947-948-949-950-951-952-953-954-955-956-957-958-959-960-961-962-963-964-965-966-967-968-969-970-971-972-973-974-975-976-977-978-979-980-981-982-983-984-985-986-987-988-989-990-991-992-993-994-995-996-997-998-999-1000).