

Please reply to:

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Date: 28 September 2021

Notice of Extraordinary meeting

Environment and Sustainability Committee

Date: Wednesday, 6 October 2021

Time: 7.00 pm

Place: Council Chamber, Council Offices, Knowle Green, Staines-upon-Thames TW18 1XB

To the members of the Environment and Sustainability Committee

Councillors:

I.J. Beardsmore (Chairman)	M. Gibson	J. McIlroy
O. Rybinski (Vice-Chairman)	K.M. Grant	S.C. Mooney
J.T.F. Doran	N. Islam	R.J. Noble
T. Fidler	T. Lagden	J.R. Sexton
N.J. Gething	V.J. Leighton	V. Siva

Substitute Members: Councillors S.M. Doran, R.D. Dunn, H. Harvey, R.A. Smith-Ainsley, B.B. Spoor and J. Vinson

Councillors are reminded that the Gifts and Hospitality Declaration book will be available outside the meeting room for you to record any gifts or hospitality offered to you since the last Committee meeting.

Spelthorne Borough Council, Council Offices, Knowle Green

Staines-upon-Thames TW18 1XB

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Agenda

Page nos.

1. Apologies for Absence and Substitutions

To receive any apologies for absence and notification of any substitutions.

2. Disclosures of Interest

To receive any disclosures of interest from councillors in accordance with the Council's Code of Conduct for members.

3. Staines Development Framework Consultation Response

3 - 234

To consider and agree the publication of the Consultation Response document.

4. Surrey Transport Plan 2022-2032 Consultation

235 - 244

To consider and agree the consultation response to Surrey County Council.

Environment and Sustainability Committee



6 October 2021

Title	Staines Development Framework Objectives and Options Consultation Response
Purpose of the report	To make a decision
Report Author	Jane Robinson – Local Plans Manager
Ward(s) Affected	Staines (predominantly) All Wards (impact)
Exempt	No
Exemption Reason	
Corporate Priority	Housing Economic Development Clean and Safe Environment
Recommendations	Committee is asked to: 1) Agree the Consultation Response document for publication
Reason for Recommendation	Not applicable

1. Key issues

- 1.1 The Staines Development Framework ('the Framework'), formerly the 'Masterplan', will be a key part of the new Local Plan and is intended to be adopted alongside the Local Plan as a Supplementary Planning Document. The Framework will set a clear vision and strategy for the transformation and regeneration of the centre of Staines-upon-Thames. David Lock Associates are the consultants working on this project with officers from the Strategic Planning Team and all the Ward Members from the three Staines wards.
- 1.2 The Objectives and Options consultation proposed a set of key objectives that the Framework will aim to address. It looked at issues affecting the town, such as transportation improvements, parking provision, attractive public spaces, enhancing and connecting the riverside, responding to climate change, delivering homes, supporting our shops and providing vital infrastructure, together with options for how to address them.
- 1.3 The Staines Development Task Group (SDTG), comprising each ward councillor from Staines and the chair and vice chair of the Environment & Sustainability Committee agreed the Analysis and Review Report (Appendix

A) that identified the key issues with input from stakeholders. This work informed the production of the Objectives and Options Report (Appendix B) and accompanying questionnaire (Appendix C), which we used as a basis for a six-week public consultation running from 18 May to 29 June 2021.

- 1.4 Ahead of the consultation much discussion took place on the issue of heights and massing of buildings in Staines-upon-Thames following concerns raised by local residents groups and councillors. The consultation provided a mechanism for feedback and many of the early questions received a large number of comments on this subject.
- 1.5 745 responses were received from individuals or organisations, with 693 completing the questionnaire and the remaining 52 sending documents. The vast majority of responses were from individuals, with three from developers or their agents, three from organisations and one from a business based in the town centre. 54% of respondents described themselves as Staines residents, 17% as borough residents and 5% worked in the town. Of those providing their age 30% were over 65 and 9% were under 35.
- 1.6 At the request of the SDTG, the questionnaire contained 27 multiple choice questions and 35 questions which allowed free text responses giving respondents freedom to express their views. This large number of free text responses has resulted in a longer period of analysis as the 745 responses have been broken down into thousands of individual comments.
- 1.7 The responses to multiple-choice questions are summarised in graphs throughout this document. The free-text responses received have been broken down into thousands of comments and similar comments grouped together in tables. All responses have been included in the tables to provide full information about the responses received. This has resulted in a long document however it is comprehensive and captures all of the free-text responses in the most concise way possible.
- 1.8 A leaflet was sent out to every household in the borough (via Royal Mail) promoting the consultation. Respondents were urged to use the website to respond but paper copies of the questionnaire and report were available on request and 91 were sent out including some large print. All of those registered on the Local Plan database received emails and letters, we engaged with our Residents' Associations by way of a pre-consultation briefing to which all Members of Spelthorne Council were invited. The consultation was promoted via a press release, posters, social media and the Council's website.
- 1.9 The feedback will be used to inform the preparation of a draft Framework and input from the SDTG will be integral to its production before a further consultation is announced later this year, again to be agreed by E&S Committee. The Consultation Response document is a factual account of what was expressed by those who responded and does not propose any future actions arising from this feedback. It is important for transparency that this document is published so that members of the public, especially those who participated, can see what was said and that the Council can incorporate these views into the next stage of the Framework's preparation.

2. Options analysis and proposal

- 2.1 There are no options to analyse but it is worth reminding the Committee that the timing of the consultation was planned to accommodate Cabinet's previous decision on the temporary Moratorium on Spelthorne's own developments in Staines that requires as a condition of lifting it that a public consultation be carried out on the issue of high-rise schemes in Staines. Together with the need for transparency as set out above, the Committee is requested to agree the publication of this document without delay.

3. Financial implications

- 3.1 The financial implications relate to procurement of consultants to lead on the work, which was a decision previously made by Cabinet and has been budgeted for. The manner of consultation and its financial implication was agreed by the SDTG.

4. Other considerations

- 4.1 None

5. Equality and Diversity

- 5.1 Equality and diversity are at the core of consultation plans to ensure all our residents, businesses and users of Staines were able to participate.

6. Sustainability/Climate Change Implications

- 6.1 The Framework will address issues of sustainability and climate change through consideration of specific measures on developments, transport implications and more general policy requirement that will be developed through the new Local Plan.

7. Timetable for implementation

- 7.1 The timetable has been set out above and after the consultation a more detailed timeline for future production of the draft Framework will be produced.

Stage	Timetable
Analysis and Review Report	August 2020
Objectives and Options Report	March 2021
Public Consultation on Objectives and Options	May – June 2021
Drafting the Development Framework	Autumn 2021
Public Consultation on Framework	Spring 2022
Finalisation of Framework	Summer 2022
Adoption as SBC policy through Supplementary Planning Document (SPD)	2022

Background papers: There are none.

Appendices:

Appendix A - Staines Development Framework Objectives and Options Consultation Response Document

Appendix B – Staines Development Framework Objectives & Options Report
Appendix C – Staines Development Framework Objectives & Options
consultation questionnaire

Staines-upon-Thames Town Centre Development Framework Objectives and Options Consultation Responses

1. Introduction

- 1.1 A six-week public consultation on the Staines Development Framework Objectives and Options report ran from 18 May to 29 June 2021. The Objectives and Options Report consultation document was accompanied by a questionnaire.
- 1.2 745 responses were received from individuals or organisations with 693 completing the questionnaire and the remaining 52 sending documents. The questionnaire included multiple-choice questions and free text boxes giving respondents freedom to express their views. The responses to multiple-choice questions are summarised in graphs throughout this document. The free-text responses received have been broken down into a large number of comments and similar comments grouped together in tables. All responses have been included in the tables to provide full information about the responses received. This has resulted in a long document however it is comprehensive and captures all of the free-text responses in the most concise way possible.
- 1.3 The feedback will be used to inform the preparation of a draft Framework and input from the SDTG will be integral to its production before a further consultation is announced later this year, again to be agreed by E&S Committee.

2. Background

- 2.1 The Staines Development Framework ('the Framework'), formerly the 'Masterplan', will be a key part of the new Local Plan and is intended to be adopted alongside the Local Plan as a Supplementary Planning Document. The Framework will set a clear vision and strategy for the transformation and regeneration of the centre of Staines-upon-Thames. David Lock Associates are the consultants working on this project with officers from the Strategic Planning Team and all the Ward Members from the three Staines wards.
- 2.2 The Objectives and Options consultation proposed a set of key objectives that the Framework will aim to address. It looked at issues affecting the town, such as transportation improvements, parking provision, attractive public spaces, enhancing and connecting the riverside, responding to climate change, delivering homes, supporting our shops and providing vital infrastructure, together with options for how to address them.
- 2.3 The Staines Development Task Group (SDTG), comprising each ward Councillor from Staines and the chair and vice chair of the Environment & Sustainability Committee agreed the Analysis and Review Report (Appendix A) that identified the key issues with input from stakeholders. This work informed the production of the Objectives and Options Report (Appendix B) and accompanying questionnaire (Appendix C), which we used as a basis for a six-week public consultation running from 18 May to 29 June 2021.
- 2.4 Ahead of the consultation much discussion took place on the issue of heights and massing of buildings in Staines-upon-Thames following concerns raised by local residents' groups and councillors. The consultation provided a mechanism for feedback and many of the early questions received a large number of comments on this subject.
- 2.5 745 responses were received from individuals or organisations, with 693 completing the questionnaire and the remaining 52 sending documents. The vast majority of

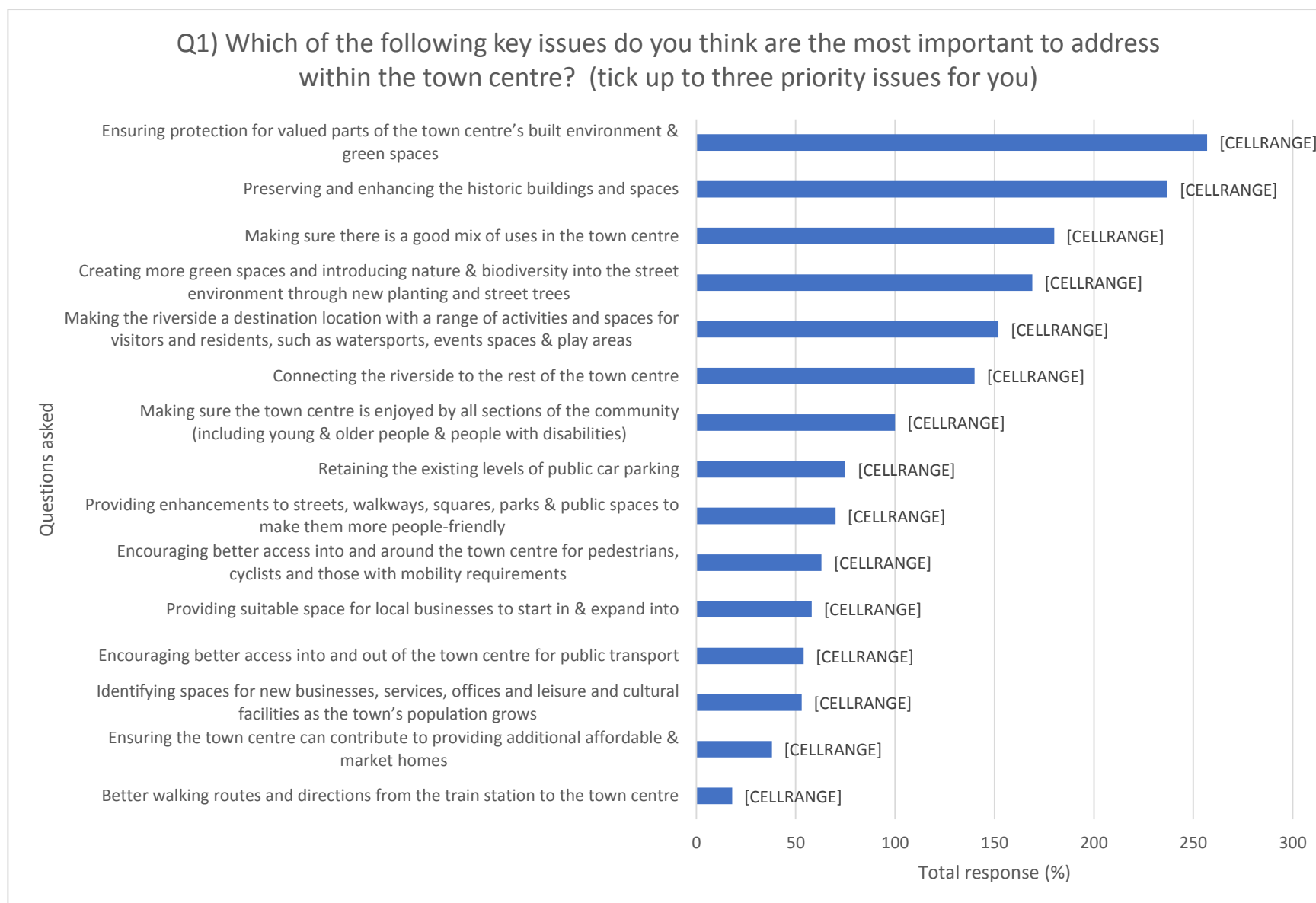
Staines Development Framework Objectives and Options Consultation Responses

responses were from individuals, with three from developers or their agents, three from organisations and one from a business based in the town centre. 54% of respondents described themselves as Staines residents, 16% as borough residents and 5% worked in the town. Of those providing their age 32% were over 65 and 9% were under 35.

- 2.6 At the request of the SDTG, the questionnaire contained 27 multiple choice questions and 35 questions which allowed free text responses. This large number of free text responses has resulted in a longer period of analysis as the 745 responses have been broken down into thousands of individual comments.
- 2.7 A leaflet was sent out to every household in the borough (via Royal Mail) promoting the consultation. Respondents were urged to use the website to respond but paper copies of the questionnaire and report were available on request and 91 were sent out including some large print. All of those registered on the Local Plan database received emails and letters, we engaged with our Residents' Associations by way of a pre-consultation briefing to which all Members of Spelthorne Council were invited. The consultation was promoted via a press release, posters, social media and the Council's website.
- 2.8 The feedback will be used to inform the preparation of a draft Framework and input from the SDTG will be integral to its production before a further consultation is announced later this year, again to be agreed by E&S Committee. The Consultation Response document is a factual account of what was expressed by those who responded and does not propose any future actions arising from this feedback. It is important for transparency that this document is published so that members of the public, especially those who participated, can see what was said and that the Council can incorporate these views into the next stage of the Framework's preparation.

3. Questionnaire

- 3.1 Graphs and tables summarise the response to each question.
- 3.2 Which of the following key issues do you think are the most important to address within the town centre? (Tick up to three priority issues for you).



Staines Development Framework Objectives and Options Consultation Responses

3.3 Question 1 (part 2): Are there any other issues that affect the town centre not listed above that you feel are important? (Please describe here)

Q1 (part 2): Are there any other issues that affect the town centre not listed above that you feel are important?	Total Comments	% of total comments
No more high-rise	58	11%
Traffic/ Reduce Traffic/ Improve Road Infrastructure to Neighbouring Towns/ Causes more pollution	40	7%
New Theatre/ Arts Centre/ Cultural Facilities/ Middlesex Centre/ Evening cultural facilities/ Leisure facilities/ Kingston as an example/ New Music venue/ Use Oast Building for this	29	5%
Addressing anti-social behaviour/ at the weekend/ improve security in the centre	19	3%
Infrastructure already at maximum/ Need more infrastructure	19	3%
Better vehicular access in and out of town	12	2%
Traffic needs assessing	11	2%
Better develop the Riverside/ Develop riverside like Kingston/ Richmond/ Development entertainment/ sports facilities at the River/ More Greenspace along Riverside	10	2%
Overpopulation/ Already overpopulated/ Build in other areas of Surrey as a result/ Do not build up centre/ Overdeveloped	10	2%
Bridge needs to be improved/ Bad traffic on Bridge/ Toll Bridge to improve Traffic/Refurbish Bridge/ Widen Bridge/ repainted	10	2%
More than three priorities/ Most of above points are important/ Only Three Priorities is too restrictive	9	2%
Build a soft play/ more leisure/ cultural facilities for young people	8	1%
Existing built environment assets/ Listed Buildings/ Conservation Area should be protected	8	1%
Choice/Quality of shops is poor	8	1%
Address the loss of shops/ reduce rates for existing/ rates too expensive/ support for existing shops	8	1%
Build affordable/ key worker homes (not flats/ large houses for profit)	8	1%
Protection of Green Spaces should be ensured/ no building on greenspace	7	1%
Small Local/ Modern/ Independent Businesses/ shops (such as Thameside Brewery) need to be supported	7	1%
More reliable/ cheaper/ Better/ safer/ more attractive Public Transport/Active Transport Modes	6	1%
Maintain existing multistorey car park/ existing car parks	6	1%
No more offices/ empty shops/ No more until existing are occupied/ Address Empty shops affected by Covid	5	1%
Have a Community Centre (like Talking Trees)/ improve overall community feel/ Have a community hub	5	1%
Repurpose Buildings/ Debenhams in town/ Retain Debenhams Building/ Refurbish as a covered market/	5	1%

Q1 (part 2): Are there any other issues that affect the town centre not listed above that you feel are important?	Total Comments	% of total comments
refurbish as artisan market/ do not convert to housing and flats/ retain façade		
Improve links to Riverfront	5	1%
More Car Parking Spaces	5	1%
No more housing	4	1%
No more development on the riverside/ no hotel there	4	1%
Need to offer a variety of uses apart from housing/ shops/ businesses/ only offer shops and businesses not houses in centre	4	1%
Ensure new buildings are of a high architectural quality	4	1%
Poor Traffic flow over Staines Bridge	4	1%
Encourage more walking /cycle routes into and from town	4	1%
Too many restaurants	4	1%
Staines needs to be in Zone 6/ Oyster Zone	4	1%
More diverse shops in the centre	4	1%
Pedestrianise the centre	3	1%
Need affordable/ social housing with open space	3	1%
Plant more trees	3	1%
Safe and secure footpaths and cycleways	3	1%
Cars drive too fast down Two Rivers Car Park/ Not friendly for pedestrians	3	1%
Parking and Access at Two Rivers needs improving/ causes traffic	3	1%
Restriction of Buildings to 6 stories	3	1%
More Bins/ Litter monitoring	3	1%
More electric charging points/ make sure new developments have sufficient EV charging points	3	1%
New Medical Centre	3	1%
New Library/ Museum/ Retain Existing	3	1%
Address traffic issues before more development	3	1%
Too many traffic lights	3	1%
Too many flats for London Commuters/ not enough for local community/ not enough family housing	3	1%
No more housing in the centre	3	1%
Any new building needs to be in keeping with existing/ make attractive	2	0%
Limit on High Rise	2	0%
Train station is too far away, need a shuttle bus	2	0%
Improve school quality and ratings	2	0%
Nowhere to shop for women's clothing with loss of Debenhams and M&S	2	0%

Q1 (part 2): Are there any other issues that affect the town centre not listed above that you feel are important?	Total Comments	% of total comments
Increase parking charges for Internal Combustion Engine (ICE) Cars/ Promote shift from ICE to EV Cars	2	0%
More Seating needed	2	0%
Remove Car Park at Two Rivers	2	0%
Poor traffic flow over Crooked Billet and Iron Bridge	2	0%
Use more Brownfield sites	2	0%
Restriction of Buildings to 4 stories	2	0%
Restriction of Buildings to 5 stories	2	0%
Restriction of Buildings to 8 stories	2	0%
Knock down high-rise blocks at river and build low rise	2	0%
Better lighting along Thames Towpath	2	0%
Secure cycle parking	2	0%
Improve links to Lammas Park	2	0%
Build a Park and Ride	2	0%
Need more Public Toilets	2	0%
Town Centre should be a whole entity, feels disjointed	2	0%
Clarence Street needs to be included in outstanding townscape	2	0%
Riverside Paths should not be sacrificed for development	2	0%
More shops in the centre	2	0%
Homes should be sold to local residents not investors	2	0%
Preserve Staines' industrial heritage and beautiful old buildings	2	0%
Make best use of the buildings that exist in Staines rather than new building in order to reduce CO2 emissions.	1	0%
green' the areas distant from the trees near Debenhams	1	0%
One way system around town centre behind the Elmsleigh centre and through 2 rivers	1	0%
Elmsleigh centre needs to be regenerated	1	0%
Good mix of hospitality venues and shops and businesses	1	0%
Just Local political greed and crony-ism	1	0%
High Rise prevents sunlight getting to centre/ makes it a wind tunnel	1	0%
Need one more bridge over the Thames	1	0%
Restrict High rise to 5 stories	1	0%
High Rise only near station/ Crooked Billet	1	0%
Independent shops on High Street, bring in larger chain shops in general	1	0%
Improve crossing points for pedestrians	1	0%
Domination of London Road by two new, huge residential developments.	1	0%

Staines Development Framework Objectives and Options Consultation Responses

Q1 (part 2): Are there any other issues that affect the town centre not listed above that you feel are important?	Total Comments	% of total comments
Connect London Road with Town Centre	1	0%
Need roundabout at junction of Kingston road and London road	1	0%
Improve overall aesthetics of the town	1	0%
Creating a sense of place	1	0%
Car Parking needed for new homes	1	0%
Traffic due to constant works at Fairfield Avenue	1	0%
Improve access for disabled/ elderly	1	0%
No shops for elderly	1	0%
Disabled Parking near the shops needed	1	0%
Street Market not attractive	1	0%
Will leave the Council and residents more in debt	1	0%
Add a water taxi to take you to Kingston/ Windsor	1	0%
Increase development density on edge of town to allow higher footfall	1	0%
Make provision for shift from ICE to EV Cars	1	0%
Covered area needed	1	0%
Make Moor Lane a residents only permit road	1	0%
New residents should be allowed parking permits	1	0%
Need more permit streets as people do not use car parks	1	0%
Poor Traffic Flow between Staines Bridge and Three Rivers	1	0%
Protect Greenbelt	1	0%
Open up Greenlands Road to Traffic	1	0%
Two Rivers needs improving. Only consists of fast-food restaurants and few shops	1	0%
Repurpose large empty units for small businesses	1	0%
No more café's/ coffee outlets	1	0%
Get M&S to occupy Debenhams	1	0%
Restrict Building Heights	1	0%
Restriction of Buildings to 7 stories	1	0%
Requirement for planning consents to be built within 5 years	1	0%
Repairs to the Towpath	1	0%
Improve synchronisation of traffic lights	1	0%
Lack of areas for small craft businesses	1	0%
Light pollution from offices needs to be addressed	1	0%
Food outlets responsible for takeaway rubbish	1	0%
Ensure development not left vacant	1	0%
Discourage vehicular access to centre	1	0%
Have seasonal events to encourage people to visit the centre	1	0%

Staines Development Framework Objectives and Options Consultation Responses

Q1 (part 2): Are there any other issues that affect the town centre not listed above that you feel are important?	Total Comments	% of total comments
(Frost Fair, Picnic in the Park)		
A new good department centre centrally located	1	0%
Do not convert offices to flats	1	0%
Convert empty offices first before building new housing	1	0%
Make it easier to park outside centre	1	0%
Park and Ride not the problem	1	0%
Protected cycle lanes	1	0%
Water sports are detrimental to Wildlife	1	0%
People going to Retail Park instead because of Traffic issues	1	0%
Oast House Prime Location for cultural events not turning into Flats	1	0%
New Public Transport Interchange	1	0%
Bring back outdoor cinema/ make free	1	0%
Upmarket Shops/ Restaurants	1	0%
Use the Town Hall for a restaurant/ theatre	1	0%
More attention should be given to Ashford - Car park crumbling, on street parking chaotic. Pedestrian crossings limited. Congestion is terrible	1	0%
Not enough supermarkets	1	0%
Too many clothes shops	1	0%
Supermarket near the bus station	1	0%
Relocate the bus station out of town	1	0%
Car Parking relocated to Park and Ride	1	0%
People will still use cars no matter amount of pedestrianisation	1	0%
Need two car parking spaces as two people need to work due to high costs of homes	1	0%
No High Rise by the river	1	0%
Road Lighting is poor	1	0%
Sports as a way of promoting health	1	0%
Too many shops/ attractions make centre difficult to navigate	1	0%
Light Railway to Heathrow	1	0%
Air quality in centre needs to be improved	1	0%
Car Parking is too expensive/ reduce rates for shoppers to make attractive/ make first hour free	1	0%
Positive use of arches under Staines Bridge (Lock Ups for Small Businesses)	1	0%
Convert surface car parks to greenspace	1	0%
Ensure adequate water supply	1	0%
introducing flood mitigation measures in accordance with the Environment Agency's recommendations	1	0%

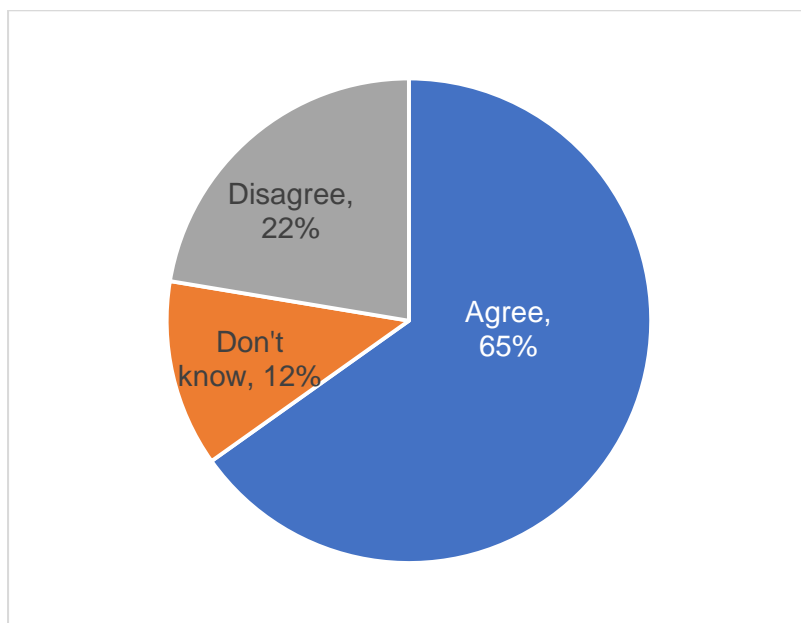
Staines Development Framework Objectives and Options Consultation Responses

Q1 (part 2): Are there any other issues that affect the town centre not listed above that you feel are important?	Total Comments	% of total comments
Description of Staines incorrect, ugly and gets more like a London Borough	1	0%
Charity presence on stalls in the high street	1	0%
Infrastructure not in place to support growth	1	0%
Pavement needs to be wider	1	0%
Make accessible for all	1	0%
Elmsleigh overground car park and create a rail link from Staines to Heathrow via Staines Moor	1	0%
Limit on Housing	1	0%
New homes should be owner occupied, not rented out	1	0%
No more through traffic	1	0%
More enjoyable shopping environment	1	0%
Do not convert shops to residential	1	0%
Ugly, poorly maintained buildings along the Thames path e.g. Mercure hotel	1	0%
Improve Transport Links to Heathrow	1	0%
Protection for valued parts of the town centre's built environment and green spaces should be separate. Redevelop built environment slightly but all green spaces should be separated	1	0%
Market stalls are worse	1	0%
Better access to LHR with Sky train from Staines	1	0%
No	1	0%
Access to funding/cost of infrastructure projects which affects delivery/implementation	1	0%
Loss of Debenhams store is a big hit for the town	1	0%
Important to assess the capacity of the town to sustainably absorb such growth at the outset.	1	0%
	550	

- 3.4 Underpinning the Development Framework and its objectives is a suggested Statement of Intent, to help guide thinking for any proposals within the town centre.

The Development Framework for Staines-upon-Thames Town Centre will support and enable sustainable and inclusive growth that benefits the whole community and enhances the attractiveness of the town centre as a place to live, work and spend time in, now and into the future.

- 3.5 Do you agree with the Statement of Intent?



- 3.6 Do you have any comments on the Statement of Intent or alternatively, can you describe your vision for Staines upon Thames?

Do you have any comments on the Statement of Intent or alternatively, can you describe your vision for Staines upon Thames?	Total Comments	% of Total Comments
No more high-rise Buildings/ Height restrictions	90	15%
More Infrastructure required for larger population (Doctors, Schools, Transport, Car Parking/ Car Parking out of centre/ Sewers etc)/ Plans for Infrastructure need to be clearer/ limit on growth due to infrastructure/ no space for infrastructure	41	7%
Improved traffic management/ Too much traffic	29	5%
Retain historic nature of site/ redevelop these buildings rather than build new/ Example is Oast House for cultural facilities/ Retain Listed Buildings/ Protect Conservation Area/ New Buildings respect the old architectural and historical nature of the town	24	4%
Agree with Statement/ General Support	23	4%
Overdevelopment/ Concrete Jungle/ Overcrowded/ Overpopulated	20	3%
More Green Spaces/ mention protection of existing/enhance green spaces/ more planting/ more flowers	19	3%
More Variety of shops/ Businesses needed/ support for independent businesses needed/ independent shops instead of chains	17	3%
Preserve/ enhance the Riverfront area and views/ Preserve the Riverfront environment	15	2%

Staines Development Framework Objectives and Options Consultation Responses

Do you have any comments on the Statement of Intent or alternatively, can you describe your vision for Staines upon Thames?	Total Comments	% of Total Comments
Somewhat Bland/ Vague/ Waffle Statement/ Priorities need to be set/ Flawed	12	2%
Town centre needs updating/ improving/ Gigabit enabled/ more quality of shops	11	2%
Riverfront should be like Richmond upon Thames/ Retain old buildings at Waterfront/ Move modern buildings away from riverfront	10	2%
No Parking/ No parking for local residents as commuters take it all up/ No Parking available on side streets	10	2%
Develop river front for restaurants, cafes, boat hire, bars, make it a hub	9	1%
Not a need for Housing/ No more Housing in centre/ Less Housing in the centre/ No more housing/ Pushing Businesses out of the centre	9	1%
Too few shops/ More shops needed/ reopen closed shops	8	1%
More facilities/ shops for young people/ bowling alleys/ family friendly like escape rooms etc/ reduced antisocial behaviour	8	1%
Need theatre/ cultural facilities/ more nightlife/ new music/arts centre, venues for upcoming bands/ events and concerts	14	2%
Should be seeking to improve/ protect the environment and address climate change	6	1%
Not enough focus on communities/ Staines community being pushed out by London Commuters/ Not focus on London Community	6	1%
Do not change/ Existing Building Framework Preserved/ Make reference to this in the statement	6	1%
Need a framework that benefits a whole community, not just one group	5	1%
Tidy up Memorial Gardens/ Tidy Statues and Fountains/ Less Litter	5	1%
Further growth does not enhance community/ not sustainable/ make growth for community and focus on sustainability/ no more growth	5	1%
Too many empty office buildings/ convert to residential first before building new/ no more office development	5	1%
Majority of new homes should be affordable	5	1%
Nonsense/ Will not change anything/ not be delivered	4	1%
Affordable Homes will not be affordable/ still too expensive/ riverfront homes not affordable for residents/ maximise social housing	5	1%
Improve connections with the Riverfront	4	1%
More family friendly homes and facilities	4	1%
Needs to be in keeping with existing town	3	0%
Architectural quality of buildings on riverfront needs to be improved/ not living in square boxes	6	1%
No hotel by the Riverfront	3	0%
Will benefit developers rather than the local community, too much focus on housing and quotas	6	1%
New development needs to be consistent architecturally with existing	3	0%
Pedestrianise the centre/ Market square to high street	3	0%

Staines Development Framework Objectives and Options Consultation Responses

Do you have any comments on the Statement of Intent or alternatively, can you describe your vision for Staines upon Thames?	Total Comments	% of Total Comments
More Leisure Facilities/ activities for young/elderly	6	1%
Will lead to more crime	3	0%
Sustainability is key	3	0%
Retain Debenhams Building/ mention about retaining Debenhams and other Historical assets in the statement/ Convert to a market style shopping centre	3	0%
Amend strategy to take into account post-covid changes (more people working from home)	3	0%
Lower rates to combat empty shops/ prevent further deterioration	3	0%
improving bus, cycling and pedestrian cycling/ easier to access/ improve walking routes/ footpaths	3	0%
Riverside and Town Centre need better links	3	0%
Town Centre for Business and Leisure only, no housing/ Mixed Use	3	0%
Going against David Lock report, local objections to the proposals/ Council pressing on despite objections/ not consulting all community/ driven by financial needs only	2	0%
Riverside and South of the High Street being significantly underdeveloped and uninviting, whilst the north side of the High Street is quickly becoming a new Town Centre, need to rebalance	2	0%
Riverside/ High Street need to be more inviting/ are in decline	2	0%
Spread housing across the borough	2	0%
An attractive market town like Chichester	2	0%
Keep buildings to a maximum of 5 storeys	2	0%
Keep buildings to a maximum of 6 storeys	2	0%
Better Transport Links (General Comment) and improved public transport	5	1%
Must include access for disabled/ elderly	2	0%
Jimmy's spices are a blight on the riverfront	2	0%
Do not convert empty shops into flats/ houses	2	0%
Need larger housing (not boxes) with a garden	2	0%
Move the market out of town/ To Ground Floor of Riverside Parking Area/ Sell the land	2	0%
Need large department store/ brands for people to visit	2	0%
Centre needs to be accessible for all modes of transport	2	0%
Elmsleigh centre converted for independent businesses/ improve the Elmsleigh centre	2	0%
Maintain the Green Belt	2	0%
Bridge Street Car Park needs to be sensitively developed/ Convert this to a grass area with picnic tables	2	0%
Proposals will destroy character of Staines	1	0%
How will it be achieved	1	0%

Do you have any comments on the Statement of Intent or alternatively, can you describe your vision for Staines upon Thames?	Total Comments	% of Total Comments
Need an Adult Education Centre everyone can afford	1	0%
No confidence bad development decisions in the past will be corrected/ not repeated	1	0%
Replace 'support' with 'Establish a sustainable'	1	0%
River developed for walking only	1	0%
What does 'inclusive' mean, not clear if upgrading or downgrading Staines	1	0%
Statement of intent should outline in keeping with the peaceful, serene nature of the town, river and surroundings	1	0%
Reeks of "cronyism" and corruption. We already know that Spelthorne Council are greedy and corrupt - rotten from the core outwards.	1	0%
Need a new shopping centre to compete with Richmond, Guildford or Kingston	1	0%
Should read 'sustainable and inclusive development'	1	0%
Cannot be sustainable and inclusive growth whilst trying to prevent climate change. Staines should be a garden town harmonising with nature	1	0%
No need for additional hotels due to COVID impact on passenger numbers	1	0%
Clearer definition of what 'growth is' and its impacts	1	0%
Focus on developing underused/ brownfield sites	1	0%
Proper consultation with residents	1	0%
Statement only looks at short term issues	1	0%
Surrey's Housing needs being dumped on Spelthorne	1	0%
Ex-servicemen plans are not shown	1	0%
Tow path needs to be for pedestrians not just cyclists/ need better footpaths	2	0%
Be more like the old town centre with a mix of houses, shops and small businesses behind the High Street (on a trading estate) so that people living locally had local work and therefore less traffic	1	0%
Statement needs to make reference to improving quality of life	1	0%
Improve flood defence and drainage along the River Thames	1	0%
Better Boat Mooring facilities	1	0%
Should not build the number of houses the government specifies	1	0%
Need to have a high-quality housing	1	0%
Spelthorne recreation centre and replacing it with apartments and then building a replacement centre in a park simply defies logic. That's what happens when developers start thinking for us while their motive is only profits	1	0%
Other places in Spelthorne (Ashford, Stanwell and Sunbury) should be developed first	1	0%
Choice of cafes and restaurants should be maintained	1	0%

Staines Development Framework Objectives and Options Consultation Responses

Do you have any comments on the Statement of Intent or alternatively, can you describe your vision for Staines upon Thames?	Total Comments	% of Total Comments
Is the growth quantitative or qualitative? / qualitative rather quantitative is most important	1	0%
Cycle only lanes will only create more traffic	1	0%
Statement is too generic/ does not play on strength of the town	1	0%
Content could be better worded for everyone to understand/ making deliberately long so not everyone reads/ comments	1	0%
Need to take in views of local homeowners	1	0%
Need a Park & Ride	1	0%
Review Parking around the railway station	1	0%
GP Surgery is very busy	1	0%
Leisure centre needs to be upgraded	1	0%
Prevent loss of retail in future	1	0%
Agree with Council purchasing empty shops units e.g. M&S to ensure that no more rear access to the Elmsleigh is closed off	1	0%
Remove 'enable' from 'support and enable'	1	0%
Now and into the future" - if it's now then it will be in the future. Again, you could cut that and make it shorter	1	0%
Just have "benefits the whole community"	1	0%
No more convenience store in town	1	0%
Towpath unkept/ needs tidying	1	0%
Waterfalls by river falling into disrepair	1	0%
Become a destination area	1	0%
Will make matters/ lives worse	1	0%
Model Staines on Windsor not Woking	1	0%
Statement should make reference to Green Issues	1	0%
Put the needs of local residents first	1	0%
New development could overshadow historic centre	1	0%
Keep buildings to a maximum of 3 storeys	1	0%
Keep buildings to a maximum of 4 storeys	1	0%
Keep buildings to a maximum of 8 storeys	1	0%
Need more B&B's	1	0%
Most Council developments detract from the centre	1	0%
History of town needs to be promoted more/ Tours of History	1	0%
Housing figures are likely to be lower due to Heathrow refusal/ Covid impacts and working from home	1	0%
Bus and Train Station should be in same place	1	0%
Move station closer to town	1	0%
Bus and Train Station needs to be refurbished	1	0%
No 100% council run housing developments or projects. Any council	1	0%

Staines Development Framework Objectives and Options Consultation Responses

Do you have any comments on the Statement of Intent or alternatively, can you describe your vision for Staines upon Thames?	Total Comments	% of Total Comments
housing should be incorporated, as it already is, in private building projects in with private and affordable (shared ownership) projects		
Safer centre for daytime/ night-time activities for all	1	0%
People only visit centre for short journeys and do not 'connect' with the centre.	1	0%
More Outdoor Leisure Facilities	1	0%
More Pop-up Businesses	1	0%
More Market Traders	1	0%
More low-level developments	1	0%
River should only have 3 storeys maximum	1	0%
High Rise block sunlight onto high street	1	0%
Improve connection between town centre and train station	1	0%
Segregate cycle lanes	1	0%
Community' should only apply to Staines and not whole of Spelthorne	1	0%
No more restaurants	1	0%
117 should be a night bus to link to A&E for night-time economy	1	0%
Repair the roads around Staines	1	0%
Talk of a bowling alley for 10 years yet no change	1	0%
Vision should be 'a thriving town at the heart of Spelthorne that fosters sustainability, economic growth, affordable housing and a place for families to share life experiences - a fun place to be'.	1	0%
Proposal does not allow for motorists to access town	1	0%
Townhall could become a social hub filled with restaurants etc. that takes advantage of the riverside setting	1	0%
Convert Debenhams to apartments	1	0%
Turn old market square to a piazza	1	0%
Too many flats/ not benefitting local people	1	0%
Flats are best for new housing	1	0%
Converting offices and car parks to shops will change character	1	0%
Encourage the local brewery by the river	1	0%
Housing density needs to be reviewed	1	0%
Change statement from "enhances the attractiveness of the town centre" to "enhances the attractiveness of the town centre and it's riverside"	1	0%
Need to look at cost for example use of Oyster card or link to Heathrow	1	0%
Make Staines in Zone 6/ Oyster Area	1	0%
Links from bus station to Terminal 5 at Heathrow	1	0%
More of a destination than a purely functional retail area	1	0%

Do you have any comments on the Statement of Intent or alternatively, can you describe your vision for Staines upon Thames?	Total Comments	% of Total Comments
Statement should talk of being a place people want to visit and therefore attracting people in	1	0%
Increase uses in the town centre	1	0%
Proposed construction on bridge (ugly) goes against statement	1	0%
Kate Raworth's Doughnut Economics as a sustainable way forward for the future of Staines: "Think of it as a compass for human prosperity in the 21st century, with the aim of meeting the needs of all people within the means of the living planet."	1	0%
	620	

3.7 What do you **like** most about Staines-upon-Thames?

Q3. What do you <u>like</u> most about Staines-upon-Thames?	Total Comments	% of Total Comments
The River/ Riverside Location/ Proximity to the river/ Access to River Walks/ River could be better/ Like shopping and leisure by the river/ Riverside Gardens/ Make like Richmond/ Need more seats along River	364	23%
Green Spaces / Open Spaces/ Parks/ Access to Parks (General)	181	11%
Variety of shops	72	4%
Historic Nature/ Historic Buildings/ Its History	49	3%
Easy Access/ Good Transport Links/ Rapid Transport Links to London	45	3%
Good Transport Links (General)	44	3%
Pedestrian only high street/ centre	39	2%
Community/ The People/ Community Facilities/ Friendly people	36	2%
Low Rise in Nature/ Lack of High Rise/ No High Rise/ No higher than existing	32	2%
Variety of/ good restaurants	31	2%
The Market/ Market Square/ Food Market/ Outdoor Market	31	2%
Geographical Location	31	2%
Staines Moor	27	2%
Is/ Was small market town/ small scale of town with a distinct character defined by its skyline	26	2%
Ability to walk and cycle safely/ Can walk anywhere/ Good Hiking Routes	24	1%
Large town but also has a village feel	23	1%
Proximity to M3 and M25/ Motorway Network/ national road network	23	1%
Lammas Park/ Area	22	1%
Towpath/ Thames path for running and cycling	18	1%
Proximity to/ Good Transport Links to Heathrow	17	1%
Having a Cinema	16	1%
Good/ Variety of Leisure Facilities/ Swimming Pool	16	1%
Compact Centre/ Concentration of facilities	14	1%
Low Crime rate/ Safe/ Low antisocial behaviour/ used to be safe but now concerned	13	1%
Conservation Area/ Conservation Area around St Mary's Church	13	1%
Nothing/ Not much/ nothing to like	12	1%
Good Railway Links	12	1%
Easy access to the shops/ centre	11	1%
Nature/ Natural Beauty/ Wildlife/ Natural Environment	11	1%
Quiet Suburb/ Centre/ Tranquil Lifestyle	10	1%
Proximity to London/ Outer London Location	9	1%
Flower Displays/ Hanging Baskets/ Need more of	9	1%

Staines Development Framework Objectives and Options Consultation Responses

Q3. What do you <u>like</u> most about Staines-upon-Thames?	Total Comments	% of Total Comments
Easy Parking	8	0%
The High Street (General Comment)	8	0%
Marks & Spencer's Food Hall	8	0%
Two Rivers shopping area is Modern/ Low Rise	8	0%
Views of open sky/ the skyline/ the scenery	7	0%
Bustling Town Centre/ restaurants and shops in town centre	7	0%
Not Overcrowded/ Overdeveloped	7	0%
Shopping (Just one word)	6	0%
The Swan Pub/ Pubs	6	0%
Library	6	0%
The Town Hall	6	0%
Good Infrastructure in place (Schools, Doctors, Services etc)	6	0%
Staines Brewery/ Thames side Brewery	6	0%
Quantity of Car Parking	5	0%
Multi-cultural Mix/ Cosmopolitan atmosphere	5	0%
Ease of access to Countryside	5	0%
Museum/ Museum has great activity days	5	0%
Feels like a small town	5	0%
Good Public Transport Links	4	0%
Being able to shop, eat, socialise and walk to centre and shops	4	0%
Good Pedestrian access	4	0%
Talking Tree	4	0%
Gusto's Coffee Shop/ Nice Coffee shops	4	0%
Easily Accessible	4	0%
Decent number of shops	3	0%
Church Street	3	0%
Medium sized town with no large buildings	3	0%
Car Parking is close to shops	3	0%
Having (or used to have) large department stores (Debenhams, Waitrose, M & S)	3	0%
Community Centre at Oast House/ Do not develop Oast House with current proposal	3	0%
Good Railway Links (General Comment)	3	0%
Proximity of Bus and Train Station to centre	3	0%
Local Sporting facilities/ improve local sports facilities/ make sports facilities more inclusive	3	0%
Unspoilt River Views	3	0%
Amenities/ Amenities within walking distance	3	0%
Good Transport Links to Windsor	3	0%
Good Parking available at Two Rivers/ Not Multistorey at Two	3	0%

Staines Development Framework Objectives and Options Consultation Responses

Q3. What do you <u>like</u> most about Staines-upon-Thames?	Total Comments	% of Total Comments
Rivers is good		
Trees/ Don't remove any more trees	3	0%
Nice Shopping Centre	3	0%
Market Town Nature	3	0%
future potential to be more than it currently is.	3	0%
Number of Green Spaces/ Parks	2	0%
Staines Bridge/ Views from Staines Bridge	2	0%
Plans for new leisure centre	2	0%
Good mix of facilities	2	0%
Easy access to surround areas, such as Windsor, Virginia Water, Hampton Court	2	0%
Commercial Park	2	0%
Family Friendly	2	0%
Recommendation - Address changes and closures as a result of COVID	2	0%
Green Belt/ Protect the Green Belt from further development	2	0%
Banks	2	0%
Lots of bus routes/ services	2	0%
Local Businesses/ Business Mix	2	0%
Train Links to London	2	0%
Quality of shops in Two Rivers and Elmsleigh Centre	2	0%
Tennis Courts	2	0%
Good Vehicular Access	2	0%
Improved Shopping Facilities	2	0%
Good Recreational Facilities	2	0%
Location (General)	2	0%
Affordable	2	0%
Having day events/ Staines Day is good	2	0%
Convenient Shopping Centre	2	0%
Semi-rural in nature	2	0%
Bedfont Lakes	2	0%
Clean/ well maintained/ no litter	2	0%
Make available for Boat Hire	1	0%
Close to Ashford	1	0%
Attractive surroundings	1	0%
Great Place to live	1	0%
Stunning Green Walks	1	0%
Primark	1	0%
Occasional use of shops	1	0%

Q3. What do you <u>like</u> most about Staines-upon-Thames?	Total Comments	% of Total Comments
Add a Crazy golf	1	0%
Links to beauty spots	1	0%
Changed for the worse	1	0%
Quiet/ tranquil at night	1	0%
Tree Lined Streets	1	0%
How it is at present	1	0%
Ease of access for cars	1	0%
Station Path	1	0%
Need more signs	1	0%
The location of the centre	1	0%
Independent shops	1	0%
Use Town Hall for a Market Area again	1	0%
Good Health Centre	1	0%
Good Cultural facilities	1	0%
Good entertainment facilities	1	0%
Close to Friends and family	1	0%
Seating in the centre	1	0%
Believe it's a developing area	1	0%
That it is not 'touristy' like Windsor or Richmond	1	0%
Proximity to other tourist destinations	1	0%
Proximity to Shepperton Studios	1	0%
Allotments	1	0%
Having a Post Office	1	0%
Public Playground	1	0%
Proximity to Thorpe Park	1	0%
Apartments above retail premises, as at the Iron Bridge end, would be beneficial	1	0%
Boots	1	0%
Waterstones	1	0%
Great Houses	1	0%
Wagamama	1	0%
Easily Accessible bus station/ covered bus station	1	0%
Peaceful residential area (outside centre)	1	0%
Bank and Building society branches	1	0%
Mobility scooter in town does not return calls	1	0%
Great Refuse/ recycling facilities	1	0%
The Staines Asian Food Court	1	0%
Encouraging people to live in the centre	1	0%
It has a nice train station	1	0%

Staines Development Framework Objectives and Options Consultation Responses

Q3. What do you <u>like</u> most about Staines-upon-Thames?	Total Comments	% of Total Comments
Quick access from Laleham direction along the river road.	1	0%
Laleham Park	1	0%
Bowling Club	1	0%
Ease of Parking in Elmsleigh centre	1	0%
Elmsleigh centre	1	0%
Improve links to the river	1	0%
Good Train Services	1	0%
Shopping as all major chains still here	1	0%
Good hub town	1	0%
Sunday Free Parking	1	0%
Balances charm and commercialism well	1	0%
Marianne's Café and other facilities	1	0%
The new Premier Inn and Nicholson's Quarter developments are too big	1	0%
Free Parking at place of work	1	0%
Feels like a village	1	0%
Seems to be tackling homelessness	1	0%
Ambience of the River	1	0%
Recommendation - Town centre has potential with proximity to London, complete with 'unlocking' PDL sites for higher quality/ quantum of development	1	0%
Undesirable' development have been dumped on Staines by Council which would be unacceptable elsewhere due to affluent areas	1	0%
Good to have shops instead of residential	1	0%
Get Staines in Zone 6	1	0%
Overall Location in SE England	1	0%
Roman crossing history	1	0%
Close knit elderly community	1	0%
Welcoming Place to visit	1	0%
Recommendation - Council should promote historic nature to attract tourists	1	0%
Riverside is residential	1	0%
Negative - Too many chain restaurants because of high rents	1	0%
Staines has improved over past 40 years	1	0%
Attractive centre	1	0%
Desirable town to live in for young families	1	0%
Can live in a house with a garden	1	0%
No more housing	1	0%
Layout of the centre	1	0%
Like living in penton village as the location for walks, pubs, the town	1	0%

Staines Development Framework Objectives and Options Consultation Responses

Q3. What do you <u>like</u> most about Staines-upon-Thames?	Total Comments	% of Total Comments
and the station is perfect.		
Good places to socialise	1	0%
Environmentally Friendly	1	0%
That there are no buildings higher than three stories	1	0%
Facilities Available	1	0%
Car park adjacent to the Thames Lodge and the Bridge Street car parks are prime sites for a mix of residential, leisure and restaurant development	1	0%
Recommendation - Faster Train Link to London, just two stops at Richmond and Waterloo	1	0%
Will not be enhance by placing 1960s style tower blocks immediately next to it. Likewise, recent developments (e.g. Premier Inn) are totally out of keeping with any style that the town centre ha	1	0%
Needs a bit of TLC	1	0%
Spacious Centre	1	0%
	1,609	

3.8 What do you **dislike** most about Staines-upon-Thames?

Q4. What do you <u>dislike</u> most about Staines-upon-Thames?	Total Comments	% of Total Comments
Traffic/ Clogged up access to town/ Never been addressed/ Noisy traffic/ Access to Centre	138	10%
High Rise Buildings/ development/ No more high-rise	93	6%
Anti-social behaviour/ Not enough police/ Avoid youth in own at weekend/ Sundays bad for anti-social behaviour/ Two Rivers Anti-social behaviour/ Vandalism	84	6%
Shops Closing/ Empty Shops/ Declining number of shops/ Closed Business/ lack of shops	51	4%
Traffic on the Bridge/ Too Narrow/ Emergency Vehicles struggle to access/ not safe for cyclists/ needs improvements and modernising	50	3%
River is not utilised/ Poor use of the river front/ Poor connections/ not in keeping with 'upon Thames'/ more entertainment facilities	42	3%
Not enough Variety/ Interesting shops (clothing, shoes, hardware shops, department store, clothes shops for all ages)	41	3%
Shops/ Centre are run down/ in decline/ look tired/ outdated/ needs brighter colours	35	2%
Lack of Cultural Events/ facilities/ Theatre/ Museum/ Community focal point/ Community Events	34	2%
Overdevelopment/ Overpopulated/ Building too many flats	34	2%
Quality of shops is poor/ too many pound shops/ Poor quality in Elmsleigh centre	33	2%
Lack of independent shops/ restaurants/too many small shops closed/ need support for these	31	2%
The vacant developments/ buildings/ historic buildings/ derelict areas	23	2%
Rubbish/ Litter/ Smell	21	1%
Town is lifeless/ no heart/ soulless/ dull/ unwelcoming	19	1%
Disjointed town centre/ Linking new M & S Food with shops around TX Maxx	19	1%
No new infrastructure in place (doctors, dentists, schools, water, sewage)/ Bad Planning/ Poor existing infrastructure/ Only 1 GP/ Water pressure is low because of demand	18	1%
Too many restaurants/ cafes/ chain restaurants	18	1%
Road Conditions/ Too many potholes	17	1%
Outside the Oyster card zone/ should be in Zone 6	17	1%
Car Parking is too expensive	15	1%
Market is tacky/ Dirty/ Smelly/ Generally dislike/ Loss of Market/ Market Square Lifeless/ Market is mediocre/ Use Guildford, Walton, Dorking as example with management and location	15	1%
Poor/ infrequent bus/ expensive public transport links	15	1%
Too many empty/ Overprovision of Office Blocks	14	1%
Traffic around two rivers/ Entrance/ Access to Two Rivers	13	1%
Too many traffic lights/ Traffic light system is poor/ not synchronised/	12	1%
Corrupt Local Council/Not Transparent/Not Honest/ Not consulting community/ Using COVID as an excuse to make decisions/	12	1%

Staines Development Framework Objectives and Options Consultation Responses

Q4. What do you <u>dislike</u> most about Staines-upon-Thames?	Total Comments	% of Total Comments
Mismanagement of Council/ Not prioritising existing community		
Limited quality/ chain pubs/ bars/ restaurants	12	1%
Lack/ Loss of Parking	11	1%
Properties not affordable/ Lack of affordable properties	11	1%
Town Hall is neglected/ should not have sold off/ back of Town Hall is neglected/ Events in front of Town Hall	11	1%
Lack of facilities for young people	11	1%
Hedgerows and other green spaces not maintained/ footpaths not maintained enough by Council	11	1%
Historic Buildings (Town Hall, Market Square)/ Historic Nature being demolished/ falling into decay	11	1%
Decline of High Street/ Bland High Street/ In a state of disrepair	11	1%
Lack of secure/ safe cycle lanes/ secure cycle parking	10	1%
Loss of/ Lack of/ Not enough diverse Leisure Activities/ Swimming pool is bad	10	1%
Loss of Debenhams	10	1%
No department/ anchor store/ large shops closing	9	1%
Loss of Marks & Spencer's	8	1%
More Pollution/ Poor Air Quality/ Noise Pollution	8	1%
Provision of pubs and bars is poor/ only one pub/ too many pubs closing	8	1%
Lack of housing (Not everyone wants to be in a flat)	8	1%
Nothing/ Not a lot	7	0%
Car Parking (General Complaint)	7	0%
Recent poor developments (Premier Inn)/ Not in keeping with existing	7	0%
Letting Oast House fall apart/ should be a theatre/ cultural venue	7	0%
Lack of toilets/ not well signposted	6	0%
Lack of Parks/ Green Spaces/ Protect existing Green Spaces from development	6	0%
Elmsleigh Centre is ugly/ bland/ could be any shopping centre/ outdated/ not circular inside meaning it has dead ends	6	0%
Traffic at Crooked Billet roundabout/ Constant roadworks at this roundabout	6	0%
Poor Evening/ Nightlife	6	0%
London Square is too high/ General Dislike	6	0%
Lack of seating/ covered seating	6	0%
Two Rivers Area/ Layout/ Dominates the town	5	0%
High rise will have/ has no parking, spills onto residential side streets	5	0%
Loss of M&S Clothing	5	0%
Too greater a distance from train station to the town/ should be at centre/ better links between station and centre/ poor access to station	5	0%
Need better/ safer/ more walking and cycling routes/ poor environment	5	0%

Q4. What do you <u>dislike</u> most about Staines-upon-Thames?	Total Comments	% of Total Comments
outside pedestrianised areas		
No parking for residents/ residential permits available/ Moor Lane a particular problem/ Parking on streets as free/ not expensive in town centre	5	0%
Lack of/ Decay of Community	4	0%
Rear of Elmsleigh Centre is rundown	4	0%
Poor Planning	4	0%
Old Fire Station is neglected/ Should not have been sold off	4	0%
Bus Station/ Bus Depot Area is ugly/ not clean and tidy/ too big/ underused	4	0%
Iron Bridge needs a paint	4	0%
Poor Links to Heathrow/ Links to Heathrow need to be improved/ Poor links from Heathrow to London	4	0%
Insufficient/ ugly parking at Two Rivers	4	0%
Only 2 banks/ Banks are closing/ No HSBC Bank	4	0%
Car Parks should not be on Riverfront	4	0%
Run down areas like Clarence St and the other side of the iron bridge	4	0%
Proximity to Heathrow/ Aircraft Noise	3	0%
High Rise Buildings/ Too many high-rise buildings	3	0%
Car Parking at River	3	0%
Too much car parking/ make it difficult to walk	3	0%
Old/ Ugly Car Parks	3	0%
Loss of Waitrose	3	0%
Pavements too narrow/ Too narrow outside bus station	3	0%
Has a reputation	3	0%
Poor Quality of Schools/ No outstanding secondary schools	3	0%
Better links between Bus and Train Station	3	0%
Car Based economy/ Too much focus on the Car	3	0%
Poor architectural aesthetics/ does not blend with existing/ should blend with existing	3	0%
Poor access to Town Centre (General)	3	0%
Business rates too high/ put off independent shops that only chains can afford	3	0%
Church Street is scruffy/ Shops are scruffy	3	0%
Overall car park layouts are poor/ dated/ underused	3	0%
Does not feel like a destination centre	3	0%
Not enough police on patrol	2	0%
Have a 20mph speed limit/ slower so safe for pedestrians and cyclists	2	0%
Poor Car Park Access	2	0%
BUPA Building is an eyesore	2	0%
Too many food supermarkets	2	0%

Staines Development Framework Objectives and Options Consultation Responses

Q4. What do you <u>dislike</u> most about Staines-upon-Thames?	Total Comments	% of Total Comments
No cafes or entertainment at Riverfront	2	0%
Lack of facilities for elderly people/ too much concentration on youth facilities	2	0%
Flooding	2	0%
Lack of lighting/ development at the Train Station/ Poor access	2	0%
Lack of diversity/ Business Diversity	2	0%
High Street feels too open and wide when the market is not there - needs some trees or other Street Furniture	2	0%
Stink' of drains/ do not drain in Staines at the moment after heavy rainfall (i.e. in Town station footpath, Knowle Green)	2	0%
More restaurants than car parks on riverfront	2	0%
More Bins at Riverside	2	0%
Too many trees cut down/need more trees planted	2	0%
South Street is rundown/ poorly planned	2	0%
Crooked Billet roundabout to the Iron Bridge is very run down	2	0%
Need to promote history of the town more	2	0%
Too many hotels/ No more hotels	2	0%
Go Back to original name of Staines	2	0%
Loss of identity/ Not attractive place to live	2	0%
Disabled People's needs need not be forgotten/ cannot park for free	2	0%
Unattractive alternatives to public and vehicular transport	2	0%
Busy Centre	1	0%
Expensive Housing	1	0%
Not enough traffic lights	1	0%
Overdevelopment at the river	1	0%
Having a retail park in the town centre	1	0%
Traffic at Two Rivers Car Park exit in the morning	1	0%
No Food and Drink at Two Rivers/ None apart from Next	1	0%
Noise from M25	1	0%
Poor Traffic Management	1	0%
Loss of Monsoon	1	0%
Thames Street Dual Carriageway	1	0%
Irregular transport from Laleham	1	0%
Thames Lodge is an eyesore	1	0%
Ring road should be one way	1	0%
Need another bridge	1	0%
Better access or exit to the M3 from Chertsey Lane would reduce the amount of people who have to travel through the town	1	0%
Crammed Flats	1	0%
Ugly Buildings	1	0%

Q4. What do you <u>dislike</u> most about Staines-upon-Thames?	Total Comments	% of Total Comments
Poor connections in general	1	0%
New Buildings not in keeping with existing	1	0%
No parking for new flats will cause problems	1	0%
Lack of decent hospitality/the prevalence of Wetherspoons	1	0%
Needs bigger stores such as B&M or Dunelm	1	0%
Convert empty offices before building new housing	1	0%
Town Hall area cut off from rest of the town	1	0%
Lack of high density development	1	0%
Shopping centre is too dispersed i.e. Elmsleigh and Two Rivers	1	0%
Town Centre feels too industrial	1	0%
No quality food places at the river	1	0%
Road network needs to be sorted, creating bottlenecks	1	0%
distance between the main Council Offices and the main town centre	1	0%
Lack of Social Spaces	1	0%
Needs a public square/central green space	1	0%
Lack of facilities and activities in more localised areas outside town centre	1	0%
Poor sizing of the Staines/Commercial park children's facilities	1	0%
Bus Station is too far away	1	0%
Lack of information at the bus station	1	0%
Too many coffee shops	1	0%
Town is too busy on Saturday's/ too long a wait	1	0%
Bus Station not integrated with main road bridge	1	0%
Lack of job opportunities	1	0%
Lack of bird proofing under bridges	1	0%
Commercialisation	1	0%
No sustainable transport plan	1	0%
Too much change in such a short space of time	1	0%
Replace 70's 80's buildings	1	0%
Not having a grammar school	1	0%
Limited Catering Facilities	1	0%
Potential to create a place which people would love to spend their leisure time.	1	0%
No Parking on roads around the Station causing issues	1	0%
The new buildings	1	0%
Being undersold/ not promoted enough	1	0%
Need more educational facilities	1	0%
Breaking up of The Community Link concept whereby a lot of charities could be accessed in the same hub	1	0%
Some bus routes do not serve Staines after 6p.m.	1	0%

Staines Development Framework Objectives and Options Consultation Responses

Q4. What do you <u>dislike</u> most about Staines-upon-Thames?	Total Comments	% of Total Comments
Poorly designed shopfronts on London Road	1	0%
Lack of River Views	1	0%
More lighting so people feel safe	1	0%
Eyesore behind Staines Community centre near Debenhams	1	0%
Everything	1	0%
Unattractive shopping centre around a car park	1	0%
Closure of Hob as only live music venue	1	0%
Poor Access to Town Centre (from South West)	1	0%
Challenge national Government and ask the MP to live in Staines to see what life is really like here	1	0%
Riverside Walks disjointed/ not clearly marked	1	0%
Cyclists riding through pedestrian areas	1	0%
Pedestrian paths should be given priority	1	0%
Threat of Building	1	0%
National cycle path number 4 not well maintained	1	0%
No linked-up strategy to build cycle paths that do not follow the large roads	1	0%
Row of shops between the Old Police Station & the railway bridge are ugly	1	0%
Communication links to south of borough	1	0%
Too many leasehold - allow exploitation of residents in future	1	0%
Banners in the old high street	1	0%
Mix and match of buildings in the centre	1	0%
Convert old police station	1	0%
Recent nutcracker trail was good and added life - More of these events	1	0%
High Streets needs to be tidied up	1	0%
Fly infestation	1	0%
Refuse left by lorries parked on the A30	1	0%
No live music venues	1	0%
Threat to Green Belt	1	0%
Use Brownfield sites first	1	0%
Poor advertising for tourists to come to Thorpe Park	1	0%
Poor connections to Thorpe Park	1	0%
Faulty lights installed in the pedestrian high street and park at ground level. Get them working or remove them.	1	0%
Use Woking as an example - Good Shops, Gordon Ramsey Restaurant,	1	0%
Rail links	1	0%
Threat to the green sites being used to build new housing	1	0%
People who don't live here making decisions about our lives without	1	0%

Q4. What do you <u>dislike</u> most about Staines-upon-Thames?	Total Comments	% of Total Comments
speaking to residents.		
Urbanisation	1	0%
Houses/ flats should have recycling facilities (not at present)	1	0%
Too many trees in residential gardens	1	0%
Lack of family housing	1	0%
More high-quality housing	1	0%
Shops on left before Iron Bridge look run down	1	0%
Dangerous Speeding at Two Rivers	1	0%
Tim's Boatyard is Scruffy	1	0%
New buildings going up on the old Gas Board office block	1	0%
Shame that the town hall was taken from the community and sold for flats. Should have converted to arts centre like Windsor.	1	0%
Back of Tothill Car Park surrounding the masonic hall is rundown	1	0%
Traffic lights on Bridge, better when it was a roundabout	1	0%
Town Hall area facing the river is ugly proposed new buildings. Can't this area be left as a piazza or garden	1	0%
Parking tickets machines leave a lot to be desired	1	0%
Through traffic. A308 is a bit of a high-speed run from traffic lights to the next set.	1	0%
Bridge street is a traffic jam from The Two Rivers to the bridge most days of the week	1	0%
Samsung Building is out of keeping	1	0%
cobbles in the High Street - hazard	1	0%
No Transport at night	1	0%
Distance between car parks and shops	1	0%
Market selling non-food items - takes business away from the shops	1	0%
Proposals would destroy historic nature and riverside landmarks	1	0%
Long walk to the High Street from South St car park	1	0%
No Swimmers sculpture in the Elmsleigh Centre	1	0%
Ugly Buildings on the Riverside	1	0%
Too many not well-trained dogs off leads	1	0%
Too many shops	1	0%
Feels closed off, hidden by endless parking lots.	1	0%
Wind Tunnel effect caused by High Rise Buildings	1	0%
Terrible use of space	1	0%
Not enough taxis	1	0%
Will all change soon, and we locals can do nothing about it	1	0%
Bad Traffic at Junction of High Street and Kingston Road	1	0%
Mismatch of buildings leading to Iron Bridge doesn't make Staines attractive on entry	1	0%

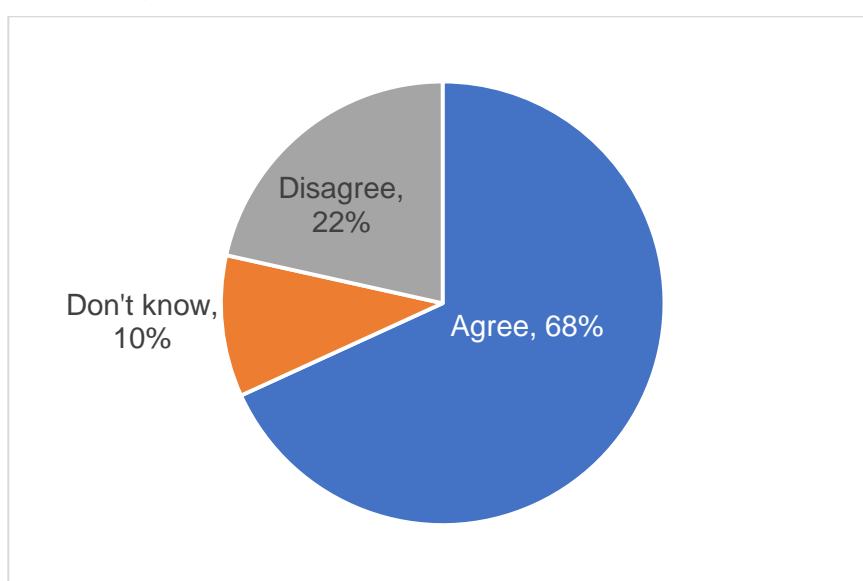
Q4. What do you <u>dislike</u> most about Staines-upon-Thames?	Total Comments	% of Total Comments
Money grabbing developers, councillors/ just about making money	1	0%
Too much focus on Staines and not on other towns in Spelthorne	1	0%
Need more shared ownership homes	1	0%
The New Buildings	1	0%
Lack of activities for the youth	1	0%
Thames Edge development is ugly	1	0%
building opposite the Thames Lodge which is derelict and awful.	1	0%
Should have combined library/police/council offices as per Addlestone	1	0%
Unfriendly place to be	1	0%
Impact on existing residents has not been considered	1	0%
	1,449	

4. Objective 1: Accommodating sustainable and inclusive growth while protecting the existing valued built environment and green spaces

Staines-upon-Thames is an attractive, successful riverside town in Surrey, within easy commuting distance to London and other major employment locations in the vicinity. As such it is facing particular pressures on housing availability, as well as other pressures resulting from a successful economy and popular location.

It will be important for new development to protect what makes the town special and attractive, as well as protecting the natural environment and maximising opportunities for affordable homes, quality local facilities and supporting infrastructure and accessible mobility for local residents.

4.1 Do you agree with this statement? (Objective 1)



4.2 Is there anything you would wish to add to or change about this objective? (Objective 1)

Q5. Is there anything you would wish to add to or change about this objective? (Objective 1)	% of Total Comments	%
Too much high rise/ No more high-rise/ high-rise will damage views/ riverside views/ Must be alternatives/ Maintain existing skyline/ No mention of high-rise in statement	81	15%
Infrastructure for Staines needs to be improved before building new houses/ clarify what infrastructure will be provided (more parking, Education, Health etc)/ GP's are a priority	45	8%
Too much development/ too many homes proposed/ too many flats proposed/ Convert existing first/ overpopulated/ overdevelopment causes problems/ Too much focus on flats	27	5%
Not attractive/ Concrete Jungle/ Needs more colour/ recent developments not in keeping/ not attractive/successful due to shop closures/ attractiveness is subjective	23	4%
Make sure new homes are affordable/ High rise will not be affordable/ Affordable homes are not affordable/ Make sure affordable for young/	22	4%

Staines Development Framework Objectives and Options Consultation Responses

Q5. Is there anything you would wish to add to or change about this objective? (Objective 1)	% of Total Comments	%
not second homes or investments/ includes all kinds of tenures		
Housing should be elsewhere in Spelthorne/ Staines/ then have bus and public transport routes to centre	16	3%
Affordable does not mean apartments/ need housing/ terraced with gardens/ outdoor space for families/ family friendly affordable housing	15	3%
New homes/ proposals will leave the town desolate and lifeless/ destroy the charm/ character/ ruin the town	14	3%
Cannot protect natural environment with so much development/ natural environment must take priority	12	2%
Agree/ Agree with some	12	2%
No more development/ no more housing/ no housing in centre/ do not know why more housing is needed	10	2%
Traffic/ new homes will make traffic worse/ need to improve road access	9	2%
Protect existing green spaces/ more/ better use of green space	9	2%
Repurpose Vacant Office Space/ Vacant Buildings first/ in conjunction with new developments	8	1%
Do not need/ agree with building more affordable homes/ too many affordable homes proposed/ Affordable just an excuse to build high rise	7	1%
Does not protect/ need to Protect existing Built Environment/ Priority should be to protect existing	7	1%
Do not build on/ Protect Green Belt Land	6	1%
Should be Oyster/ Zone 6	6	1%
Riverside must be protected/ preserved for all/ ambience of riverside kept/ riverside views protected/ do not have too much development at riverside	6	1%
Growth is not sustainable/ Target set by government not for residents/ Why do we need to grow	6	1%
Sustainable growth/ Housing figures may need to be re-defined post-COVID	6	1%
No high rise/ hotel at riverfront	6	1%
No	5	1%
Protect the environment	4	1%
Retain historic environment/ improve historic buildings as some are run down	4	1%
Aspirational but no information on how it will be achieved/ information on how this will be delivered/ Devil in the detail	4	1%
Use existing building/ sites not new green spaces	4	1%
No Change/ Nothing will change/ do not change	3	1%
Priority should be to retain the essential elements of what makes Staines an attractive place to live, work and visit ... and that is its character as a small market town with the prized asset of its river frontage	3	1%
Providing new housing with parking	3	1%

Q5. Is there anything you would wish to add to or change about this objective? (Objective 1)	% of Total Comments	%
New development must be in keeping with the original style and character of the town	3	1%
Affordable Homes need to be high quality (not boxes/ High Rise)	3	1%
Local residents need housing/ affordable housing first before anyone else	3	1%
No more space for housing	3	1%
Proposals will increase anti-social behaviour	3	1%
New development should be complimentary to/ not spoil existing	3	1%
Support high density brownfield development	2	0%
Impossible mix of conflicting objectives	2	0%
Improve Drainage/ Flood Defences before any new development	2	0%
Recent developments do not align with the statement	2	0%
Too late/ can't protect what has already gone	2	0%
Too much focus on Housing	2	0%
Town Centre should have more shops/ full shopping centre not housing	2	0%
Maximise/ develop brownfield	2	0%
Bridge will not cope with new traffic/ need a new bridge	2	0%
Current plans conflict with this statement	2	0%
Need to retain or build a new community centre	2	0%
Capitalise on the riverside more	2	0%
Improve quality of facilities and shops/ restaurants rather than just chains	2	0%
Need to improve public transport links	2	0%
Poor connections to station and airport	2	0%
De-Carbonise the town/ Use Sustainable energy sources	2	0%
would like to see attractive buildings incorporating green spaces	2	0%
Ensure proposed changes to the town centre will benefit the local residents/ residents feel sold/ thrown out by proposals	2	0%
Add "a wide range of affordable housing tenures"	2	0%
Maintain 5/6 storey limit	2	0%
Build more affordable housing/ concentrate on affordable homes only/ not enough affordable housing	2	0%
General agreement with affordable housing approach	2	0%
Make sure there is parking/ two parking spaces at new homes	2	0%
More/ improved walkways/ cycleways	2	0%
New Housing should have gardens	2	0%
Oast House should be preserved/ developed for affordable housing	2	0%
Affordable homes are only 'affordable' out of the centre/ affordable homes out of centre only	2	0%
Too vague	1	0%

Q5. Is there anything you would wish to add to or change about this objective? (Objective 1)	% of Total Comments	%
Greener, More environmentally friendly town	1	0%
No more flats with no parking	1	0%
Housing is too expensive	1	0%
Preserve town hall and council offices for council business at Knowle Green	1	0%
Need to mention sustainability	1	0%
Flats do not encourage families to come to Staines	1	0%
Make high street more attractive	1	0%
Market homes need to be good and not boxes	1	0%
Not agree with housing replacing Debenhams on the large corner site	1	0%
Convert Debenhams to flats but do not build above it	1	0%
Increase densities sustainably	1	0%
Developments should be no higher than existing	1	0%
Reduce car dependency in favour of public transport	1	0%
Employment and Jobs	1	0%
Rather have high rise in town than buildings on green field sites	1	0%
Change 'protecting' to 'improving'	1	0%
Rundown house opposite where the pizza hut used to be its an eyesore that could also be converted	1	0%
Some residential development could come from converted retail space	1	0%
Staines very accessible for the disabled	1	0%
Need infrastructure for young people/ form a Boy's and Girl's club	1	0%
Heathrow is contracting not growing	1	0%
Loss of Business space for growing enterprises	1	0%
Lack of Supermarkets/ need more shops with population increase	1	0%
Object to bypass as Laleham through farmers' fields	1	0%
Statement attracts people to work but not live in Staines	1	0%
Agree with the second paragraph	1	0%
Objective is focusing on commuters and not the community in the town	1	0%
Statement is meaningless	1	0%
More needs to be done to address speeding	1	0%
New developments need to have good pedestrian links	1	0%
should also include a direct bus service to each of the Ashford & St Peters Hospital sites	1	0%
Quality local facilities are already in existence with the river walks, but could be improved	1	0%
Would have preferred the option 'Neither agree nor disagree' rather than "Don't know"	1	0%
Sports clubs within Staines need help to grow and form part of the solution to provide quality facilities and health/mobility for residents	1	0%

Q5. Is there anything you would wish to add to or change about this objective? (Objective 1)	% of Total Comments	%
Commuting to London is not easy/ some buses are oyster others are not	1	0%
All businesses and residents considered light pollution	1	0%
support high density especially on the Elmsleigh and Bupa sites	1	0%
Develop underused car parks for housing	1	0%
Do not allow any more conversion of commercial properties - will create future slums	1	0%
Too generic/ which objectives are being prioritised	1	0%
Need a walk-in day clinic	1	0%
Need to widen centre, if building on Green Belt so be it	1	0%
Have a mix of perhaps permanent and 'pop up' facilities which are well publicised and suitable for all age groups and abilities	1	0%
Could become an attractive riverside town	1	0%
Reconsider Kempton Park as an option	1	0%
Don't develop memorial gardens car park/ have temporary food/ events on there	1	0%
Leisure facilities should be improved before more housing	1	0%
Existing facilities need to be improved/ repaired (Library has buckets for water leaks)	1	0%
Maximise opportunities for both affordable and high-quality homes	1	0%
Developments should take account of riverside	1	0%
Character and appearance of the conservation area needs attention; an updated character appraisal and a management plan would be an appropriate starting point	1	0%
Future proofing' with electric charging points at each house	1	0%
Delete last sentence of 'for new development'	1	0%
Council should revert back to Council houses which the Council owns and not sell on	1	0%
Will always be people who cannot afford a House	1	0%
Affordable' housing is just a money-making exercise and for council to support undesirable developments	1	0%
Do not lose children's play areas for new developments	1	0%
Decisions seem to be made for financial gain for the council and not for the benefit of the community	1	0%
Amend second paragraph to It will be important for new development to protect what makes the town special and attractive, (so any construction must be low 6 floors tall), as well as protecting the natural environment and maximising	1	0%
Needs further investment to be kept up to date	1	0%
Change of use to unattractive uses such as chain restaurants and estate agents	1	0%
Statement needs to reference protecting existing residents	1	0%
Lack of green space in the town	1	0%
Is already attractive	1	0%

Staines Development Framework Objectives and Options Consultation Responses

Q5. Is there anything you would wish to add to or change about this objective? (Objective 1)	% of Total Comments	%
Should be specific objectives about encouraging independent shops and business	1	0%
Address the imbalance of equity with Ashford, Stanwell and Sunbury first.	1	0%
More thought about the design/appearance of new developments	1	0%
No mention to fairness/equality	1	0%
Centre needs a complete makeover	1	0%
No clarity on what needs to be protected	1	0%
Too many roadworks taking place all at once	1	0%
Road conditions are bad, full of potholes	1	0%
Council ignored community in approving application in 2019	1	0%
Planning approval given to 6 Laleham Road should be retracted, building at odds with environment, corrupt council	1	0%
Replace 'Maximising' with 'Consideration of'	1	0%
Need facilities like a Bowling Alley, Theatre	1	0%
Housing could be incorporated into the redevelopment of the eastern end of the High Street and this should be the location for the high-rise building	1	0%
What does the council mean by 'the existing valued environment'	1	0%
Does not propose additional cultural enhancements	1	0%
Does not align with Spelthorne Plan	1	0%
Great place to live	1	0%
Just a profert erring exercise	1	0%
Make better use of existing housing stock	1	0%
Do more to increase the curb appeal of the town as have good transport links	1	0%
Pay Council Tax to Surrey County Council but live in Middlesex side of River	1	0%
Successful town is not for local people	1	0%
Fix existing before adding	1	0%
Ashford should be developed first/ Ashford has low rise and has potential for residential/ retail mix	1	0%
Have a sky rail to Heathrow (LHR) to protect Staines Moor	1	0%
Staines alone is not just facing pressures on housing, it's a countrywide issue.	1	0%
General Statement about objectives not protecting Staines	1	0%
Listen and act together	1	0%
Stick to aspirational objectives and do not let developers run riot/ ruin the town	1	0%
Numbers need looking at the current houses are very expensive	1	0%
Affordable homes should be spread across the Borough to maintain Staines-upon-Thames as an attractive town	1	0%
	551	

Staines Development Framework Objectives and Options Consultation Responses

4.3 Please give us your views on whether potentially underused sites around the town centre should be redeveloped.

Q6. Please give us your views on whether potentially underused sites around the town centre should be redeveloped.	Total Comments	% of Total Comments
Agree/ Support	155	15%
Not for high rise development	100	10%
Need to be in keeping with character of the area/ sympathetic development that improves attractiveness of town	75	7%
Brownfield/ Existing Buildings/ Empty offices should be used/ Not demolished	64	6%
Oast House Area/ Oast House for community and cultural space/ Yoga/ Children's' play area/ arts and crafts space/ Retain car park at the rear	44	4%
Debenhams/ Make into a Theatre/ Retain as Retail/ No Housing/ No higher than existing/ Indoor boutique market like Camden/ Arts and Hospitality centre/ indoor market on the ground floor with priority given to small start-up businesses	40	4%
Agree providing adequate parking and infrastructure is in place to support it.	32	3%
Old BUPA Building/ Not for High Rise	21	2%
Bridge Street Car Park can be redeveloped for leisure/ not a hotel/ not for housing/ green space/ not for High Rise/ arts/ needs cleaning	20	2%
Need arts and leisure/ Concert Hall/ Theatre as well like Guildford and Woking	19	2%
The Riverside/ Do not spoil riverside/ Develop Riverside more/ community cafe near the river would be great so families/ children's play area/ open air theatre	18	2%
The Town Hall/ Preserve for the community/ arts centre for live music, stand-up comedy and theatre/ bars and restaurants/ develop square in front of café/ turn into affordable housing	16	2%
Depends on what is proposed	14	1%
Develop for community needs/ Not for commuters/	13	1%
Depends on what is meant by 'underused'	13	1%
Will lead to overpopulation/ overdevelopment/overcrowding/ make sure it does not lead to overcrowding/ cramped development	12	1%
Low Rise	11	1%
Need affordable housing not expensive	11	1%
Need to reference/ name/ list the sites	10	1%
Ensure no Green Space is lost/ Not on existing Green Space	10	1%
No/ Disagree/ None/ Will ruin Staines	9	1%
Not just for housing	9	1%
Not for Housing	8	1%
Using existing buildings at same height/ keep at same height	7	1%
Add a few little niche/ boutique shops i.e. beauty treatments, a craft shop	7	1%
Tothill Car park/ Redevelop into better car park	6	1%

Q6. Please give us your views on whether potentially underused sites around the town centre should be redeveloped.	Total Comments	% of Total Comments
Jewson's site/ Steel Yard/ for small, modular industrial units to be built and let at reasonable rents	6	1%
Green Space on vacant sites/ allow for a music festival/ recreational space	6	1%
No Flats	6	1%
Not to the detriment of losing car parking/access to town centre	6	1%
Masonic Lodge/ Hall/ affordable housing with retail outlets beneath it and underground parking below the retail layer	6	1%
Thameside House/ Hotel	5	0%
Any development should not dominate the skyline/ retain existing skyline	5	0%
Redevelop/ Expand Elmsleigh centre - more premium and diverse selection of businesses - retail and leisure	5	0%
Redevelop Elmsleigh Car Park/ Redevelop for bus station below	5	0%
Public Car Park Area/ Unused Parking	4	0%
Develop Back of Town Hall/ Low Rise only	4	0%
Nothing higher than 6 stories	4	0%
No High Rise at Riverside	4	0%
Retain Historic Buildings	4	0%
Lower business rates to bring back retailers	4	0%
More Green Areas/ Combat Climate Change	4	0%
Depends on location/ site	4	0%
Examine why the building/ site are not used before redeveloping	4	0%
Nothing higher than 4 stories	3	0%
Do not develop at the riverside	3	0%
Recent empty shops should be reused	3	0%
Convert to mixed use developments (housing (low level), services, businesses, quality green spaces and recreation)	3	0%
Only for Housing	3	0%
Old Telephone Exchange/ affordable housing with retail outlets beneath it and underground parking below the retail layer	3	0%
Need upmarket restaurants/ less chain restaurants	3	0%
Need facilities alongside housing for community e.g. Theatre, recreational facilities, independent shops	3	0%
Elmsleigh Road/ Redevelop for cultural facilities	3	0%
Surface car parks (e.g. Two Rivers) could be used to create more green space/ development options.	3	0%
General support for redeveloped	2	0%
Marks & Spencer's Site/ Redevelop for Housing with indoor market on the ground floor with priority given to small start-up businesses	2	0%
Causeway offices into attractive mixed houses to buy or rent	2	0%

Q6. Please give us your views on whether potentially underused sites around the town centre should be redeveloped.	Total Comments	% of Total Comments
British Gas Site	2	0%
Others for retail/ More diverse retail	2	0%
Two Rivers Car Park	2	0%
Redevelop Market Square as underused	2	0%
Clarence Street (General Comment)	2	0%
Staines Moor/ Access to Staines Moor	2	0%
Need family friendly housing	2	0%
South Street Car Park	2	0%
Old fire Station remains a blot	2	0%
Town lacks a multi-use facility such as a bowling alley, a roller skating rink and a theatre	2	0%
Make sure does not lead to more traffic	2	0%
Should be brought back into use (General Support)	1	0%
Area in front of Town Hall could surely be developed as long as it is low rise	1	0%
Town Hall is where the town centre and river should connect to building surrounding the bridge.	1	0%
Nothing higher than 3 stories	1	0%
Nothing higher than 5 stories	1	0%
Nothing higher than 8 stories	1	0%
more green leisure spaces with modest outdoor workout facilities	1	0%
Elmsleigh surface should remain, we need some car parking as Tothill is already Earmarked for demolition	1	0%
Yes, if unused for a long time	1	0%
All should be redeveloped	1	0%
As long as older buildings are protected	1	0%
Riverside Gardens	1	0%
No more developments until the impact have been assessed on local residents	1	0%
These need big brand retail to move in to create jobs and foot fall into the town	1	0%
Ikea, John Lewis and Zara - Would be great to attract customers into the town	1	0%
Beneficial to demolish the Multi storey car park near the river for flats	1	0%
Do not develop as affordable homes	1	0%
Creates space for businesses	1	0%
As eco-friendly sites with social housing.	1	0%
Not ugly/ high density development	1	0%
Keep at existing density	1	0%
Too vague	1	0%

Q6. Please give us your views on whether potentially underused sites around the town centre should be redeveloped.	Total Comments	% of Total Comments
Bus Garage is too large and should be redeveloped	1	0%
The size of projects needs to be taken in to account first	1	0%
should be a focus on delivering a mixture of homes, both affordable and luxury	1	0%
Only in the Centre	1	0%
No more office Space	1	0%
No - Just developed better	1	0%
Too much housing proposed	1	0%
New developments in the High Street between the Iron Bridge and Kingston Road are a vast improvement	1	0%
Stop loss of retail	1	0%
Vacant because rates are too high	1	0%
Eastleigh could be redeveloped into a major arts and hospitality centre	1	0%
Develop a new riverside park	1	0%
Develop a day centre	1	0%
As long as not to determine of other buildings	1	0%
Old Buildings could all be turned into art, music, culture venues	1	0%
Other centres in Spelthorne should be redeveloped ahead of Staines	1	0%
Change Church Street to pedestrian only.	1	0%
Develop Church Street Car Park - 5 Storeys only	1	0%
Underused sites outside the town	1	0%
Church Street (General Comment)	1	0%
House by River Colne that has been empty for over 15 years in Clarence St.	1	0%
All sites should be considered	1	0%
No Green Belt Land	1	0%
Food and Accommodation	1	0%
Development of the old Two Rivers /Phoenix pub site in Church Street should be expedited.	1	0%
Spaces also need to be more joined up from the railway station through to the amazing Lammas Park	1	0%
Make more of Lammas Park	1	0%
Opportunities for a diverse range of shops around the centre	1	0%
More creative thinking rather than just for flats	1	0%
As long as public access is maintained	1	0%
Car park by the station off the Kingston Road has some really unusual buildings which have stood empty for ages	1	0%
Build the new Staines Leisure centre in one of the town redevelopment areas	1	0%
Car park opposite ServiceNow should be a riverside restaurants and bars with adjoining green space.	1	0%

Staines Development Framework Objectives and Options Consultation Responses

Q6. Please give us your views on whether potentially underused sites around the town centre should be redeveloped.	Total Comments	% of Total Comments
Focus on noise and light loss and pollution.	1	0%
Look at how Windsor business complement the town centre and how that can entice more footfall	1	0%
Low Density	1	0%
Staines and Laleham cricket club	1	0%
Make the town attractive with pedestrian areas, walkways, attractive lighting	1	0%
Encourage better quality businesses and retail outlets	1	0%
Police the centre to prevent anti-social behaviour	1	0%
No more restaurants as too many empty now	1	0%
Encourage small manufacturing units at low rent/rates as most of this has been forced out of Staines	1	0%
Too many coffee houses	1	0%
Clarence Street shops should be moved nearer the rest of the shops for easier access	1	0%
Affordable Parking for workers so does not clog up streets	1	0%
Demolish the existing leisure centre and build a new one on the same site.	1	0%
Empty shops could be made into housing for starter homes, but for local residents only.	1	0%
Have decent architects to design the building	1	0%
For a mix of Commercial, Leisure and Cultural facilities	1	0%
Developments should be in context to the location of the individual sites	1	0%
Shortwood Common	1	0%
Kingston Road approach from the station to the High Street - Buildings here needs redeveloping	1	0%
Agree but on a smaller scale with pockets of buildings	1	0%
Need amenities along the riverside	1	0%
No Parking available at these existing buildings	1	0%
Try a new park with statues or a waterfall, nice flower gardens	1	0%
New transport interchange with buses and trains next door to each other	1	0%
Car park on Thames Street/ near Church Street rarely has cars parked on it and consequently the lower level attracts anti-social behaviour	1	0%
Housing or "experience" type business rather than a typical shops to help drive people to stains	1	0%
Due to climate change should be no more developments with gas fired heating	1	0%
Only demolish if structurally unsafe	1	0%
Convert empty offices only if minimum space standards are met	1	0%
As long as they are built in consultation with residents	1	0%
For amenities and biodiversity	1	0%

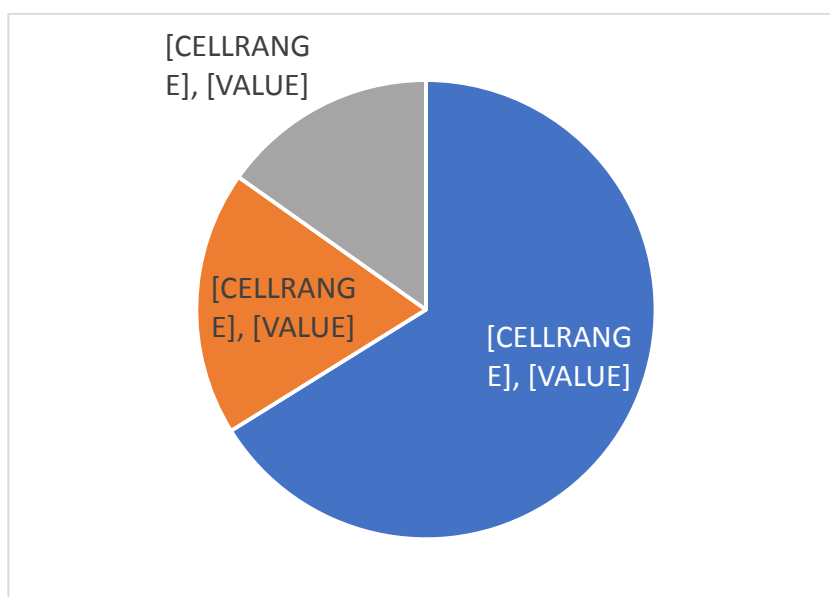
Q6. Please give us your views on whether potentially underused sites around the town centre should be redeveloped.	Total Comments	% of Total Comments
Need another river crossing	1	0%
Are no underused sites in Staines	1	0%
Use empty office blocks on High Street/ London Road	1	0%
Developers need to be clear on the benefits the development will bring	1	0%
Bus station, Station, Area and behind community centre,	1	0%
Will become an 'edge city' (High density significant distance from a major metropolitan zone) - Woking, Sunbury Cross, Croydon are examples	1	0%
Area such as the hop building (an eyesore) and adjacent under-utilised car park should be redeveloped	1	0%
Lack of any coherence with the current buildings, and the overwhelming conclusion that quantity trumps quality gives us very little confidence that a competent outcome will be achieved	1	0%
Members of public should be on planning committee	1	0%
Mid to high rise developments should be concentrated to the north of the town	1	0%
Site in front of the old Courage building (is it Vita?), which is a car park at present, could be redeveloped, but not as a hotel, nor a high-rise apartment block, as that would completely spoil the view coming into Staines over the bridge	1	0%
Agree as long as building height limitations are maintained	1	0%
Adapt for current needs, use some for housing; empty shops split into smaller units at affordable prices to encourage new small businesses	1	0%
Old gas place next to the Thames south side - Make a park	1	0%
Picked wrong sites for Housing	1	0%
Activities for younger people	1	0%
Should be a focus on delivering a mixture of homes, both affordable and luxury	1	0%
New footpaths between Ashford and Staines near Bronzefield	1	0%
Expand the High street up towards Crooked Billet Round-about as far as Kingston Road	1	0%
Need incentives to increase variety of shops, now larger department stores have gone	1	0%
Carpark down Kingston road could be converted into a public area with home industry, restaurants	1	0%
Needs a BIG re-arrangement of what is here already before you start adding to it	1	0%
Old Cheekes in Staines has potential for building housing or parking or more shops	1	0%
Wider Pavements	1	0%
The Hy-Ten site on at the old railway sidings by Staines Rail Station	1	0%
Still need more home ware shops like Wilko and TK Maxx in the town to attract day shoppers in	1	0%
Do not build modern metal and glass eyesores. developing buildings	1	0%

Staines Development Framework Objectives and Options Consultation Responses

Q6. Please give us your views on whether potentially underused sites around the town centre should be redeveloped.	Total Comments	% of Total Comments
that look older than they are, maybe along the same theme		
Need entertainment facilities as there is currently none	1	0%
Proposal for Bridge Street car park is a prime example of the wrong building in the wrong place - creating a canyon as you enter the town	1	0%
Car park behind the police station on Kingston Road - Develop for cultural facilities	1	0%
Do not redevelop Bridge Street car park	1	0%
Underused sites are land banked for redevelopment under the Government's misguided and erroneous housing policy	1	0%
Kingston Road is such an underused high street shopping area, there is an empty building there which should be a supermarket.	1	0%
Following Secured by Design principles	1	0%
Changing working patterns means Staines should be more like continental towns incorporating housing and doctors and dentist.	1	0%
South Street	1	0%
Comprehensive plan which integrates across the town and provide some sense of architectural cohesion.	1	0%
Bank buildings are due to be closed therefore these sites should be considered	1	0%
Tothill car park is long stay charges, most people are not in the Town centre that many hours, why it is underused	1	0%
Music venue - a good meeting point if linked to the new extended high street.	1	0%
Difficulty is linking these redevelopments together into a cohesive area due to the existing train line and road infrastructure	1	0%
Need large 3/4-bedroom flats that people would consider not smaller units	1	0%
Pedestrian pathway from station at north end where it meets high street, widen and open out. Narrow, poorly lit and feels unsafe at night.	1	0%
New high rise close to the iron bridge will cause more traffic chaos than there is already in this area	1	0%
From the Iron Bridge to London Rd.	1	0%
Gateways into town need to be improved, such as Iron Bridge which is unsightly.	1	0%
Should be High Rise on Brownfield	1	0%
Building heights at the Two Rivers Shopping centre could be densified and the area could be redeveloped to increase building height	1	0%
Buildings around the Kingston Road car park, including Staines Tyres and the Hope Christian Centre which both front to Kingston Road are run-down and would benefit from regeneration	1	0%
Cannot see further school or GP developments to cover the increase in population.	1	0%
Developed coherently as part of a holistic plan to include support services	1	0%
Empty industrial works on Langley Rd that really needs to be	1	0%

Q6. Please give us your views on whether potentially underused sites around the town centre should be redeveloped.	Total Comments	% of Total Comments
redeveloped		
Office blocks on the A308 (ex-salesforce etc)	1	0%
Redeveloped in order to add value for existing residents	1	0%
Free spaces for nearby residents, ridiculous that you can only get special permit if you work in Staines but not if you live	1	0%
A few buildings along the canal	1	0%
Roof top of the car park could be a leisure space, such as a bar/games	1	0%
More youth clubs in Spalding	1	0%
Encourage people to the Staines bridge area or it will become neglected	1	0%
Should be more focus on high rises for brownfield sites.	1	0%
End of the high street before you get into Runnymede. The town does not flow	1	0%
Mill Mead Road needs to be redeveloped for pedestrian use	1	0%
New businesses and housing	1	0%
Should be redeveloped building on existing public transport opportunities	1	0%
Need Holistic/ Joined up approach and not assess site by site	1	0%
Areas for local start-up businesses or a cultural centre	1	0%
station carpark ought to be multi-storey,	1	0%
Amount of development work being currently undertaken are there really any potentially underused sites around the town centre	1	0%
A Park and Ride should be as close to centre as possible	1	0%
Only if they are conducive to Staines' residents i.e. no letting flats that stay empty when there are homeless and needy residents.	1	0%
General area around the station	1	0%
Sites will need to provide quality shopping, restaurants, outside areas to encourage visitor	1	0%
'Underused' sites are only underused because the Council closed the facilities that were originally there	1	0%
Housing could be incorporated into the redevelopment of the eastern end of the High Street and this should be the location for the high-rise buildings.	1	0%
	1048	

4.4 Question 7: Would you support the redevelopment of some sites for new homes, public spaces, social or community facilities, or other uses?



4.5 Question 8: What places and facilities in the town centre are especially valued by you and should be protected?

Q8. What places and facilities in the town centre are especially valued by you and should be protected?	Total Comments	% of Total Comments
The River/ Riverside/ Riverbanks/ Riverside Path/ Riverside Green Spaces/ Make more accessible/ No development at Riverside/ Pop up along the Riverside	285	19%
Green/ Open Spaces/ Parks/ Green vibe (General)/ Protect them/ Increase provision of Green Spaces	102	7%
The Town Hall (Should not have been sold off/ developed)/ Preserve Town Hall/ Town Hall Square/ Open space around Town Hall/ Needs to be more prominent	87	6%
Older Buildings/ Historic Sites/ Listed Buildings	54	4%
Debenhams Building/ Keep Debenhams as retail/ indoor market/ pop ups/ offices	52	3%
The High Street	43	3%
Lammas Park (including Spray Ground, Café, Toilets, Easter Egg Hunt)	42	3%
Oast House/ Retain Oast House/ Do not develop/ Develop as Crafts	42	3%
Market Square/ Place/ The Market/ Market needs to be more prominent	40	3%
Conservation Areas	39	3%
No High Rise	35	2%
Library/ Information Centre/ Protect the Library/ Modernise the Library	31	2%
Pedestrianised High Street	31	2%
Church Street/ Church Street Buildings	25	2%
Community Building/ Centre/ Hub/ Protect community facilities/ Increase community space as a result of population.	24	2%

Q8. What places and facilities in the town centre are especially valued by you and should be protected?	Total Comments	% of Total Comments
Staines Moor	19	1%
Cinema	19	1%
Two Rivers/ Two Rivers shops (including Nut Cracker Hunt at Christmas)/ River running through Two Rivers	18	1%
Car Parks (General Comment)	17	1%
The Restaurants/ Variety of Restaurants/ Restaurants by the Bridge	17	1%
The Towpath	17	1%
Memorial Gardens/ Enhance area around Memorial Gardens with better links	16	1%
Bus Station/ Enlarge Bus station along South Street or swap for a surface car park	14	1%
Commercial Park	14	1%
Spelthorne Museum/ Protect the Museum	12	1%
The Shops (General)	11	1%
The Skyline/ Clear Sky	11	1%
Elmsleigh Centre	10	1%
Railway/ Train Station	10	1%
Cafes to socialise/ places to socialise/ social facilities/ places to meet	9	1%
Area around St Mary's Church	9	1%
Bridge Street Car Park/ Retain Bridge Street Car Park	9	1%
The Bridge/ View from the Bridge/ Like to see the Bridge Restored	9	1%
Staines Village	8	1%
Leisure Centre	8	1%
Leisure Facilities	8	1%
Variety of Shops	7	0%
Shopping Centre (General)	7	0%
Thames Brewery	7	0%
Fire Station	6	0%
Low Rise feel of centre	6	0%
No housing in centre/ conversions to housing/ encourage retail in centre/ create worse traffic problems	6	0%
Banks are essential; prevent further closure in the centre/ good access to banks and building societies	5	0%
Independent small shops/ café	5	0%
Seating/ Seating Areas	5	0%
Pubs/ Old Pubs	4	0%
BUPA Building/ Use BUPA Building for Housing but no taller than existing	4	0%
No more housing until infrastructure in place	4	0%
The Facades/ Historic Facades/ Debenhams façade/ shop frontages could be improved/ tidied up/ facelift	4	0%

Staines Development Framework Objectives and Options Consultation Responses

Q8. What places and facilities in the town centre are especially valued by you and should be protected?	Total Comments	% of Total Comments
Toilets/ Improve Toilets/ Increase cubicle size for families and disabled	4	0%
Green Belt	4	0%
Develop Debenhams for social housing/ retain ground floor for retail	3	0%
Old Police Station	3	0%
Station Path - Light pollution is appalling. We suffer from anti-social behaviour and vandalism, especially on a Sunday afternoon to the point of being afraid of what will happen. We have all had damage such as broken windows.	3	0%
Clarence Street/ Clarence Street Buildings	3	0%
General Transport/ Public Transport Links	3	0%
Lots of Car Parking/ Car Parks	3	0%
Knowle Park/ Green	3	0%
Ensure any development provides/ takes account of green spaces and the community	3	0%
None/ Must create some	3	0%
The London Stone	3	0%
All should be regenerated	3	0%
Jubilee Gardens	3	0%
Bridge Street	3	0%
Footpaths	3	0%
Q7 needs to be defined e.g. "redevelopment of what sites"?	3	0%
Town Centre Supermarkets/ Opportunities for new food supermarkets	3	0%
Too late the town centre is already beyond saving/ Historic Buildings already lost/ little left in the town centre	3	0%
No Comment	2	0%
The Swan (Pub)	2	0%
Shortwood Common	2	0%
Farmers Market	2	0%
Marks and Spencer's	2	0%
The Town Centre	2	0%
Vehicular access to centre	2	0%
Need more trees/ Tree lined streets	2	0%
Kingston Road	2	0%
Other Rivers (Thames, Colne and Wraysbury Rivers)	2	0%
The Common	2	0%
Memorial Gardens Car Park	2	0%
Old Telephone Exchange	2	0%
Masonic Hall	2	0%
Old British Gas site	2	0%

Q8. What places and facilities in the town centre are especially valued by you and should be protected?	Total Comments	% of Total Comments
Need a theatre, concert space	2	0%
Egham Hythe Historic Area	2	0%
Repurpose existing buildings	2	0%
The 'Garibaldi' Pub and the building next door.	2	0%
Openness/ Open View of the Town Centre	2	0%
Need High Quality shops	2	0%
Riverside car park is an area which needs protecting or developing as a leisure area, events and outdoor events space	2	0%
Need a Bigger car park there for church congregation/ retain riverside car park	2	0%
Small Town Feel/ Compact Centre	2	0%
Talking Tree/volunteering and foodbank facilities	2	0%
All places and facilities in the town centre must be protected.	2	0%
If redeveloping car parks need to make plans to deal with displaced parking requirements	2	0%
Lammas Lakes	1	0%
Area around Red Lion Pub	1	0%
Tudor Meadow	1	0%
Benches	1	0%
Shopping Facilities	1	0%
Churches	1	0%
Thames Lodge (needs renovating)	1	0%
Café's/ Coffee Shops (General Comment)	1	0%
Primark	1	0%
Address the imbalance of equity within the borough first.	1	0%
Redevelopment of 'some sites' for new homes	1	0%
Site on the corner overlooking the Colne end of row along from Clarence Street	1	0%
Art works around the centre	1	0%
M and S Food	1	0%
Need to have a post office	1	0%
Laleham Park	1	0%
All of Laleham	1	0%
Bookshop	1	0%
Inexpensive/ Free Car Parking	1	0%
Western half of Church Street could be closed to through traffic	1	0%
Canaan the Christian bookshop	1	0%
Covering should continue over the high street so that all the shops can be accessed without getting wet	1	0%
Town centre between the Thames and the Windsor railway line	1	0%

Q8. What places and facilities in the town centre are especially valued by you and should be protected?	Total Comments	% of Total Comments
New council offices would be better located in the town centre	1	0%
Entertainment facilities	1	0%
NEGATIVE - Development Proposals are too big for a small size town	1	0%
Maintain 'Swimmers Statue' in centre as is getting vandalised.	1	0%
Local statue/monument and entrance gateway near the Debenhams site.	1	0%
Staines Park is a lovely space and must be protected, along with the neighbouring allotments.	1	0%
The Gym	1	0%
Blue Anchor Building	1	0%
The Hob	1	0%
Fordbridge Road Park	1	0%
Café Gusto	1	0%
Marianne's community cafe	1	0%
The George	1	0%
No particular place	1	0%
Other parts of Spelthorne should be developed (Sunbury, Ashford, Laleham) should share this load.	1	0%
The OAP Centre	1	0%
City Centre also has its good feeling vibe during sunny days	1	0%
General Access to facilities	1	0%
Bridge Street Car Park has potential to be attractive riverside space	1	0%
Green Space at Birch Green	1	0%
Penton Hook Island and the Lock	1	0%
Enhance water features in town.	1	0%
Sweeps ditch stream	1	0%
Protect the War Memorial	1	0%
Staines Conservation area should be extended to Clarence Street and up to the Town Hall.	1	0%
Need a new social area for young people	1	0%
Safe place for old/ elderly to go to	1	0%
Pedestrian access to the centre	1	0%
Not Built up/ overdeveloped	1	0%
The Parks	1	0%
Low Noise	1	0%
Shopping routes could be better connected	1	0%
Need a better exit system for the 3 car parks which doesn't lead to one small roundabout	1	0%
Build Low Rise with shared/ communal gardens	1	0%
Sitting areas and bike stands and perhaps outdoor cafes would be a benefit	1	0%

Staines Development Framework Objectives and Options Consultation Responses

Q8. What places and facilities in the town centre are especially valued by you and should be protected?	Total Comments	% of Total Comments
Existing pool and recreation building does not need to be replaced 200 m away.	1	0%
Little Chelsea area around Gresham road	1	0%
The 'roll out the lino' statue, and the other statues in Two Rivers plus the flying boys statue that used to be in the Elmsleigh Centre.	1	0%
The Drill Hall, Leacroft.	1	0%
Too many car parks	1	0%
Better connected and maintained cycle lanes	1	0%
Large shops need to be protected	1	0%
Hale Street	1	0%
Fresh air we experienced during lockdown when road and air transport was reduced	1	0%
Buildings in centre have similar architecture	1	0%
The Nightlife	1	0%
Edwardian Houses close to the station	1	0%
No more housing apart from extensions	1	0%
Needs to be a sensible mix	1	0%
Three statues need repositioning in the town centre, or new park area.	1	0%
No further reduction in medical facilities	1	0%
Current houses should be provided	1	0%
Only homes are proposed/ other facilities are an afterthought and would be discarded upon approval for homes	1	0%
Car park next to the Thames lodge is a pleasant open area that should be improved as a green space and not squandered building expensive flats for the rich	1	0%
Do not develop housing by sacrificing retail	1	0%
Road access to and from the Moormede estate (under threat from High Rise)	1	0%
Play Areas	1	0%
Need to address empty shops (due to high rents)	1	0%
Conned 'upon-Thames' as riverfront not utilised all boarded up	1	0%
Old house by Colne is slowly disintegrating - kept and rebuilt	1	0%
Western half of Church Street could be closed to through traffic	1	0%
Dislike Two Rivers Car Park	1	0%
Turn Two Rivers Car Park into a riverside park with sensible access to the river	1	0%
Two Rivers car park should have more social events	1	0%
Two Rivers should have a multi-storey car park on the northern side of the Colne rather than the remote run of shops from Curry's to TK Max. This would have freed up the open area in Two rivers as a more attractive outdoor central space in the town	1	0%
Seasonal initiatives like sandpit in 2 Rivers	1	0%

Q8. What places and facilities in the town centre are especially valued by you and should be protected?	Total Comments	% of Total Comments
None, all should form part of development plan	1	0%
The live music venues	1	0%
Some car parks should be retained/ not all development opportunity sites	1	0%
Predominantly food orientated walkway / thoroughfare from two rivers to the high street	1	0%
Mercure Hotel	1	0%
Need a riverside café/ restaurant like Fordbridge Park	1	0%
Public artworks need to be protected	1	0%
Any new development should have extensive landscaping.	1	0%
Protect the centre (General Comment)	1	0%
No Hotels or offices	1	0%
Car park opposite ServiceNow should be a riverside restaurants and bars with adjoining green space	1	0%
Have restaurants along river rather than residential tower blocks	1	0%
Not sure	1	0%
Covered market would enhance the High Street	1	0%
Not much left, planning destroyed what there was	1	0%
wider variety of stallholders should be encouraged	1	0%
Parking at Tothill Car Park and the old Courage car park are under utilised	1	0%
Hold Farmers Market more frequently	1	0%
Walking through Local Farmland	1	0%
Don't turn into a concrete jungle	1	0%
Business rents too high to encourage independent local business.	1	0%
The Businesses	1	0%
Too many homes being proposed and will lead to overdevelopment and impact on services	1	0%
The old town hall and the Angel hotel/pub have been lost, prevent the loss	1	0%
	1,493	

4.6 Question 9: What places and facilities in the town centre don't work so well right now and could be improved through new development or other changes such as public spaces, facilities or new walking and cycling connections?

Q9. What places and facilities in the town centre don't work so well right now and could be improved through new development or other changes such as public spaces, facilities or new walking and cycling connections?	Total Comments	% of Total Comments
Cycle Lanes/ Better Cycle Lanes/ Safer Cycle Lanes/ Secure cycle parking/ Better connections to centre/ Better Maintained/ main road should have proper cycle lanes/ Better signage	51	5%
Scope to improve the river frontage for the pleasure and enjoyment of the community/ cafes along the river/ better use of riverside/ more entertainment facilities/ Reading, Richmond, Teddington. All have riverside pubs, restaurants, shops/ toilets/ Improve Thames Lodge	46	4%
Train Station/ Remote Location of Train Station/ Links to the centre are not safe/ Poor links to the centre/ Better cycle and walking links	45	4%
Improve the traffic flow for cars/ general traffic improvements/ always congestion/ Pollution from Traffic/ Poor Road Layout/ Poor access in and out of centre/ People go through Staines to Thorpe Park adding to problems	43	4%
Bus Station needs improving/ Remote Location of Bus Station/ Deserted on Sunday afternoon/ Improve Links/ Is an eyesore/ More seating and signage/ Better access/ Takes up too much space	40	4%
Road Bridge over the Thames/ Needs redeveloping to improve traffic flow/ widening to improve safety for footpath users/ look at Walton as an example/ remove footpath for second road lane and new footbridge in its place/ Better Maintenance	35	3%
Elmsleigh Centre/ Back of Elmsleigh Centre/ Needs updating/ Poppups/ Independent shops/ community uses/ healthcare/ Area south of the Elmsleigh centre	28	3%
Bridge Street Car Park/ Should be a Green Space/ Walking Trail/ Cycling Trail/ Open lower floor to public/ Overall Improvements/ bowling alley for older children/ redevelop as green space extension along the river	25	2%
Two Rivers Shopping Centre/ Anti-Social Behaviour/ Wrong Location at the river/ empty shops/ Make more of the centre/ More community events/ Family oriented events	24	2%
Debenhams Site only/ turn to apartments/ restaurant at front/ keep as retail/ Mix of affordable and marketable accommodation above Debenhams ground floor but not exceeding 8 stories.	20	2%
No Comment/None/ Keep as is/ Happy with everything	19	2%
Better links between river and centre	17	2%
Traffic around Two Rivers	16	2%
Town Hall - Underused and needs modernising/ too far removed/ would make a nice tearoom	16	2%
Oast House/ Oast House Car Park/ Turn into entertainment facility/ housing/ community facility	14	1%
Bupa Building/ Utilise to improve access to town for pedestrians and cyclists/ Convert to arts centre with green space	14	1%
No more high-rise/ Block out sunlight	14	1%

Staines Development Framework Objectives and Options Consultation Responses

Q9. What places and facilities in the town centre don't work so well right now and could be improved through new development or other changes such as public spaces, facilities or new walking and cycling connections?	Total Comments	% of Total Comments
Vehicular access to Two Rivers/ Still poor despite roundabout improvements	13	1%
Empty shops	12	1%
Tothill Car Park/ Underused/ Back of Tothill Car Park	12	1%
Masonic Hall/ Land behind convert to Green Space/ Convert to Housing/ Demolish to allow cafes on site and connect to river	12	1%
More Green Spaces/ Public Spaces/ Existing need to be improved/ incorporate into plan	10	1%
Too many traffic lights/ reset the traffic lights/ resolve the poor sequencing	10	1%
New Walkways/ Improve existing footpaths	9	1%
South Street/ Pedestrianised South Street	8	1%
Market in the High Streets/ Market Square/ Have damaged the paving and they should pay the bill to repair/ Market Square is unused/ redevelop for residential	8	1%
Church Street needs improving	8	1%
High Street/ Around Sunset Pharmacy/ Not safe at night/ Empty shops/ Need updating	7	1%
Anti-social behaviour/ Greater Police presence	7	1%
Library and Community Centre - Modernise/ Move to a more central location/ Community centre is too small/ make more prominent	7	1%
Clarence Street needs improving/ whole terrace on Clarence Street allowed to deteriorate/ manage but not redeveloped	7	1%
Potholes/ road conditions are bad and need repairing/ Not Maintained	7	1%
Back of Town Hall	6	1%
Square in front of Town Hall	6	1%
Derelict offices/ Convert offices to homes	6	1%
Parents with young kids could have a creche facility somehow/ Centre not family friendly. Play Area in the centre	6	1%
Not Part of Oyster System/ Zone 6	6	1%
Improve Public Toilets/ Number of Toilets	6	1%
Memorial Gardens	5	0%
Limited Parking	5	0%
train station and bus station could be better signposted to one another/ Better signage from both	5	0%
Lack of good shops/ Choice of shops	5	0%
Centre is already overcrowded/ overpopulated/ will lead to overpopulation	5	0%
Vacant/ Derelict Buildings/ Utilise for new developments/ Dislike them being turned into flats	5	0%
Plant Trees along roads/ Plant more trees/ More Greenery/ Mini trees in middle of Kingston Road as its wide	5	0%

Q9. What places and facilities in the town centre don't work so well right now and could be improved through new development or other changes such as public spaces, facilities or new walking and cycling connections?	Total Comments	% of Total Comments
Behind Debenhams is very ugly. This whole section of town could easily be redeveloped with an expansion of the Elmsleigh centre and a creation of a new public space	4	0%
Lammas Park - Utilise More/ have more events/ Green Area opposite needs enhancing	4	0%
Surface Car Parks/ More efficient use	4	0%
The library and bus station area feels unwelcoming and underused	4	0%
Business Rates are too high	4	0%
Bit of town between the iron bridge and Crooked Billet is scruffy.	4	0%
Leisure Centre/ Need new Leisure Centre now	3	0%
Remove BT building/ Resolve Access Road here as poor access	3	0%
Infrastructure in place before new development commences	3	0%
Poor Pedestrian Access/ Not safe	3	0%
Turning 'right' Kingston Road into London Road should be reintroduced. The compulsory left turn from Kingston Road in London Road/High Street is ridiculous.	3	0%
London Road	3	0%
Paths untidy, dark and feels unsafe.	3	0%
Car Parks (general comment)	3	0%
Support independent shops	3	0%
Park and ride outside the main town	3	0%
Better disabled parking for free/ closer to centre	3	0%
Staines Riverside Club (ex-servicemen's club) need developing and refurbishing	3	0%
Make the High Street one-way traffic/ Like Kingston	3	0%
No more cycle paths/ None in High Street as cyclists do not respect pedestrians	3	0%
Thames House could be improved	3	0%
More outdoor meeting/ seating areas	3	0%
Make Museum more prominent/ Better Museum/ separate dedicated Museum with dedicated separate access from Library	3	0%
Bridge Street/ Bridge Street end with Clarence Street is in ruins	3	0%
Trainline to Heathrow/ Better Links to Heathrow	2	0%
Vehicular access is poor	2	0%
All of it	2	0%
Sports facilities and protected spaces exclusively for local business	2	0%
Road connections and junctions to surrounding areas/ road layout needs improving	2	0%
Pedestrianise the centre/ High Street	2	0%
Disjointed centre/ shops not like Kingston or Bracknell	2	0%

Q9. What places and facilities in the town centre don't work so well right now and could be improved through new development or other changes such as public spaces, facilities or new walking and cycling connections?	Total Comments	% of Total Comments
Place or area for teenagers to hang out safely/ Activities for younger people	2	0%
Far end of the high street around Iron Bridge, the Town Hall area, the riverside which had Jimmy spices and flats is not working	2	0%
No Nightlife - night life, like theatre/nightclub/bowling alley/ have night buses to support etc.	2	0%
Better use of car parks	2	0%
Kingston Road	2	0%
No consideration walking and cycling access/ incorporate into the plan	2	0%
Keep plenty of surface car parks/ retain some car parks	2	0%
Need a department/ anchor/ Prestige store	2	0%
Walking and cycling under Iron Bridge	2	0%
The separation of bus and rail station/ Should be closer together	2	0%
Area from the Crooked Billet roundabout to the iron bridge could use a little modernising too	2	0%
Thames Street is paramount to bring the river forward as an attraction/ needs to be updated	2	0%
Main high street doesn't look nice and attractive.	2	0%
Old Fire Station	2	0%
New cycle bridges over train lines	2	0%
Pier to walk on at the river	2	0%
Attractive public space/seating area might attract more foot fall.	2	0%
Steel storage near the station off Gresham road/ Move out of centre	2	0%
Two Rivers Bus services too infrequent and not enough facilities such as Bus shelter. People parking in bus bays for McDonalds	2	0%
Need more signage/ Information Boards	2	0%
Empty shops should be redeveloped/ serve as community uses	2	0%
Road traffic & congestion going to two rivers in peak times	2	0%
Making the town accessible to young and old	2	0%
Friends Walk seems to be more and more cut off from the rest of the town's shops	2	0%
Lights along towpath to make it safer for cyclists and pedestrians/ make safer as can be unsafe when wet	2	0%
Telephone Exchange to Housing	2	0%
Multi-storey car parks are ugly	2	0%
The Rill in Riverside not used as it should be - A nice feature never used as intended. Just full of muck.; Lighting up some trees for better atmosphere and to make areas safer.	2	0%
Too many fast-food restaurants/ restaurants	2	0%
Need a decent restaurant	2	0%
Disconnect between the high street and Two Rivers	2	0%

Q9. What places and facilities in the town centre don't work so well right now and could be improved through new development or other changes such as public spaces, facilities or new walking and cycling connections?	Total Comments	% of Total Comments
Too few/ No independent shops	2	0%
Elmsleigh Road area is underdeveloped and underused	2	0%
Station path	1	0%
Shopping areas on A308	1	0%
Shopping areas (General Comment)	1	0%
No arts centre	1	0%
Shopping centres are underutilised. Use for community for a convention hall for example	1	0%
Under the bridge car park.	1	0%
Carpet Right area could be redeveloped for leisure facilities e.g. bowling alley, etc. Make it more family friendly.	1	0%
Finishing off the town hall project.	1	0%
Where will people park if Oast House is developed	1	0%
Electric powered shuttle minibus service to the High Street and Two Rivers.	1	0%
'Blank' areas facing pavements	1	0%
Pedestrian bridge down stream would be useful.	1	0%
Pedestrian Zones	1	0%
Multi storey car park above Argos. It's always empty	1	0%
Too many car parks	1	0%
Spaces by car parks are dispiriting. Calming music/ fairy lights/small trees would help.	1	0%
The road junctions throughout the Eastern approach are confused and there are conflicting prioritise	1	0%
Rear of the two rivers cinema is already an eyesore	1	0%
More colour and focus in the High Street	1	0%
No need to change cycling and walking facilities - all ok	1	0%
Old and new parts of town centre do not flow together	1	0%
More activity-based businesses in the area such as soft play	1	0%
Used to be more destination venues here which contributed to the attraction of the town.	1	0%
Major roads and areas around the shopping centre.	1	0%
Rear of Treaty Centre	1	0%
Park in the centre	1	0%
Jimmy Spices empty for years as well as the nightclub. Could be a vibrant, try and attract a great restaurant to fill this space.	1	0%
Link Market Square and High Street	1	0%
High street needs better pedestrian and cycling links	1	0%
Expensive Parking	1	0%
Offer parking incentives i.e. two hours free parking	1	0%

Staines Development Framework Objectives and Options Consultation Responses

Q9. What places and facilities in the town centre don't work so well right now and could be improved through new development or other changes such as public spaces, facilities or new walking and cycling connections?	Total Comments	% of Total Comments
Too many car parks	1	0%
Need accessible car parks	1	0%
Lack of bins	1	0%
Need more benches	1	0%
Make it clear that the Thames Path cross Staines bridge and restarts in the other side	1	0%
Parking spaces for trains	1	0%
More community facilities	1	0%
Bus Station Area - Just a desert	1	0%
Old Brewery on Kingston Road	1	0%
Playgrounds for Children	1	0%
Fountain behind Town Hall	1	0%
Not too easy to get to the station via the large car park	1	0%
Bigger car park there for church congregation	1	0%
Shops at Riverside are difficult to access	1	0%
Area to west of Church Street where two rivers meet is to be redeveloped, an excellent area for leisure and recreation. Some of the area could still be used for this.	1	0%
Retail units at east end of town centre feel disconnected	1	0%
Basement carpark by the mini roundabout on Staines Bridge is an eye sore	1	0%
New developments are not in keeping with the fact that Staines is an old town.	1	0%
More Netball Courts	1	0%
Sandpit outside costa at the Riverside carpark or the open-air cinema by the river that was lovely	1	0%
Sweeps ditch stream virtually ignored	1	0%
Town hall on river-facing side.	1	0%
Cycle Lanes do not work as cyclists cycle anywhere	1	0%
Ensure safety of pedestrians (especially on Staines bridge) from Cyclists	1	0%
Ticket issuing machines in the major car parks.	1	0%
Divide across the high street from the pedestrian area and old high street makes the old high street isolated and redundant	1	0%
Two Rivers should have been built as a Westfield, or as 2-storey shopping.	1	0%
Should build a multi storey car park at Two Rivers	1	0%
Car Parks should not have different charging rates	1	0%
Rest of the A308 is an urban desert	1	0%
More gift and craft shops	1	0%

Q9. What places and facilities in the town centre don't work so well right now and could be improved through new development or other changes such as public spaces, facilities or new walking and cycling connections?	Total Comments	% of Total Comments
Better walkways for the other river areas of the town not just the Thames.	1	0%
Need a Covered walkway between Elmsleigh Centre and Two Rivers	1	0%
Riverside needs to be improved as nothing there at present	1	0%
Riverside Car Park	1	0%
Riverside Gardens	1	0%
Church Road Car Park	1	0%
More infrastructure provided locally to reduce car travel	1	0%
High street and Elmsleigh centre should be redeveloped keeping the bus centre link	1	0%
Speak to women about keeping safe as if you can keep women safe, can keep anyone safe	1	0%
Car parks to shops, need improving.	1	0%
Stop the loss of quality retail and attract more café, restaurant and retail vendors back to the town	1	0%
Centre is outdated and needs redeveloping	1	0%
Bridges across the Thames need to be repainted	1	0%
End where the old cinema was just before bridge over river ideal for redevelopment and prime location for housing	1	0%
Too much traffic for hotels	1	0%
Walks between Shortwood common and Staines Centre and Staines Centre and Staines Moor. and between Shortwood Common and Staines Moor.	1	0%
McDonalds should be closed due to traffic, litter and antisocial behaviour	1	0%
Pedestrians walk from the Debenhams site to Market Square requires 2 pedestrian crossings to be done.	1	0%
Railway Cuttings	1	0%
No Hotels in the High Street	1	0%
Town centre access from car parks needs improving and modernising.	1	0%
Public Transport needs to be improved	1	0%
Not enough segregated cycle/pedestrian routes	1	0%
Turn car park opposite ServiceNow building into a site consisting of attractive riverside restaurants and bars (similar to Richmond) with adjoining green space/park. This area could also be used for water sports.	1	0%
New Buildings should be no higher than existing	1	0%
Open up the existing closed walkway under the railway to link up new part of town and Moormede estate to the Two Rivers.	1	0%
New cycle lane from Iron Bridge to Crooked Billet not been marked up and is very little used, messed up bus stops and caused traffic queues.	1	0%
Rebuild Two Rivers closer to the town	1	0%

Q9. What places and facilities in the town centre don't work so well right now and could be improved through new development or other changes such as public spaces, facilities or new walking and cycling connections?	Total Comments	% of Total Comments
Car Parks near shops & restaurants converted to grass with seating for tired shoppers and some hard standing for covered, exterior seating for restaurants	1	0%
No High Rise at River	1	0%
Fairfield Avenue flats do not look good	1	0%
Fairfield Avenue now used as a major road	1	0%
Remove one way system	1	0%
High Street feels concrete	1	0%
Changing the Crooked Billet was not a good idea. Worked as it was. Work gone on far too long.	1	0%
Cycle Lanes in centre would be a danger to pedestrians	1	0%
Less Cars	1	0%
Riverside path hedges cut back	1	0%
South side of the high street from Iron bridge to the London Road.	1	0%
Riverside garden at end of Richmond road is a mess, good planting but horrible hard landscape elements, the garden walls look like they are made from lumps of coal	1	0%
Area around the railway bridge over the Thames (including Riverside club)	1	0%
Market should be located further up i.e. where Debenhams	1	0%
Open up green space walking routes etc	1	0%
M&S, Debenhams & HSBC buildings need to have masterplans	1	0%
bring in leisure facilities so stop car park charges in winter near the river.	1	0%
More market traders, 7 days a week. Permanent stalls.	1	0%
Proper Shared walk / cycle lane along the river.	1	0%
health centre doesn't "work so well right now" as takes days to get a GP appointment	1	0%
Staines as a whole requires a complete restructure. Dated and needs to come into the 21st century. Not an enjoyable shopping experience.	1	0%
Positive - Friday and Saturday markets are well used by locals.	1	0%
Parking area near Kingston Rd and Police station	1	0%
Keep Historic Buildings in good shape	1	0%
Bottom end of the high street, after the railway bridge, towards Kingston Road	1	0%
road cutting off the town from the town hall and riverside should be completely pedestrianised and traffic rerouted around the other side of town, creating a plaza	1	0%
Cutting off the market square by a road that is tricky to cross cuts off the businesses on the riverside from the town centre.	1	0%
Airspace above Two Rivers	1	0%
Parade of shops from The Old Police Station to the railway bridge	1	0%

Staines Development Framework Objectives and Options Consultation Responses

Q9. What places and facilities in the town centre don't work so well right now and could be improved through new development or other changes such as public spaces, facilities or new walking and cycling connections?	Total Comments	% of Total Comments
Make Spalding not just a weekend destination	1	0%
Need to retain/ keep open large stores like Debenhams and Dunelm	1	0%
Cycle paths from the Crooked Billet to the town centre could be improved	1	0%
need more cafes, bars, boutique shops, local shops selling up market produce	1	0%
Facilities for transport of shopping from some larger shops to car parks.	1	0%
Active travel infrastructure e.g. from parking sites further afield, park and stride, park and ride (by bus or by bike), with secure cycle storage in the town centre	1	0%
Focus should be making sure the centre is suitable for use by the shops and businesses residents need	1	0%
Memorial gardens car park should be a vibrant spot for cafe's restaurants, quality markets and events for French Brothers customers	1	0%
centre of Staines town seems to be moving to the Two Rivers side leaving the High Street looking bleak.	1	0%
Alongside River Colne - shops at the back TK Max / PC World / Next too far from main shops - many of which are now empty	1	0%
Colne River section is very nice but feels like an unreachable island	1	0%
Not enough made of Wraysbury River	1	0%
far end of the high street where the new Premium hotel has been built.	1	0%
Mercure Hotel	1	0%
If shops are open 9-5 the space should be designed in a flexible way so can be used for other purposes in evening.	1	0%
strip of shops opposite Market Square along from George Pub to River bridge looks tired	1	0%
area opposite where the old Post Office was	1	0%
Need a post office	1	0%
Traffic bumps on Gresham road do not slow traffic down - just damage local vehicles - take bumps away.	1	0%
No provision for parks, leisure or social amenities.	1	0%
Leisure facilities need to be built to standard	1	0%
Area from the old M&S to the area in front of Pret kept completely clear with more benches etc	1	0%
Having to walk through the Elmsleigh surface car park to get to Station Path	1	0%
Rail station link to the town centre	1	0%
Staines towards London Road is very run down and gives a poor impression of Staines when people drive down from the Crooked Billet roundabout.	1	0%
Apartments upstairs (4 x floors) and home business, cafe's, entertainment downstairs in the square.	1	0%
Crooked Billet cut off from rest of centre	1	0%

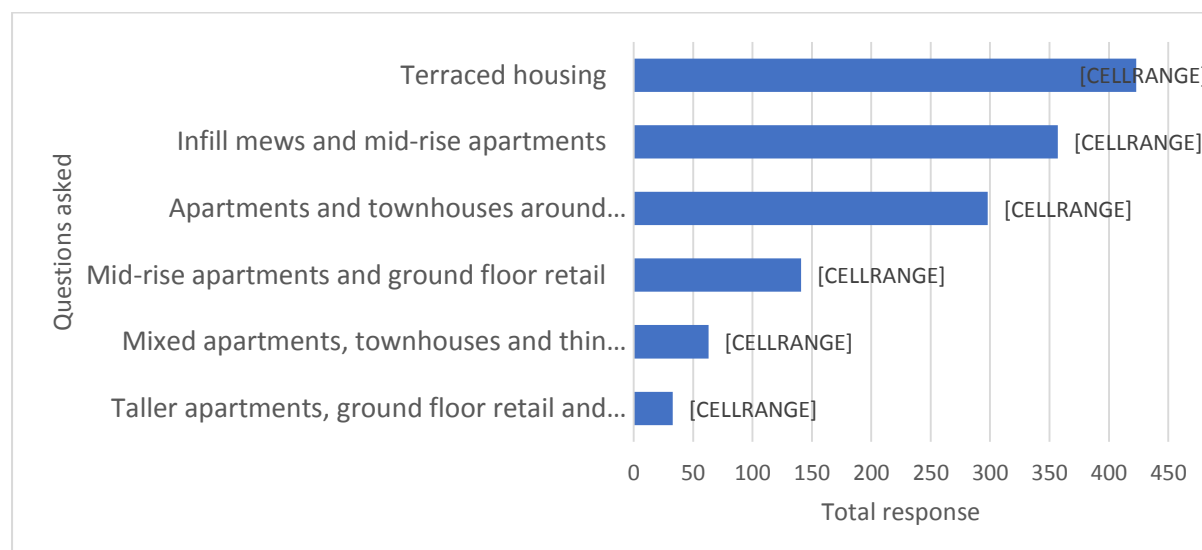
Q9. What places and facilities in the town centre don't work so well right now and could be improved through new development or other changes such as public spaces, facilities or new walking and cycling connections?	Total Comments	% of Total Comments
Flats on Staines bridge	1	0%
Develop area around the train station and near Sainsbury's.	1	0%
Building work with the new flats currently going on opposite Debenhams	1	0%
London Road area from the Windsor railway line to the Crooked Billet.	1	0%
Take down buildings and create more open space for families and local residents	1	0%
Town centre connections are poor	1	0%
Car park on left hand side as go round back of what was decathlon that is overgrown and not open to public	1	0%
Positive - Have Walking to the river already	1	0%
Demolish HMRC Building	1	0%
Old Courage Building	1	0%
Block of shops with TK Maxx feel to cut off from the rest of the shops and maybe could be linked better	1	0%
Access to the old town hall site and river from the town is hindered by the busy road running between	1	0%
New river crossing for pedestrians and cyclists on the side of the railway bridge from Chertsey Lane to Laleham Road	1	0%
Area beyond the Iron Bridge seems detached from the rest of the High St	1	0%
Pedestrian Crossings are poor - crossing from the pavement alongside Mustard Mill Road towards the hotel at Two Rivers, or at the traffic lights there, where impatient car drivers often jump the lights when pedestrians are supposed to have the green light	1	0%
Mustard hill road looks ugly with backs of buildings. Not nice to walk along	1	0%
Elmsleigh Centre Bus Station is very dated and needs improvement with an indoor waiting area/passenger information and a cafe	1	0%
Elmsleigh Centre Car Park ugly, under used and attracts anti-social behaviour. Could be used for housing development at the same height	1	0%
Bridge Street development should be no higher than Thames Edge	1	0%
Mill Mead road needs to be redeveloped and cleaned for pedestrians to access the station and centre.	1	0%
Two Rivers should have been residential accommodation	1	0%
Large car park area could do with a focal point in the centre by the river	1	0%
Relocate to market to the town's perimeter	1	0%
Multi-storey car parks should be turned into shops	1	0%
Car Park close to the station	1	0%
George pub to the river has always been grotty	1	0%
Improvement to the Thames path so that cyclists do not mow down pedestrians	1	0%
Council offices and library and police station could be combined and put into town centre with Citizens Advice Bureau	1	0%

Staines Development Framework Objectives and Options Consultation Responses

Q9. What places and facilities in the town centre don't work so well right now and could be improved through new development or other changes such as public spaces, facilities or new walking and cycling connections?	Total Comments	% of Total Comments
Stanwell Centre	1	0%
Shops on A308 on north side of the river are very run down and could use some development but not high rise	1	0%
Ashford Centre	1	0%
Hy-Ten site at the station, no 7 on the map, is noisy and has created a nuisance for many years. The neighbours would cheer to see it go	1	0%
Area at the beginning of Two Rivers by HMV is nice, we could do with a couple more of those	1	0%
Sunbury Retail Park	1	0%
Georgian House on Clarence Street that is boarded up	1	0%
Council should purchase empty buildings to help with citizens' needs, no building should be vacant	1	0%
Path along the Thames should be widened and clearly separated for cyclists and pedestrians	1	0%
Too much support for cars, not enough for pedestrians	1	0%
Add a toilet at Commercial Park	1	0%
Dislike Cheap Cafes	1	0%
Old multi storey car park needs developing and needs to be high rise to maximise use of the space	1	0%
Road by the old Pizza Express is full of boarded up shops	1	0%
area currently set out as an amphitheatre is underused as such and should be re-configured	1	0%
Area from the Library/Museum to the bus station is unattractive and not very welcoming.	1	0%
Local e scooter hire scheme would also help given distance from town to station.	1	0%
Connections and roads to the centre should be improved	1	0%
Proper links between commercial park and the leisure centre would be amazing	1	0%
Where will residents and visitors to new homes park?	1	0%
Need more diverse restaurants (French, Mexican)	1	0%
Open up footpaths and cycle paths to try to avoid the cars clogging up the high street	1	0%
Disjointed Local Centre	1	0%
Area where the cinema used to be feels unused	1	0%
Need more space and less housing	1	0%
Better links between old Town Hall, Clarence Street and Church Street and pedestrianise to deter boy racers	1	0%
Have a Local Police Station rather than just the Met	1	0%
Thames footpath needs widening and levelling for pushchairs	1	0%
Retail park area has become the new town centre and led to underinvestment and footfall reduction in the centre	1	0%

Q9. What places and facilities in the town centre don't work so well right now and could be improved through new development or other changes such as public spaces, facilities or new walking and cycling connections?	Total Comments	% of Total Comments
Beginning entrance of shops running into the town before the railway bridge some are empty and run down.	1	0%
Mix of retail and restaurants not good	1	0%
Toilets and cafe required in commercial park	1	0%
Routes/walking leaflets/publicity required for walking and cycling routes as per Ether Hill, Ottershaw (via Runnymede BC) using CIL money	1	0%
Enough development already	1	0%
Too many charity shops	1	0%
	1042	

4.7 Question 10: Which of the following styles of development do you think are appropriate in Staines-upon-Thames town centre? (tick all that you would be happy to see in some locations within the town centre)



4.8 Question 10 (part 2): Do you have any comments on where these types of development might be suitably located?

Question 10 (part 2): Do you have any comments on where these types of development might be suitably located?	Total Comments	% of Total Comments
No High Rises	60	10%
Brownfield Sites/ Demolish unused building and redevelop in centre/ taller buildings - shops at ground level, offices and residential above/ no need for less offices due to COVID and WFH	34	6%
Debenhams Site/ Convert to flats/ could incorporate a courtyard-based development/ do not go higher than existing/ max six storeys/ max five storeys/ retail on ground with residential above	33	5%
Old Bupa Building/ Only develop for low and medium not high rise/ nothing above five storey/ terraced housing here/ redevelop at same height/ semi-circle of terraced housing with a green space/ build a small block (4 stories) where the BUPA building is	27	4%
No High Rise at the river	24	4%
No/ None of the above	20	3%
Oast House/ Oast House Car Park/ Niche Shopping Centre here/ Max five storeys/ mid-rise on car park only with communal parking and gardens/ will not create overshadowing and great transport link	20	3%
None in the centre/ Too crowded to develop/ Not enough infrastructure/ No more housing in the centre	19	3%
Masonic Hall building/ Low Rise only/ adjoining car park/ Mid Rise only/ Knock down the Masonic hall and connect some nice cafes etc to the river	13	2%
Do not develop at the riverside	13	2%
Redevelop Bridge Street Car Park for housing but not high rise/ low rise only/ not above three floors	12	2%

Question 10 (part 2): Do you have any comments on where these types of development might be suitably located?	Total Comments	% of Total Comments
Already overcrowded/ overdeveloped/ no space	12	2%
Terraced/ Town houses instead of houses/give more of a community/ better suited for families/ Have around riverside	11	2%
Bridge Street Car Park redevelopment (General Comment)	9	1%
Nothing over 5 storeys	9	1%
Outside Town Centre	8	1%
Old Telephone Exchange/ Low Rise Only/ Mid Rise only/ semi-circle of terraced housing with a green space	8	1%
Redevelop Elmsleigh Centre/ Elmsleigh centre is tall enough/ redevelop car park on top/ back of Elmsleigh centre/ Mid Rise only	7	1%
Tothill Car Park/ Develop at present height only	7	1%
Spread housing around the Borough not just in Staines (Shepperton, Laleham, Sunbury)	7	1%
Outskirts of town centre.	6	1%
Ensure new developments have adequate Green Space/ need to create more Green Space	6	1%
Low Rise/ Terraced Housing/ Housing only	6	1%
Nothing over 5/6 storeys	5	1%
High Rise/ Development on outskirts	4	1%
Support more affordable accommodation	3	0%
Support high rise development in the centre/ in the centre only	3	0%
No more housing	3	0%
Kingston Road end of the town, which looks awful	3	0%
The Car Parks/ Redevelop the Car Parks but not high rise	3	0%
Thames Side Lodge should be mid-size flats with retail underneath	3	0%
Single houses with open space around/ private gardens/ activities for children	3	0%
Make sure new developments have sufficient car parking	3	0%
Any development needs to be in keeping with character of Staines	3	0%
Nowhere/ Nowhere near Staines	3	0%
Against high rise with retail at bottom as cannot fill vacant retail space now/ have enough commercial space already	3	0%
Nothing over 3 storeys	2	0%
Near the railway station	2	0%
No high rise to compromise the river views	2	0%
Church Street Car Park/ Develop for residential with adequate parking for residents	2	0%
Old Town Hall	2	0%
Access is already overloaded/ will be an issue with new development	2	0%
Car Park near the Library/ redevelop for flats	2	0%
Hotels, hospitality, leisure facilities, art or retail would be more appropriate at Riverside	2	0%

Question 10 (part 2): Do you have any comments on where these types of development might be suitably located?	Total Comments	% of Total Comments
No Mid Rise	2	0%
must take into account impact on parking, traffic congestion/ improve traffic	2	0%
Do not use existing car parks	2	0%
Development needs to be sensitively done with great, innovative designs	2	0%
Redevelop Elmsleigh Car Park/ Mid Rise only (five storey)/ will not create overshadowing and great transport links	2	0%
Where the Two Rivers pub was in Church Street	2	0%
Redevelop Two Rivers Car Park - mix of mid-level apartments, retail, parking and open space, in traditional design to fit in with the High Street	2	0%
No-one in Staines can afford what is proposed	2	0%
Towards Town but not in town towards lower end of High Street and Crooked Billet	2	0%
Dislike the London Square Development	2	0%
Should be minimum disruption to existing buildings	1	0%
Need details on areas to be changed/ developed	1	0%
Nothing above 3 storeys on outskirts	1	0%
Nothing over 4 storeys	1	0%
Nothing higher than 3 to 5 floors	1	0%
Nothing higher than 10 storeys	1	0%
Anything over two storeys high	1	0%
No Comment	1	0%
Anywhere in the area bounded by High St, South St and Thames St.	1	0%
Mid-rise only in the centre if it has retail or leisure facility on Lower level	1	0%
Move Next, PC World etc to the High Street and out the residential property in their place but not high rise	1	0%
No more hotels	1	0%
New public transport solutions need to be put in place.	1	0%
Croydon	1	0%
Bus Station	1	0%
Old Brewery Car Park	1	0%
Shell Garage	1	0%
Away from the high street to let shopping facilities to improve	1	0%
Support - These are more likely to develop communities, this is complimentary to existing Staines communities.	1	0%
Support new housing as long as infrastructure is increased to support	1	0%
Church Street	1	0%
Improve nightlife	1	0%
Covid has encouraged people to share and support one another and	1	0%

Question 10 (part 2): Do you have any comments on where these types of development might be suitably located?	Total Comments	% of Total Comments
this should be the aim of any new development.		
About quality of new development not quantity	1	0%
Not many department stores in main Elmsleigh area.	1	0%
Develop in the centre (General Comment)	1	0%
No tower blocks close to existing housing	1	0%
Marks and Spencer's Site	1	0%
Cannot develop in centre without losing open space	1	0%
building across from Mercure and next to the railway bridge would be suitable for flats	1	0%
Close to the town centre and bus station	1	0%
High Rise best located in Slough or Hounslow	1	0%
No High Rise in the centre	1	0%
Further into the centre	1	0%
Some developments could be car free	1	0%
Thameside House - Mid-rise apartments and ground floor commercial	1	0%
High Rise is out of character	1	0%
Only housing at Clarence Street	1	0%
East side of the railway line at the station.	1	0%
Developments should be concentrated on the side nearest public transport links, wherever they end up being	1	0%
Redevelop Clarence Street	1	0%
Low rise on the edges of Staines town centre neighbouring train tracks and green spaces	1	0%
Have suitably spaced developments in the centre	1	0%
The River should be maintained	1	0%
Away from Congested Areas	1	0%
No thin point towers	1	0%
South Street Car Park should be redeveloped	1	0%
Where you have retail already maybe some mid-rise apartments.	1	0%
Develop where there is good infrastructure	1	0%
Need a sense of community with terraced or courtyard development	1	0%
The Causeway" could take higher buildings but 5 storeys maximum, otherwise not Staines anymore.	1	0%
Out of Staines	1	0%
Higher buildings only to replace similar older blocks.	1	0%
Low rise at river only	1	0%
Old Centrica Site	1	0%
Away from the High Street	1	0%
High Rise will create more pollution	1	0%
Balanced mix is required, appropriate to the development site. Taller	1	0%

Question 10 (part 2): Do you have any comments on where these types of development might be suitably located?	Total Comments	% of Total Comments
Apartments would work in the middle of the town centre, but these should get smaller towards the riverside frontage		
Mill Mead	1	0%
Build High Rise at Lower Sunbury or Laleham	1	0%
No development on existing parks/ fields	1	0%
Parking area near Kingston Rd and Police Station.	1	0%
Ensure new developments are affordable	1	0%
Make mews houses more attractive than examples	1	0%
Do not redevelop existing car parks if we are having more visitors/ residents come in	1	0%
Not on Green Belt	1	0%
We need to augment the housing stock and not degrade it.	1	0%
36-52 Kingston Road (The Star to The Police Station)	1	0%
Council buildings near the train station that used to host music lessons	1	0%
Heading towards Ashford hospital along the A30.	1	0%
Builders Yard	1	0%
Don't qualify how high 'mid-rise' is	1	0%
Examples you show 3-5 storey apartments, but it is not an option to tick above	1	0%
Number 2 and 3 above look reasonable places to live but only if they are severely limited on height as per the photos shown	1	0%
Along the Causeway	1	0%
Would have been ideal on the old BG site and parts of Two Rivers. Chance lost	1	0%
Two Rivers	1	0%
Improve overall appearance of towers	1	0%
Not where Debenhams Is	1	0%
By the river where the old cinema was located	1	0%
A30 after the Crooked Billet Roundabout going towards Ashford seems an area which is forgotten and neglected and which could benefit from quality housing development	1	0%
Whilst 3 boxes have been ticked. This denotes type not design	1	0%
Knock down the old HMRC building - it is ugly	1	0%
Should have asked before current high rise was built/ too late	1	0%
Hy-Ten/Jewson's site at the station - Terraced Housing	1	0%
Area under the Elmsleigh overpass could make attractive mews and mid-rise apartments	1	0%
Somewhere where there can also be parking, good road access and enough local amenities and infrastructure	1	0%
In the Town Centre and adjoining streets	1	0%
Properties bordering Elmsleigh Road and railway tracks.	1	0%
Mid-or high-rise apartments ONLY in areas like the Renshaw estate	1	0%

Question 10 (part 2): Do you have any comments on where these types of development might be suitably located?	Total Comments	% of Total Comments
that have already been spoiled by similar buildings		
Developments need to be walking distance to bus and train station within 20mins max.	1	0%
Enough development around the high street	1	0%
Everything is already in the right place	1	0%
Ensure no buildings are prone to flooding	1	0%
Add storeys to buildings	1	0%
Most Housing should be outside Centre	1	0%
Flats and Retail only in the centre	1	0%
Near the train station	1	0%
Close to town centre and shopping and gym.	1	0%
Jewson site off Gresham Road	1	0%
Are good examples in Kingston that enhances their town's residential spaces	1	0%
Car park adjacent to police station.	1	0%
Questions are written passive aggressively	1	0%
Terraced housing linked to allocated parking in, for instance, low (2 storey parking) on say existing Elmsleigh surface car park.	1	0%
Keep all high rises down the London Road end of Staines, beyond the iron bridge	1	0%
Designs are poor and where are the bins to be stored	1	0%
Developments seem constrained and pushed together, needs a better design	1	0%
3 storey buildings with retail on ground level might be suitable.	1	0%
Develop air space above two rivers	1	0%
Redevelop Bus Park - Mix of mid-level apartments, retail, parking and open space, in traditional design to fit in with the High Street	1	0%
Do not allow leasehold	1	0%
Many of the big box shops, including those outside of town	1	0%
Blend into existing housing/ sited in areas where they would be in keeping.	1	0%
3-5 storey apartments (but WITHOUT the thin point towers) could be sited on the Bridge St Car park if this is being developed	1	0%
Support 3 to 5 Storey apartments and townhouses around Courtyards	1	0%
Sensible approach might be to 'zone' the town with a height limit in new developments overlooking the river of, say six/seven storeys with perhaps eight/nine storeys away from the riverfront and existing residential areas	1	0%
To boost the housing need the 10-15 storey apartment towers and ground floor facilities or Retail would fit in to the surrounding architecture well	1	0%
Develop the area where M&S, Decathlon was and Elmsleigh shopping area then keep it to three storey make attractive homes and retail paved walkways, amongst green landscaping	1	0%

Question 10 (part 2): Do you have any comments on where these types of development might be suitably located?	Total Comments	% of Total Comments
High rise is fine if there is an abundance of green space and car shares for residents to use. High rise surrounded by concrete and cars is not.	1	0%
Plans should be of outstanding quality to get approval	1	0%
Infill mews and 3-5 storey apartments	1	0%
Should also be an option for development which contains local facilities - e.g. doctors, nurseries, schools.	1	0%
Improve walks along the river	1	0%
Add Leisure stops along the river	1	0%
Gresham Park could be developed as underused	1	0%
It depends on where the shops are	1	0%
Eye-sore behind Staines Community centre could be a suitable site	1	0%
Area near the reservoir and the storage facility	1	0%
No need for further high rise as already a large number of new large scale housing projects - London Square and the Old British Gas building	1	0%
High rise on the outskirts with infill and open spaces nearer the centre	1	0%
High Rise only if affordable	1	0%
Not sure whereas is currently too much development in the town centre, but outside would invade on a green space.	1	0%
Do something that will make the existing population PROUD to live here.	1	0%
Develop green belt that is no longer 'real' green belt and has been abused, neglected and used for industrial purposes	1	0%
Mews houses would be great solutions for smaller lots tucked away in disused areas or where building are due to be removed	1	0%
Current taller apartment at London Sq. seems the edge of what should be permissible	1	0%
Mid-rise buildings with retail closer to the river and have the added benefit of bringing the public onto the river front	1	0%
3-5 story development looks like a prison block	1	0%
Redevelop where 3 Rivers where the. Mac Donald's, TK Maxx, Furniture Village are currently located, excellent location to Lammas Park and transport and schools	1	0%
Have house doors and windows on the side away from the road to avoid road air pollution	1	0%
Fields behind Buckland school and Staines cricket club which do not seem well used (Maybe Green Belt)	1	0%
Clarence Street and the area from the iron bridge by Tracey Flowers up to the old police station could be used for some 3-5 storey flats so that the main shopping and socialising area is contained	1	0%
Should not pay Council Tax to support social housing	1	0%
Already have London square High Rise so do not need more	1	0%
Keep as detached or semi-detached	1	0%
The council should ensure that developments on these sites enhance	1	0%

Staines Development Framework Objectives and Options Consultation Responses

Question 10 (part 2): Do you have any comments on where these types of development might be suitably located?	Total Comments	% of Total Comments
the look and feel of the town		
From Fairfield road Towards crooked billet including office block opposite old police station	1	0%
In any of the existing proposed sites with the expectation of the riverside car park site	1	0%
Check if there is demand for apartments, do not want hundreds sitting empty	1	0%
Room for more high rise but do not overdevelop	1	0%
Mid-rise, with open spaces would be possible without impinging on the outlook for all	1	0%
Need more Leisure Facilities	1	0%
Need a decent supermarket	1	0%
In all potential development plots...	1	0%
Each plot would have its own issues and preferred options and solutions	1	0%
Land at Junction 13 which was used for improvements at junction could be used for Park and Ride Facility	1	0%
Existing car parks are NOT a suitable location.	1	0%
Taller buildings and retail and parking needs to be nearer the crooked billet end of town	1	0%
Support housing above as long as good quality retail	1	0%
No flats or apartments	1	0%
Support High density development in the centre - only way that can meet housing targets	1	0%
What information is need based on, only see overpriced apartments	1	0%
Tall buildings should be kept to existing areas of high rise development to north and east of town centre	1	0%
Apartments and Town Houses instead of 15 storey buildings	1	0%
North Staines away from the High Street and River	1	0%
	614	

4.9 Question 11: Do you feel that any of these types of development might not be suitable in the town centre (including the riverside)? If so, which types?

Q11.Do you feel that any of these types of development might not be suitable in the town centre (including the riverside)? If so, which types?	Total Comments	% of Total Comments
No High Rise (General Comment)	213	27%
No High Rise at the River	64	8%
Five Storey Maximum	42	5%
Six Storey Maximum/ Existing six storey limit should remain	29	4%
Mixed Apartments, Town Houses and Mid Point Towers	22	3%
10-15 Storey Buildings are inappropriate	19	2%
No Mid Rise (General Comment)	16	2%
Three Storey Maximum	15	2%
Four Storey Maximum	15	2%
All of them	15	2%
No development at the Riverside/ Protect the Riverside/ Maintain as Greenspace	15	2%
Infrastructure not in place to support high rise/ development in centre (Lack of Parking, centre too busy, too congested, schools, healthcare)	14	2%
10-15 storey apartment towers and ground floor facilities or retail	12	2%
10-15 storey apartment blocks and ground floor facilities or retail	12	2%
No/ None	11	1%
No Terraced Housing/ would lead to more cars in centre/ does not create a town centre feel/ too expensive for families	9	1%
Nine Storey Maximum	8	1%
Preserve riverside/ Preserve as an high value amenity for the town/ Any development needs to be in keeping with Riverside	8	1%
Nothing above 5 storey at the River	7	1%
Thin Point Towers	7	1%
High rise would ruin the character of the town	7	1%
6-9 storey apartments with some ground floor facilities or retail	7	1%
Nothing above 3 storey at the River	6	1%
3-5 storey apartments and thin point towers up to 15 storeys	6	1%
Eight Storey Maximum	5	1%
Taller apartments, ground floor retail and public open space	5	1%
Nothing above 2 storey at the River	4	1%
Nothing above 6 storey at the River	4	1%
Ground Floor Retail	4	1%
Existing skyline should be preserved/ High Rise would ruin riverside skyline	4	1%
Kingston/ Windsor/ Marlow/ Putney are a good example of utilising River space	4	1%

Q11.Do you feel that any of these types of development might not be suitable in the town centre (including the riverside)? If so, which types?	Total Comments	% of Total Comments
No Housing in the centre	4	1%
Ten Storey Maximum	3	0%
No High rise in Conservation Area	3	0%
Should be terraced housing only/ Terraced housing if in keeping with current riverside properties	3	0%
Riverside needs to combine shops, restaurant or community spaces/ Independent chains (Not Costa's)	3	0%
Riverside should only have green space and leisure space/ destination space	3	0%
Improve access to Riverside/ Promote Riverside More	3	0%
No Housing at the Riverside	3	0%
Object to 3-5 storey apartments and townhouses around courtyards	3	0%
Infill mews are the only option	3	0%
Retail is a must/ Retail is needed in centre instead of housing/ Not much to come to Staines for otherwise	3	0%
No Low Rise	2	0%
Two Storey Maximum	2	0%
10-15 Storey Buildings	2	0%
10-15 Storey Buildings by the Riverside	2	0%
Most/ nearly all of them	2	0%
Nothing above 4 storey at the River	2	0%
Nothing above six storeys in the Conservation Area	2	0%
Aurora Hotel could be an asset if renovated/ also has restaurants and green space as part of the frontage	2	0%
New developments must include Green Spaces	2	0%
Unfair on existing residents and affecting their views	2	0%
Terraced Housing only near the riverside	2	0%
Concentrate High rise at High Street/London Road end of town.	2	0%
Debenhams can be flats	2	0%
Support Building High and wide to maximise density/ low density will not meet demand and increase unaffordability	2	0%
Seven Storey Maximum	1	0%
15 Storey Buildings should be allowed due to finite amount of land	1	0%
Nothing over 15 storey either	1	0%
luxury flats for outsiders to buy up and possibly let out	1	0%
town centre apartment building proposed are much better than the current buildings/eye sores	1	0%
Nothing above 7 storey at the River	1	0%
Nothing above 8 storey at the River	1	0%
Nothing above 9 storey at the River	1	0%

Q11.Do you feel that any of these types of development might not be suitable in the town centre (including the riverside)? If so, which types?	Total Comments	% of Total Comments
Do not mess with Historic Buildings	1	0%
Subways	1	0%
Poorly Lit Areas	1	0%
No car parks near the riverside	1	0%
Buildings such as "3-5 storey apartments and thin point towers up to 15 storeys" could work in areas round the back of the Elmsleigh centre/high street where taller buildings are not blocking skylines	1	0%
Need to ensure have safe green spaces	1	0%
Public Open Space	1	0%
Have a new upmarket hotel at the riverside similar to the Runnymede	1	0%
Focus more on Green Spaces	1	0%
Link restaurants to the river	1	0%
No restaurants by the river	1	0%
Footpath along the river must be retained.	1	0%
Use roof spaces or terraces particularly around riverside	1	0%
Protect the moor land/ Routes to and from the moor land	1	0%
Protect older buildings around church street etc.	1	0%
High rise is an eyesore	1	0%
No high rise due to safety concerns with airport	1	0%
Only the first two options	1	0%
Not the last 4 options	1	0%
No homes at the Riverside	1	0%
Ensure any high rise proposals do not block river views	1	0%
High Rise should be located away from the Town Centre	1	0%
High Rise should be no taller than existing	1	0%
High Rise would be a detriment to the centre	1	0%
High Rise are prone to Flooding	1	0%
High rise would create a wind tunnel effect	1	0%
High rise would block the view of the Riverside	1	0%
High rise are usually of poor architectural quality	1	0%
Use top floor of buildings as flats	1	0%
London road is an eyesore/ example of bad high rise	1	0%
London Road Developments are ok	1	0%
London Square development is an eyesore	1	0%
Do not aspiring to solely generate revenue along riverside akin to the Wandsworth model	1	0%
Ensure affordable homes are affordable	1	0%
Low density housing that transfers unsustainable development pressure to greenbelt sites.	1	0%

Staines Development Framework Objectives and Options Consultation Responses

Q11.Do you feel that any of these types of development might not be suitable in the town centre (including the riverside)? If so, which types?	Total Comments	% of Total Comments
Need to maximise sustainable town centre densities.	1	0%
Prefer high density with open space at street level	1	0%
Flats	1	0%
Should have living walls	1	0%
Eight storeys only in very industrial areas	1	0%
Anything high should be located at the police station end of the high street	1	0%
Housing should be distributed across Spelthorne not just in Staines	1	0%
New development by Iron Bridge overpowering, ugly and out of place	1	0%
Yes all those from No 4 onwards	1	0%
Housing and Retail usually don't mix	1	0%
Nothing higher than the apartments by Staines Bridge	1	0%
Mid-rise apartments and ground floor retail	1	0%
London Square is a good example of well-built and smart mid to high rise in a suitable location	1	0%
Debenhams site is too close to the high-street for high-rise, I would suggest mid rise	1	0%
Keep high rise buildings on the other side of iron bridge in London Road end of Staines	1	0%
High rise is not suitable unless set far back from Riverbank	1	0%
None of the last 3.... Too tall	1	0%
No Parking is available as a result of the development	1	0%
Need to ensure new developments have adequate parking	1	0%
Lots of congestion due to High Rise	1	0%
Further from the river, the taller the building could be	1	0%
High rise on the outskirts with infill and open spaces nearer the centre	1	0%
Centre cannot accommodate more people	1	0%
Nothing that would exclude working families	1	0%
Mid-rise apartments with retail / dining could work if not overlooking any other housing.	1	0%
Town Houses by the river only	1	0%
Anything without provision of open space	1	0%
Any development needs to respect the Conservation Area	1	0%
Low rise at the river only	1	0%
In the wider town centre there may be scope for more contemporary, innovative and larger scale development.	1	0%
Housing around courtyards often become ghetto type places not ideal in town centre	1	0%
In addition, those of the above type that have been attempted so far are a blight on the town, proving hard to sell and some are already	1	0%

Staines Development Framework Objectives and Options Consultation Responses

Q11.Do you feel that any of these types of development might not be suitable in the town centre (including the riverside)? If so, which types?	Total Comments	% of Total Comments
looking "tired" and out of date.		
Bridge St. car park is redeveloped there is an opportunity to match design (or similar) with existing to provide a gateway to gateway at the crossing point of the river	1	0%
Anything with more than 10 apartments	1	0%
Development of 6 Laleham Road, was too big and too high.	1	0%
Arora development is a mistake. It would cause further congestion and pollution in an already polluted area.	1	0%
Support terraced housing	1	0%
Second and the last two options are ugly	1	0%
Most options are unsuitable	1	0%
Infill mews at river look awful	1	0%
Do not build high rise on the Bridge Street Car Park as will become an eyesore and inappropriate at the Riverside	1	0%
Infill Mews and 3-5 storey apartments very unattractive	1	0%
Blend in with existing	1	0%
Changes as a result of COVID need to be taken into account i.e. want to live in nicer housing	1	0%
Stylish outdoor cafes or bars with character, not square blocks, with wooden features, flowers and green areas to enhance the beauty of the river.	1	0%
Options 4 5 & 6 should not be in the town centre or riverside	1	0%
Should be height restrictions at the river	1	0%
Do not build in Flood Risk Areas	1	0%
Taller buildings and retail and parking needs to be nearer the crooked billet end of town	1	0%
Avoid overdevelopment at the river	1	0%
Flats above retail and leisure is most likely to lead to a lively street scene	1	0%
Highest density is likely to be achieved with six to ten floored developments as they can be clustered closer without creating shading or wind tunnels	1	0%
Shops with flats over would seem to be the best option	1	0%
Ideally incorporating some retail/food/drink use	1	0%
Allow High rise in the centre	1	0%
10-15 storey apartment towers and ground floor facilities or retail concept images look much more in-keeping with the area	1	0%
Ensure design of new High Rise does not lead to increase in crime/ anti-social behaviour	1	0%
Plant trees at ground floor/ underneath apartments	1	0%
Bridge Street Car Park should be demolished and converted to a park	1	0%
Low Rise only	1	0%

Q11.Do you feel that any of these types of development might not be suitable in the town centre (including the riverside)? If so, which types?	Total Comments	% of Total Comments
Need high rise one bed apartments	1	0%
Need to ensure enough parking for residents	1	0%
More family friendly facilities	1	0%
large office block at the back of that car park really should not be so huge as it blocks the lovely old Mill/Brewery building that is behind it. Area would be ok for mid Rise/ Terrace Housing	1	0%
Work with Runnymede to create better linkages and improved walkways on their side of the River and opening up more open space there	1	0%
	779	

- 4.10 Question 12: Do you have a view on whether upper limits on building heights within the town centre should be set? (n.b. maximum heights are restricted to 45m (147ft) due to the proximity of Heathrow Airport)

Q12. Do you have a view on whether upper limits on building heights within the town centre should be set?	Total Comments	% of Total Comments
Limits should be set (General Comment)	152	23%
No more high rise	45	7%
No View	6	1%
One to two storey maximum	1	0%
Two Storey	4	1%
Two to three storey maximum	2	0%
Two to four storey maximum	1	0%
Three Storey Maximum	32	5%
Three to four storey Maximum	13	2%
Three to five storey Maximum	9	1%
Four Storey Maximum	21	3%
Four to Five Storey Maximum	3	0%
Four to Six Storey Maximum	3	0%
Five Storey Maximum	57	9%
Five to six stories Maximum	9	1%
Five to Seven stories	1	0%
Five to eight stories	1	0%
Six Storey Maximum	34	5%
Six to Seven stories Maximum	7	1%
Six to nine stories	5	1%
Seven Storey Maximum	1	0%
Seven to eight storey maximum	1	0%
Eight Storey Maximum	10	2%
Eight or Nine Storey Maximum	3	0%
Eight to 10 Storey	2	0%
Nine Storey Maximum	9	1%
Ten Storey Maximum	9	1%
Ten to Fifteen Stories	2	0%
Fifteen Storey is too much	6	1%
Twenty Stories	1	0%
Below 45m/ 45m is too high	9	1%
As many as practical in a visual attractive style of dwelling	1	0%
Should be maximum of 15m	5	1%
Buildings away from the riverside should be taller	1	0%
Terraced or semi attached houses with gardens and drive ways should be the priority	1	0%

Q12. Do you have a view on whether upper limits on building heights within the town centre should be set?	Total Comments	% of Total Comments
Town Centre limited to 20m	1	0%
Limits especially apply to riverside area	2	0%
Buildings higher than 18m should not be allowed in the centre	1	0%
If building high rise go away from the centre (e.g. London Road)/ Allow high rise out of centre	2	0%
The lower the better	8	1%
Support if well designed and creates communities	1	0%
New flats on the post office site are too high	1	0%
Current 45m limit should be retained	4	1%
No higher than 25m	1	0%
Don't agree with any of the heights	1	0%
No taller than Debenhams	10	2%
Higher Buildings should be allowed out of town	1	0%
Make sure any buildings build are beautiful not ugly	1	0%
No objection to existing build heights	2	0%
Existing office blocks should be converted to residential first	4	1%
Historic issue with high rise buildings and aircraft (Papa India 49 years ago)	1	0%
New Buildings should not be any higher than existing	16	2%
New Buildings should be lower than existing	4	1%
London Square development has had a negative impact on Staines skyline	2	0%
Any re-development of the Bridge Street car park should be very limited in size	1	0%
Two Rivers shopping is wrong way round. Retail should be high rise and low rise residential	1	0%
Make sure new high rise do not affect views from other high rises.	1	0%
No Limits	3	0%
Kept as low/ mid rise	1	0%
Maximum should be based on architectural design not Heathrow height limits	1	0%
Positioning and maintaining aesthetic appeal of town is most important	1	0%
Conservation Area should have a low level/ conservation area buildings should relate to the prevailing traditional building heights	3	0%
High Street should be low unless set back from pedestrian route	1	0%
Riverside should be in keeping with what is there already/ Low Rise	3	0%
Limits but only because of the airport	4	1%

Staines Development Framework Objectives and Options Consultation Responses

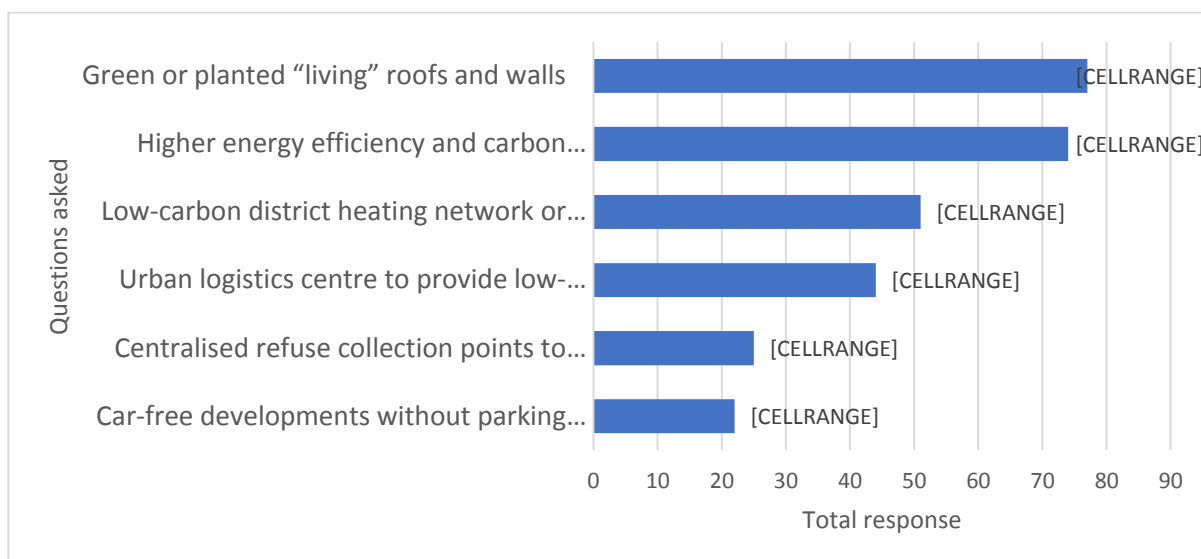
Q12. Do you have a view on whether upper limits on building heights within the town centre should be set?	Total Comments	% of Total Comments
No limits due to housing crisis	1	0%
Height Issues resolve around technical issues (shading, wind tunnel effects and high buildings)	2	0%
No high rise development in the centre	1	0%
Nothing like the tower blocks in Woking	1	0%
Development over 5 stories will lead to overcrowding and increased parking	1	0%
Lower the better/ Low as possible	4	1%
Houses only	1	0%
No higher than a terrace house	1	0%
Two Rivers is an example of bad development, with car racing and anti-social behaviour	1	0%
Six stories is too many	1	0%
Two stories only in the centre	1	0%
Six storey maximum in the centre	1	0%
One storey by the river	1	0%
Two stories by the river	1	0%
Three Stories by the river	4	1%
Four stories by the river	4	1%
Six stories by the river	1	0%
High rise are ugly	4	1%
Maximum of a few stories	1	0%
Should be a mix of high rise design	1	0%
Town centre ok to build high but not by the river.	1	0%
Seven to Eight storey's on old Bupa site	1	0%
Potentially something a little bigger above six storey at the back of the Elmsleigh	1	0%
High Rise would lead to overdevelopment	1	0%
Limited to mid-rise rather than high rise	1	0%
No more building in Staines	1	0%
Build on top of existing shops in the centre	1	0%
Two stories for Elmsleigh centre	1	0%
More stories on top of the Elmsleigh centre	1	0%
Make sure car parking provision is made	1	0%
Visual impact on the town if buildings are too tall	1	0%
Contributes to flood risk	1	0%
No more than 24m	1	0%
Max 60ft	1	0%
No more presumption for Housing Development in the centre	1	0%

Q12. Do you have a view on whether upper limits on building heights within the town centre should be set?	Total Comments	% of Total Comments
Max 70ft high	1	0%
No more than 5 stories along river and BUPA building.	1	0%
Should be limits due to impacts of high rise on natural light/ Impacts on sunlight/ daylight	4	1%
No taller than current London Square Development	4	1%
No taller than three stories out of the centre	1	0%
High rise affects the amenity of others	1	0%
Emphasis should be on maintaining an open and welcoming feel to the town	1	0%
Thin Point' Towers are more visually appealing/ architectural design important	2	0%
Too late to set standards, damage is already done	2	0%
Capitalise on the Riverfront	1	0%
No high rise development on the high rise	1	0%
Not above 6m	1	0%
Impact of multiple buildings of same height should be considered	1	0%
Maximum of 10m	3	0%
High-rise developments will further transform the town from a historic market town to urban sprawl.	1	0%
Two storey maximum in the centre	1	0%
Kingston has very good examples of sympathetic buildings of 9 storeys	1	0%
High rise in London Square only	1	0%
Quality of architecture is essential	1	0%
Same Height as Buildings in Eco Park	1	0%
Building height determined through a design led approach	1	0%
No Higher than hermitage flats on Riverside	1	0%
Lower stories are more in character with the area	1	0%
Two Rivers to the actual Riverside, there should definitely be height restrictions	1	0%
Midrise development if courtyards with seating, green spaces and play areas are prioritised	1	0%
Photographic examples you provide in your report of infill mews, apartments, town houses and apartment blocks are of cheap poor architectural quality	1	0%
As there are so many high rises at Crooked Billet, no limits here	1	0%
6 Laleham Road was too high, nothing higher	1	0%
A guide on how tall buildings can be and what type of architecture on tall buildings would be good for developers proposing development know their limit before applying.	1	0%
Isolated tall buildings are disruptive, but if there is a higher plateau set for median height of neighbouring buildings it	1	0%

Staines Development Framework Objectives and Options Consultation Responses

Q12. Do you have a view on whether upper limits on building heights within the town centre should be set?	Total Comments	% of Total Comments
Becomes more natural and acceptable as a skyline feature. As an example, a 15 storey building in a median 5 storey high skyline is not acceptable, but if the median skyline around that building is 10 stories it looks proportionate.		
Scale is important & has recently gone in considering developments	1	0%
Retain existing skyline/ In keeping with existing	7	1%
Couple of stories only outside of the centre	1	0%
	647	

4.11 Question 13: Would you support any of the following measures for any new development in the town centre to become more environmentally sustainable?



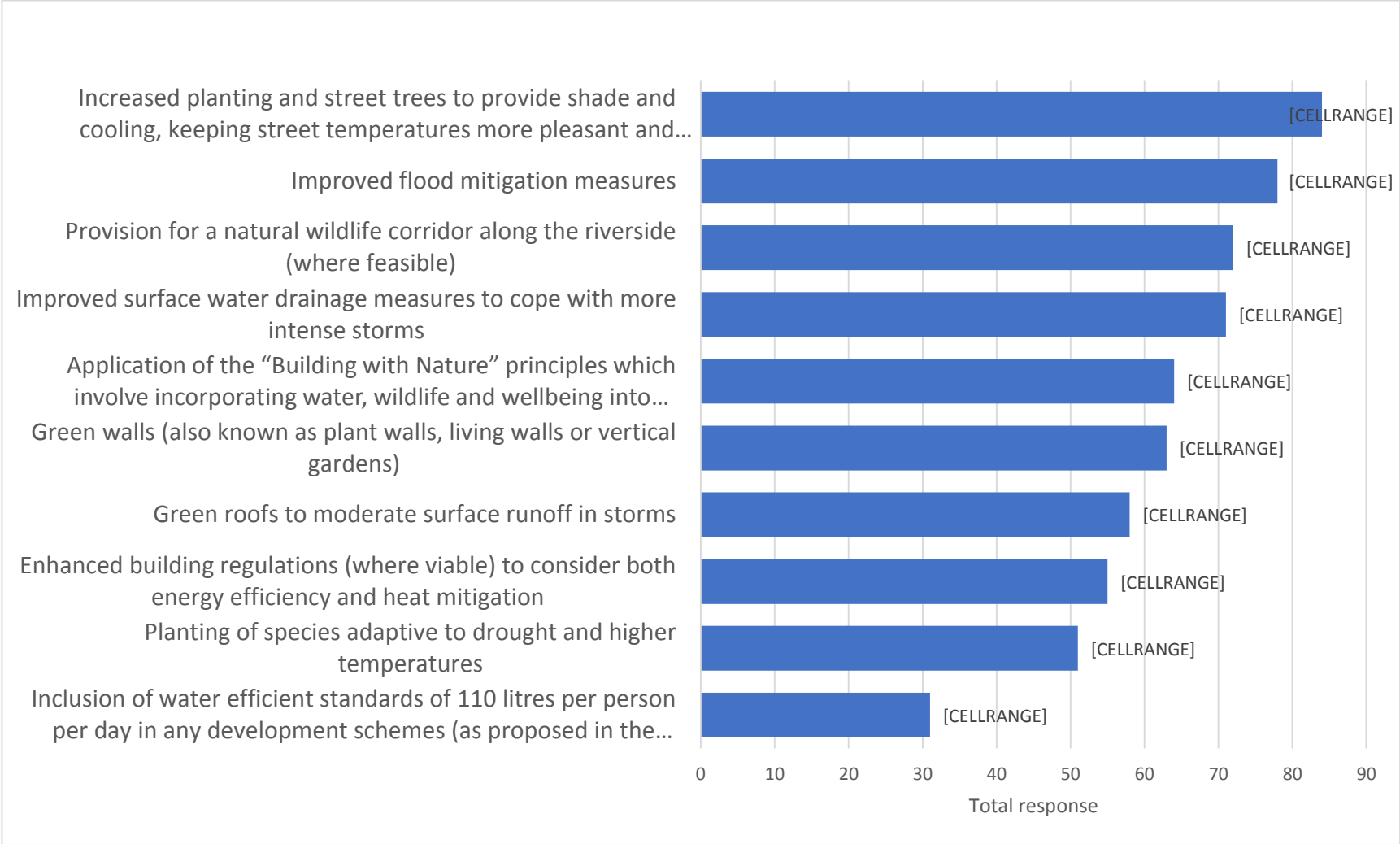
4.12 Question 13 (part 2): Would you support any other sustainable measures in the town centre? (Please say what here)

Q13. Would you support any other sustainable measures in the town centre? (Please say what here)	Total Comments	% of Total Comments
More/ Improved/ Better Cycle Ways	21	8%
Car-free developments good but impractical knock on effects for residents in surrounding area	21	8%
More electric car charging points	20	7%
Solar panels/ power	19	7%
Do not support	14	5%
More green spaces	13	5%
Car Free developments as long as good public transport links nearby (convenient, efficient and cheap)	12	4%
Better public transport links/ frequency of services	12	4%
Better developed schemes - energy efficiency measures	12	4%
More trees	11	4%
Central refuse will cause litter/mess	10	4%
More car free areas	8	3%
Park and ride	7	3%
Electric Bike Sharing/ cycle hire	6	2%
Hybrid/ electric buses	6	2%
Car free developments impractical	6	2%
Recycling Bins around the town/ better facilities	5	2%
Re-design the road network to reduce congestion - inefficient one way system	5	2%
Secure cycle parking lockers	4	1%

Q13. Would you support any other sustainable measures in the town centre? (Please say what here)	Total Comments	% of Total Comments
Better walking paths	4	1%
Prioritise electric vehicles/incentivise	4	1%
Grey Water Recycling	3	1%
Energy efficient household products	3	1%
Encourage environmentally friendly businesses/practices in Staines	3	1%
More greenery on high street	3	1%
Driverless vehicles for hire/ Electric shuttles	3	1%
General Support	2	1%
More litter bins	2	1%
Bike Hire Scheme (like places such as Slough)	2	1%
Green Walls	2	1%
Green Roofs	2	1%
Flowers Plants colour	2	1%
Congestion charge	2	1%
Don't understand	2	1%
Accessible car shares/rentals	2	1%
Discourage cars with increased parking charges	2	1%
Adequate infrastructure for new developments	2	1%
One way system	2	1%
Secured by design	2	1%
More Busways	1	0%
Low rise building projects to be completed within 2 years of planning approval	1	0%
No comment	1	0%
Investment in Staines Moor	1	0%
Incentives to walk/cycle	1	0%
Carbon friendly refuse collection vehicles	1	0%
Less takeaway outlets - rubbish generation	1	0%
Tram network	1	0%
Parking needed for disabled users	1	0%
Oyster card zone in Staines	1	0%
Wider pavements	1	0%
Efficient refuse collections	1	0%
Centralised product deliveries i.e. Click and Collect	1	0%
Hidden/underground refuse points	1	0%
Educational campaigns/school lessons	1	0%
Electric scooter scheme	1	0%
Traffic speed reduction	1	0%

Q13. Would you support any other sustainable measures in the town centre? (Please say what here)	Total Comments	% of Total Comments
Light rail	1	0%
Night buses for sustainable travel	1	0%
	280	

4.13 Question 14: What measures would you support being put in place to increase the resilience of the town centre to climate change? (i.e. so that the town centre remains a pleasant and usable place event in the event of more extreme weather or other climate change effects)



Staines Development Framework Objectives and Options Consultation Responses

4.14 Question 14 (part 2): Do you have any other comments or suggestions to increase climate change resilience in the town centre?

Q14. What measures would you support being put in place to increase the resilience of the town centre to climate change?	Total Comments	% of Total Comments
Flood mitigation	17	10%
No	11	6%
Limit growth	11	6%
SuDS/improve current drainage	11	6%
General support	10	6%
More trees	9	5%
No more high rise buildings	8	4%
More green spaces/planting	7	4%
More wildlife habitats	7	4%
High quality, energy efficient development design	6	3%
Water efficiency measures	5	3%
High policy standards for design and environment with strict enforcement	5	3%
Solar panels	5	3%
Vertical gardens/green walls	4	2%
Managed and well-maintained open spaces/biodiversity	4	2%
Security/penalise environmental damage & littering	3	2%
Efficient use of resources	3	2%
General greening of Staines	3	2%
Reduce single use plastic with drinking fountains/refill stations	2	1%
20mph speed limit	2	1%
Park and ride	2	1%
One way system	2	1%
Better walking infrastructure/paths	2	1%
Better public transport facilities/routes/ services	2	1%
Improve road network around Staines	2	1%
Green roofs	2	1%
Sensor lighting to save electric/ turn off internal lights when not in use	2	1%
Reduce attractiveness of car travel	2	1%
Do not support	2	1%
Recycling Bins around Town	1	1%
Reduce Reliance on Cars	1	1%
Improve the riverside area	1	1%
Adequate investment	1	1%
Community facilities to encourage walking to town	1	1%

Staines Development Framework Objectives and Options Consultation Responses

Q14. What measures would you support being put in place to increase the resilience of the town centre to climate change?	Total Comments	% of Total Comments
Facilitate active travel /support	1	1%
Youth initiatives/awards for green measures	1	1%
Improve road/parking infrastructure	1	1%
Limit vehicle use	1	1%
Better cycling infrastructure/paths	1	1%
Subsidise public transport	1	1%
More parking near rail station	1	1%
Reduce impermeable surfaces	1	1%
Adequate parking for residents	1	1%
Consult experts	1	1%
Subsidise electric cars	1	1%
Sustainable transport links to Heathrow	1	1%
Walkable neighbourhoods/services in walking distance	1	1%
Floating homes	1	1%
Retrofit older buildings with energy efficient measures	1	1%
Hydro-electric power	1	1%
More litter bins	1	1%
Efficient use of car parks	1	1%
Pedestrianisation	1	1%
Prioritise brownfield land	1	1%
Maintain trees	1	1%
Look at best practice from elsewhere	1	1%
	178	

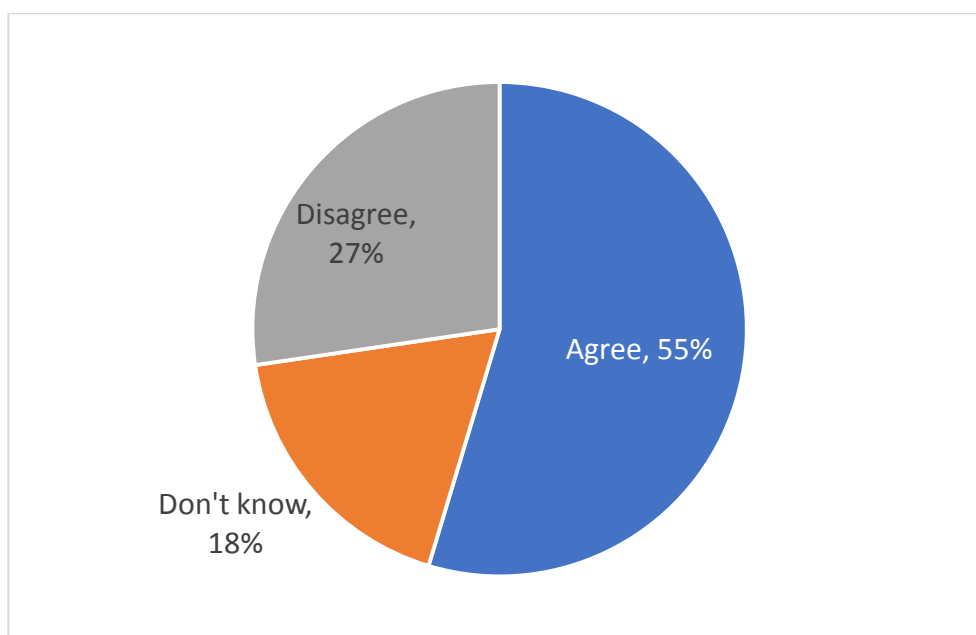
5. Objective2: Diversifying and strengthening a Resilient and Inclusive Town Centre Offer through promoting a mix of uses, including residential development

Staines-upon-Thames town centre is an extremely accessible location and a natural choice for the location of a wide mix of facilities. Ensuring the town centre is diversified and resilient to ongoing change will ensure its continued success.

It will be important to allocate a wider variety of land uses within the town centre and include mixed residential development.*

* Mixed residential development might include a mix of apartments, houses, offices, local retail, cafes, community spaces or small leisure uses

5.1 Question 15: Do you agree with this statement?



5.2 Question 15 (part 2): Is there anything you would wish to add to or change about this objective?

Q15. Is there anything you would wish to add or change about this objective (Objective 2)?	Total Comments	% of Total Comments
No more residential development	30	11%
Avoid high-rise buildings/ No more high rise	25	9%
Sufficient number of offices existing	18	7%
Staines is not easily accessible	16	6%
Should not build houses without infrastructure	14	5%
Question not clear what it is asking/too vague	13	5%
No/ Object/ Do not agree	10	4%
No more flats/apartments	9	3%
Impacts on residents need to be considered/often ignored	8	3%
Mixed residential development does not work	8	3%
Balance is needed too many offices and flats. Needs community/leisure spaces	8	3%

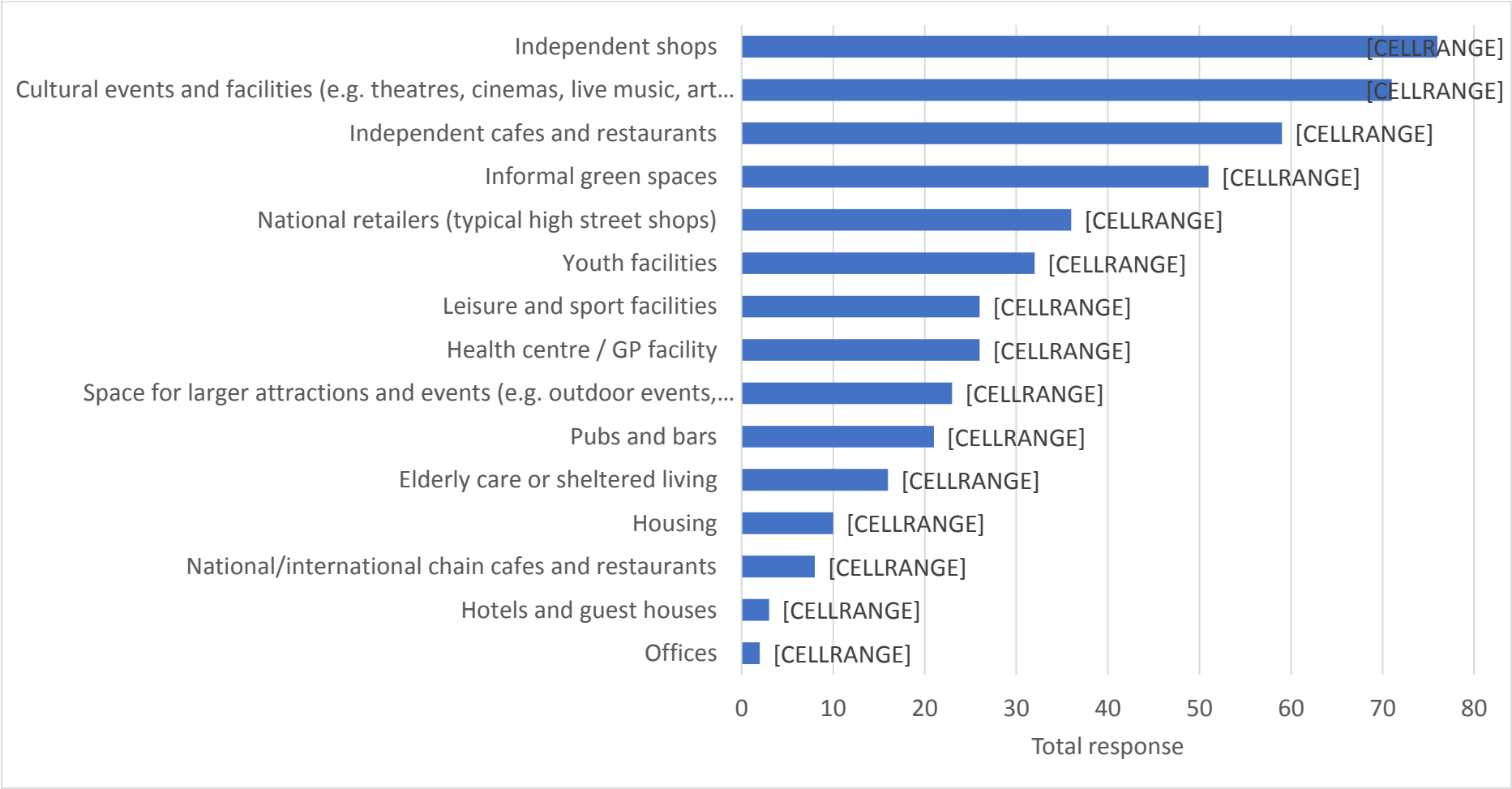
Staines Development Framework Objectives and Options Consultation Responses

Q15. Is there anything you would wish to add or change about this objective (Objective 2)?	Total Comments	% of Total Comments
Adequate parking should be provided	7	3%
Traffic is bad	6	2%
Housing is needed but should not be sole focus	6	2%
Some mixed residential development is required but proposals go too far	5	2%
Balance of residential development should be maintained	5	2%
Development should only be on brownfield and not green or leisure spaces	5	2%
Five Storey Maximum	4	1%
Intention is to gain as much profit as possible	4	1%
Don't spoil Staines-upon-Thames	4	1%
Focus on really affordable housing	3	1%
Continued loss of business space reduces diverse town centre	3	1%
Need to maintain a centre	3	1%
Limit height and mass of developments	3	1%
Changes could be bad for older people who will have to walk further	3	1%
Night club/better nightlife required	3	1%
Development up to 6 storeys	3	1%
More Community Spaces	2	1%
Demolish empty office/ residential space for leisure facilities.	2	1%
Need an attractive town centre for needs of those who live here	2	1%
Houses are required more than flats	2	1%
Mix is good but local retail no more takeaways	2	1%
No development on riverfront	2	1%
Consideration of families and children is required	2	1%
Mixed development of shops, businesses and services is excellent idea	2	1%
Agree with allocating a wider variety of land uses	2	1%
More homes in town centre may reduce ASB	2	1%
More Cafes	1	0%
Weekend traffic bad on Kingston Road/London Road access points	1	0%
Not enough shops, too many restaurants	1	0%
Need to increase sustainable densities of housing schemes	1	0%
Not necessary to allocate variety of land uses	1	0%
Staines needs to maintain its identity as a 'market town'	1	0%
Shops should not be converted into housing	1	0%
More green areas	1	0%
Three storey maximum	1	0%
Oast House should include adult education centre	1	0%
Poor choice of major retailers in Staines	1	0%
No more cafes or offices	1	0%

Staines Development Framework Objectives and Options Consultation Responses

Q15. Is there anything you would wish to add or change about this objective (Objective 2)?	Total Comments	% of Total Comments
Too much building work in town centre already	1	0%
Don't want to lose local shops and have to purchase everything online	1	0%
Staines has great architecture and should be protected from new development	1	0%
Too much development will choke town centre	1	0%
Issues of surface water and flow into Thames from new development	1	0%
Town centre mix is good already. Use industrial spaces for residential development	1	0%
Need a mix but has to be able to encourage local people to use it	1	1%
Small and medium sized commercial industries with residential development	1	1%
Disingenuous to think that development leads to resilience	1	1%
Mixed residential development below 9 storeys	1	1%
Staines is good location but have to drive. Encourage oyster use for trains and buses	1	1%
Maximum heights of 10 stories	1	1%
Staines is extremely accessible and natural location for mix of uses for community/social	1	1%
Area beyond rail bridge (London direction) needs improvement	1	1%
	272	

5.3 Question 16: What would you like to see more of within the town centre? *(tick up to five top priorities)*



5.4 Question 16 (part 2): Are there other facilities not listed above which you would wish to see in the town centre? *(please say what here)*

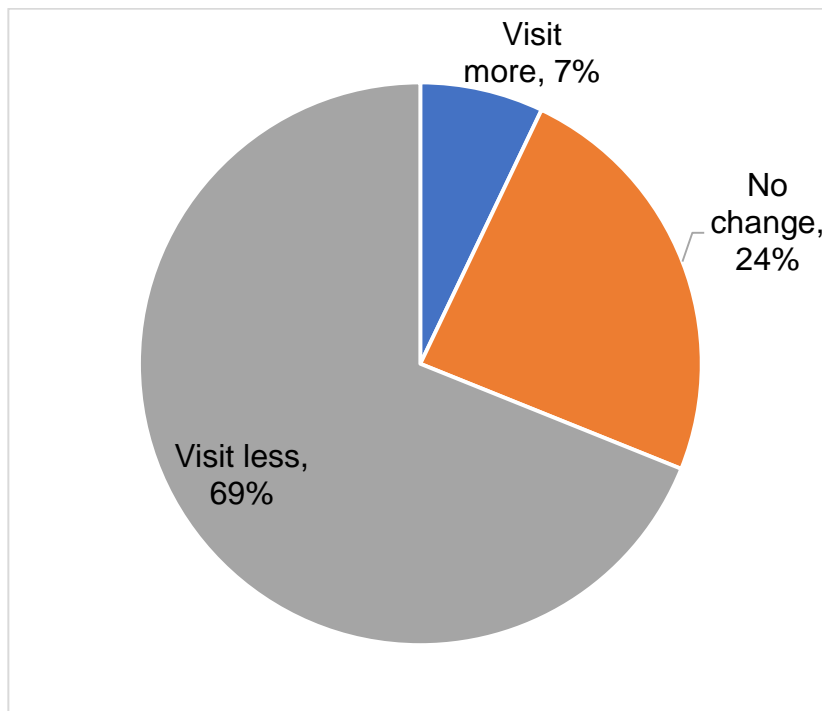
Are there other facilities not listed above which you would wish to see in the town centre?	Total Comments	% of Total Comments
Arts Centre/ Art Gallery	9	4%
No/ None	9	4%
More Leisure Facilities for young people (Playground, Creche, Trampoline Park, Soft Play, Wall Climbing, General)	8	4%
Bicycle Parking Facilities/ cycle racks/ safer cycle parking	7	3%
Bowling Alley	6	3%
A theatre/ Street Theatre/ Theatre for local societies	6	3%
More Toilets (Fully Accessible)	5	2%
Better use of the river/ More Riverside Facilities and Riverside Trips/ Leisure facilities at river (Boating etc)	5	2%
Community/ Public sector hub which provided a range of services e.g. health centre, library, community centre, voluntary sector centre	4	2%
More Seating	4	2%
More Police Stations/ PCSO Stand/ Security Contact Points	4	2%
Indoor Market	4	2%
Independent restaurants/ shops	4	2%
More dedicated/ segregated cycle lanes/ safer cycle lanes	3	1%
More Infrastructure for proposed housing	3	1%
Independent café's	3	1%
Art centre within the Oast House buildings with bar and cafe.	3	1%
More sport facilities	3	1%
A museum	3	1%
Outlets for local farm produce/ Farmers Market	3	1%
More general green space improvements (Benches, Grass, Flowers/wild flowers)	3	1%
High Standard Schools	2	1%
Support for all	2	1%
Traffic Free/ Pedestrianised Routes	2	1%
Artisan Bakery	2	1%
A Transport Hub	2	1%
Public Drinking Water Station/ Water Fountain	2	1%
More Leisure Facilities (General)	2	1%
More Banks/ Retain existing banks	2	1%
Support/ retain existing market	2	1%
More facilities/ hub for elderly	2	1%
A club/ Nightclub/ Wine bar with music	2	1%
More Clothes shops/ Independent Clothes Shops	2	1%

Are there other facilities not listed above which you would wish to see in the town centre?	Total Comments	% of Total Comments
A community repair shop/ Restoration Hub	2	1%
Citizen Advice Bureau/ Information Centre	2	1%
Swimming Pool/outdoor swim facility	2	1%
Use Lammas Centre for outdoor events	2	1%
School Places	1	0%
Butcher	1	0%
Fishmonger	1	0%
Cycle Pooling Scheme	1	0%
Protect Green Space	1	0%
Protect River Area	1	0%
Encourage National Retailers to the town	1	0%
More Post Offices	1	0%
A Taxi Rank	1	0%
Resident Only Parking Streets (such as Edgell Road)	1	0%
More Toilets along the River	1	0%
Co-Working Spaces	1	0%
Do not reduce car parking spaces	1	0%
Not against Pubs/bars/ offices/ housing as long as items listed are provided.	1	0%
Too few choices	1	0%
Improve Staines as cultural venue (as have good access to transport links)	1	0%
Planners not taking reality of situation into account	1	0%
Small music venue (along river)	1	0%
Better cycle facilities (For cycle for purpose cyclists)	1	0%
More post offices in accessible locations to reduce congestion.	1	0%
Indoor activities	1	0%
If building affordable homes need affordable childcare	1	0%
Start-up hubs	1	0%
Wheelchair friendly	1	0%
Learning and Training Centre	1	0%
Water sport facilities	1	0%
More general (not fine dining) restaurants	1	0%
A Casino	1	0%
A spa	1	0%
Outside covered seating	1	0%
Health Facilities	1	0%
More creative lighting	1	0%
More security lighting - current centre feels unsafe	1	0%

Are there other facilities not listed above which you would wish to see in the town centre?	Total Comments	% of Total Comments
Visitor Centre	1	0%
Information Centre	1	0%
Special Town Centre Events	1	0%
Plan showing what is in Staines and where to find it	1	0%
Street Markets	1	0%
More flexible use of vacant premises to allow for small scale artists/ pop ups/ enterprise	1	0%
Clothes shop for over 25's	1	0%
Delicatessen	1	0%
Click and Collect Facilities for all online retailers	1	0%
Would be better developed outside conservation area	1	0%
Outside exercise equipment	1	0%
Bowls for the elderly	1	0%
More pubs/ bars	1	0%
Less restaurants	1	0%
Already has national stores	1	0%
National Stores (Debenhams, Waitrose, M&S Clothing)	1	0%
Park and Ride facilities	1	0%
Wildlife Walks	1	0%
Cycle and running hub	1	0%
Vacant buildings returned to nature	1	0%
Covered Walkways	1	0%
Independent artist workshop	1	0%
Not enough space in the town centre for the uses suggested	1	0%
Not clear what definition of a town centre is	1	0%
Use Guildford and Windsor for ideas	1	0%
Do not use Woking or Bracknell for ideas	1	0%
Historic Harbour provide homes on historic boats	1	0%
Car charging points	1	0%
Good restaurant in centre of Staines (Gastro/ Italian)	1	0%
Plant flowers with colour	1	0%
Chess, seat and tables outside in Town Centre for activities	1	0%
More Sculptures	1	0%
If replace site where library & museum are at present with residential development, they must maintain a visible presence in the town centre	1	0%
Improve quality of retail/ café's	1	0%
A department store	1	0%
Local history museum and/or heritage centre.	1	0%

Are there other facilities not listed above which you would wish to see in the town centre?	Total Comments	% of Total Comments
No more hotels	1	0%
Yoga/ Wellbeing Centre	1	0%
Staines isn't big enough to support new arts facilities (e.g. at old fire station which was not financially viable) them so be realistic	1	0%
Retain Library and Museum	1	0%
All priorities above are important to regenerate the town	1	0%
Areas that can be used at night without disturbing residents	1	0%
More entertainment facilities (e.g. escape rooms)	1	0%
Remove metal spikes from riverbank park next to old town hall	1	0%
Memorial Gardens could be expanded (it was reduced when the car park was built)	1	0%
Reopen closed shops, then gradual expansion like Question 15	1	0%
New healthcare centre (Mirroring the new enlarged health centre at Knowle Green	1	0%
Practical Craft Workshops to teach people new skills	1	0%
ANPR	1	0%
	212	

5.5 Question 17: How has your use of the town centre changed since the start of the COVID-19 pandemic?



5.6 Question 17 (part 2): Do you have any other comments on how your use of the town centre has changed since the pandemic? (e.g. more regular use during the week vs. weekends, visiting for different reasons)

Question 17 (part 2): Do you have any other comments on how your use of the town centre has changed since the pandemic?	Total Comments	% of Total Comments
Less visits as facilities closed permanently (e.g. shops)	57	16%
Visit when less busy (avoid weekends)	45	13%
Reduced frequency of visits	36	10%
More limited use/essential shopping	32	9%
More use would come with better facilities	23	6%
More walking (to town and river)	21	6%
Lack of appeal	19	5%
More online shopping	14	4%
Likely to recover post-pandemic	13	4%
Avoided until Lockdown lifted	10	3%
Same frequency of visits	10	3%
More flexible use as home working	9	3%
Use of local facilities more	8	2%
Closure of shops and too many restaurants etc. discourage use	7	2%
More visits with intro of Lidl/M&S food	7	2%
More use of green spaces	6	2%

Question 17 (part 2): Do you have any other comments on how your use of the town centre has changed since the pandemic?	Total Comments	% of Total Comments
More regular visits	5	1%
More home working	4	1%
More use of market	4	1%
Only use for food shopping	4	1%
Shorter more frequent of visits	4	1%
No change - limited use previously	3	1%
More cycling	3	1%
Reduced visits for leisure	3	1%
Staines Moor	2	1%
Inadequate parking	2	1%
Less use of High Street, more use of retail park (parking better)	2	1%
Limited access - lack of public transport	1	0%
Less visits - inadequate public meeting places	1	0%
Avoid market	1	0%
Increased private car use	1	0%
Use of pubs	1	0%
Reduced traffic during lockdown	1	0%
	359	100%

5.7 Question 18: How would you like to see any of the main development opportunity sites developed?

For example, employment space, apartments, family housing, community space, retail units, leisure facilities or others

(The main sites are detailed in the Objectives and Options Report: Oast House/Kingston Road car park, Elmsleigh surface car park, Elmsleigh Shopping Centre and Debenhams. For reference, the location of these sites is shown on the plan at the start of this questionnaire).

Q18. How would you like to see any of the main development opportunity sites developed?	Total Comments	% of Total Comments
Community Spaces	32	11%
Mix of housing/office/retail	31	10%
Retail	25	8%
Leisure Facilities	25	8%
Retain car parks	25	8%
Use Oast House for mix of resi/cultural/retail	18	6%
Family housing with gardens	13	4%
Keep Debenhams building for retail and housing	11	4%
No preference	10	3%
Use Oast house for housing	10	3%
Low Rise Housing	8	3%
Recreation/green spaces	7	2%
Developments to be sympathetic to surroundings	6	2%
No high rise flats	6	2%
Independent shops and cafes	6	2%
Not Housing	5	2%
Affordable Housing with Open Space	5	2%
Housing (all types)	4	1%
Sensible development	4	1%
Max 5 storey height for buildings	4	1%
Elmsleigh centre should attract big retailers	3	1%
Debenhams for a theatre/comedy club	3	1%
No hotel on Bridge Street car park	2	1%
Night time facilities	2	1%
Use Elmsleigh surface car park for cultural use	2	1%
Adult education centres	2	1%
Arts centre	2	1%
Keep Debenhams as retail	2	1%
Make Staines a destination	2	1%
Debenhams for independent retailers/pop up businesses	2	1%
Increased leisure opportunities on riverfront	2	1%

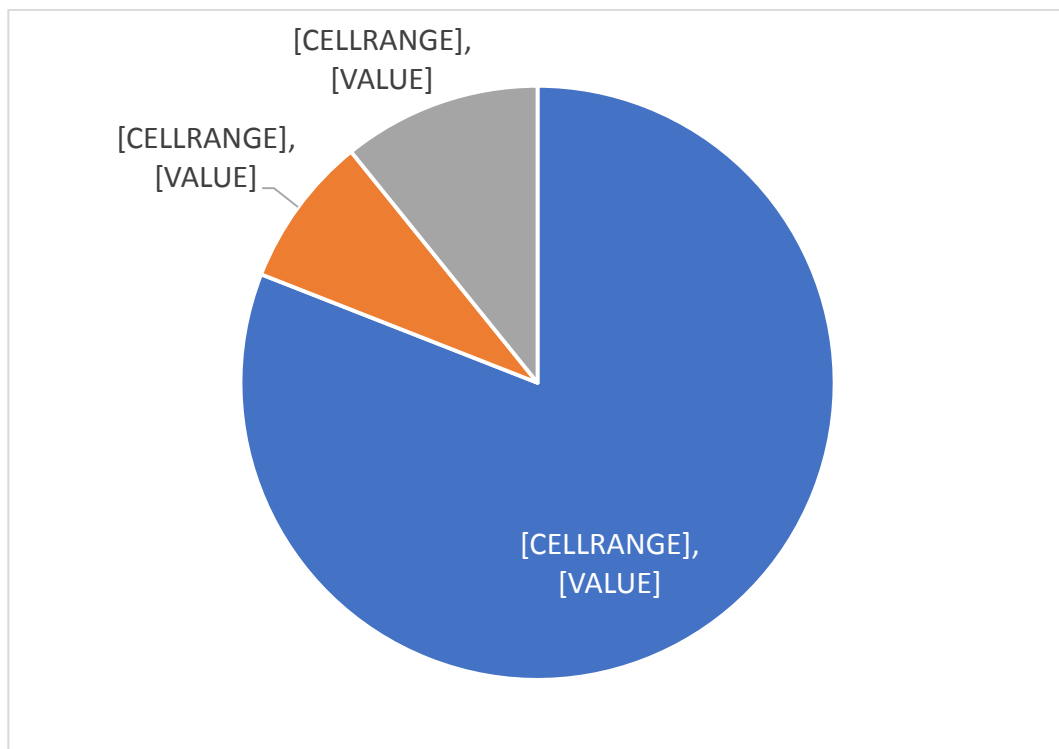
Q18. How would you like to see any of the main development opportunity sites developed?	Total Comments	% of Total Comments
Debenhams mixed use with we work units	2	0%
Spread out across the borough	1	0%
Prioritise brownfield sites for housing	1	0%
Live/work units	1	0%
Max 7 storeys height for buildings	1	0%
Low level tastefully designed development	1	0%
High density car free housing developments	1	0%
Ashford, Stanwell and Sunbury should be priority for regeneration not Staines	1	0%
No	1	0%
Covered food market	1	0%
Elmsleigh centre should have flats above it	1	0%
Yes	1	0%
More open shopping centre with trees and walkways	1	0%
Use Oast House for employment	1	0%
Move bus station to Oast House	1	0%
Employment space	1	0%
Flexible work spaces rather than offices	1	0%
Science park for start ups	1	0%
	298	

6. Objective 3: Providing People-Friendly Streets and Spaces to create a safe and connected public realm

- 6.1 Staines-upon-Thames has some excellent spaces and places for people, including an attractive High Street and river frontage, but they are poorly linked together, and don't connect well to surrounding neighbourhoods and common access points such as the footpaths, railway station, bus station or car parks.

Everyone can benefit from improved, people-friendly streets and spaces that connect together to allow free and pleasant movement through the town centre, and it will be important to identify opportunities to make streets and spaces more people-friendly and reduce the impact of vehicles.

- 6.2 Question 19: Do you agree with this statement (objective 3)



- 6.3 Question 19 (part 2): Is there anything you would wish to add to or change about this objective?

Q19 (part 2) Is there anything you would wish to add or change about this statement (objective 3)?	Total Comments	% of Total Comments
General support for the statement	24	9%
High Street is not attractive	15	6%
Do not agree	14	5%
Existing connections are ok	8	3%
Same amount of car parking still required/ do not lose surface car parks	7	3%
Better use of the River Frontage and River Frontages/	7	3%

Staines Development Framework Objectives and Options Consultation Responses

Q19 (part 2) Is there anything you would wish to add or change about this statement (objective 3)?	Total Comments	% of Total Comments
promotion of the River		
Make Staines more pedestrianised/ reduce vehicular access/ make people cycle	5	2%
Need more signage	4	2%
River walk paths need to be improved/ repaved/ made more accessible	4	2%
More Police Patrols/ Evening Police Patrols/ reduce anti-social behaviour	4	2%
Riverfront is attractive	3	1%
Riverfront is not attractive (Litter, Neglected)	3	1%
People still need vehicular access	3	1%
No more pedestrianised areas/ already pedestrianised	3	1%
Get Staines in the Oyster Zone to help ease congestion and improves public transport	3	1%
Convenient, inexpensive car park required	3	1%
Too Broad	2	1%
Riverfront and Town Centre need better connection	2	1%
Pedestrianisation will only make things worse	2	1%
More Plants and Flowers	2	1%
No suggestions	2	1%
Improve public transport	2	1%
ensure that there is still a place for cars and adequate parking	2	1%
More out of town parking	2	1%
Agree with statement	2	1%
Keep the High Street Pedestrianised	2	1%
Should have a better, more open path between Station and Centre	2	1%
Improve pedestrian, cycling and public transport links to Town Centre	2	1%
Add more LED street lighting (and cameras).	2	1%
Car Parking prices are too high/ make it cheaper	2	1%
Need to ensure access for disabled/ elderly is not affected	2	1%
Need much better cycle routes	2	1%
More Street Lights	2	1%
Have parking permits for residents around the train station and town centre	2	1%
Establish a Park and Ride to reduce traffic	2	1%
Include cycling as part of it.	1	0%
General improvements needed	1	0%
Station cannot be moved	1	0%
Done carefully	1	0%

Staines Development Framework Objectives and Options Consultation Responses

Q19 (part 2) Is there anything you would wish to add or change about this statement (objective 3)?	Total Comments	% of Total Comments
Skyline is attractive. Should be preserved.	1	0%
Conservation area needs protecting from inappropriate height/ massing of Buildings	1	0%
Listed Building needs protecting from inappropriate height/ massing of Buildings	1	0%
Too much development already	1	0%
Can reduce vehicular access, don't make it difficult to get into the town by car. It will be counterproductive to developing the town as a commercial and cultural and leisure destination	1	0%
Need a balance between pedestrian and vehicular access	1	0%
A limit on the height/mass of new buildings to be consistent with the town's current character and amenity	1	0%
Do not move bus station further from the shops as elderly/ disables still need access	1	0%
More water features	1	0%
More seating	1	0%
Safer routes needed to the centre	1	0%
Poor setup of traffic lights (timing of traffic lights) is causing issue	1	0%
Traffic management is poor, more housing will make it worse	1	0%
Any changes need to be fully consulted on	1	0%
railway alleyway should be opened up and safer to walk.	1	0%
More/ safer crossings	1	0%
Pushing vehicles out of the centre pushes people out of the centre	1	0%
Permeability must be increased.	1	0%
Build a new public transport interchange - connecting to Heathrow.	1	0%
Build new cycle / pedestrian bridges over railway as access town centre	1	0%
Improve and segregate cycle and pedestrian walkways	1	0%
High Street needs more colour	1	0%
Safety and Security not mentioned	1	0%
Any changes would result in loss of open space	1	0%
Spaces must have their own distinctive character	1	0%
Invest in education people, not improving the town or streets	1	0%
improve existing footpaths and introduce 20mph speed limit in the town centre	1	0%
Access via the A308 should be maintained	1	0%
Hypocritical due to hotel development on the Riverfront	1	0%
Not an attractive river frontage	1	0%

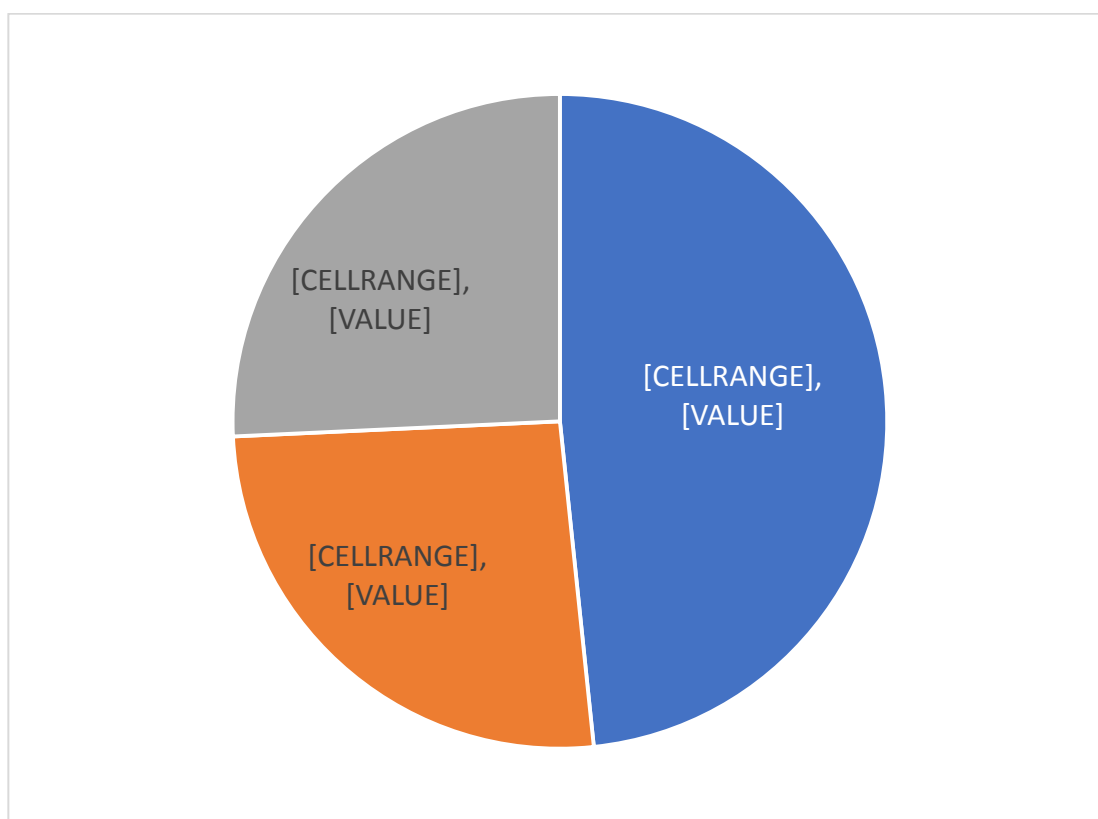
Staines Development Framework Objectives and Options Consultation Responses

Q19 (part 2) Is there anything you would wish to add or change about this statement (objective 3)?	Total Comments	% of Total Comments
Walking routes should be improved to food and leisure facilities	1	0%
High street would be more attractive if independent shops were allowed	1	0%
Paths between TC and River are not poorly linked	1	0%
Do not allow hotel and leisure complex at Riverside	1	0%
Public services (Police, Community, museums etc should be in the centre	1	0%
Improve connections between Centre and beyond Iron Bridge	1	0%
More pedestrian friendly routes	1	0%
Moving the station and Staines having an enhanced shopping centre and a big hub for transportation to Heathrow	1	0%
Reduce size of Debenhams building to make it more accessible	1	0%
Elmsleigh centre needs makeover	1	0%
Bus station needs make over.	1	0%
The area between Matalan and the library is very depressing.	1	0%
Oast house as arts centre or for evening classes.	1	0%
public transport links and safe cycling part of new developments	1	0%
Local bus services be better linked to the station	1	0%
Value better bus services to Ashford and St Peter's hospitals	1	0%
There are no 'excellent' spaces	1	0%
River access is already adequate, any changes would spoil tranquillity	1	0%
Better synced traffic lights,	1	0%
Reducing through traffic will only make it worse elsewhere	1	0%
Building on all car parks will mean do not have to worry about access to them	1	0%
Have an network of bridges that connects areas	1	0%
Link station to town and river.	1	0%
Better maintenance of the Colne Bridge	1	0%
Pedestrianise the Town Centre	1	0%
Need local e scooter scheme	1	0%
Existing footpaths need better surfaces and lighting	1	0%
No new footpaths should be built through residential areas	1	0%
Convert surface car parks to multi storey car park	1	0%
Add more LED street lighting (and cameras).	1	0%
Have flowing space for pedestrians that is like Ashford	1	0%

Q19 (part 2) Is there anything you would wish to add or change about this statement (objective 3)?	Total Comments	% of Total Comments
not easy for visitors to know where the river is from the pedestrianised centre of Staines	1	0%
Layout of Two Rivers is poor	1	0%
Make more of Staines location on the Thames. The riverside is quite separate from the town and access is across busy roads	1	0%
Some of the crossings identified in the report are exceptionally dangerous	1	0%
In order to provide footpaths to link the town better high rise building should be avoided	1	0%
Staines-upon-Thames DOES NOT HAVE excellent spaces and places for people	1	0%
more pedestrian/ less car access	1	0%
Develop more roads for through traffic	1	0%
Bus Station needs revamp	1	0%
Inaccurate Statement on Green Space one small open space by the town hall and another by the Riverside car park, but no other civic green space.	1	0%
Bridleways should be protected and reopened	1	0%
Improve the pedestrian / cycle access from Church Street and the High Street	1	0%
Improve Bridleway access to Staines Moor	1	0%
Developing a new car park goes against reducing vehicles into the centre	1	0%
Development plans risk leaving Staines very bland and indistinguishable for any town in Britain	1	0%
Colne Bridge needs to be better maintained	1	0%
Need more information to comment further	1	0%
More family outing friendly	1	0%
Park and Ride at Two Rivers	1	0%
Cannot be achieved with High Rise	1	0%
Keep views of river open park areas	1	0%
Ease of Access	1	0%
Ease of toilet access	1	0%
Improve access from Two Rivers to Church Street.	1	0%
Alleyways from High Street alongside Debenhams and HSBC/Barclays needs a bit of TLC.	1	0%
To work on good connections to common access points.	1	0%
Depend how it is done	1	0%
Keep station path if that site is developed	1	0%
Redirect the remaining through-traffic through the middle of Two Rivers (make wider) straight to the Thames Bridge	1	0%
Walk from the station into Staines is dark and gloomy	1	0%

Q19 (part 2) Is there anything you would wish to add or change about this statement (objective 3)?	Total Comments	% of Total Comments
Make sure does not affect car access	1	0%
Stop car access and we cannot get there	1	0%
Reopen the A30 or other roads around if more pedestrianisation	1	0%
No more residential development in the centre	1	0%
Most shops in town rely on people with cars to drive in (Convenience stores such as Lidl and M&S)	1	0%
Route to river should be improved	1	0%
Road bridge over the Thames (Iron Bridge) should be widened	1	0%
Create a similar environment as Bicester Village with the addition of residential space too. Great Outlet shops? cafes, bars	1	0%
Car Parks at riverfront are not attractive	1	0%
Do not replace car parks with high rise	1	0%
No more High Rise	1	0%
Town centre is cut off from the river by the A308 and crossing it takes an age because of the way the lights are timed.	1	0%
	255	

6.4 Question 20: Would you welcome further pedestrianisation of some streets in the town centre?



6.5 Question 20 (part 2): If you agree, do you have any comments on where pedestrianisation might be suitable? (please describe here)

Question 20 (part 2): If you agree, do you have any comments on where pedestrianisation might be suitable? (please describe here)	Total Comments	% of Total Comments
Church Street	33	14%
Object - Make situation worse/ not help/ worsen traffic/ just move traffic elsewhere/ increase pollution	21	9%
No/ Leave as existing/ Improve Existing	19	8%
Question what impact this will have on the existing traffic issues	16	7%
Linking High Street to the Waterfront/ River	8	3%
High street is already pedestrianised/ enough pedestrianisation already	7	3%
Depends on what streets	5	2%
More/ better pedestrian route between Station and town centre	4	2%
New development could include pedestrianisation	4	2%
General Support	3	1%
Part of car parks at Two Rivers	3	1%
Pedestrianise whole centre	3	1%
Laleham Road under bridge	3	1%

Question 20 (part 2): If you agree, do you have any comments on where pedestrianisation might be suitable? (please describe here)	Total Comments	% of Total Comments
Existing Walking/ cycling routes should be improved	3	1%
Limited Options/ cannot see how this is implemented	2	1%
Need to encourage bikes as well/ Make Staines more cycle friendly	2	1%
London Road	2	1%
If pedestrianising streets, need to plan where replacement car parking would be	2	1%
Better access from Market Square to town centre over Clarence Street.	2	1%
Have a Park and Ride	2	1%
Elderly and disabled would have to walk further/ cannot access - unacceptable	2	1%
Thames Street	2	1%
High street with market square	2	1%
Maintain/ improve pedestrian access to railway station	2	1%
Raised walkways in some areas	2	1%
Cycle and Pedestrian Routes should be kept separate	2	1%
Reduce speed limits instead to 20mph	2	1%
Staines High Street	1	0%
South Street	1	0%
More along the river	1	0%
Not at the detriment of local residents	1	0%
Must not lead to worse traffic	1	0%
Immediate area around the town centre	1	0%
More electric vehicles mean no need for pedestrianisation	1	0%
A much wider area of Staines should be pedestrianised	1	0%
Pedestrian crossing along Wraysbury Road/Two Rivers towards Lammas	1	0%
Need pedestrian crossing along Worple Road - For children's safety getting off school bus and traffic going at non-stop speed	1	0%
Full length of Clarence Street	1	0%
Full length of Thomas Street	1	0%
Between the Common and Main Area	1	0%
Railway bridge extending High street up as far as Kingston Rd	1	0%
Stop car access to town from Kingston Road / London Road side to reduce traffic issues.	1	0%
Extend pedestrianisation to London Square	1	0%
Probably more a case of shared space, with paving and street furniture and speed restrictions to make drivers aware pedestrians have priority.	1	0%
Yes - If Practicable	1	0%
Road from Wraysbury Road to Kingston Road	1	0%

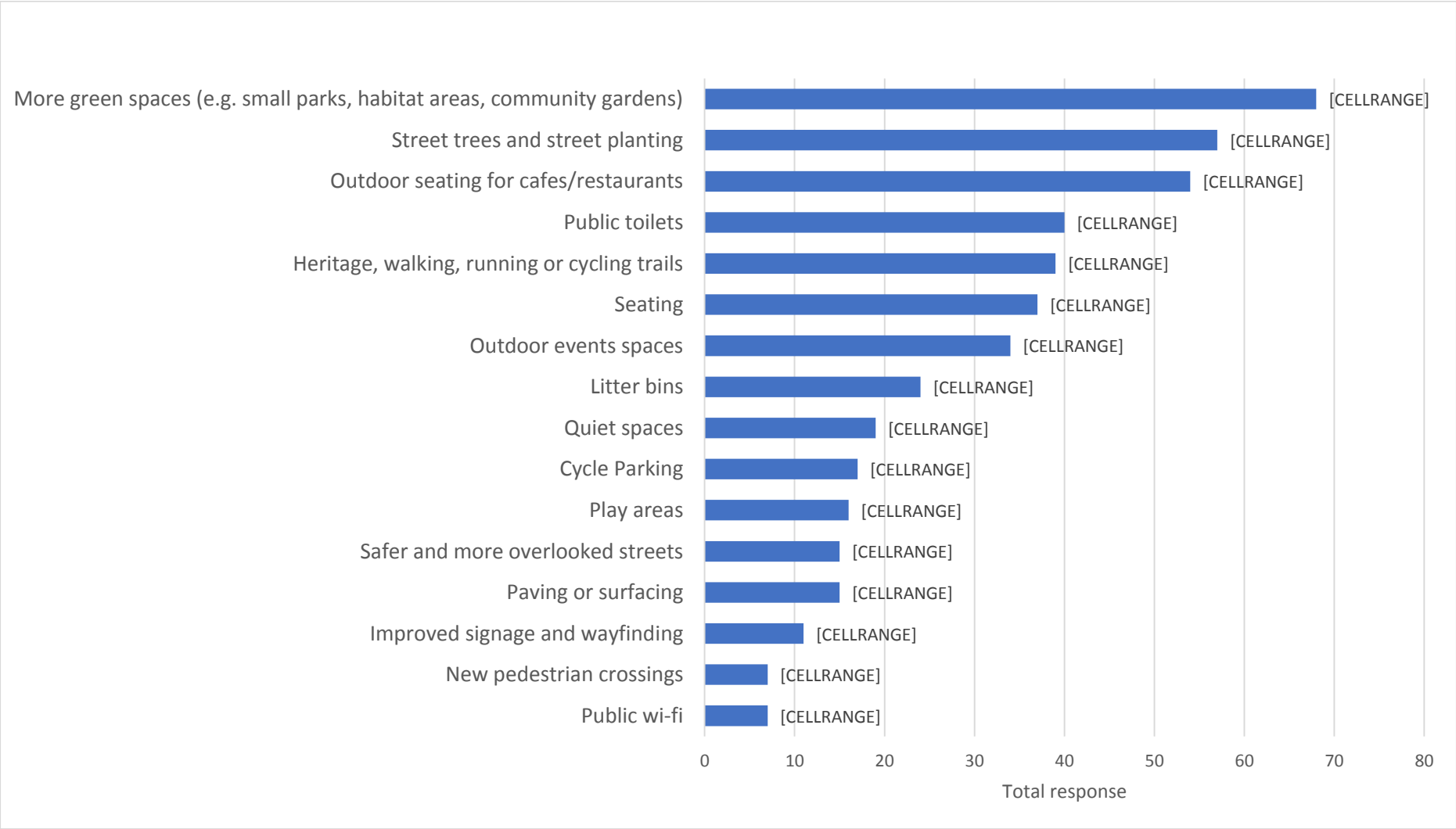
Staines Development Framework Objectives and Options Consultation Responses

Question 20 (part 2): If you agree, do you have any comments on where pedestrianisation might be suitable? (please describe here)	Total Comments	% of Total Comments
Gresham Road	1	0%
Commercial Road	1	0%
Northern Tip of the High Street	1	0%
Between the Iron Bridge and the TK MAXX area,	1	0%
Close Staines Bridge to cars	1	0%
Safer Routes	1	0%
From the A30 roundabout coming into Staines	1	0%
More crossings on key streets	1	0%
Pinch point by the station which has high banking before the cycle path section opens up - this could be removed to make it wider all the way down	1	0%
Zebra crossing by the station to Rosefield Road should be changed to a proper Pelican one, as vehicles often fail to stop.	1	0%
Riverside to TC links improved	1	0%
Route around the Elmsleigh surface carpark could be widened for better cycling through to the riverside, or across the carpark and along the back of the centre could be separated into cycle / walk segments	1	0%
Pedestrian bridge downstream	1	0%
Use the mini river frontage onto the Wraysbury and Colne rivers.	1	0%
Full length of the High Street should be pedestrianised, though some essential access for vehicles would need to be incorporated	1	0%
Route linking shops to river	1	0%
Up London Road to where they have built the new flats and the Coop	1	0%
Mills Mead Road	1	0%
Road through two rivers is a constant traffic issue and needs to be rerouted behind the PC World and to TK MAXX block by moving it forward	1	0%
Only where viable traffic routes are identified	1	0%
Traffic calming measures	1	0%
10mph speed limit	1	0%
wider pavements	1	0%
Minimise traffic through Staines with one way, low traffic roads.	1	0%
Relocate parking places further from the town centre	1	0%
Remove the Market Stalls from High Street	1	0%
Between Thames Lodge and Town Hall Square	1	0%
If pedestrianising Clarence and Thames Street, you will need to encourage through traffic to use a30 instead	1	0%
More Signage	1	0%
Depends on how it progresses	1	0%

Question 20 (part 2): If you agree, do you have any comments on where pedestrianisation might be suitable? (please describe here)	Total Comments	% of Total Comments
Restricted access might be a better option especially for the western end of Church street and Banbury Row	1	0%
River Site not developed - Develop houses and get rid of car park there	1	0%
Station with the high street	1	0%
for connections/paths to nearby locations such as the moor.	1	0%
Town Centre (General)	1	0%
Link the high street to the old town hall area	1	0%
Make more use of the Northern side of the town for parking to try and free up access to the Two Rivers	1	0%
Better links between Town Centre and River	1	0%
Around River	1	0%
A new footbridge could link Memorial Gardens - Elmsleigh Road. Then create a walking route from High St down Goodman Place and along Elmsleigh Road	1	0%
Bridge where the A308 crosses the Thames	1	0%
After Ashford, Sunbury and Stanwell.	1	0%
More measures needed, not just pedestrianisation	1	0%
The Elmsleigh surface car park	1	0%
Further pedestrianisation at the other end of Staines	1	0%
Restricted car access will require resident permits to be issued	1	0%
Yes, provided there is affordable parking with bus routes and cycle routes better mapped out	1	0%
Pedestrianisation or shared space can be incorporated along the A308 to reduce the fragmentation of the town	1	0%
Moor Lane	1	0%
Richmond Road	1	0%
Cherry Orchard	1	0%
Pedestrianisation and its effect on the flows of traffic need to be considered over a wider area than just the town centre.	1	0%
Wraysbury road needs significant consideration for traffic calming measures	1	0%
More rights of way for pedestrians/ cyclists	1	0%
Too much street furniture e.g. fences/signs - should be more open/level/ natural traffic calming.	1	0%
EV Parking Spaces need to be improved	1	0%
Depends where	1	0%
Lower end of Church Street from the Two Rivers entrance to the high street	1	0%
People would prefer to use their vehicles to that of public transport or easier pedestrian access	1	0%
Vehicular access is still required west to east	1	0%

Question 20 (part 2): If you agree, do you have any comments on where pedestrianisation might be suitable? (please describe here)	Total Comments	% of Total Comments
Wider problems with congestion at pinch points around the town centre	1	0%
Two Rivers must get safer walking spaces	1	0%
	239	

6.6 Question 21: What improvements to streets and public space would you like to see within the town centre? (tick up to five top priorities)



Staines Development Framework Objectives and Options Consultation Responses

6.7 Question 21 (part 2): Do you think any other improvements to streets and public spaces not listed above would be suitable for the town centre? *(please say what here)*

Q21 (Part 2). Do you think any other improvements to streets and public spaces not listed above would be suitable for the town centre?	Total Comments	% of Total Comments
Safe/ Secure Cycle Parking/ Manned cycle parking	7	4%
No	6	3%
More Police Patrols	5	3%
More Recycling Bins	4	2%
More Seating	4	2%
More Cameras (For Security)	4	2%
Bins need to be emptied frequently/ More bins/ Cafes should have mandatory bins outside	4	2%
Security/ Safer Place/ More security on the streets (General Comment)	4	2%
Link between River and Town could be improved	4	2%
Improve traffic flow	4	2%
More lighting (For Security)/ Better Maintained Street Lighting	3	2%
Better Cycle Lanes	3	2%
More Road Lights/ Better Lighting	3	2%
More Green areas	3	2%
Cleaner Streets/ More Street cleaning	3	2%
More Flower Planting	3	2%
River Boat Rides	2	1%
More infrastructure to support the high rise developments	2	1%
Public Water Drinking Fountain	2	1%
Quiet spaces and outdoor event spaces.	2	1%
Remove Graffiti in the town	2	1%
Green Spaces need to be better maintained (Mowing, Overgrown paths, remove weeds etc)	2	1%
Better Maintained Streets	2	1%
Covered Market	2	1%
Fill in all the potholes in the Borough	2	1%
Band stand/ outdoor theatre area	2	1%
Maintenance of existing pedestrian and green areas	2	1%
Retention of car parking spaces	2	1%
Should not limit choices in question to five choices	2	1%
Support for existing	2	1%
More Street signs	2	1%
Better paving/ Repair existing	2	1%
General Support for improvements	1	1%

Staines Development Framework Objectives and Options Consultation Responses

Q21 (Part 2). Do you think any other improvements to streets and public spaces not listed above would be suitable for the town centre?	Total Comments	% of Total Comments
Public Toilets	1	1%
Comfortable Seating	1	1%
Reduction in non-essential street furniture	1	1%
More lights at night	1	1%
Resident Parking	1	1%
Pedestrianise the whole centre	1	1%
Make pedestrian crossings more pedestrian biased	1	1%
All improvements apart from with the exception of the choices of outdoor event spaces and nothing	1	1%
Open up space along the river	1	1%
New Cycle route across the river	1	1%
Interesting street level environment	1	1%
Facilities exist already and need to be retained not destroyed	1	1%
Improvements need to be accessible for mobility scooters/ wheelchairs	1	1%
Remove the market from the Town Centre	1	1%
Iron Bridge needs repainting	1	1%
Moving Market away from the town	1	1%
Already have wi-fi	1	1%
More pedestrian areas	1	1%
Encourage more local markets (e.g. Christmas Markets)	1	1%
Cars should be restricted between certain hours because of pollution	1	1%
Existing facilities are good	1	1%
Safer and more overlooked Streets	1	1%
More covered areas	1	1%
Staines could become a great little "model town", along the lines of Bicester Village with mixed usage	1	1%
Keep to 1/2 stories	1	1%
Staines should have a theme like the apple for New York and orient public art as such. As example New York some years ago offered acrylic apples for artists to decorate and then place as temporary street furniture with a deal of 8K for a sponsored apple, 12k if you wanted to keep it afterwards. They are now coveted art objects.	1	1%
Lower Building rents	1	1%
Encourage new business to take over failed business	1	1%
Encourage diversity and start up business	1	1%
Covered Walkways	1	1%
Live by your Motto "Staines Means Business"	1	1%

Q21 (Part 2). Do you think any other improvements to streets and public spaces not listed above would be suitable for the town centre?	Total Comments	% of Total Comments
Staines does not need any more houses or residences	1	1%
20mph speed limit in more areas	1	1%
Reinforcing historic character in the conservation area by use of traditional street materials and appropriately design street furniture - see Historic England's publication 'Streets for All: South East'	1	1%
Nice sandstone pavements rather than the shabby tarmac we have now	1	1%
Staines needs endeavours to support existing residents before inviting new ones that it just cannot support	1	1%
Keeping public spaces used at night and residential areas separate.	1	1%
More shops for disabled electric chairs/ prams in side streets	1	1%
Swimming baths near town centre	1	1%
Bring back Staines and Ashford Carnival	1	1%
Alfresco dining around the town hall	1	1%
Areas around Town Hall should be pedestrianised	1	1%
Less restaurants (and the litter they create)	1	1%
Adult outdoor fitness centre	1	1%
Already covered	1	1%
Space for art displays	1	1%
Use different coloured paving slabs to demarcate the various areas	1	1%
Better placed benches not in the shade/ facing away from human activity	1	1%
Pedestrian and cycle paths should be continuous as far as possible and minimise crossing/merging with traffic	1	1%
Better and wider access (by cutting shrubs back) along one of the main route into Town from Knowle Green to London Road High Street	1	1%
Provide a river crossing on the railway bridge for pedestrians/cyclists between Chertsey Lane and Laleham Road	1	1%
New pedestrian bridge across the Thames	1	1%
Youth club or social space for teenagers	1	1%
Re-instate / fix the existing features in the riverside gardens.	1	1%
Swimmer statue relocated or removed, so the water fountain area can be opened up for playing in.	1	1%
Water features should be fixed.	1	1%
Retailers/ Shops allow non-patrons to use toilet facilities due to lack of public toilets	1	1%
Have excellent Open Spaces	1	1%

Q21 (Part 2). Do you think any other improvements to streets and public spaces not listed above would be suitable for the town centre?	Total Comments	% of Total Comments
Attractive lampposts	1	1%
Green space to encourage discovery/meandering rather than a too linear approach with pathways	1	1%
Reduce traffic through the centre	1	1%
Not all mentioned	1	1%
Improve the area around the old police station and Kingston road	1	1%
Add a pedestrian route that links the town the station better this could be through landscaping	1	1%
Anti-graffiti surfaces and more vigilance on this	1	1%
A live music venue	1	1%
Council run driverless taxis system covering about 10mile radius	1	1%
The centre of Staines is compact as is and to try to rearrange proven ideas would be a large problem	1	1%
No G5 Antennas	1	1%
More information boards (including how the market has existed for 800 years)	1	1%
Retain/ Look after art works in the High Street (especially mosaic)	1	1%
Market Square should be redeveloped	1	1%
Better Water Drainage/ footpaths flood with only small amount of rain	1	1%
Have an arts centre	1	1%
Electric buggy transport around the town	1	1%
Make better use of existing car parks e.g. If redeveloped, provide free car parking/park and ride from the causeway.	1	1%
Careful Design/ Designing out crime	1	1%
Streets not being overlooked lets sunshine in	1	1%
Set pedestrian crossing point to green without having to press a button	1	1%
Make better use of the banks of the Colne River	1	1%
Old BUPA building and the Mercure hotel and the boatyard area opposite purchased by the council and then a new road bridge be constructed over the river there. Remaining space used for a park	1	1%
Staines Bridge does not work for vehicles but preserve for pedestrians	1	1%
Improvements need to be maintained to a high standard	1	1%
Should be a cycle/ footpath guide	1	1%
A speed camera close to the Long Lane/Osborne Avenue junction	1	1%
	181	100%

6.8 Question 22: What changes would you like to see established to ensure a safe and more comfortable environment for those with mobility requirements (such as walking aids, mobility scooters, wheelchairs and pushchairs) and those with additional needs (such as dementia, mental health problems or learning difficulties?)

For example, disabled toilet facilities, additional pedestrianisation of streets, dropped kerbs, raised crossings, additional seating, sources of support and advice, community spaces

Q22. What changes would you like to see established to ensure a safe and more comfortable environment for those with mobility requirements (such as walking aids, mobility scooters, wheelchairs and pushchairs) and those with additional needs (such as dementia, mental health problems or learning difficulties?)	Total Comments	% of Total Comments
No Comment/ No opinion	284	37%
Dropped kerbs/ levelled pavements/ Flat pathways (provide new ones or maintain existing)	71	9%
Disabled Toilets (e.g. with RADAR key/clean/accessible/improved/more)	70	9%
General Support (with the examples listed)	61	8%
Additional seating/benches	61	8%
Better, clearer and wider pavements for wheelchair users/ pavement maintenance/resurfaced walkways/roads/streets	31	4%
Sources of support and advice /focused and bespoke community support/a new community hub housing local charities and advice facilities or voluntary sector spaces (e.g. Citizens Advice, CAB, Age UK, etc)/information centre/manned first aid centre	27	4%
Additional pedestrianisation (with careful planning and safe zones)	19	2%
Raised crossings / proper pelican crossings/make pedestrian crossings more pedestrian biased/improve crossings/remove staggered crossings/all in one level crossing and streets	11	1%
Car parking (retention/increase of disabled parking spaces)/ More free blue badge disabled parking /one level car parks like Two Rivers car park	9	1%
Community spaces	9	1%
Improved accessibility to transport infrastructure including public transport/better links to transport interchange/access close to facilities/a new fully-accessible transport hub	8	1%
Larger, clearer signage/additional street signs/simplified zone maps	7	1%
Better accessibility to all amenities/Help points in accessible places	6	1%
Quiet spaces	5	1%
Inclusive planning / collaborative working/Engage or consult relevant and /or local stakeholder groups (especially representatives of groups with additional needs)	5	1%
Improved green spaces/ planting (for mental well-being)/other features such as water features	5	1%
Police presence/patrols/ roaming security guards/more visible policing	4	1%
Disabled, friendly facilities/options (general)	4	1%

Staines Development Framework Objectives and Options Consultation Responses

Q22. What changes would you like to see established to ensure a safe and more comfortable environment for those with mobility requirements (such as walking aids, mobility scooters, wheelchairs and pushchairs) and those with additional needs (such as dementia, mental health problems or learning difficulties?)	Total Comments	% of Total Comments
Better markings (e.g., for crossings)/high contrast colours on pavement/crossings	4	1%
Concerns over the speed of mobile or e scooters/ enforce no cycling/e scooters in pedestrian area	4	1%
No pavement parking/ along the street /parking need to be regulated	4	1%
No more pedestrianisation	3	0%
Sensory gardens/scented gardens/arts area	3	0%
Maintain trees/plants (esp. along footpaths and river)	3	0%
Footpath (wider/improved)	3	0%
Ascertain need/ speak to local people about their needs/engage with those with difficulties	3	0%
Additional mobility hire place in Elmsleigh area and /or other areas/ mobility hire schemes	3	0%
Lighting (e.g. on riverside paths)	2	0%
More shelter/seating at bus garage/ some weather protection	2	0%
Antisocial behaviour	2	0%
Clean streets	2	0%
Safe crossing at regular intervals	2	0%
Better parking enforcement(esp. for non-disabled people parking in disabled spaces)	2	0%
Provision of electric local bus service to cut down on congestion	1	0%
Mobility requirements to be addressed individually with a person's carer	1	0%
Move market	1	0%
Stop cycling on High Street and footpaths	1	0%
Well surfaced cycle paths/lanes	1	0%
Better traffic lights	1	0%
Remove any mobile advertising signage (to prevent falls/slips)	1	0%
Baby change facilities	1	0%
Green land with seating	1	0%
Mobility street wardens/volunteers to offer assistance when needed	1	0%
Social role model should be applied to proposed improvements	1	0%
Lots of bins (and bins for dog waste)	1	0%
Separate areas for dogs	1	0%
Continued funding for Changing spaces	1	0%
Disabled friendly shops	1	0%
Reduce number of car park spaces and increase disabled bays	1	0%
A general reduction in non-essential street furniture	1	0%

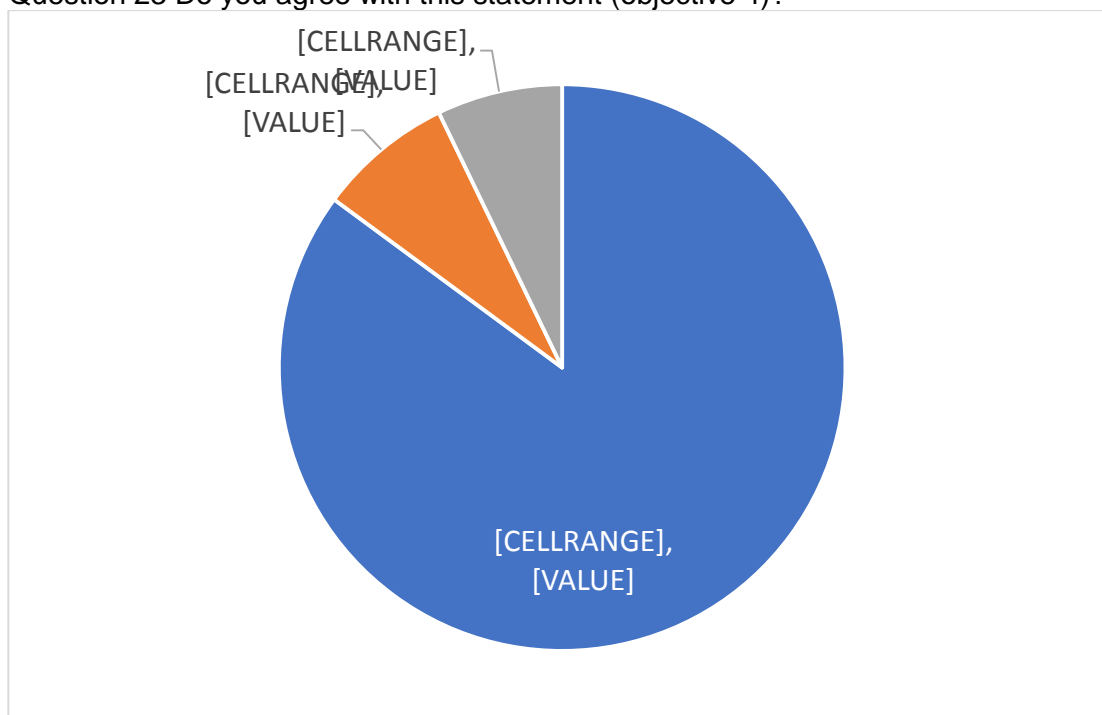
Q22. What changes would you like to see established to ensure a safe and more comfortable environment for those with mobility requirements (such as walking aids, mobility scooters, wheelchairs and pushchairs) and those with additional needs (such as dementia, mental health problems or learning difficulties?)	Total Comments	% of Total Comments
Developer contributions to fund the town's 'street scene' projects	1	0%
Well maintained pedestrian areas (general)	1	0%
Provision to store wheelchairs/mobility scooters	1	0%
Need motors for work deliveries, accidents and emergencies	1	0%
Excessive noise and blaring pop music should be avoided.	1	0%
Concerns over barriers to people with impaired mobility or vision e.g. obstacles, potholes, kerbs, changes of level and uneven slope	1	0%
Using town centre for wider purposes than visit retail, restaurants etc.	1	0%
Less building works	1	0%
Ban diesel cars and vans	1	0%
Development proposed to be based on increased use of Shared Space principles	1	0%
Enforcement of Air pollution standards	1	0%
	767	

7. Objective 4: Sustainable Access for all modes

- 7.1 Staines-upon-Thames is a compact town, and due to its position as the main town in the borough, it is at the heart of a wider catchment area. Good access by all is key to its continued success.

Improving public transport and enhancing access by all modes of travel, while limiting conflicts between vehicles, public transport, pedestrians and cyclists, will ensure a genuine choice for people in how they get to and around the town centre.

- 7.2 Question 23 Do you agree with this statement (objective 4)?



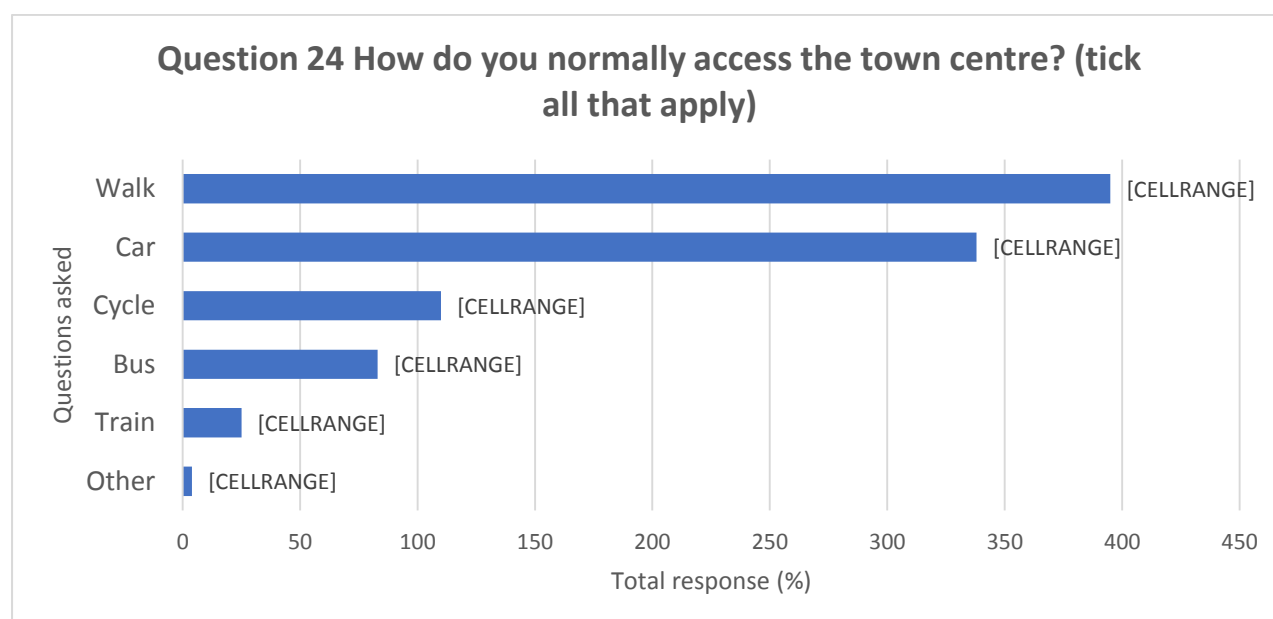
- 7.3 Question 23 (part 2) Is there anything you would wish to add to or change about this objective?

Question 23 (part 2) Is there anything you would wish to add to or change about this objective?	Total Comments	% of Total Comments
Improved access to local roads & M25, cycle lanes, footpaths, public transport and parking facilities	35	19%
No	16	9%
Town to be TfL zoned with Oyster card ticketing	14	8%
Objective not a practical option/over ambitious/very vague/unachievable due poor transport infrastructure and size/concerns over implementation	12	7%
Traffic issues (including flow/layout)	10	5%
Impact of over development and increased vehicular movements on air pollution	9	5%

Question 23 (part 2) Is there anything you would wish to add to or change about this objective?	Total Comments	% of Total Comments
Yes (or partly agree)	8	4%
Better connectivity to Heathrow, train station and the Underground system esp. overnight (e.g. Sky train to LHR)	8	4%
Objective unnecessary/currently no issues/have sufficient provision in place already/Staines is connected	8	4%
Include vehicular transport /encourage car use in Staines (e.g. to attract people into town and due to lack of public transport)	7	4%
Concerns over reliance on cars	7	4%
Improve sustainable modes of travel but not at the expense of cars/balanced approach so that car users are not penalised	7	4%
Retain sufficient car parks/review and enforce resident only parking	6	3%
Redevelop Staines bridge/improve access to & from bridge/Build additional feeds onto the Staines bypass	4	2%
Park and Ride facilities (possibly a free scheme)	3	2%
No cycle lanes	3	2%
Information centre in the bus station	2	1%
Change "all modes of travel" to sustainable modes of travel	2	1%
Ban E-scooters (esp. in town centre)	2	1%
More EV charging infrastructure to encourage adoption	2	1%
No mention of roads and parking	1	1%
Allow traffic from open town centre car park near railway to exit on Oast House area to lessen traffic chaos	1	1%
Don't turn car parks into housing estates	1	1%
Create alternative routes that avoids the high street	1	1%
Concerns over only single-lane vehicle access to and around the town	1	1%
Address inequity as Staines is not the only main town within the borough	1	1%
Tram provision	1	1%
Easily accessible mobility hire	1	1%
Limiting conflicts	1	1%
Extend the 116 bus service from Ashford Hospital to Staines Bus Station	1	1%
High quality facilities to improve attractiveness	1	1%
Separate cycle lanes from pedestrian lanes	1	1%
Revise the second paragraph to "Improving public transport and enhancing access by public transport, pedestrians and cyclists, while limiting conflict between all modes of travel will ensure a genuine sustainable choice for people in how they get to and around the town centre."	1	1%
Concerns over rate of population growth	1	1%
Objective should include requirements for the elderly and	1	1%

Question 23 (part 2) Is there anything you would wish to add to or change about this objective?	Total Comments	% of Total Comments
disabled		
The wording "genuine choice" is subject to interpretation	1	1%
Promote cycling and e scooters	1	1%
Objective should consider affordability	1	1%
Staines limited in relation to size and accessibility	1	1%
	184	

7.4 Question 24 How do you normally access the town centre? (tick all that apply)



7.5 Question 25 What changes, if any, would you like to see that might encourage people to cycle and walk to and within the town centre more often?

(e.g. new cycle lanes, dedicated cycle tracks, improvements to junctions, secure cycle parking)

Q25. What changes, if any, would you like to see that might encourage people to cycle and walk to and within the town centre more often?	Total Comments	% of Total Comments
Cycle Parking - secure	125	20%
New and improved cycle lanes/better maintenance/consistent	101	16%
Dedicated cycle tracks (away from vehicles)	82	13%
Improved pavements/ pedestrian access	40	6%
Improved junctions	31	5%
Segregation from traffic	20	3%
General Support for all	19	3%
Separate dedicated walking and cycle routes	17	3%
Improvements to towpath	16	3%
None	15	2%
Safety for pedestrians from cyclists/ priority for pedestrians e.g. dismounting at junctions	12	2%
Improve road network to reduce congestion	12	2%
Park and ride	10	2%
Divert vehicles away from centre	10	2%
Provisions to help shoppers carry goods	9	1%
Improved lighting	9	1%

Q25. What changes, if any, would you like to see that might encourage people to cycle and walk to and within the town centre more often?	Total Comments	% of Total Comments
Improved connectivity between areas	9	1%
Improve road condition (potholes)	9	1%
Signposts to areas of interest/ wayfinding	7	1%
Improved security	7	1%
Improved public transport	6	1%
Improve attraction/attractiveness of town centres	6	1%
Bicycle rental	6	1%
Benches on route for breaks	6	1%
Traffic calming measures	5	1%
Out of centre parking	4	1%
Improved safety of Station Path	4	1%
Improved disabled parking	3	0%
e-scooter scheme	3	0%
Remove free parking	2	0%
Improved river crossing	2	0%
Well-located cycle parking	1	0%
Toll bridge to discourage car use	1	0%
Resident-only parking	1	0%
Reduce parking on Church Street	1	0%
No cycling in town	1	0%
Monorail into town centre	1	0%
Improvements to Laleham Road for pedestrians	1	0%
Extend Oyster system	1	0%
Electric bike charging	1	0%
Dropped kerbs	1	0%
Close Staines Bridge to cars	1	0%
Cheaper parking	1	0%
Better access to the river	1	0%
	620	

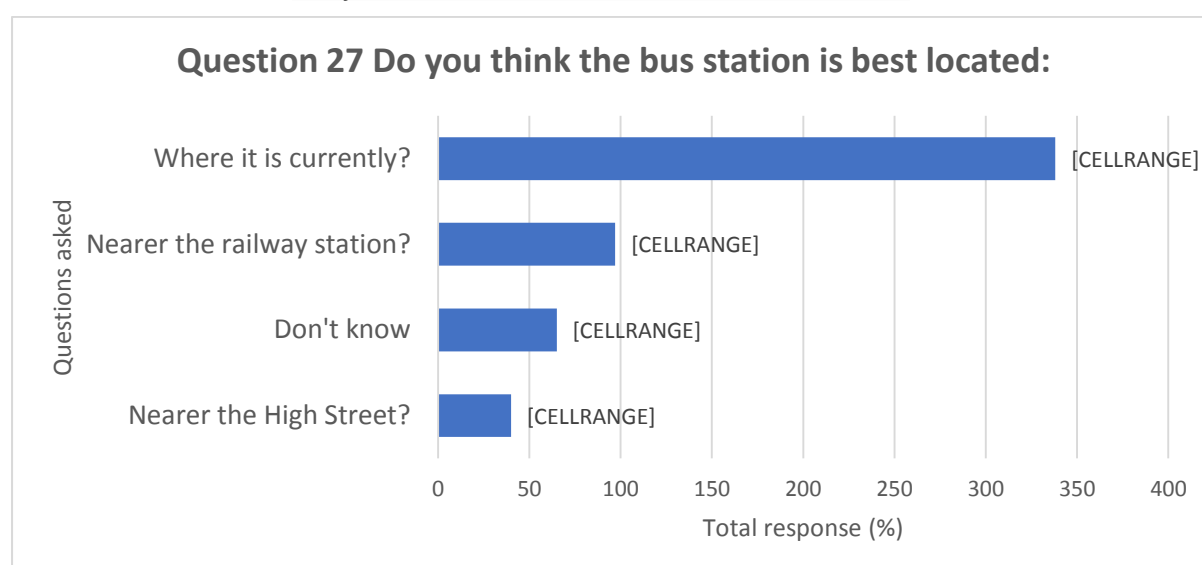
7.6 Question 26 Are there particular streets or locations where you think cycling facilities should be improved?

Q26. Are there particular streets or locations where you think cycling facilities should be improved?	Total Comments	% of Total Comments
Wider Town Centre - lots of improvements needed	37	12%
Laleham Road/ Staines Road	37	12%
None	25	8%
Riverside towpath - better pedestrian/cyclist separation	24	8%
Staines Bridge	23	8%
Kingston Road	18	6%
High Street	12	4%
London Road/A30 from Crooked Billet Roundabout	11	4%
Church Street/Thames Street/South Street	11	4%
Mustard Mill Road/ Two Rivers	9	3%
No cycling on pavements	7	2%
Staines Railway Station area	6	2%
Entrances into town centre from all directions	6	2%
Iron Bridge	5	2%
Clarence Street/Bridge Street	5	2%
B376	4	1%
Potholes	4	1%
A308 from Sunbury to Staines	4	1%
Kingston Road rail bridge	4	1%
Thames Street/ South Street junction	4	1%
Station Path	4	1%
South street	4	1%
Lammas Park	4	1%
Thames Street	3	1%
Wider Spelthorne links to other town centres	3	1%
Bridge Street	3	1%
B376/ Hale Street junction	3	1%
More independent cycle lanes	2	1%
Staines Bridge roundabout/ The Causeway Roundabout	2	1%
Remove cars from side streets which block roads	2	1%
Worple Road	2	1%
M25 Junction 13	1	0%
Near bus station	1	0%
More routes over the railway	1	0%
From Wraysbury or Egham to Staines	1	0%

Staines Development Framework Objectives and Options Consultation Responses

Q26. Are there particular streets or locations where you think cycling facilities should be improved?	Total Comments	% of Total Comments
Knowle Green area	1	0%
Kingston Road/London Road junction	1	0%
Staines Bypass	1	0%
Sports cycling discourages others from cycling	1	0%
Fordbridge Road	1	0%
	301	

7.7 Question 27 Do you think the bus station is best located:



7.8 Question 27 (part 2) Do you have any comments on how easy the bus station is to use in its current location or how it could be improved?

Question 27 (part 2) Do you have any comments on how easy the bus station is to use in its current location or how it could be improved?	Total Comments	% of Total Comments
Where it is currently - Adequately located/good or best location (general comments)	82	25%
Upgrade bus station and or provide more facilities/make it more attractive (toilets, information centre, access, enclosed or covered waiting areas, seating facilities, lighting, live digital departure boards, refreshment areas, etc	69	21%
Ease of Use/Accessible to shops, etc	34	10%
Disconnected/ Too far from train station and or the High Street/shops (esp. for people with poor mobility & commuters)	25	8%
Improve connectivity/accessibility between bus and train stations	22	7%
Relocate bus station to lower part of Elmsleigh car park or build on the Elmsleigh Surface Car Park area as closer to the railway station/ Two Rivers/former Oast house car park/integrate with Debenhams solution/South St/closer to where it is now	12	4%
Better connected public transport network including direct links to LHR	8	2%
Current bus station takes up too much space/large footprint/could be smaller or compact/ optimise space - part of it should be used for residential, community facilities, disabled parking, etc	8	2%
Digital signage and publicity	7	2%
Redevelop area around bus station/reconfigure South Street, Bupa site, etc (e.g. include improved TfL signage, crossings, more planting, central islands with better safer/disabled access, for kiosk size concessions, etc)	6	2%
Safety concerns/unfriendly/creates crime opportunities, supports antisocial behaviour and increases fear of crime	6	2%

Staines Development Framework Objectives and Options Consultation Responses

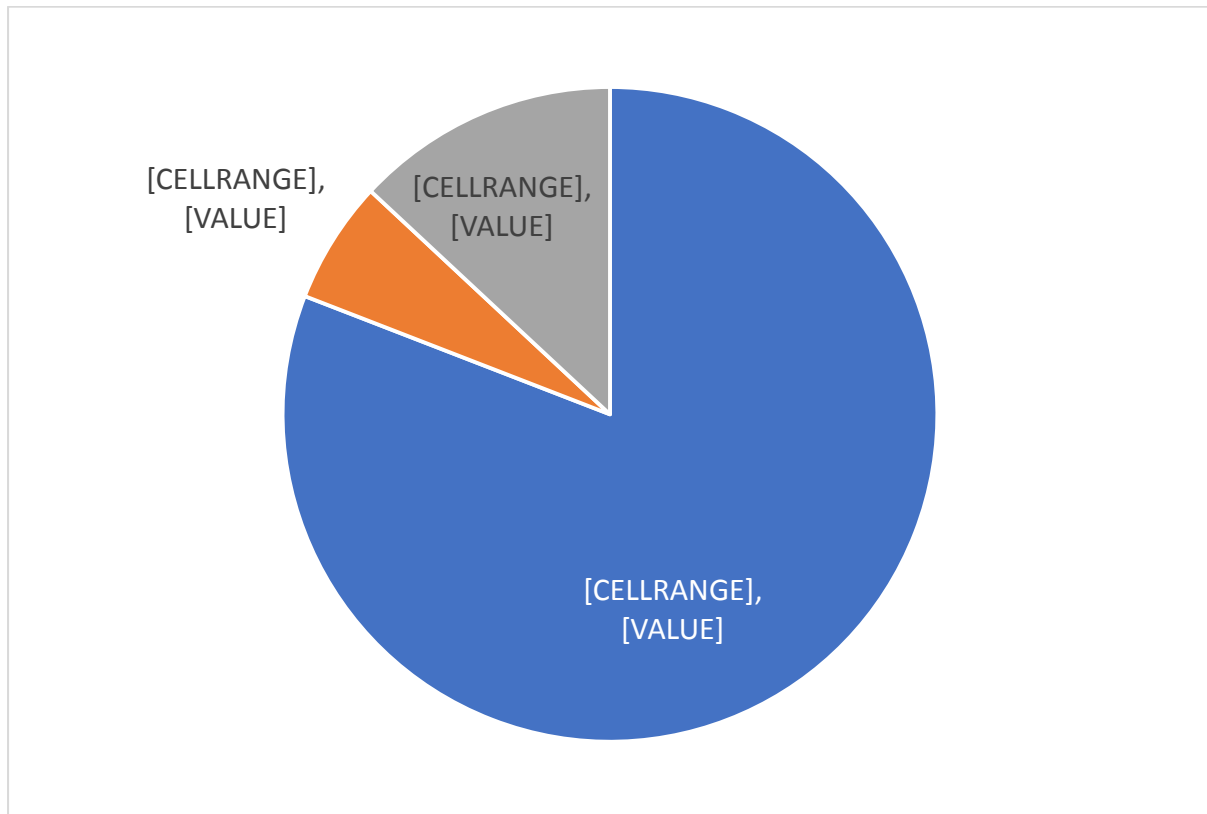
Question 27 (part 2) Do you have any comments on how easy the bus station is to use in its current location or how it could be improved?	Total Comments	% of Total Comments
Improve frequency and coordination of bus services (convenient and efficient with better links to rail and cycle)	6	2%
Integrated public transport interchange required /create new transport hub	5	2%
Unclear directions/routes and unmarked routes between train and bus stations	5	2%
Non bus user/never used bus station	5	2%
Improve connectivity between shops/high street and bus station	5	2%
Redevelop the bus station/prime redevelopment space/repurpose space/free up that whole area for shops and open space	4	1%
Air pollution concerns (e.g. Use less polluting buses, nearer the high street would worsen air pollution, etc)	3	1%
Oyster card services to Heathrow	2	1%
Maintain access for buses	1	0%
No kerbs	1	0%
Improve traffic lights	1	0%
Electric or hybrid buses provision	1	0%
Any proposals should ensure that the views of bus operators including TfL are sought at the initial design stage before any decisions are taken	1	0%
Concerns over cleanliness of current bus station	1	0%
Current bus station should be larger	1	0%
Use smaller buses	1	0%
Cheaper fares	1	0%
Not a good question	1	0%
Utilise the Oast House car park	1	0%
Combine bus and railway terminus	1	0%
Dedicated 5 min pick up/drop off space within the station for private vehicles	1	0%
Buses to follow similar routes within Staines before going in different directions	1	0%
Park and Ride provision	1	0%
	329	

7.9 Question 28: What other improvements to public transport provision might encourage people to use these services to access the town centre more often?

For example, an increase in the number of buses on routes; cleaner buses; cheaper tickets; new routes to connect places better; quality seating and waiting facilities

Q28. What other improvements to public transport provision might encourage people to use these services to access the town centre more often?	Total Comments	% of Total Comments
More buses and trains/More frequent buses/Reliable services	98	20%
Cheaper tickets/affordable transport (free/discounted fares/standardised ticketing)	97	20%
Better and attractive station and facilities (e.g. quality seating, toilets, waiting facilities, improved shelter bus stops, café, electric schedule boards, information centre, local App with info, drop off areas, better signage, community facilities like women's aid or domestic violence office, homeless drop in services and outreach services for rough sleepers, more school buses,	86	17%
New routes to connect places better /review existing routes (e.g. between Chertsey/Shepperton/Walton into Staines)	54	11%
Cleaner buses (use electric or smaller buses)	41	8%
TfL zoned town with Oyster card ticketing (Zone 6)	39	8%
All examples listed above - general	23	5%
Improved connectivity (e.g., to train station, shops, Heathrow)	14	3%
Park and Ride Facilities (could be made free)	11	2%
Shuttle service/ free shuttle services/hopper buses	6	1%
Minimising traffic lights for a better flow/Less traffic	5	1%
Collaborative working between the Council and TfL	2	0%
More parking (e.g. at Staines Station)	2	0%
Safety on buses (use CCTV) and Staines in general (more police support/better lit)	2	0%
Relocate train station (move nearer bus station)	2	0%
Improved disabled access on public transport	2	0%
Improve access to the river	2	0%
Free bus services (e.g., for retired people)	1	0%
Pleasant and helpful drivers	1	0%
Renationalisation of services	1	0%
Examples listed not cost effective	1	0%
Click and Collect hub at the bus station for all the local retailers	1	0%
Increase parking charges to supplement cheaper (or free) bus charges	1	0%
	492	

7.10 Question 29: Do you think Spelthorne should be included in TfL Zone 6 for travel by public transport?

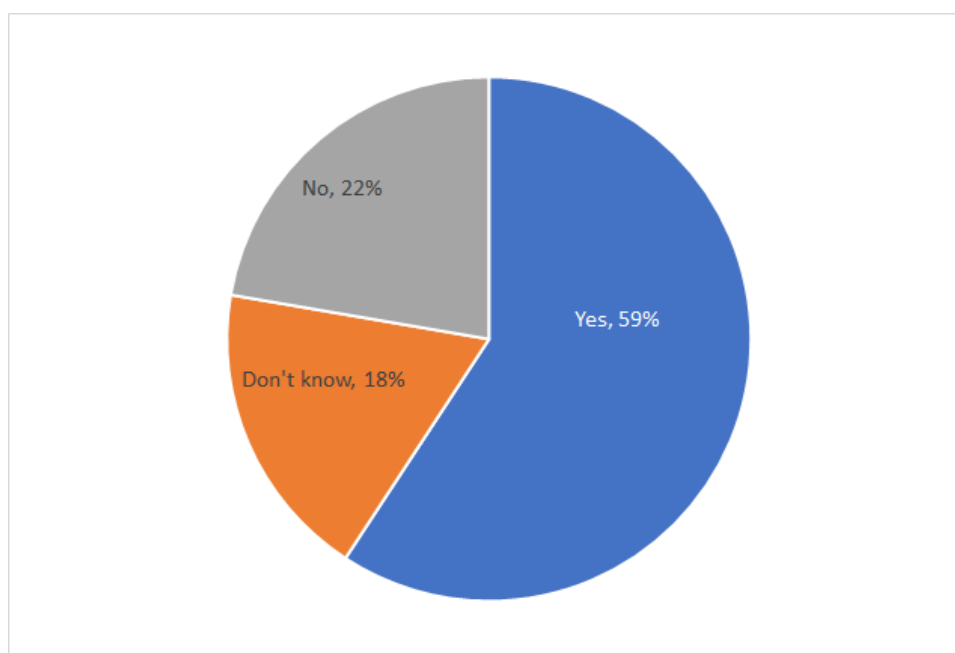


7.11 Question 29 (part 2) If Spelthorne were included in TfL Zones 6, do you have any comments on what impact this would have on you personally or the town centre more generally?

Question 29 (part 2) If Spelthorne were included in TfL Zones 6, do you have any comments on what impact this would have on you personally or the town centre more generally?	Total Comments	% of Total Comments
Public transport will be used more frequently/easier London - commuter travel/convenience	165	33%
Will become a commuter town (includes benefits e.g. property prices will even out, tourism, better oyster card use)	153	30%
Cheaper travel/fares/savings	95	19%
Increase demand in housing (more people may wish to live here, may shoot up prices)	25	5%
No	19	4%
Improved environmental impact (e.g. less pollution, decrease in car usage)	10	2%
Commercial business attraction enhancing revenue & town reputation	8	2%
Increase in parking issues/congestion	7	1%
Yes	7	1%
Loss of culture & community	6	1%
Parking improvement/requirements (e.g. permits/spaces etc)	4	1%

Question 29 (part 2) If Spelthorne were included in TfL Zones 6, do you have any comments on what impact this would have on you personally or the town centre more generally?	Total Comments	% of Total Comments
Greater employment opportunities	4	1%
Crime increase/poor crowd attraction/safety concerns	3	1%
	506	

7.12 Question 30 Would you support the introduction of a light rail link to Heathrow Airport from the town centre?



7.13 Question 30 (part 2) Do you have any other comments on links to Heathrow (by all modes of transport)?

Q30. Do you have any other comments on links to Heathrow (by all modes of transport)	Total Comments	% of Total Comments
Support/ Will bring in Money	85	29%
Better Bus Links/ All night service/ Shuttle Bus/ Services/ Re-introduce Bus Link to Terminal 4	46	16%
Support if does not affect Green Space/ Historic Areas/ Environment	18	6%
No rail links through Staines Moor	16	5%
Already have good transport links, not needed	15	5%
Opposed - No Benefit to residents and just cause more traffic/ delays with construction	11	4%
Object - Would be a waste of Money	9	3%
Parking - Would lead to people parking in Staines and turn Staines into a car park/ Need Dedicated Parking	9	3%
Access from Staines Railway Station needs to be improved/ Direct Link	8	3%
Opposed to an extra runway at Heathrow/ Need to reduce air travel	6	2%
Not needed as Heathrow is not expanding now/ less likely/ do not know future of Heathrow Expansion	6	2%
Better links (General Comment)	5	2%
Need better cycling routes, not crossing major roads	5	2%
Provided on an existing rail network	5	2%
Would need to be in Oyster Zone/ Tube link to work	4	1%
Need more information/ feasibility study before making a decision	4	1%
Not enough hotels/ Why aurora hotel is a good idea	3	1%

Q30. Do you have any other comments on links to Heathrow (by all modes of transport)	Total Comments	% of Total Comments
Need improved signage/ more awareness as currently confusing how to get from Staines to Heathrow	3	1%
should be appended to the existing rail station beside the industrial site occupied by Jewsons	3	1%
Heathrow is accessed by cars/ Not practical when can drive there	2	1%
Links to Terminal 5 are excellent	2	1%
Depends on route and frequency	2	1%
Heavy Rail support only	2	1%
Reduce the Bus Fare Cost	1	0%
Access is terrible	1	0%
Light railway would allow Staines (SW RAILWAY) to access all of the travel services at T5 including Crossrail	1	0%
Use the bus as no stops between Staines and Heathrow, very convenient	1	0%
Need to invest in Town to make it an attractive place to stay	1	0%
Faster/ more direct route to terminals 1/2/3/4 would be good even if limited	1	0%
Nobody should be driving when so close to Heathrow	1	0%
Would need to be separate from the roads and a new bridge	1	0%
Would create a blight on the landscape	1	0%
Have a national express stop in Staines	1	0%
Need to ensure financially viable i.e. a ticket is cheaper than taxi	1	0%
Expand more - Walton Rail Station to Heathrow via Shepperton and Staines?	1	0%
Zero Carbon Buses could achieve same aim	1	0%
Only work on a park and ride status	1	0%
Extend tube to Staines instead	1	0%
Local parking at Heathrow for residents	1	0%
after the towns infrastructure has been improved	1	0%
issue is how to get one's luggage from home to the bus stop/station and on to the bus	1	0%
bus from Staines Station should call in at all terminals	1	0%
Improve links to Sunbury	1	0%
What about AirTrack?	1	0%
Heathrow needs a monorail circling the airport	1	0%
A traffic survey would indicate how many people would use this	1	0%
Need a link to the tube and Crossrail.	1	0%
	293	

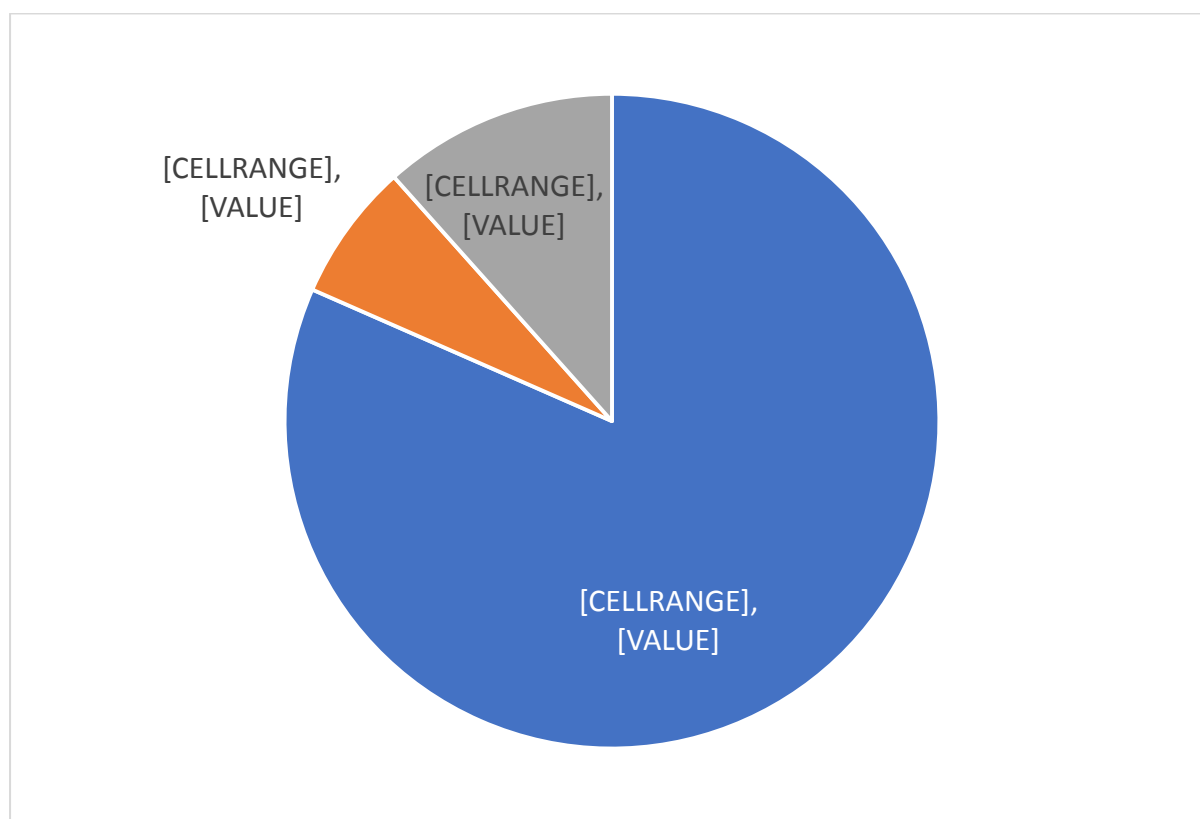
8. Objective 5 Protecting and Enhancing the Riverside and integrating it with the wider open space network

- 8.1 The River Thames and its frontage is undoubtedly the town centre's most significant asset, and forms a distinctive part of its character.

At present the river feels disconnected from the rest of the town centre, cut off by the A308 dual carriageway, and overlooked in parts by the servicing access for the Elmsleigh Centre and Tothill car park. It is important to create better links with the rest of the town centre for pedestrians to overcome this barrier. It is also important to set clear development design principles* that protect the valued character of the riverside.

* Design principles could include heights, setbacks, gaps between buildings, materials and landscaping.

- 8.2 Question 31: Do you agree with this statement?



- 8.3 Question 31 (part 2): Is there anything you would wish to add to or change about this objective?

Q31 (part 2). Is there anything you would wish to add to or change about this objective?	Total Comments	% of Total Comments
High rise development barrier to Riverfront/ No High Rise at River/ Height Restrictions/ As Existing	43	19%
No more development at the Riverside	24	11%
Riverside is not cut off/ A308 is an easy road to cross	23	10%
Improve access points/ Public Access to the river	20	9%
Not enough is made of the riverfront	17	8%

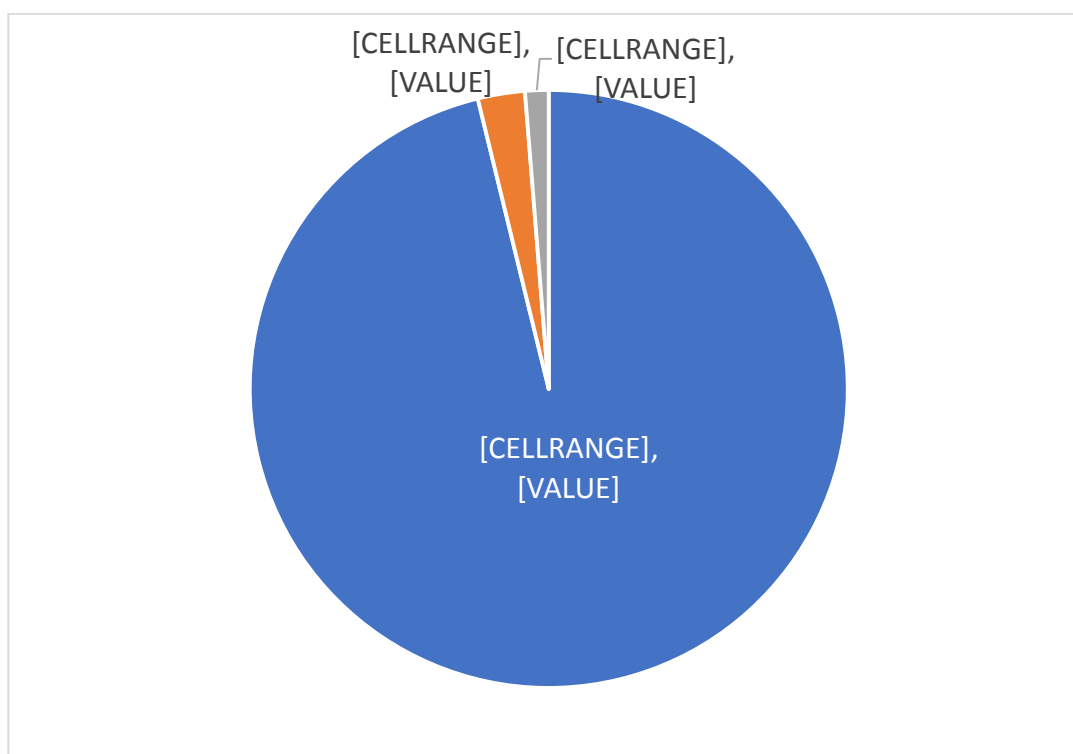
Staines Development Framework Objectives and Options Consultation Responses

Q31 (part 2). Is there anything you would wish to add to or change about this objective?	Total Comments	% of Total Comments
Agree	17	8%
No	13	6%
Any development should respect the character of the river	5	2%
Positive that river is not connected to centre - Kept clean and more tranquil/ Separate	4	2%
This should be the top priority	4	2%
Better landscaping/ More Green Spaces	3	1%
Better Maintenance	3	1%
Get rid of Riverside Car Park	2	1%
more seating areas by river	2	1%
keep the character of the river walk and work around it to make it better	2	1%
Sympathetic design needs to ensure that service access is not detrimental to the design and impact of developments in similar situations.	2	1%
Build a wide pedestrian walkway bridge over or under the A308 to link the riverside to where Debenhams was	2	1%
Do not disrupt traffic at Staines Bridge/ Widen the road over Staines Bridge	2	1%
Lack of toilet facilities at Riverfront	1	0%
Improve the Shopping centre	1	0%
diverting the traffic away from the A308 in the city centre, so that the traffic would go around the city centre on the Mustar Mill Road	1	0%
Tidy up Memorial Gardens	1	0%
Height and density of buildings will be critically important.	1	0%
Disagree - there are crossings at Staines Riverside car park, opposite Debenhams and where the old Townhall is	1	0%
Two railway bridges are dreadful eyesores	1	0%
Riverside should remain separate to the retail centre of the area	1	0%
Traffic on the bridge needs to be addressed	1	0%
Lacks any retail space or leisure facilities near the river to encourage its use more	1	0%
People like to sit in a restaurant or pub overlooking the river, then walk around the shops	1	0%
Do not build a high rise hotel on the Bridge St car park	1	0%
Could have been achieved through better redevelopment of the Town Hall	1	0%
Sort out back of Town Hall	1	0%
hoarding around the old town hall is not so nice and requires attention.	1	0%
Use the area behind the high street shops (around the masonic hall which could be relocated)	1	0%
Spaces between Buildings should be greened	1	0%
Nice hotel and cafes/restaurants along the riverside would be lovely.	1	0%
Central island in the Tothill car park area should be an entertainment venue	1	0%

Q31 (part 2). Is there anything you would wish to add to or change about this objective?	Total Comments	% of Total Comments
Don't understand your comments about difficulties if survey is about Town Centre	1	0%
better path past the Mercury hotel and the railway bridge	1	0%
Develop whilst protecting the riverside environmental habitat	1	0%
Would be most attractive if we could see the Thames from the High Street straight away	1	0%
Stop the Arora development and use the space for leisure.	1	0%
Recent plantings of Horse Chestnut trees have not improved the area	1	0%
Look at model like Chicago. Public park area forms a complete border to the river.	1	0%
Widen paths to allow for more users	1	0%
Will make traffic worse	1	0%
Reintroduce boat services to Windsor	1	0%
both sides of the river can be more coherently developed	1	0%
Make it for everyone's benefit not just riverside apartments	1	0%
Pedestrianise Clarence St and Thames St	1	0%
If supporting Town Centre will need a major overhaul	1	0%
Traffic needs to go somewhere	1	0%
Mercure could be a lovely riverside hotel with better management	1	0%
Premier Inn looks out of place whereas the Swan and Travelodge Runnymede look in keeping	1	0%
A308 is nowhere near the town centre	1	0%
support 20MPH speed limit being introduced in town centre	1	0%

226

8.4 Question 32: Do you think there should be limitations on heights and size of buildings close to the river frontage?



8.5 Question 32 (part 2): Please give us your views on the scale of development that might be suitable close to the river

Question 32 (part 2): Please give us your views on the scale of development that might be suitable close to the river	Total Comments	% of Total Comments
No High Rise/ Low Rise only/ Mid Rise only	67	12%
Nothing higher than three (3) storey	49	8%
No more development along the Riverside other than public space, benches, play areas etc	45	8%
Nothing higher than five (5) storey	40	7%
Keep Height/ density at current levels/ Not above existing heights	37	6%
Low Rise	36	6%
Nothing higher than four (4) storey	32	5%
Nothing higher than two (2) storey	28	5%
Nothing higher than six (6) storey/ No higher than six storey between river and Windsor Railway Line	27	5%
Nothing that blocks the River View	23	4%
Allow public access to the river/ No development that restricts access/ No Private gardens blocking access	16	3%
Not just housing/ No Housing/ need to attract people to riverside so need bars, restaurants, café, piazza seating, seating etc	13	2%
Need to respect character/ sympathetic to surroundings	12	2%

Question 32 (part 2): Please give us your views on the scale of development that might be suitable close to the river	Total Comments	% of Total Comments
Small apartment blocks/ houses only	10	2%
Development only at Riverside which is of a high quality	10	2%
No High Rise at the river/ heights can increase further from the river/ stepped back development like Richmond	9	2%
More restaurants/ Leisure/ Shopping Facilities/ Variety	7	1%
Mid Rise Only	6	1%
Limits on Building Heights (General Comment)	6	1%
Nothing higher than one (1) storey	6	1%
Only Café's/ Restaurants/ Support for existing restaurants	6	1%
No limitations	5	1%
Mid Rise, not tower blocks/ no higher than Debenhams/ Bupa building	5	1%
Good examples of riverside development, e.g. South Bank area of the Thames in London, craft market on the River Seine in Paris, Kingston, Gunwharf Quays	5	1%
More plants and trees to enhance the area, landscape the car park	4	1%
Redevelop Existing Buildings first	4	1%
Low Rise Retail	4	1%
No more than ten (10) storey	3	1%
Need a hotel as long as of high quality design	3	1%
More green spaces next to the river relocate the food areas to the river	3	1%
Buildings that help the natural environment (living walls/ plants)/ allow sunlight to reach the river	3	1%
Low rise/ Mid Rise buildings with leisure and cafe facilities, Public gardens/ active frontages of boat hire and pubs etc	3	1%
No more than seven (7) storey	2	0%
Development only for Leisure/ Recreation/ Tourism	2	0%
More terraced housing rather than High Rise	2	0%
River path should be retained, towpath needs resurfacing	2	0%
Ensure Infrastructure impacts are considered	2	0%
High rise, high density development with green space at street level	2	0%
Last development did not deliver a community hub, was too small, cannot guarantee will get this facility/ Need a community	2	0%
Need security along the river with people using the path frequently to prevent anti-social behaviour	2	0%
No more than eight (8) storey	1	0%
No more than nine (9) storey	1	0%
No more than twelve (12) storey	1	0%
45m high Buildings	1	0%
Minimum 10 to 20 metre gaps between High rises	1	0%
Minimum 100m gap between high rises	1	0%

Question 32 (part 2): Please give us your views on the scale of development that might be suitable close to the river	Total Comments	% of Total Comments
More Public Open Space	1	0%
No hotels	1	0%
Nothing over 3 storey with small garden	1	0%
Some minor exceptions to two storey if appropriate to surroundings	1	0%
Keep the pedestrian facilities	1	0%
Nothing Industrial	1	0%
Don't object to high rises but this needs to be counter balanced	1	0%
Nothing Modern	1	0%
Should not restrict sustainable residential development in areas that are not directly adjacent to the river.	1	0%
No more bad quality eateries	1	0%
Give better access to parks and natural fields around Staines	1	0%
Anything new on river front should be half the height or even less of Thames-side lodge.	1	0%
Luxury apartments only (Above £750k) to encourage money into town	1	0%
Support residential development at riverside	1	0%
Encourage enterprise like the Thames Brewery	1	0%
Any development at the river needs to be flood proof	1	0%
North Staines 20 storey maximum	1	0%
No more housing in Central Staines	1	0%
Not sure	1	0%
Need detached family housing	1	0%
Overdevelop as long as riverside views and green space are protected	1	0%
Limit number of dwellings	1	0%
Need riverside Theatre/ Arts	1	0%
No building on Riverside Car park site	1	0%
If redeveloping Bridge Street Car Park, should be no higher than existing car park	1	0%
Bridge Street Car Park ideal for High Rise development	1	0%
what the Runnymede development at Chertsey bridge has done to that iconic landmark; don't repeat it in Staines.	1	0%
Each new home should incorporate its own, dedicated, green space.	1	0%
Already Overdeveloped	1	0%
No more retail/ address vacant units first	1	0%
No building on Bridge Street site other than small scale residential with parking.	1	0%
Close to the river any project should have a full consultation regarding environmental impact	1	0%
Area around Tothill and Debenhams could be redeveloped	1	0%

Question 32 (part 2): Please give us your views on the scale of development that might be suitable close to the river	Total Comments	% of Total Comments
sympathetically with some low rise housing or a leisure facility		
	582	

8.6 Question 33: Are there places along the riverside or nearby that could be improved through new development?

(e.g. new, more attractive buildings, new facilities, more varied spaces)

Q33. Are there places along the riverside or nearby that could be improved through new development?	Total Comments	% of Total Comments
Redevelop/ Improve Car Parks/ For Green Spaces/ Retain car park	99	17%
New Café Facilities/ Refreshment Kiosk	33	6%
Thames Hotel (Mercure Hotel)/ Amend Thames path to go in front of Mercure hotel/ Improve area at Mercure Hotel	30	5%
No/ None/No comment	29	5%
Town Hall/ Complete this development/ Get clock working	27	5%
The back of the old townhall.	25	4%
More Pedestrian areas/ More accessible/ widen paths/ Improve paths/ resurface/ More paths	24	4%
Refurbish/ Maintain existing assets/ buildings and public furniture i.e. seating, litter	24	4%
Restaurant/ Bars/ Pubs	23	4%
No further development at the riverfront	19	3%
No High Rise	15	3%
More Seating	13	2%
All of the above	12	2%
More Green Areas/ More Trees	12	2%
Improve the design of new buildings/ have green roofs	11	2%
Bridge Street Area/ Both sides of Bridge/ Widen the bridge	11	2%
Redevelop old Fire Station	10	2%
Working Man's Club	9	2%
Promote More	9	2%
Memorial Gardens/ More facilities here	9	2%
New facilities	8	1%
BUPA Building	6	1%
Children's Play Area	6	1%
More support for Brewery/ enlarge/ Protect	6	1%
More varied spaces.	5	1%
The Lammas Grounds, Mini Golf reinstated here	5	1%
New Leisure Spaces	5	1%
Low Level and in keeping with character	5	1%
Dedicated Cycle Paths along the river	5	1%
Need an event space	4	1%
Demolish all/ Comprehensively redevelop	4	1%
Area behind the Library - Café's and shops	4	1%
Some of the river frontage needs improving	3	1%
Boat Hire	3	1%

Q33. Are there places along the riverside or nearby that could be improved through new development?	Total Comments	% of Total Comments
Area around Staines Bridge	3	1%
New occupant in Jimmy Spices	3	1%
Address anti-social behaviour/ Have a youth centre	3	1%
More Public Toilets	3	1%
Protect Wildlife/ Have Wildlife centre for education	3	1%
Masonic Hall	2	0%
Only Flooding	2	0%
Tothill Area/ Car Park	2	0%
Debenhams/ Green Area opposite Debenhams	2	0%
Most of the Riverside	2	0%
Area behind old Cinema	2	0%
No more Hotels	2	0%
Market Square	2	0%
area around Staines Riverside Club looks very tired	1	0%
General support	1	0%
Gas Works Site	1	0%
Tow path should be improved.	1	0%
Keep the river tranquil	1	0%
Telephone Exchange	1	0%
Area around the slug n lettuce is scruffy	1	0%
More Recreational Facilities	1	0%
Thames Street Area	1	0%
mixed use scheme on the old cinema site is totally out of place	1	0%
A new railway bridge and a new river bridge	1	0%
Laleham Park	1	0%
Feels soulless	1	0%
Look at Kingston/ Richmond for example	1	0%
Thameside Brewery and tap room is an eyesore and wasted space	1	0%
Fewer Buildings	1	0%
Clarence Street	1	0%
Low rise office development beside the old sea cadets building by Staines Bridge is very attractive for a modern building.	1	0%
Around the back before Two Rivers	1	0%
openness of the River should start at the Thameside Hotel and run up to Staines Bridge	1	0%
Creating a heritage harbour on the river close to the town centre linked to Brewery	1	0%
Slug and lettuce area and area currently offices lotus park / Halfords	1	0%
Outdoor Sports facilities	1	0%
Rates need to be reduced	1	0%
Old Pizza Express	1	0%

Q33. Are there places along the riverside or nearby that could be improved through new development?	Total Comments	% of Total Comments
	569	

8.7 Question 34: Are there new facilities or spaces you would like to see near the riverside that would enhance it as a place to relax and enjoy?

(e.g. cafes, event spaces, covered seating, planting, sports facilities, public toilets)

Q34. Are there new facilities or spaces you would like to see near the riverside that would enhance it as a place to relax and enjoy?	Total Comments	% of Total Comments
Riverside Café/ With Seating/ Independent café	236	23%
Seating Areas/ Covered Seating/ Better Seating/ Gazebo Seating	144	14%
More Toilets/ Public Toilets/ Modern/ More Hygienic/ Better Maintained/ Toilets for Disabled	131	13%
More Plants/ Trees/ General Landscaping Improvements/ Green Spaces/ Better maintained/ Flower Beds	81	8%
Event Spaces	54	5%
All of the above	39	4%
Restaurants/ Boat Restaurants	38	4%
More Bars/ Prosecco Bar	30	3%
Need sports or event facilities/ Open area for sports	18	2%
River Boat Rides/ Taxi/ Boats for Hire	17	2%
Allow access for public/ no private gardens blocking access	12	1%
Play Area/ Mini Maze for Children	11	1%
More Green Areas/ Public Spaces	11	1%
More Pubs	10	1%
Police to address anti-social behaviour	9	1%
Have more events at Memorial Gardens rather than just Staines Festival/ Cafes for families here/ Ice Cream stalls/ Upkeep Memorial Gardens	9	1%
Gardens (General Comment)	8	1%
Water Sport/ Sport Facilities/ Water play for children	7	1%
Remove car park to make Memorial Gardens Bigger for Café and Park/ Piazza Style seating	7	1%
No	6	1%
Protect Wildlife/ Spaces for Nature	6	1%
Better maintained and nicely paved walkways/ footpaths	6	1%
Back of Old Town Hall/ Town Hall become am market house/ café/ Complete the Town Hall development	6	1%
Outdoor Theatre/ Cultural Features/ Museum/ Bandstand	5	0%
Independent shops/ Community Spaces	5	0%
Picnic Areas	5	0%
Repair the fountains	5	0%
No more development	4	0%
Open Air Exercise Facilities	4	0%
Wider Towpath/ Resurface Towpath/ Widen railway bridge to allow for a pedestrian route	4	0%
Better Maintenance (General Comment)	4	0%

Q34. Are there new facilities or spaces you would like to see near the riverside that would enhance it as a place to relax and enjoy?	Total Comments	% of Total Comments
Theatre/arts centre/ more sculptures	4	0%
Yes	3	0%
Bridge Street Car Park	3	0%
Overnight Mooring Facilities/ More Mooring points	3	0%
More Bins	3	0%
Mini Golf	3	0%
More outdoor Entertainment Facilities	3	0%
Needs redeveloping/ refurbish existing facilities, currently looks rundown	3	0%
Look at Kingston to ensure survival of restaurants and bars along the river	3	0%
Good Facilities at Lammas Park	3	0%
Kiosk	2	0%
Independent cafes that do not overcharge	2	0%
Laleham Park needs cafes/ Toilet	2	0%
Walkway along the river/ Improve the trail	2	0%
More Street Lights	2	0%
Basketball Court	2	0%
Cycle Lanes improved	2	0%
Ensure Businesses can survive/ Jimmy's spice is an example of what went wrong	2	0%
Tennis Courts	2	0%
Cafe at Penton lock with improved toilet facilities	2	0%
Use Richmond as an example	2	0%
No sports facilities	2	0%
No Covered Seating	2	0%
Leisure Facilities	2	0%
Area to rear of old fire station	2	0%
Aurora Development is a bad idea	2	0%
Independent Stalls	2	0%
Market stalls and pop ups like along Southbank open public space/ gardens	2	0%
No Change/ Leave as is/ do not wreck it	2	0%
General Support	1	0%
Any would improve it	1	0%
Develop into an Urban Park	1	0%
Fishing Points	1	0%
Methodist church is an excellent community facility on the riverside	1	0%
Free Parking for an hour	1	0%
Penton Island needs clearing up and better access	1	0%
High Quality Spa	1	0%
Get the ground lights and water features working	1	0%

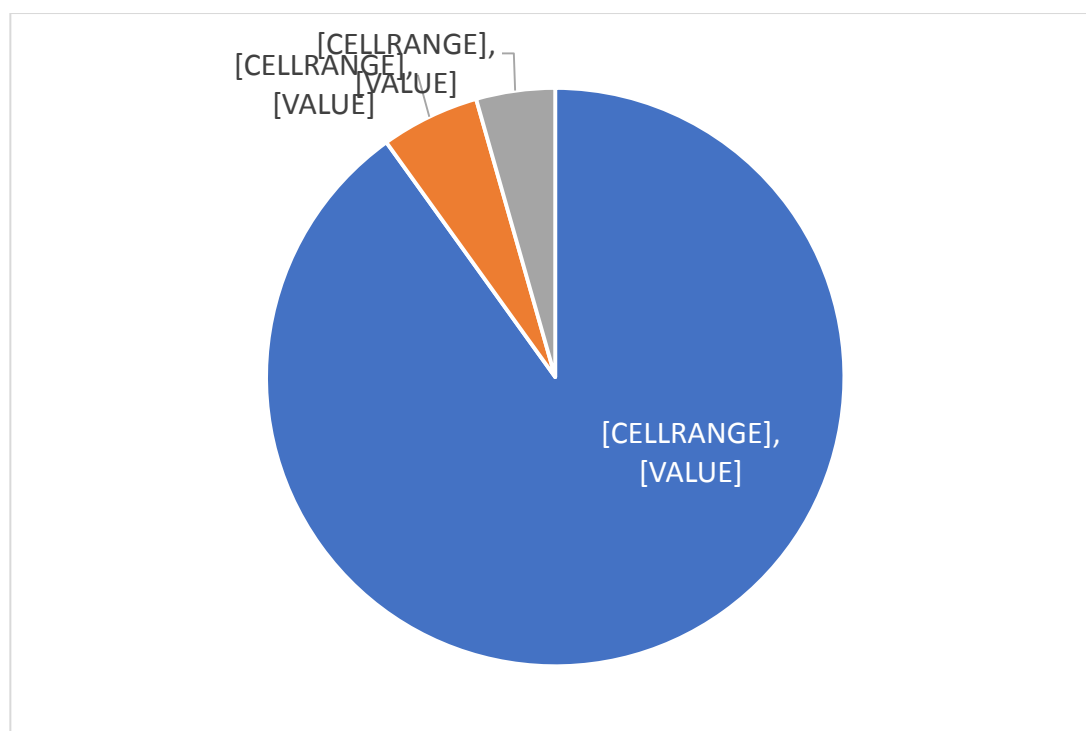
Q34. Are there new facilities or spaces you would like to see near the riverside that would enhance it as a place to relax and enjoy?	Total Comments	% of Total Comments
Café and Hotel Frontage with amenities	1	0%
Segregated Cycle Lanes	1	0%
Being able to rent small boats and paddle boards would be great	1	0%
No more cafes	1	0%
Need signs to promote awareness	1	0%
Along the river by the Conservation area	1	0%
Space for Xmas markets at Christmas by the river.	1	0%
Open fitness areas for group activities	1	0%
engagement with nature developments such as notice boards, wildlife friendly planting, observation points.	1	0%
Thames Lodge hotel to the Thameside Brewery would benefit from cafes and entertainment	1	0%
Reinstate the little railway	1	0%
Better Links between Green Spaces and Centre	1	0%
Green Spaces should be better connected	1	0%
phone charging swings	1	0%
Get rid of those stainless steel monstrosities from riverside park entrances	1	0%
Keep tranquil	1	0%
Tidy up the Riverside	1	0%
Retain Historical buildings and convert for riverside uses	1	0%
Already have empty bars and restaurants	1	0%
Swan food shops	1	0%
Yes at the side of Staines Bridge	1	0%
Low key facilities would be acceptable that do not harm amenity of neighbouring residents	1	0%
Artificial Beaches and children's' play area	1	0%
Where	1	0%
Cafes on the Egham side of the river	1	0%
Mobile cafe and vans along riverside.	1	0%
Better cafes/hotels (Thameside Lodge has great potential)	1	0%
Has to be part of a whole reorientation and focus of the town centre	1	0%
	1038	

9. Objective 6: Promoting health and wellbeing through access to Usable and Attractive recreation facilities

- 9.1 The COVID-19 pandemic has refocused attention on the importance of a healthy and active lifestyle, and the role of the local environment in enabling people to live such a lifestyle. Staines-upon-Thames has a range of outdoor spaces in and around the town centre but limited areas of green space and natural environments.

It will be important to enhance access to open space and nature, as well as providing a range of leisure and recreation facilities within the town centre.

9.2 Question 35 Do you agree with this statement? (Objective 6)



9.3 Question 35 (part 2) Is there anything you would wish to add to or change about this objective?

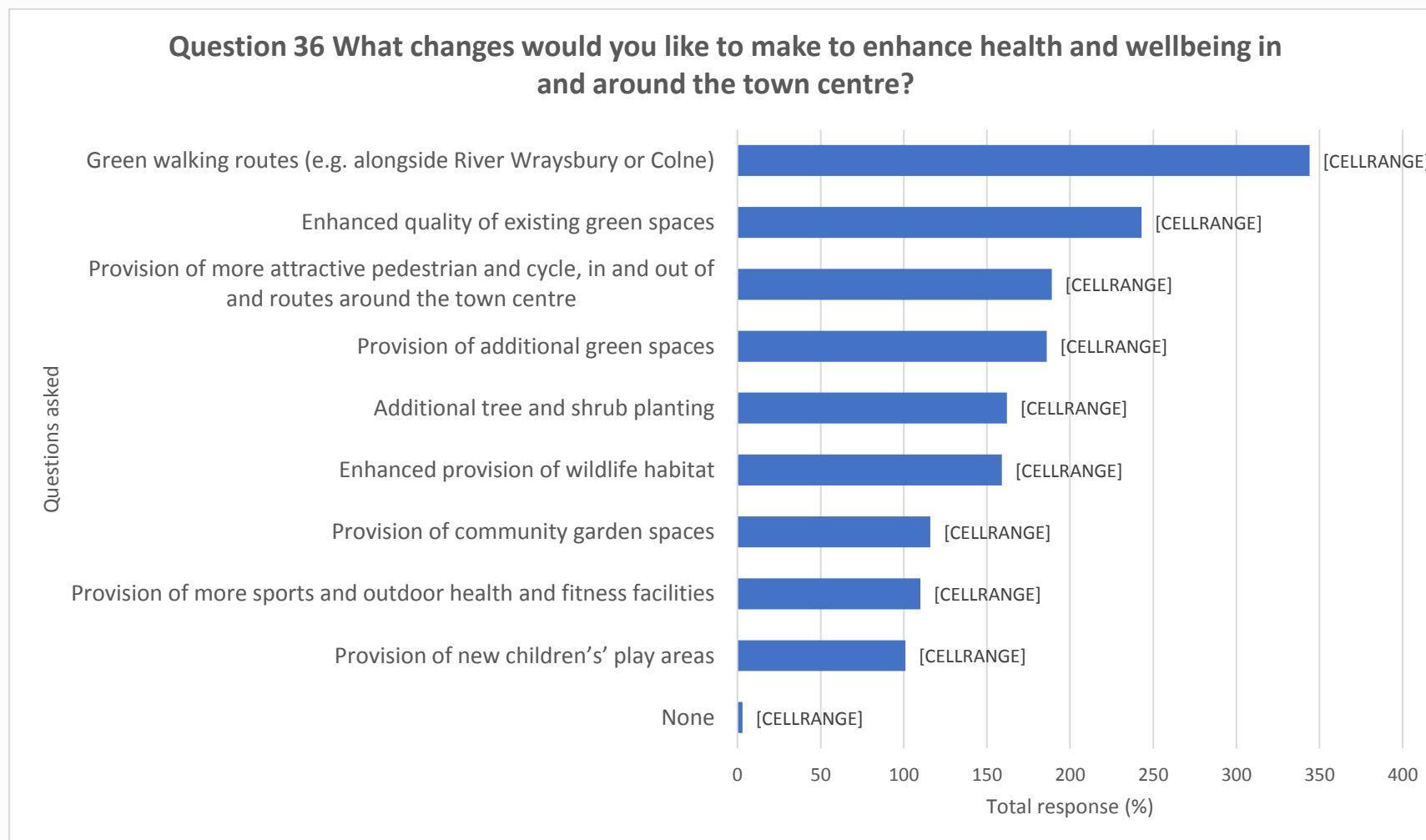
Q35 (part 2) Is there anything you would wish to add to or change about this objective?	Total Comments	% of Total Comments
Keep/ Enhance/ Protect the Green Spaces/ Improve Access to Greenspace/ More Greenspace	24	20%
Agree	5	4%
Maintain Green Spaces to a high standard/ Maintenance has lapsed/ More Grass cutting	5	4%
Not in Town Centre	5	4%
New Leisure centre is sufficient/ near the old one	3	3%
Enhance facilities at Lammas Park/ CCTV so does not get vandalised/ smaller river side open spaces and low rise single	3	3%

Q35 (part 2) Is there anything you would wish to add to or change about this objective?	Total Comments	% of Total Comments
storey amenities		
Maintain Leisure Facilities	2	2%
Outdoor classes (Pilates, Yoga, Kids Juggling)	2	2%
Improve Access to Staines Moor/ Shortwood Common	2	2%
Plant more trees along footpath and in parks	2	2%
Improve evening lighting in the parks	2	2%
No more high rise	2	2%
Need definition of what 'a range of leisure and recreation facilities - Café's yes, bars no	2	2%
More awareness of public spaces	2	2%
Protect the Green Belt	2	2%
Where	1	1%
Flooding wide open areas	1	1%
More netball courts	1	1%
More sporting opportunities for women	1	1%
Protect Staines Moor from development/ Gravel Extraction	1	1%
Is already accessible, how to make more accessible?	1	1%
More Sports	1	1%
Increasing the population density in an already congested town will only make matters worse.	1	1%
Improve Existing/ No New Development	1	1%
Play Area for Children	1	1%
More Sports clubs that are not football	1	1%
Green space and recreation facilities are available by the river and the Lammas.	1	1%
People just want to sit and enjoy the fresh air by the river, don't need to be provided with amusements	1	1%
Depends how you define leisure and recreation facilities. Too broad to comment.	1	1%
Spelthorne has good green spaces	1	1%
Don't Spoil Existing	1	1%
Cannot achieve with amount of housing proposed	1	1%
Need to add reference to providing links to nearby Green Spaces	1	1%
Do not build on Green and Leisure Spaces	1	1%
Staines Moor should be recognized as a vital part of Staines promoting well being	1	1%
Leisure and recreation facilities are best outside the centre with simple transport routes between such as driverless taxis at low costs	1	1%
Not enough space in centre for green space improvements	1	1%
A circular path/route required	1	1%
No more town centre housing	1	1%

Q35 (part 2) Is there anything you would wish to add to or change about this objective?	Total Comments	% of Total Comments
Need to reduce litter/ Educate people on not littering	1	1%
Too general an objective - People can exercise along the riverbank now plus Staines Moor	1	1%
Objective puts two unrelated things together when they should be separated (environment and "activity").	1	1%
Should not provide recreational facilities within the town centre. The two points contradict each other	1	1%
Do not use COVID as an excuse for overdevelopment	1	1%
Not just another square box leisure centre or gym	1	1%
Improve the needs of dog owners	1	1%
Need new indoor leisure facilities (10 pin bowling, stand-up comedy/theatre, indoor soft-play-centre)	1	1%
Improve seating in wildlife to improve mental health	1	1%
Get rid of parking changes	1	1%
What about the older members of the community? A Bowling green maybe. A Band stand	1	1%
Need family friendly facilities such as crazy golf	1	1%
Improve access/ Walking routes	1	1%
Without a clearly defined project detail of what is proposed it is not possible or wise to agree.	1	1%
where are these new green spaces supposed to go?	1	1%
Access to and use of cultural facilities and heritage also promotes wellbeing - Add to objective	1	1%
No Change	1	1%
Disagree - Plenty of open space within five minutes of the centre	1	1%
improve running of Community clubs and parks nearby	1	1%
The increase in congestion will not help achieve this aim	1	1%
Do not need more commercial leisure/recreational facilities	1	1%
Enhance Staines and Laleham cricket club	1	1%
Facilities are getting overlooked due to housing need	1	1%
Town is dreary, lacks colourful flowers plants. Lacks vibrancy and art.	1	1%
Develop more green areas in Ashford and Stanwell	1	1%
Provide facilities for teenagers to reduce vandalism	1	1%
Two Rivers area with its fast flowing water is not suitable for public access to nature	1	1%
Pedestrian access from town to river is very important	1	1%
Roadways are real barriers in Staines, so walkways will be essential for smooth access, both to Riverside and Lammas	1	1%
Link into local experiences/networks e.g. Bedfont Lakes, Kew Gardens	1	1%
Green gyms/community gardens/allotments for all	1	1%
Build over Staines Park with a leisure centre type development will never be popular	1	1%

Q35 (part 2) Is there anything you would wish to add to or change about this objective?	Total Comments	% of Total Comments
Make the riverside carpark smaller and for disabled use only. Increase the park area with room for a pop-up cafe	1	1%
	120	

9.4 Question 36 What changes would you like to make to enhance health and wellbeing in and around the town centre?
(tick up to three top priorities)



Staines Development Framework Objectives and Options Consultation Responses

9.5 Question 36 (part 2) Are there any other changes to leisure or recreation facilities in the town centre that you wish to suggest?

Q36. (part 2) Are there any other changes to leisure or recreation facilities in the town centre that you wish to suggest?	Total Comments	% of Total Comments
Bigger Police Presence/ Addressing anti-social behaviour/ Facilities to help reduce anti-social behaviour/ Activities for Young People	7	5%
Agree with all	6	4%
Expand Leisure and Recreational facilities/ In the Community Centre	6	4%
More Green Spaces/ Maintain existing/ Clean Base of Trees	5	4%
Have an outdoor swimming pool/ Gym	5	4%
More Walking/ Cycle Routes	4	3%
Upgrade/ Redevelop the Leisure Centre	4	3%
Existing facilities need to be better maintained	3	2%
Enhancement of Museum Service/ Relocate Museum to ground floor of Debenhams	3	2%
Plant more trees/ shrubs in the centre	3	2%
Tennis courts, space to play bowls,	3	2%
Improved Museum	2	1%
Reduce the Traffic	2	1%
Pedestrian and cyclists need separate routes/ Help Avoid Dangerous Cyclists	2	1%
Better access to water sports. I.e. swimming, rowing, paddle boarding	2	1%
Tennis Greens	2	1%
Better Access to Staines Moor from Staines/ Two Rivers	2	1%
Children's Play area near shopping centre/ More Play Areas	2	1%
Provision for the arts/ Arts Centre	2	1%
Better quality of Restaurant	2	1%
Promote Outdoor Sports	2	1%
Adult Education	2	1%
Adult Education (Oast House). Should cover range of educational options, both vocational (e.g. computing, DIY) and recreational (e.g. languages, art)	2	1%
Signage and explanatory panels	2	1%
Need Theatre or arts venues.	2	1%
Mental health social club	1	1%
New Medical Centre	1	1%
Provision of Toilets	1	1%
More Parks	1	1%
Open Air Gym Equipment should be provided	1	1%
Outdoor netball courts	1	1%
Putting Greens	1	1%
Rounders Pitches	1	1%

Q36. (part 2) Are there any other changes to leisure or recreation facilities in the town centre that you wish to suggest?	Total Comments	% of Total Comments
Develop the Town Hall as a Theatre	1	1%
Cheaper Parking	1	1%
More facilities for children	1	1%
High Quality Spa	1	1%
CCTV to combat anti-social behaviour	1	1%
Leisure centre not as good as Egham	1	1%
Bowling Alley	1	1%
Live Music Venue	1	1%
Retain a Swimming Pool	1	1%
Redevelop Jubilee gardens replace broken water features, a cafe with outdoor seating and public toilets	1	1%
Outdoor independent café	1	1%
Provision of a Gallery Space	1	1%
Theatre	1	1%
Arts Centre	1	1%
More than one leisure centre	1	1%
More facilities in the centre	1	1%
Refocus on blue and green infrastructure and Staines natural waterways	1	1%
Address political corruption	1	1%
Make sure facilities are accessible and affordable for all	1	1%
We're getting a new sports centre	1	1%
Lammas park is a great recreation area for children	1	1%
More benches in parks	1	1%
Also more bins for litter and recycling (to make it harder to litter).	1	1%
Widen the Towpath	1	1%
Modern library similar to USA pattern	1	1%
Safe and toilet facilities together with enhanced leisure facilities by the river	1	1%
Get a parkrun going in Staines	1	1%
River Taxis	1	1%
Dogs on a lead	1	1%
Need a Casino	1	1%
Litter in Lammas Lakes needs to be collected more frequently.	1	1%
Sports facilities outside the centre if public transport links are good	1	1%
Improve Memorial Park	1	1%
Provide more parks and splash parks for families	1	1%
Lower price of Pilates and yoga class	1	1%
Promote Sports Facilities	1	1%
Ping Pong Tables in the Park	1	1%

Q36. (part 2) Are there any other changes to leisure or recreation facilities in the town centre that you wish to suggest?	Total Comments	% of Total Comments
Bigger Parking facilities in Staines Moor	1	1%
Vertical gardens could be part of this as well since they would make the town greener too	1	1%
small "huts" in the parks for small business opportunities e.g. ice cream shop, bakery shop etc.	1	1%
Theatre/arts/music centre	1	1%
Greater investment in Staines Park would be appreciated	1	1%
Outdoor equipment for elderly to use	1	1%
Signs letting people know which car parks are full	1	1%
Public toilets on the Lammas need demolishing and replacing	1	1%
Have sports facilities at Lammas with decent changing rooms	1	1%
Walking routes under train line would benefit whole of town	1	1%
Indoor/outdoor competitive socialising providers (e.g. indoor golf, indoor interactive darts flight club, indoor shuffle board)	1	1%
Correct floods in surrounding areas	1	1%
Fountain/walk through water feature	1	1%
Basketball, Cricket practice and football and rugby pitches.	1	1%
Preserve the heritage	1	1%
Improve the traffic light system	1	1%
	138	

10. Question 37 Do you have other ideas for making Staines-upon-Thames town centre a better place to work, live, shop and play?

Q37. Do you have other ideas for making Staines-upon-Thames town centre a better place to work, live, shop and play?	Total Comments	% of Total Comments
Stop Building Tower Blocks/ High Rise	55	9%
Enhance retail/business offer/variety of retail outlets/provide financial incentives for new, small, independent retailers/ support independent retailers	44	7%
More Police/ Address Anti-social behaviour/ Community Officers providing support but addressing anti-social behaviour	31	5%
Improve the Traffic Flow/ will improve air quality	26	4%
Enhance heritage/cultural offer/ identity of Staines/ Promote a walk entitled "The Birth of a Town" by local historian	18	3%
Better usage of the river frontage (Restaurants, Green Spaces, More Pedestrianisation)	16	3%
Better Infrastructure/ Improve Infrastructure before housing	14	2%
More community activities such as Staines upon Thames day/ Outdoor festivals/ Community Centre/ Arts Centre/ Use Lammas, Laleham or other Green Spaces to support this	12	2%
New developments to respect character of Town centre/ Maintain Heritage of town	12	2%
Do not spoil with overdevelopment/ overcrowding	12	2%
Better Maintenance of Green Space/ Protection of Trees and Wildlife/ Wildlife Walks/ Better access to existing	11	2%
More Green Space	10	2%
Clean the High Street/ Tidy up Litter	10	2%
Develop for community not developers/ not for making money for the Council	9	1%
Improved level of green and blue infrastructure	9	1%
Car Parking needs to be cheaper/ free if spend £10 at local merchants to support local businesses/ Free Parking on edge of centre to encourage walking in the centre	9	1%
Get Department Stores/ Big Businesses back to get visitors	8	1%
Proper consultation with residents	6	1%
Improve the nightlife/ No Bars/ Improve Evening access to this	6	1%
Address empty shops/ No more shops until empty ones are filled	6	1%
Encourage mixed use developments for units and spaces/ Mixed Retail/ Mixed with community facilities	5	1%
More, unique non chain stores needed/ Too many chain restaurants	5	1%
Building needs to be of highest design quality/ Consistent Design not ad hoc	5	1%
Get into Oyster Area/ Zone 6	5	1%
New high density residential developments	4	1%
Convert empty office buildings/ Convert to affordable housing	4	1%
Opportunities to redevelop the underused river corridor (River Colne)/Improve active travel links to/from the Colne Valley Regional	4	1%

Staines Development Framework Objectives and Options Consultation Responses

Q37. Do you have other ideas for making Staines-upon-Thames town centre a better place to work, live, shop and play?	Total Comments	% of Total Comments
Park and Stanwell Moor to the town centre and the station		
Lower rates to support retail	4	1%
Need a Park and Ride	4	1%
Do not change/ Leave as is	4	1%
More cycle parking and cycle lanes	4	1%
Reduce reliance on cars	4	1%
More Walking Routes	4	1%
More Pedestrian routes/ crossings	3	0%
Need sufficient supply of schools and medical practitioners	3	0%
Mentioned all ideas before/ All Covered	3	0%
No affordable housing in the centre	3	0%
Open air cinema for the summer	3	0%
Facilities for young people/ Sports facilities for young people	3	0%
Need more children's Playground	3	0%
Improve the roads surface/ potholes	3	0%
Adopt the centre to a post-pandemic world (Pop up shops, pick up points for internet shopping, changing working patterns etc)	3	0%
More Public Transport	3	0%
Improve the Parking	2	0%
New homes 2,3 and 4 bedroomed, so that a family can comfortably live within.	2	0%
Preserve Green Belt	2	0%
More Leisure Facilities	2	0%
Enhance visitor economy	2	0%
Investment in other services required (e.g. child care, public spaces, youth provision and Community Support Officers)	2	0%
Remove car parks/ empty buildings for Green Space	2	0%
Reduce Noise impacts/ Introduce Quiet Zones	2	0%
Maximise the use of under-utilised land/potential development sites	2	0%
No Gypsy and Traveller Sites	2	0%
No Housing in the centre	2	0%
Enhance existing buildings rather than new developments	2	0%
Need facilities to make Staines a Destination	2	0%
Leave Surrey CC and run services yourself	2	0%
Improve connections between different parts of the centre	2	0%
Give funds to/ Improve the High Street	2	0%
Create a type of one way traffic system the roads already form a circle from M25/ One way system in General	2	0%
Need high quality luxury development in the centre	2	0%
Improve retail offer at Elm sleigh centre/ Past its heyday	2	0%

Q37. Do you have other ideas for making Staines-upon-Thames town centre a better place to work, live, shop and play?	Total Comments	% of Total Comments
Agree with vision	2	0%
increasing densities in good quality developments/ Gets more people to centre	2	0%
Move the Market	2	0%
More Trees	2	0%
Demolish Debenhams/ Use Debenhams, high rise carpark and the library. A library with a cafe and community space	2	0%
More family oriented facilities	2	0%
Do not turn shops into housing/ Retain as shops	2	0%
experiment with collaborative working hubs in the town centre could be interesting! (e.g. Wework style areas)	2	0%
Live Music Centre	2	0%
Improve traffic on Staines Bridge	2	0%
Support current pedestrianisation of the centre	2	0%
Improve connections between train station and town, riverside, bus station and shopping centres	2	0%
Climate Change needs to be at Heart of plan	2	0%
Reduce the amount of surface car parks	2	0%
Pop Up Shops	2	0%
Wait until Pandemic is over	1	0%
Future is geared towards retail outlets, threatened by online purchases	1	0%
New pedestrian connections Station to Elm sleigh via the Jewsons site.	1	0%
Support demolishing the Town Hall for residential and green space to river	1	0%
Tackle use of Uninsured and illegal use of motorcycles	1	0%
Invest in and encourage tourist	1	0%
Invest in older property an empty property management	1	0%
Improve 1900s sewage and drainage system to cope with today's usage	1	0%
Support for the local football team	1	0%
New homes built and priced so that real, ordinary people can buy - or rent, them.	1	0%
Council should be building quality homes itself	1	0%
I am pro any redevelopment of the town centre as it is becoming a ghost town full of large empty retail units, I am positive about providing new homes in the town centre and feel that the town centre apartment building proposed are much better than the current buildings/eye sores they are replacing	1	0%
The town really needs a new lease of life, the Two Rivers development helped about 20 years ago and it is time we really got the town to move into the future.	1	0%

Q37. Do you have other ideas for making Staines-upon-Thames town centre a better place to work, live, shop and play?	Total Comments	% of Total Comments
Build housing above car parks	1	0%
Support underground car parking	1	0%
Retain Two Rivers Car parking	1	0%
Large Developments to other parts of the Borough	1	0%
Stop M25 traffic causing severe congestion	1	0%
Highway Safety	1	0%
Encourage British Rail to replace the local level crossings	1	0%
Keep centre compact	1	0%
Improve Staines Moor	1	0%
Improve Shortwood	1	0%
One Hours Free Parking at Children's Playground	1	0%
Introduce parking restrictions on local roads to encourage use of public car parks.	1	0%
No more offices	1	0%
Don't let it lose its identity.	1	0%
Less office parks and more smaller office buildings with green courts	1	0%
Repair roads/ potholes	1	0%
Don't allow piecemeal development but have an overall consistent theme	1	0%
Employ wider variety of land uses/ diversified and resilient Town Centre	1	0%
No development at the Riverside	1	0%
No more residential development in the centre	1	0%
junction at the top of Kingston road/London Rd should be made a T Junction so you don't have to go down Fairfield Avenue.	1	0%
Low Rise Mixed developments	1	0%
Improve signage towards Thames path, Colin valley path etc to encourage walking	1	0%
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No more flats	1	0%
Make sure affordable housing is affordable	1	0%
Only when some of our shops return to the high street and two centres - Two Rivers and Elm sleigh	1	0%
More Housing for families	1	0%
Develop brownfield sites with high rises - mix of office and residential with retail at street level	1	0%
Make town more attractive	1	0%
More sustainable car-free housing provision	1	0%
Promote some LGBT+ friendly spaces	1	0%
Bring a road in from the Staines by-pass directly into the Two Rivers, creating a new car park adjacent to the by-pass	1	0%

Staines Development Framework Objectives and Options Consultation Responses

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Need a Shop Local initiative	1	0%
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Less Housing/ Rest of Surrey should take more	1	0%
Turn empty shops to Housing	1	0%
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Need Nursery School Spaces	1	0%
Mental well-being needs to be a prime consideration, with provision for all ages.	1	0%
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Accessible for all	1	0%
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Better Flood Defences and Drainage	1	0%
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Improve links to Heathrow	1	0%
Ban motor scooters from pavement	1	0%
Facilities for elderly	1	0%
Improve lighting on the street	1	0%
Council run driverless simple low cost transport system	1	0%
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Two Rivers not an efficient use of land and does not fit with sustainable transport/ addressing climate change	1	0%
Controlled Parking Zones for residents	1	0%

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For Surrey to stop treating Spelthorne as the poor relatives by dumping such things as an un-usable incinerator on us!	1	0%
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Improve the connectivity to other towns and areas around	1	0%
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Move Spelthorne Museum to one of the new cultural heritage areas, ideally on the riverside	1	0%
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Active Travel Fund Consultation link below links to an old consultation from 2020 - I believe the LCWIP consultation is more current	1	0%
Bring the shops, leisure centre, restaurants, library, etc doctors into the same location. Leisure facilities in one area, library, community centre in another and GP doctor this will bring more people into the town	1	0%
Staines has a bad reputation it does not deserve	1	0%
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Less Coffee Parlours	1	0%
Parking restrictions near the station	1	0%
Improve the pavements	1	0%
Encourage and marketing of pop up bars/food stalls/entertainment. Build a cafe culture.	1	0%
Look at other similar town centre developments and avoid making the mistakes others have	1	0%
Flexible space e.g. shops by day, community use/culture/leisure evenings	1	0%
Have a larger market	1	0%
Housing for local needs only	1	0%
Didn't change the town name to St Ann/e's or similar. It would have been a real statement of intent for the future of the area.	1	0%
Need spacious residential accommodation with more imaginative and spacious amenity space	1	0%
Theatre	1	0%
E-Scooters	1	0%
Focus less on offices & shopping centres for chains	1	0%

Q37. Do you have other ideas for making Staines-upon-Thames town centre a better place to work, live, shop and play?	Total Comments	% of Total Comments
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Invest in Ashford, Stanwell and Sunbury first.	1	0%
Resident parking for those neighbours around the train station like Edgell road	1	0%
Protect pedestrians from cyclists	1	0%
Rooftop Terraces	1	0%
Invest in river walkway	1	0%
A combined Library/Museum/Gallery/Cafe/Shop would be a real asset.	1	0%
Make improvements to the Spelthorne Museum so it runs workshops etc (Like Chertsey Museum)	1	0%
Do something with the space that's located in the backside of the Elmsleigh which used to be a nightclub	1	0%
Improve connections between two parts of Shortwood common caused by the railway	1	0%
More Clubs	1	0%
Ten Pin Bowling	1	0%
Water sport Activities	1	0%
Water features in the centre	1	0%
Multi use cultural venue that attracts local and international performers and accommodate 5,000 plus audience would put Staines on the map	1	0%
Look at Guildford for examples/ Use their consultants	1	0%
More Shops	1	0%
Contact Respondent	1	0%
Encourage shops such as The Range, Lush, Dunelm, B&M and Home Bargains	1	0%
Free Shuttle Bus Service	1	0%
Offices should be close to the train station (Kingston road, London road) not on the river	1	0%
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Patches for growing fruit and flowers which could be looked after	1	0%
Less charity shops	1	0%
No Masks	1	0%
Install Solar Panels on Buildings	1	0%
Lagonda car museum - old Gas Works site with outdoor cafes and exhibitions and access to the river	1	0%
More accessible like Ashford	1	0%
	615	
Q37. Do you have other ideas for making Staines-upon-Thames town centre a better place to work, live, shop and play?	Total Comments	% of Total Comments
Stop Building Tower Blocks/ High Rise	55	9%
Enhance retail/business offer/variety of retail outlets/provide financial	44	7%

Staines Development Framework Objectives and Options Consultation Responses

Q37. Do you have other ideas for making Staines-upon-Thames town centre a better place to work, live, shop and play?	Total Comments	% of Total Comments
incentives for new, small, independent retailers/ support independent retailers		
More Police/ Address Anti-social behaviour/ Community Officers providing support but addressing anti-social behaviour	31	5%
Improve the Traffic Flow/ will improve air quality	26	4%
Enhance heritage/cultural offer/ identity of Staines/ Promote a walk entitled "The Birth of a Town" by local historian	18	3%
Better usage of the river frontage (Restaurants, Green Spaces, More Pedestrianisation)	16	3%
Better Infrastructure/ Improve Infrastructure before housing	14	2%
More community activities such as Staines upon Thames day/ Outdoor festivals/ Community Centre/ Arts Centre/ Use Lammas, Laleham or other Green Spaces to support this	12	2%
New developments to respect character of Town centre/ Maintain Heritage of town	12	2%
Do not spoil with overdevelopment/ overcrowding	12	2%
Better Maintenance of Green Space/ Protection of Trees and Wildlife/ Wildlife Walks/ Better access to existing	11	2%
No		
More Green Space	10	2%
Clean the High Street/ Tidy up Litter	10	2%
Develop for community not developers/ not for making money for the Council	9	1%
Improved level of green and blue infrastructure	9	1%
Car Parking needs to be cheaper/ free if spend £10 at local merchants to support local businesses/ Free Parking on edge of centre to encourage walking in the centre	9	1%
Get Department Stores/ Big Businesses back to get visitors	8	1%
Proper consultation with residents	6	1%
Improve the nightlife/ No Bars/ Improve Evening access to this	6	1%
Address empty shops/ No more shops until empty ones are filled	6	1%
Encourage mixed use developments for units and spaces/ Mixed Retail/ Mixed with community facilities	5	1%
More, unique non chain stores needed/ Too many chain restaurants	5	1%
Building needs to be of highest design quality/ Consistent Design not ad hoc	5	1%
Get into Oyster Area/ Zone 6	5	1%
New high density residential developments	4	1%
Convert empty office buildings/ Convert to affordable housing	4	1%
Opportunities to redevelop the underused river corridor (River Colne)/Improve active travel links to/from the Colne Valley Regional Park and Stanwell Moor to the town centre and the station	4	1%
Lower rates to support retail	4	1%
Need a Park and Ride	4	1%

Staines Development Framework Objectives and Options Consultation Responses

Q37. Do you have other ideas for making Staines-upon-Thames town centre a better place to work, live, shop and play?	Total Comments	% of Total Comments
Do not change/ Leave as is	4	1%
More cycle parking and cycle lanes	4	1%
Reduce reliance on cars	4	1%
More Walking Routes	4	1%
More Pedestrian routes/ crossings	3	0%
Need sufficient supply of schools and medical practitioners	3	0%
Mentioned all ideas before/ All Covered	3	0%
No affordable housing in the centre	3	0%
Open air cinema for the summer	3	0%
Facilities for young people/ Sports facilities for young people	3	0%
Need more children's Playground	3	0%
Improve the roads surface/ potholes	3	0%
Adopt the centre to a post-pandemic world (Pop up shops, pick up points for internet shopping, changing working patterns etc)	3	0%
More Public Transport	3	0%
Improve the Parking	2	0%
New homes 2,3 and 4 bedroomed, so that a family can comfortably live within.	2	0%
Preserve Green Belt	2	0%
More Leisure Facilities	2	0%
Enhance visitor economy	2	0%
Investment in other services required (e.g. child care, public spaces, youth provision and Community Support Officers)	2	0%
Remove car parks/ empty buildings for Green Space	2	0%
Reduce Noise impacts/ Introduce Quiet Zones	2	0%
Maximise the use of under-utilised land/potential development sites	2	0%
No Gypsy and Traveller Sites	2	0%
No Housing in the centre	2	0%
Enhance existing buildings rather than new developments	2	0%
Need facilities to make Staines a Destination	2	0%
Leave Surrey CC and run services yourself	2	0%
Improve connections between different parts of the centre	2	0%
Give funds to/ Improve the High Street	2	0%
Create a type of one way traffic system the roads already form a circle from M25/ One way system in General	2	0%
Need high quality luxury development in the centre	2	0%
Improve retail offer at Elm sleigh centre/ Past its heyday	2	0%
Agree with vision	2	0%
increasing densities in good quality developments/ Gets more people to centre	2	0%
Move the Market	2	0%

Q37. Do you have other ideas for making Staines-upon-Thames town centre a better place to work, live, shop and play?	Total Comments	% of Total Comments
More Trees	2	0%
Demolish Debenhams/ Use Debenhams, high rise carpark and the library. A library with a cafe and community space	2	0%
More family oriented facilities	2	0%
Do not turn shops into housing/ Retain as shops	2	0%
experiment with collaborative working hubs in the town centre could be interesting! (e.g. Wework style areas)	2	0%
Live Music Centre	2	0%
Improve traffic on Staines Bridge	2	0%
Support current pedestrianisation of the centre	2	0%
Improve connections between train station and town, riverside, bus station and shopping centres	2	0%
Climate Change needs to be at Heart of plan	2	0%
Reduce the amount of surface car parks	2	0%
Pop Up Shops	2	0%
Wait until Pandemic is over	1	0%
Future is geared towards retail outlets, threatened by online purchases	1	0%
New pedestrian connections Station to Elm sleigh via the Jewsons site.	1	0%
Support demolishing the Town Hall for residential and green space to river	1	0%
Tackle use of Uninsured and illegal use of motorcycles	1	0%
Invest in and encourage tourist	1	0%
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Reduce speed limit to 20mph	1	0%
For Surrey to stop treating Spelthorne as the poor relatives by	1	0%

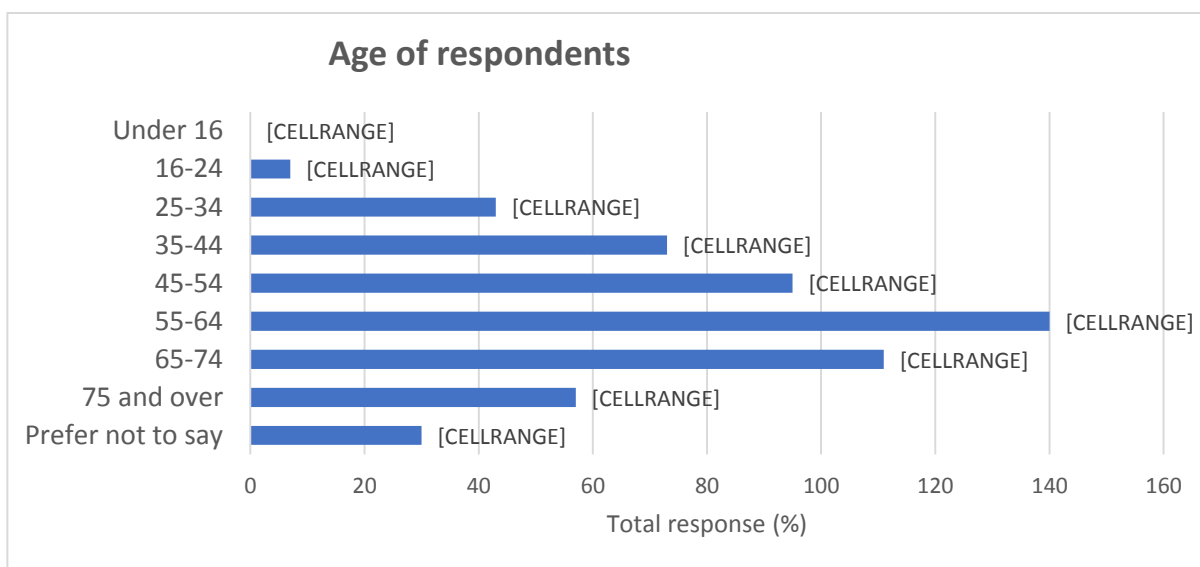
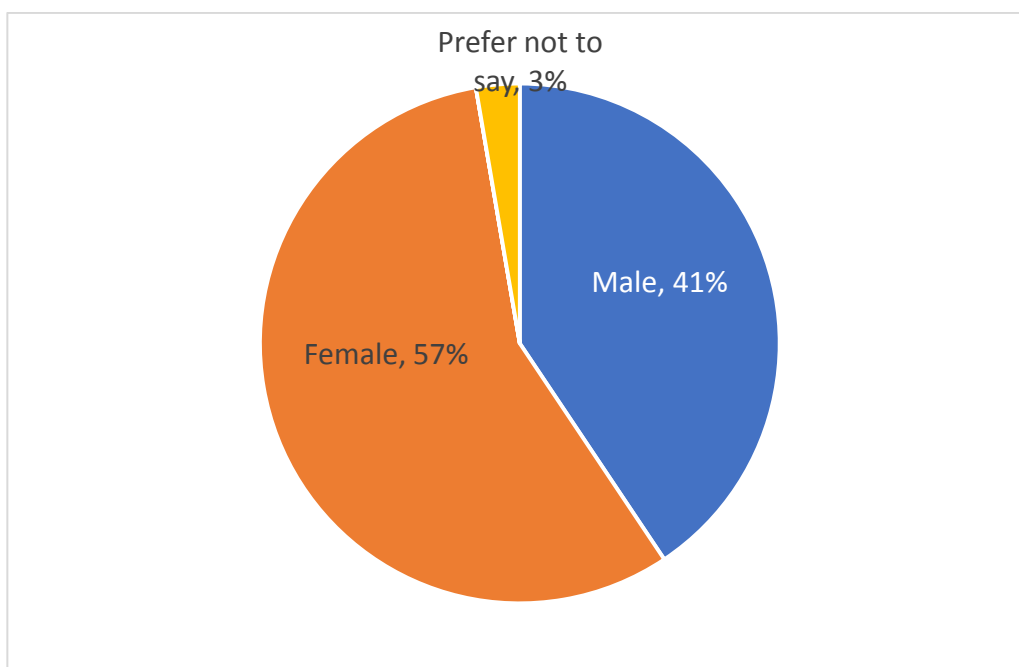
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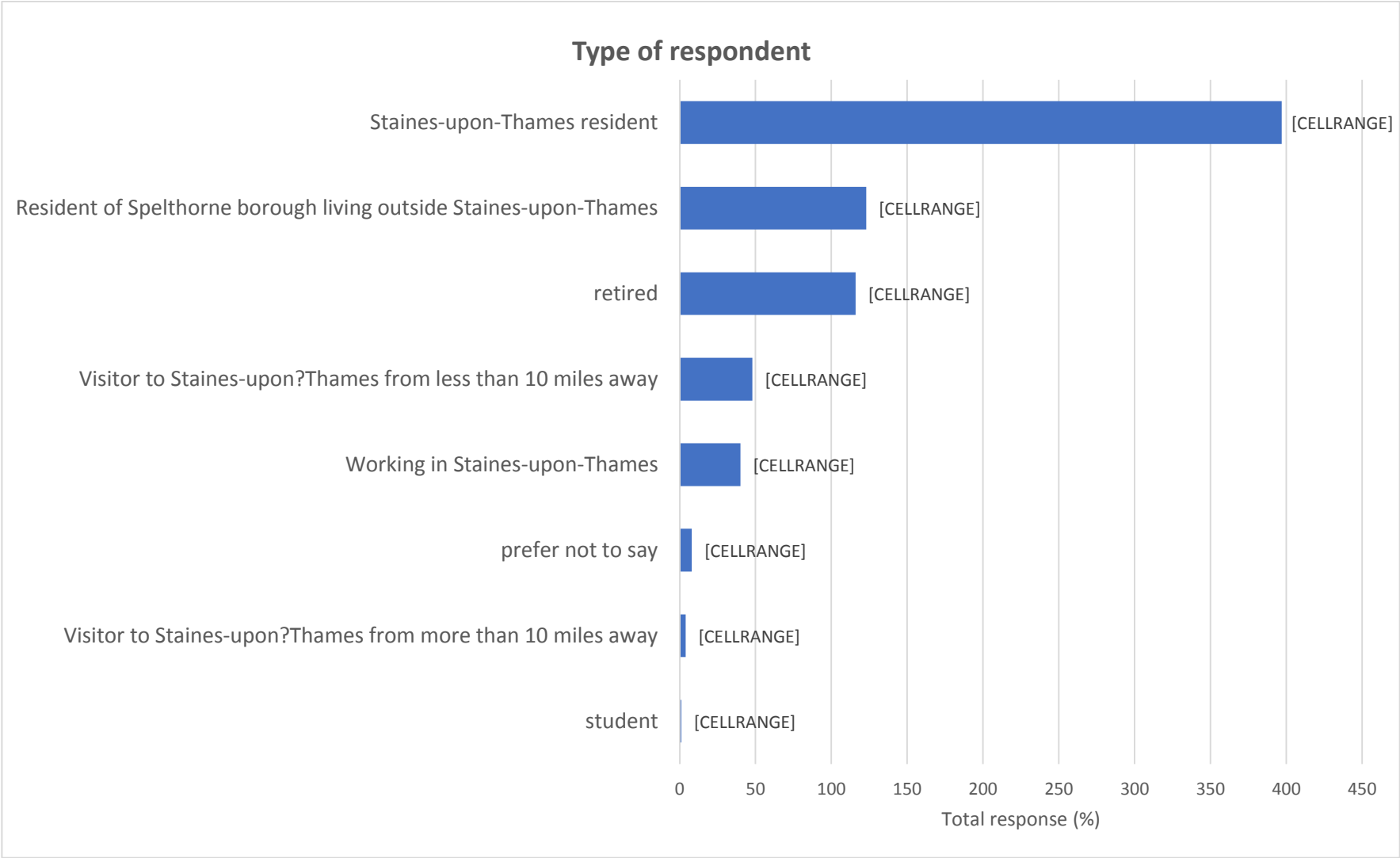
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Housing for local needs only	1	0%
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E-Scooters	1	0%
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Staines Development Framework Objectives and Options Consultation Responses

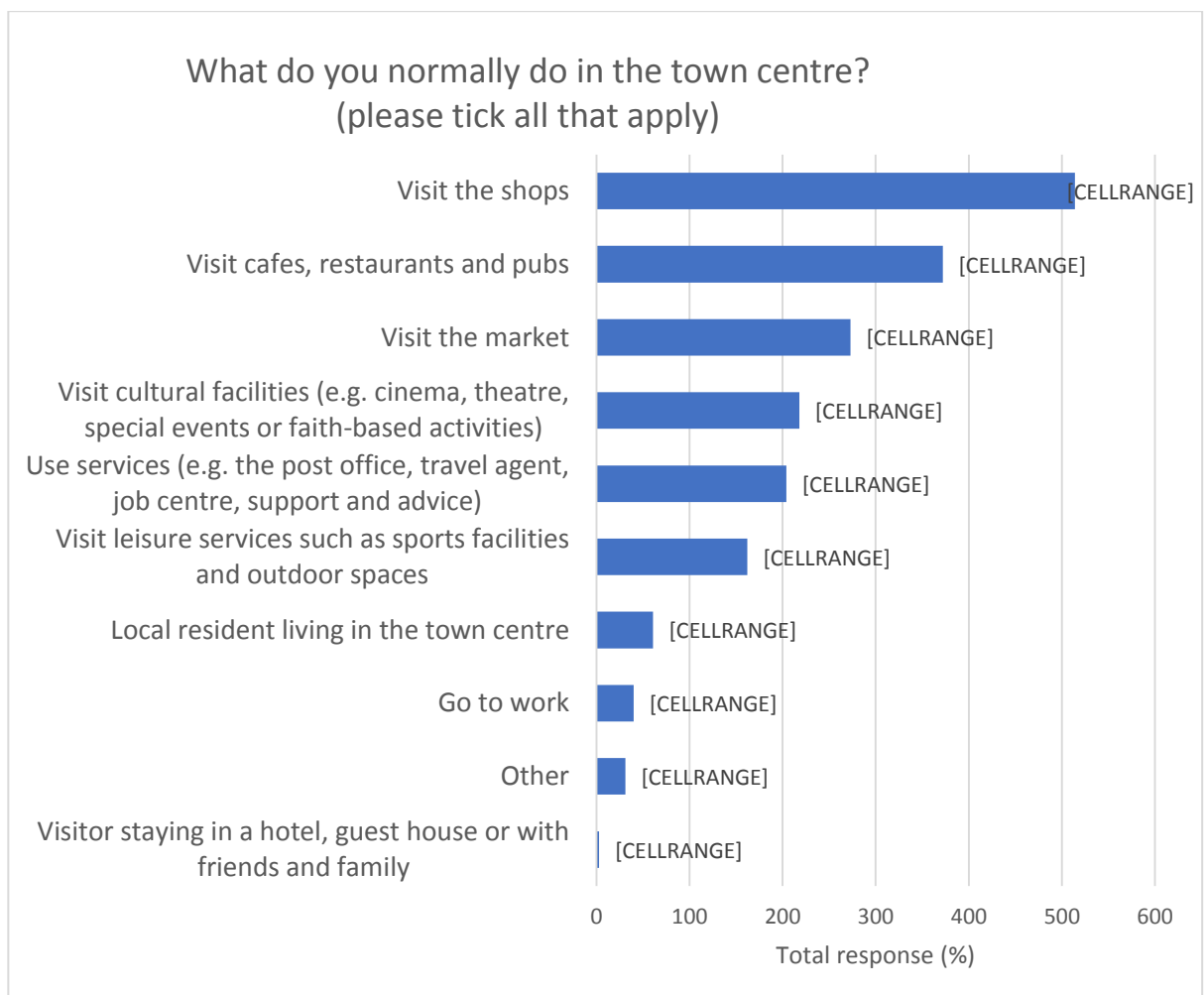
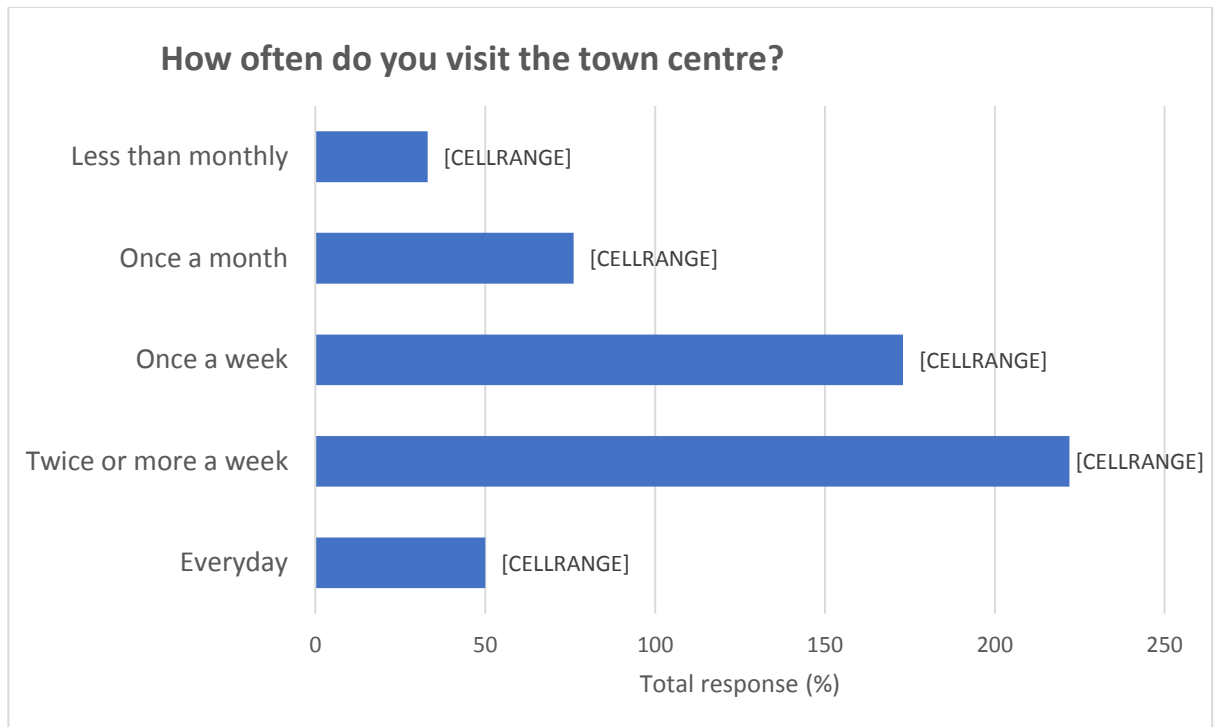
Q37. Do you have other ideas for making Staines-upon-Thames town centre a better place to work, live, shop and play?	Total Comments	% of Total Comments
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Rooftop Terraces	1	0%
Invest in river walkway	1	0%
A combined Library/Museum/Gallery/Cafe/Shop would be a real asset.	1	0%
Make improvements to the Spelthorne Museum so it runs workshops etc (Like Chertsey Museum)	1	0%
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Lagonda car museum - old Gas Works site with outdoor cafes and exhibitions and access to the river	1	0%
More accessible like Ashford	1	0%
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11. About the respondents





Staines Development Framework Objectives and Options Consultation Responses

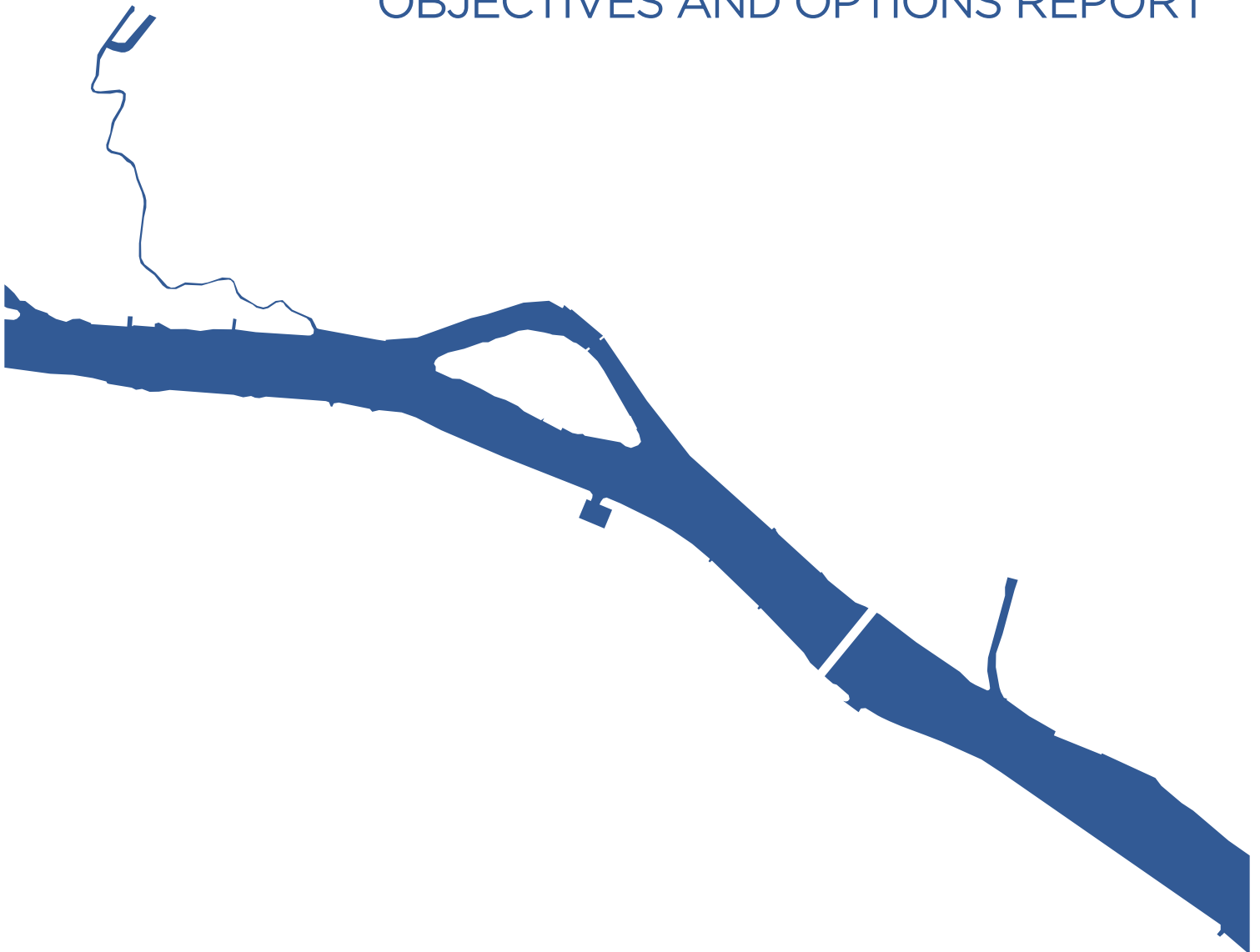


12. Next steps

- 12.1 This feedback will be used to inform the preparation of a draft Staines Development Framework and input from the SDTG will be integral to its production before the next stage of consultation on the SDF takes place alongside the Reg 19 Local Plan consultation in Sprint 2022, again to be agreed by E&S Committee.

STAINES UPON THAMES

TOWN CENTRE DEVELOPMENT FRAMEWORK OBJECTIVES AND OPTIONS REPORT



CONTENTS

1.0	INTRODUCTION.....	1
	Introduction.....	1
	Planning Policy Framework	1
	Purpose & Methodology	1
	Key Issues.....	3
	Stakeholder Consultations	5
2.0	OBJECTIVES	6
	Statement of Intent.....	6
	Six Identified Objectives.....	6
	Objective 1: Accommodating Sustainable and Inclusive Growth while protecting the existing built environment and green spaces.....	9
	Objective 2: Diversifying and strengthening a Resilient and Inclusive Town Centre Offer through promoting a mix of uses, including residential development.....	14
	Objective 3: Providing People-Friendly Streets and Spaces to create a safe and connected public realm.....	16
	Objective 4: Improving Sustainable Access for all Modes	18
	Objective 5: Integrating the Riverside with the open space network	21
	Objective 6: Promoting health and wellbeing through access to Usable and Attractive Recreation Facilities	23
3.0	NEXT STEPS.....	25
	Refining the Options	25
	Drafting the Development Framework	25

1.0 INTRODUCTION

Introduction

- 1.1 In June 2020, David Lock Associates (DLA) prepared an Analysis and Review paper, which was issued to Spelthorne Borough Council. The paper was the first stage of the Development Framework process and set out a number of key issues that the Development Framework will need to consider.
- 1.2 This Objectives and Options report considers the key issues identified through a review of the evidence base and key stakeholder discussions and outlines a set of objectives for the Development Framework to address. Each objective is supported by a series of discussion points around how best to meet those objectives in the local context, and then sets out broad options for meeting them in Staines-upon-Thames. These form the basis of the Objectives and Options questionnaire which will be published alongside this report as part of the formal consultation process.

Planning Policy Framework

- 1.3 Spelthorne Borough Council is currently undertaking a Local Plan review. The Preferred Options (Reg 18) version of the Local Plan 2020-2035 was consulted on between November 2019 and January 2020. Once adopted, the Local Plan 2020-2035 will form part of the planning policy framework – consisting of the key planning documents – to shape the future of Spelthorne.
- 1.4 This Development Framework is being prepared in order to complement and help implement policies set out within the emerging Local Plan. The Development Framework will be formally prepared as a Supplementary Planning Document (SPD) thereby forming part of the statutory planning policy framework for Spelthorne.

Purpose & Methodology

- 1.5 This Objectives and Options report summarises the results of the first key stage of the preparation of the Development Framework, and prepares the way for the first phase of public consultation.
- 1.6 It focuses on the high level issues drawn from local evidence , and the baseline Analysis and Review paper that was prepared in June 2020. This paper presented an in-depth analysis of the town centre's issues, constraints and opportunities.
- 1.7 As a continuation of that work, this report aims to:
 - Explore whether there are other issues to be considered over and above the six headline issues from the Analysis and Review paper
 - Consider additional issues raised through targeted stakeholder consultation

- Set out questions to help consultees think about ambitions for the town centre
- Identify objectives to address issues and achieve ambitions
- Set out broad options for the Development Framework to consider in achieving those options

1.8 The Objectives and Options report will be subject to a six-week period of public consultation which is open to all, and seeks engagement with residents of, businesses and services in, and visitors to the town, as well as other stakeholders. The aim is to gain a clear understanding of the issues the town centre faces, and gain agreement around a set of options that can be explored and developed.

1.9 This report, and the supporting Analysis and Review paper, is a critical stage in the production of the Development Framework for the town centre. It aims to ensure that the:

- issues facing the town centre are fully understood and agreed;
- overarching objectives will help address those issues; and
- options identified are those which receive support and will form the basis for producing the Development Framework.

1.10 In all of this it will be vital to ensure that the Development Framework is aspirational, continuing to support and facilitate the vitality and characteristics of the town centre that make it attractive and popular, but is also achievable and deliverable. This will include identifying short, medium and longer term opportunities.

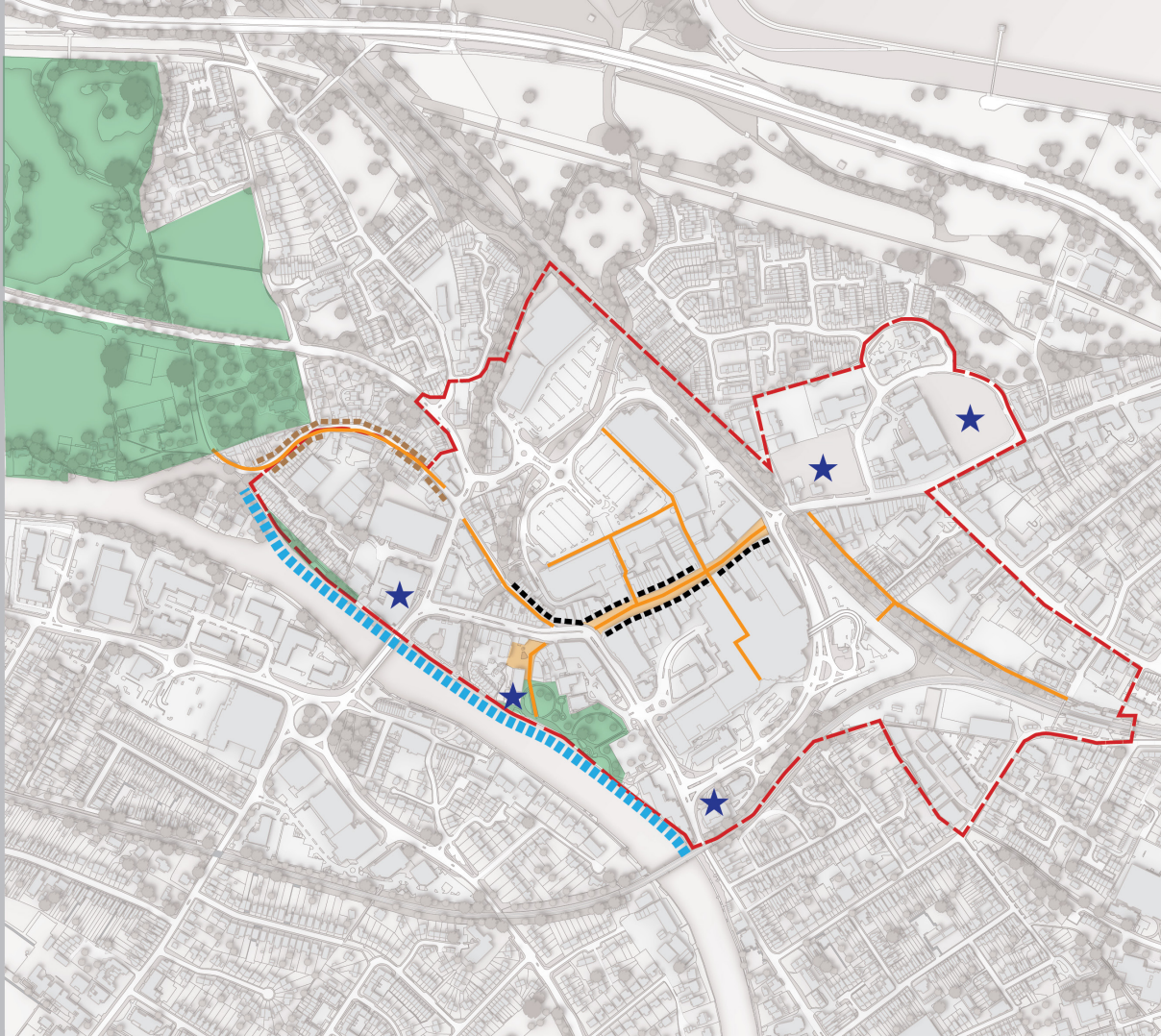
1.11 A table showing the stages involved in creating the Development Framework, and an indicative timetable, is shown below.

Stage	Timetable
Analysis and Review Report	August 2020
Objectives and Options Report	April 2021
Public Consultation on Objectives and Options	May - June 2021
Drafting the Development Framework	Summer / Autumn 2021
Public Consultation on Framework	Autumn 2021
Finalisation of Framework	Winter 2021
Adoption as SBC policy as Supplementary Planning Document (SPD)	2022

	Complete
	Currently underway
	Future

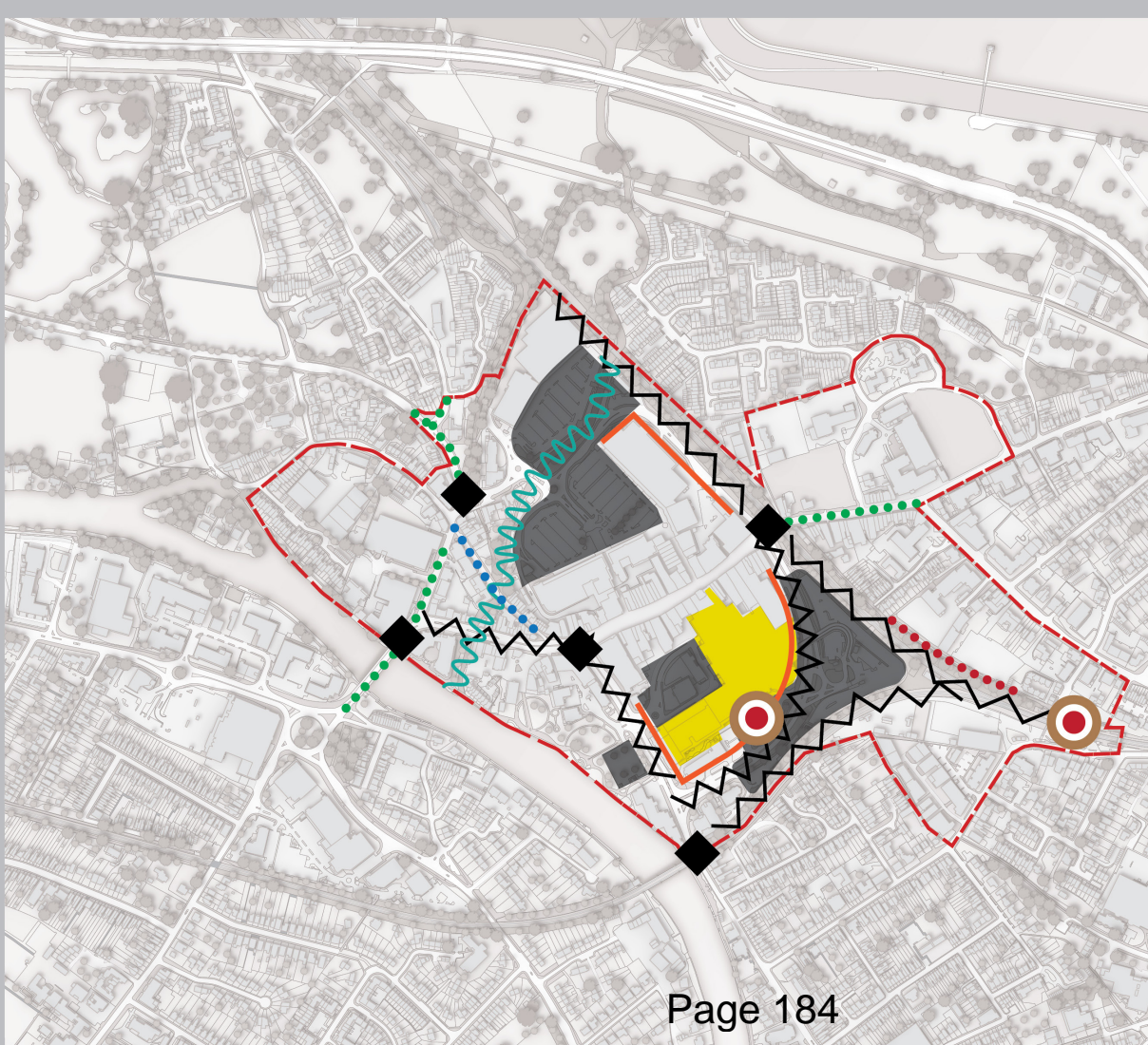
Key Issues

- 1.12 The Analysis and Review paper (June 2020) identified a number of town centre 'headline issues' based on a review and analysis of the existing evidence base. These can be grouped into six headline issues that the Development Framework will need to consider. They comprise:
1. Delivering market and genuinely affordable homes;
 2. Supporting innovation and commercial activity;
 3. Providing a mix of uses in the town centre;
 4. Enhancing the visitor economy;
 5. Transport and mobility; and
 6. Public realm and open space.
- 1.13 Plans showing key strengths and weaknesses of the town centre are provided on the following page.



Strengths

- Historic grain along High Street
- Attractive Conservation Area streets
- High quality green spaces
- High quality public realm
- ★ Development proposals
- Pedestrian-friendly movement network
- River Thames frontage



Weaknesses

- Transport hubs with poor environments
- Barrier or severance due to transport infrastructure
- Car-dominated environment
- Constricted gateway or crossing point
- Underused river corridor
- Inactive frontages
- No overlooking on Station Path
- Tired street environment
- Poor cycling facilities on approaches
- Elmsleigh Shopping Centre with detracting exterior and public realm

Stakeholder Consultations

- 1.14 As part of the Development Framework process, the six identified 'headline issues' were shared with key stakeholders. The stakeholders were invited to provide their views on aspirations, issues or concerns regarding the town centre that they consider should inform the preparation of the Development Framework.
- 1.15 The following stakeholders, identified by Spelthorne Borough Council, were invited to engage in the targeted consultation process, which ran during October and November 2020:
- Chief Executive (SBC) *
 - Community Health Officer (SBC)
 - Community Safety Officer (SBC)
 - Leisure and Recreation Officer (SBC)
 - Housing Officer (SBC)
 - Staines Town Society
 - Enterprise M3 Local Enterprise Partnership (LEP)
 - Staines Business Improvement District *
 - Surrey Chamber of Commerce *
 - Two Rivers Shopping Centre
- * Invited but did not take part*
- 1.16 The key additional issues raised for consideration in the next stage of the Development Framework include;
- The integration of Clean Growth and Digital Connectivity into the Development Framework
 - Ensuring the character and distinctiveness of the town is retained
 - Consideration of Environmental Health issues such as noise, waste and servicing
 - The need for affordable family homes with gardens in or near the town centre, as well as apartment developments
 - The variety of potential additional formal and informal leisure provision that could be accommodated in the town centre

2.0 OBJECTIVES

Statement of Intent

- 2.1 Underpinning the Development Framework and its objectives is a suggested Statement of Intent, which is intended to guide thinking for all proposed interventions within the town centre.

The Development Framework for Staines-upon-Thames Town Centre will support and enable sustainable and inclusive growth that benefits the whole community and enhances the attractiveness of the town centre as a place to live, work and spend time in, now and into the future.

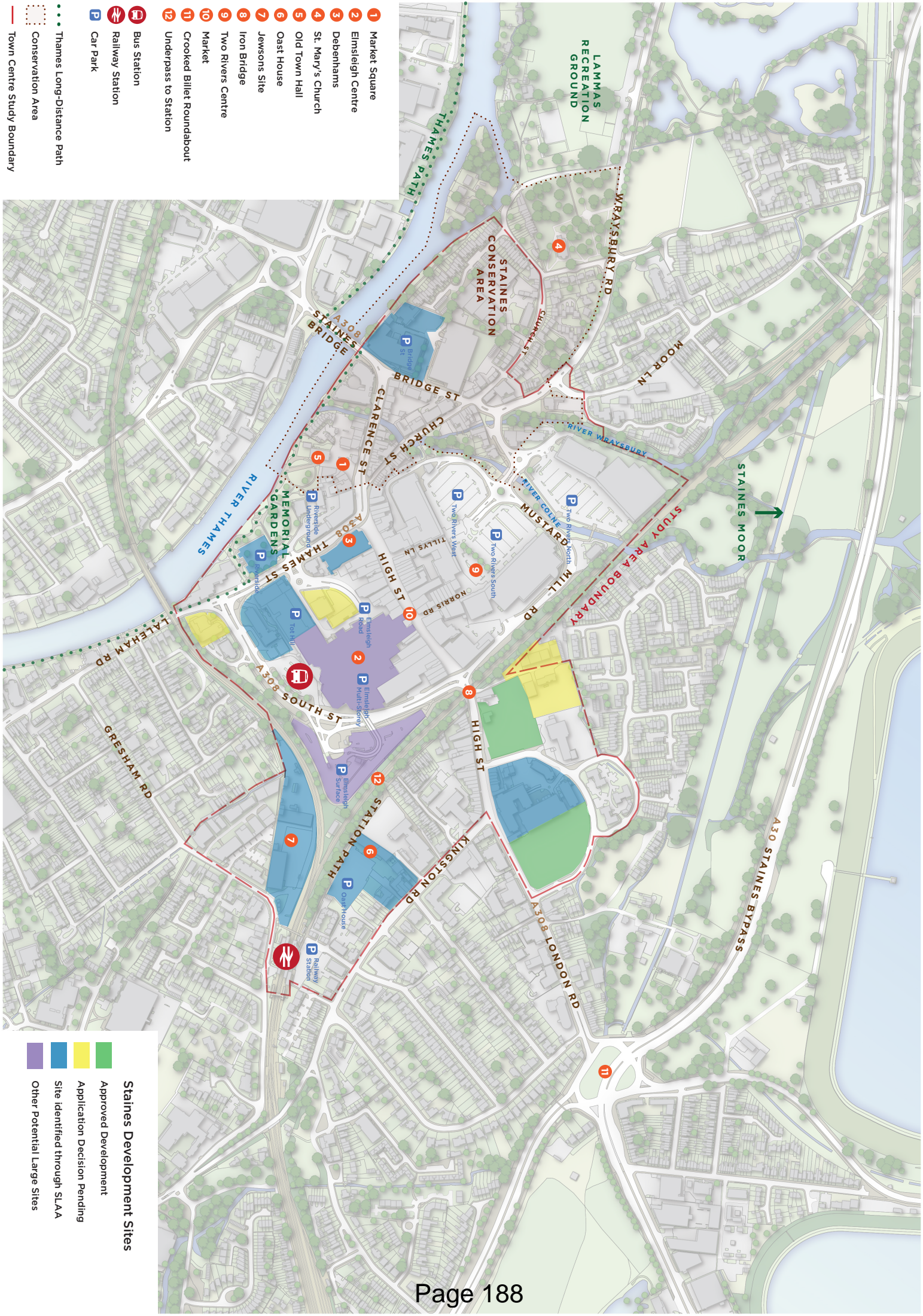
- 2.2 On 14 October 2020, Spelthorne Borough Council declared a Climate Emergency. Surrey County Council has also declared a Climate Emergency. The Development Framework will align with Spelthorne Borough Council's ambitions and aspirations, supporting the Council in its goal to mitigate climate change. This includes achieving a target of carbon neutrality.

Six Identified Objectives

- 2.3 To make the Statement of Intent happen on the ground, six key framework objectives have been identified. These arise from the Analysis and Review paper, and the identified issues set out by targeted stakeholder consultation.
- 2.4 The objectives have been developed from an understanding of the issues affecting the town centre and, as such, provide a clear foundation from which to consider options. Many are complementary, with the most successful initiatives supporting several objectives at once.
- 2.5 The six objectives comprise:
- **Objective 1:** Accommodating **Sustainable and Inclusive Growth** while protecting the existing valued built environment and green spaces
 - **Objective 2:** Diversifying and strengthening a **Resilient and Inclusive Town Centre Offer** through promoting a mix of uses, including residential development
 - **Objective 3:** Providing **People-Friendly Streets and Spaces** to create a safe and connected public realm
 - **Objective 4:** Improving **Sustainable Access for all Modes**
 - **Objective 5:** **Protecting and Enhancing the Riverside** and integrating it with the wider open space network
 - **Objective 6:** Promoting health and wellbeing through access to **Usable and Attractive Recreation Facilities**



- 2.6 The six objectives are set out in detail on the following pages, together with a discussion of considerations within the Staines-upon-Thames context, and broad options for achieving those objectives.
- 2.7 The Development Framework drafting process is undertaken in stages and this represents the end of the first key stage. At this stage broad options are being outlined which reflect the issues that have been identified. Following on from consultation the options will be refined and form the basis of proposals in the draft Development Framework, and will also be subject to an assessment of viability to ensure they are deliverable.



- 1 Market Square
 - 2 Emsleigh Centre
 - 3 Debenhams
 - 4 St. Mary's Church
 - 5 Old Town Hall
 - 6 East House
 - 7 Jewsons Site
 - 8 Iron Bridge
 - 9 Two Rivers Centre
 - 10 Market
 - 11 Crooked Billet Roundabout
 - 12 Underpass to Station
- Thames Long-Distance Path
 - Conservation Area
 - Town Centre Study Boundary
- Bus Station
 - Railway Station
 - Car Park

Staines Development Sites

- Approved Development
- Application Decision Pending
- Site Identified through SLAA
- Other Potential Large Sites

Objective 1: Accommodating Sustainable and Inclusive Growth while protecting the existing built environment and green spaces

- 2.8 Staines-upon-Thames is an attractive, successful riverside town in Surrey, within easy commuting distance to London and other major employment locations in the vicinity. As such it is facing particular pressures on housing availability, as well as other pressures resulting from a successful economy and popular location. The main purpose of planning in such circumstances is to mitigate the negative impacts of such success while ensuring the town experiences continued good fortunes that result in a high quality of life for residents, protection of the local environment and continued good economic prospects.
- 2.9 The council's declaration of a climate emergency reinforces the need to think about delivering a step change in development style and quality to underpin the growth that is likely to be necessary. This should aim to protect what makes the town special and attractive, including its townscape and green spaces.
- 2.10 As well as environmentally sustainable growth, consideration of inclusive growth for all, maximising opportunities for affordable homes, quality local facilities and supporting infrastructure and accessible mobility for local residents, has been identified as a key issue in the town centre.

Examples of Town Centre Development

The design of any new development that occurs within Staines-upon-Thames will have to respond to local character, the need for a mix of new housing and facilities, and local ambitions for the quality of place that Staines-upon-Thames should be. It can be helpful to see relevant examples of development from elsewhere to help inform debate and what might be appropriate and could contribute towards the town centre in the future.

The images below show a selection of exemplar town centre developments from across the UK, illustrating the variety of styles and forms possible. They vary in scale from traditional medium-density terraced streets through to high-density mixed-use and apartment style developments. All are based around high quality street environments, and could be suitable for inclusion in Staines-upon-Thames town centre if deemed appropriate.



Goldsmiths St, Norwich – Terraced Housing



Brewery Square, Clerkenwell – Infill Mews and 3-5 storey Apartments



The Malings, Newcastle-upon-Tyne – 3-5 Storey Apartments and Townhouses around Courtyards



Coin Street, South Bank – 3-5 Storey Community-owned Apartments, Townhouses and Thin Point Tower up to 15 storeys based around a park



The Point, Bristol - 6-9 Storey Apartments with some Ground Floor Facilities or Retail, and public space along waterfront



Chobham Farm, LB Newham - 10-15 Storey Apartment Towers and Ground Floor Facilities or Retail



Olympic East Village, London – 10-15 Storey Apartment Blocks and Ground Floor Facilities or Retail and generous public open space

Considerations for the Development Framework

2.11 Where are the locations which are important and need protecting?

For example:

- the riverside and river frontage
- the conservation area
- the High Street and Market Square

2.12 What places may provide opportunities for renewal or redevelopment?

For example:

- Parts of the Elmsleigh Centre away from the High Street
- Areas around South Street
- Debenhams

2.13 What sort of place should the town centre, and different areas within the town centre, be? Considering type, design and density of development.

For example:

- Could part of the centre become more of a mixed residential town neighbourhood instead of just for retail?
- If there were areas of higher density development, should buildings be taller with more green space between, or lower in height with a more urban feel? Should tall buildings be clustered in particular areas, for instance near the station

2.14 What is essential to the character of Staines upon Thames? Which features best characterise the town centre?

For example:

- Smaller scale buildings around High Street with wide variety of architectural styles
- Village-style character of conservation area
- Strong grid of historic streets

- Taller or larger buildings near major routes and in areas of highest accessibility
- Green space along river frontage

2.15 How might clean growth best be achieved to enhance Staines-upon-Thames town centre?

For example:

- Enhancements in active travel and public transport provision to help reduce vehicle carbon emissions and improve air quality
- High standards for building construction and energy usage, including centralised heat and power (CHP) or local district heating networks
- Maximising the use of a highly accessible and sustainable location for living, working and other daily uses

2.16 How can we make sure any growth is inclusive of all people in Staines-upon-Thames?

For example:

- Making sure that those without a car (through necessity or choice) can move around easily and access facilities within the town centre
- Ensuring any new housing has an appropriate affordable mix suitable for local needs
- Helping to improve health outcomes for all by making a more active, safe environment, with access to nature and improved air quality

Potential Broad Options

2.17 To deliver this objective, it will be important for the Development Framework to consider options for:

- Heights, density, massing principles and roofscape principles, and whether there are potential broad locations that could support taller buildings within an easy to navigate and varied townscape, if considered appropriate
- Key views in and around the town centre, especially to historic buildings such as St Mary's Church and the Town Hall
- Potential areas of different character within the town centre and the most appropriate level of development and mix of uses they could support

Objective 2: Diversifying and strengthening a Resilient and Inclusive Town Centre Offer through promoting a mix of uses, including residential development

- 2.18 Founded due to its connections to the river and as a bridging point, Staines-upon-Thames town centre is an extremely accessible location and a natural choice for the location of a wide mix of facilities
- 2.19 Living in such well-connected locations, with a mix of day-to-day uses in walking distance and sustainable public transport options for journeys further afield results in lower average carbon emissions per person, when compared to living further away or in the countryside.
- 2.20 In the current period of significant uncertainty for retailers and other businesses due to the repercussions of the COVID-19 pandemic, ensuring the town centre is diversified and resilient to ongoing change will underpin continued success. This could involve allocating a wider variety of land uses within the town centre and considering the extent to which residential development can contribute to successful placemaking.

Considerations for the Development Framework

- 2.21 How should we accommodate the need for flexibility in a changing post-COVID world?
- For example:
- Co-working spaces or flexible business/workshop space
 - Reducing the space given over to retail and replacing with alternative uses?
 - Reconfiguring large shopping centres such as the Elmsleigh into smaller-scale, mixed districts with streets and smaller-scale buildings
 - Opening up outdoor and indoor spaces to pop-up stores, temporary community uses or outdoor market/event spaces
- 2.22 What's missing in Staines-upon-Thames from the range of uses that are right for the town centre?
- For example:
- Arts centre or theatre
 - Outdoor events space
 - Health centre or GP practice
 - Community buildings
 - Boutique hotel
 - Elderly care or sheltered living
- 2.23 What and where should the town's leisure and culture facilities and spaces be?
- For example:
- Concentrating leisure uses near the riverside
 - Integrating new arts or events space into the town centre public realm

- Expansion of evening economy and 'café culture' offer
- Bowling alley
- Facilities for young people

2.24 What essential community uses, and social and physical infrastructure are required?

For example:

- New schools, nurseries or further education
- New health centres
- Digital connectivity e.g. high speed broadband

Potential Options

2.25 The Development Framework will consider the town centre as a whole and identify potential development opportunity areas, in addition to those already benefiting from planning permission. To deliver this objective, it will be important for the Development Framework to consider options for:

- The **Oast House car park**, where there is potential for a mixed-use development to improve over-looking of the rail station access path. It could preserve and enhance the Oast House building through reuse for commercial / leisure / cultural facilities.
- The **Elmsleigh surface car park**, where relocation and consolidation of existing parking provision could enable redevelopment of the land to provide a mix of uses and a more efficient use of the space.
- The **Elmsleigh Shopping Centre**, where redevelopment or reconfiguration to provide a mix of town centre uses could enhance the architectural design and appearance of this part of the town centre. Redevelopment offers the opportunity to maintain and enhance north-south linkages through the site and east-west linkages to and from the river.
- The **Debenhams Site**, a prominent location at the end of the High Street, which is or will soon be vacant. Redevelopment could offer a wider and more flexible mix of uses to encourage resilience of the town centre in the long run and respond to economic need.
- Considering how to support or work best with retail in a post-COVID environment. The framework should consider how to handle the recently-introduced flexibility for conversion between uses such as Class E (which contains retail, offices, restaurants and other uses) and permitted development office-to-residential conversion rights.

Objective 3: Providing People-Friendly Streets and Spaces to create a safe and connected public realm

- 2.26 Whatever mode of travel chosen to get to the town centre, everyone becomes a pedestrian for the final bit of their journey. This means that everyone can benefit from improved, people-friendly streets and spaces that connect together to allow free and pleasant movement through the town centre.
- 2.27 Staines-upon-Thames has some excellent spaces and places for people, including an attractive High Street and river frontage, but as set out in the Analysis and Review paper, they are poorly linked together, and don't connect well to surrounding neighbourhoods and common access points such as the footpaths, railway station, bus station or car parks.
- 2.28 Attractive and people-friendly spaces can be catalysts for renewal and regeneration, and create places and streets that people can enjoy, linger in and, studies suggest, spend more money in supporting local businesses.

Considerations for the Development Framework

- 2.29 Would you welcome further pedestrianisation of some streets in the town centre? If so, which key locations in the town centre could we consider for prioritising pedestrians?
- For example:
- South Street
 - Clarence Street
 - Church Street
 - Thames Street
 - High Street
- 2.30 Which streets and spaces should be enhanced for people and where is improvement to items such as pedestrian facilities, street lighting, planting, seating, cycle parking and reduced street clutter needed?
- For example:
- South Street
 - Thames Street
 - Clarence Street
 - Church Street
- 2.31 What types of uses would encourage people to extend the time they spend in the town centre?
- For example:
- Public toilets, events spaces, meeting spaces, attractive public spaces
 - Parklets/pocket parks with benches and seating

- River frontage cafés or community spaces
- Enhanced heritage and cultural offer such as a larger, separate museum, instead of sharing the library as at present

2.32 What opportunities might there be to enhance safety and wellbeing of people?

For example:

- Improved safety and overlooking on Station Path and the underpass
- Natural surveillance of spaces through residential development
- Improvements to road crossings and reduction in traffic speeds
- New areas for planting, tree cover and biodiversity
- Child-friendly or playful public realm areas
- Clearer signage and wayfinding to identify pedestrian routes to key destinations

2.33 Are there opportunities to introduce new walking and other active routes?

For example:

- Heritage trails
- Routes towards Staines Moor
- Running / cycling routes of set lengths

Potential Options

2.34 To fulfil this objective, it will be important for the Development Framework to consider options for:

- Streets and spaces, especially where there are opportunities for recreating historic street patterns as part of improved walkability within the town centre
- Locations where road space could be dedicated to public transport, cycling or pedestrians
- The nature of any new streets in a potential redevelopment of the Elmsleigh Centre to create a new neighbourhood with a wider variety of building types and people-friendly public spaces
- Linking up the open spaces in and around the town centre, as well as the provision of planting, landscaping and natural space ("Green and blue infrastructure"). This might identify clear roles and functions of green space in the town centre and along the river e.g. for recreation, play, biodiversity, quiet recreation or events spaces. There is an opportunity to increase areas of planting / soft landscape within the town centre to provide aesthetic and biodiversity benefits and to increase permeability of surface water and reduce runoff within the town centre

Objective 4: Improving Sustainable Access for all Modes

- 2.35 Staines-upon-Thames is a compact town, and due to its position as the main town in the borough, it is at the heart of a wider catchment area. Good access by all is key to its continued success. Enhancing access by all modes of travel, while limiting conflict points, will ensure a genuine choice for people in how they get to and around the town centre.
- 2.36 The COVID-19 pandemic has seen significant change in people's travelling habits, whether this be for work or leisure. Towns such as Staines-upon-Thames are likely to be beneficiaries, if peak-hour vehicle congestion falls and a greater number of people are accessing local town centre facilities during the week, rather than being in central London or elsewhere in business parks. Whereas in the past much transport planning was focused on peak-hour movements, there is now a challenge in ensuring that Staines-upon-Thames is accessible throughout the day and offers quality local connections for active travel.
- 2.37 As a sector, transport is the largest single contributor to carbon emissions in the UK. Modal shift from private vehicles to sustainable modes offers significant opportunity to reduce these emissions. It also offers better air quality, reductions in traffic noise, improvements to street safety and freeing of the extensive land used for traffic circulation for other, more productive alternatives. At present much of Staines-upon-Thames town centre is given over to significant highways such as the A308, or large surface car parks.

Considerations for the Development Framework

- 2.38 What enhancements to the cycling network and parking facilities should we consider? What would encourage people to cycle into the town centre?

For example:

- Safe, and if possible, segregated bike lanes on key approaches to the town centre, including at key bottlenecks like Iron Bridge.
- Better river connectivity with new and improved cycle and pedestrian crossings over the River Thames, River Colne and River Wraysbury
- Priority for cycle improvements to key street junctions to provide a continuous safe network
- Additional cycle parking in the public realm
- Locations for a 'bike hub' with maintenance and secure parking

- 2.39 What improvements to the bus station could be made?

For example:

- Is it in the right place? Should it be closer to the High Street or the Rail Station?
- Could it have improved waiting and information facilities?
- How could it better serve elderly or disabled passengers?

- Could it be more integrated with the shopping centre and wider fabric of the public realm – more place, less municipal bus parking area.

2.40 How could we enhance connections between the railway station and town centre?

For example:

- Long term options to overcome the barriers of the railway line with new routes
- Enhancing the perceived safety of Station Path
- Improved wayfinding

2.41 Could we consider limiting or capping public and/or non-residential car parking and creating low car or even car free housing and other developments within the town centre?

For example:

- Redeveloping the underused Tothill multi-storey car park and reprovisioning the spaces in a better location
- Consolidating surface car parking into better multi-storey parking to create opportunities for town centre development
- Car-free or low-car residential development in areas with high public transport accessibility
- Examining options to provide park and ride sites associated with the town centre and wider network.

Potential Options

2.42 To deliver this objective, it will be important for the Development Framework to consider options for:

- Improving pedestrian access from **train station to town centre** including improving safety / overlooking of the pedestrian paths, environmental enhancement of the rail station forecourt.
- Improvements to the underpass beneath the rail line, and wayfinding and legibility improvements for linkages between the rail station and the town centre. There is the potential for a new footpath link and bridge to the town centre as part of the **Jewson Site's** redevelopment
- Improvements to the **station forecourt area** could help it handle employer minibuses better with better station square and interchange hub.
- Improve the sense of arrival to and departure from the town centre through enhancements to gateways such as Staines Bridge, Wraysbury Road, Iron Bridge, Clarence Street and Laleham Road. This could enhance walking and cycling friendliness within the town centre and improve linkages to the surrounding neighbourhoods and communities
- Widening and reconfiguration options for vehicle traffic and pedestrian/cycle movements through **Iron Bridge**

- Additional pedestrian and cycling capacity across the River Thames through provision of a new bridge, linking into the town centre
- Improve the pedestrian and cycling environments on **South Street and Thames Street**, which were configured prior to M25 construction for a higher amount of through traffic. This could facilitate better connections from town to riverside
- Improve the quality of the cycling and public transport interchange, and arrival / departure at the Bus station, a key town centre gateway. This could include refurbishing the existing bus station, replacing the existing bus station or relocating the existing bus station to be closer to rail station or the high street
- Traffic management measures and improved road safety along key vehicle routes
- A review of public car parking in the town to include demand/capacity of facilities and access arrangements.

Objective 5: Integrating the Riverside with the open space network

- 2.43 The River Thames and its frontage is undoubtedly the town centre's most significant asset, and forms a distinctive part of its character. It places Staines-upon-Thames in a small and exclusive club of attractive riverside towns stretching from Oxfordshire to London's outer boroughs. The Thames Path that runs through the town centre presents a wide range of different characters from green woodland through to the formal town gardens.
- 2.44 The river frontage faces southwest, ensuring that it is sunny in the evening for most of the year. This makes it ideal for leisure and events uses.
- 2.45 At present the river feels disconnected from the rest of the town centre, cut off by the A308 dual carriageway, and overlooked in parts by the servicing access for the Elmsleigh Centre and Tothill car park. Creating better links with the rest of the town centre for pedestrians could overcome this mental and physical barrier.
- 2.46 Due to its attractiveness, the river faces pressures for development, especially for residential uses. This could have an effect on its character over the long term and impact on public accessibility to the riverside, which may be detrimental if design and scale of development is not considered carefully.
- 2.47 Flood risk along the river frontage, as modelled through SBC's Strategic Flood Risk Assessment (SFRA), must also be considered as part of the Development Framework's river frontage design principles and taken into account in any decisions about whether or where development might be located.

Considerations for the Development Framework

- 2.48 Should the Development Framework limit development adjoining the riverside?
- For example:
- Limiting heights or massing of buildings near the riverside
 - Restricting uses near the riverside (e.g. residential only, or no residential uses)
 - Prioritising delivery of open space along the riverside
- 2.49 Can we identify places near the river where some development could go?
- For example:
- Tothill Multi-Storey Car Park
 - Thames St frontage
- 2.50 Are there any clear design principles for enhancing the riverside where development might be proposed, such as design of frontages, massing principles or materials?
- 2.51 Are there new places or routes which could better link the town centre with the river?

For example:

- High Street to Market Square
- Memorial Gardens

- 2.52 Can more types of recreation and exercise activities be accommodated along the riverside?
If so, what types and for who?

For example:

- Cafés or food stands
- Outdoor/open-air theatre or events space
- Art gallery
- Running trails
- Open-air gyms
- Sports pitches or multi-use games areas

Potential Options

- 2.53 To deliver this objective, it will be important for the Development Framework to consider options for:
- Maximising pedestrian and cycling connections to the river from all parts of the town centre
 - Strengthen the link / relationship of the town centre with the rivers, particularly the River Thames
 - Consider the opportunity for the creation of a civic event space within the riverside landscape
 - The potential of riverside areas for development or new open spaces

Objective 6: Promoting health and wellbeing through access to Usable and Attractive Recreation Facilities

- 2.54 The COVID-19 pandemic has refocused attention on the importance of a healthy and active lifestyle, and the role of the local environment in enabling people to live such a lifestyle.
- 2.55 Staines-upon-Thames has a range of outdoor spaces in and around the town centre but limited areas of green space and natural environments.
- 2.56 As well as great sporting and recreation facilities, daily activities can contribute to being active and healthy, especially getting around by walking or cycling to destinations such as work, shops, schools or leisure.
- 2.57 To complete a healthy environment, research has shown that access to natural space, trees or planted areas can improve both physical and mental health, as well as improving local air quality and offering more pleasant microclimates so that people can get outdoors for more of the year. The town centre has limited green spaces and planting at the moment, but there are areas of potential, and surrounding spaces such as Lammas Land and Staines Moor are nearby and could have better links.
- 2.58 Increased tree cover, green space and landscaping within the public realm can contribute to urban cooling, reducing the 'heat island' effect and could make the town centre more pleasant and enjoyable during hot summers.

Considerations for the Development Framework

- 2.59 What types of new facilities should we set aside space for?

For example:

 - Outdoor gyms
 - Events spaces
 - Play areas
 - Sports facilities
 - Green squares / spaces
 - Community gardens
- 2.60 Are there new places or existing spaces that could provide quiet and active spaces for different uses?

For example:

 - Small 'pocket' parks and other quiet urban spaces
 - Linear parks or green walkways
- 2.61 Are there places we can increase tree planting and biodiversity in the town centre as a means of improving wellbeing, as well as improving waterside places?

For example:

- River Colne and River Wraysbury
- Setting standards for new development to provide biodiverse habitats within public realm landscaping

Potential Options

2.62 To deliver this objective, it will be important for the Development Framework to consider options for:

- Identifying clear roles and functions of existing and potential green space in the town centre and along the river e.g. for recreation, play, biodiversity, quiet recreation, events spaces, community orchard
- Potential enhancements along the riverside as a pedestrian or cycle route
- Identifying new cycle routes throughout the town centre and connecting to wider routes in from surrounding neighbourhoods
- Potential locations for outdoor gyms or other public recreation facilities

3.0 NEXT STEPS

Refining the Options

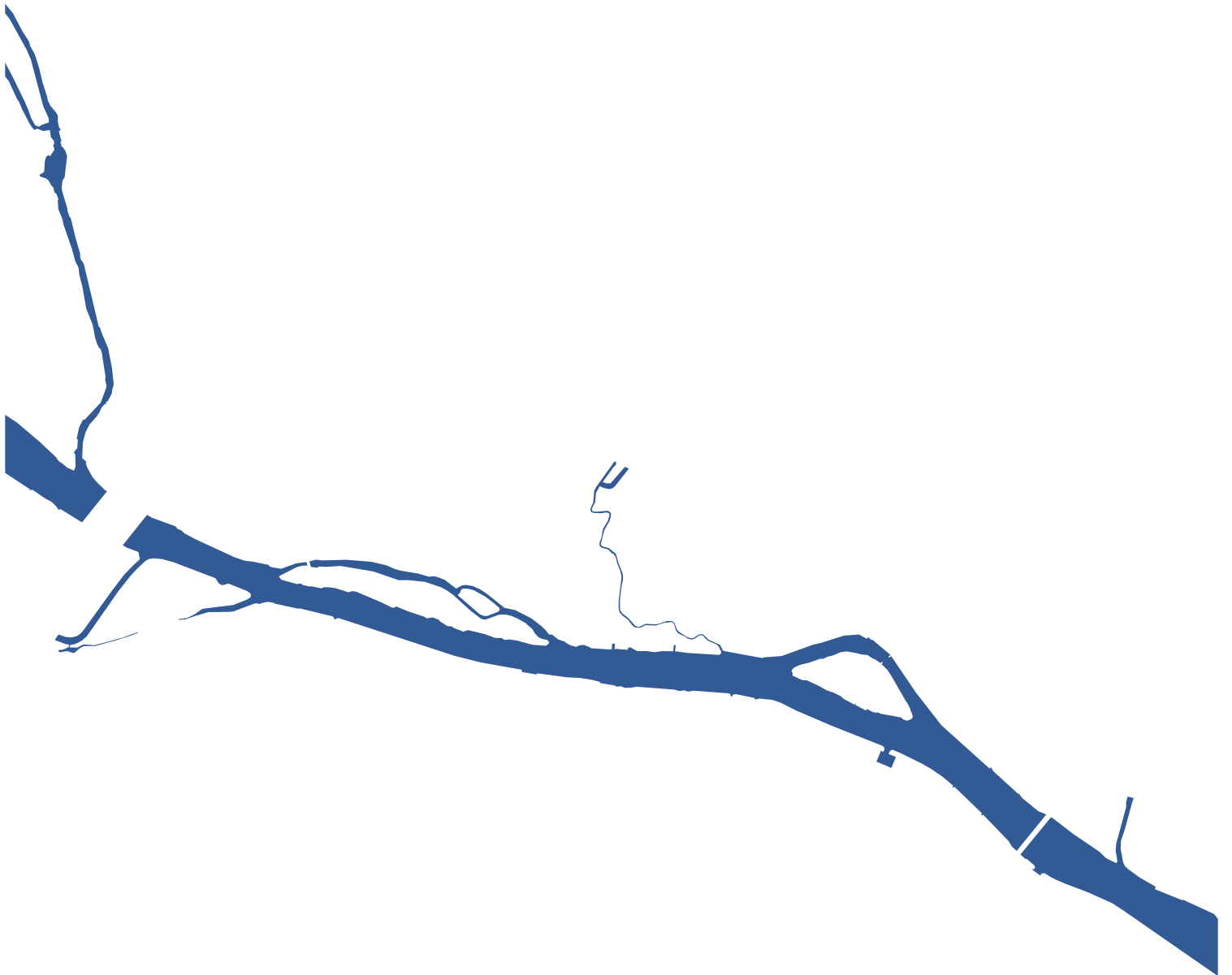
- 3.1 The Development Framework Objectives and Options report is the culmination of the initial stages of preparing the Development Framework for Staines-upon-Thames town centre.
- 3.2 The report will be subject to a period of consultation and engagement between (dates to be decided). A structured questionnaire will pick up the key questions from this report and use them as the basis of the consultation effort. This is important in order to:
- test the baseline analysis;
 - ensure that there is agreement around the issues facing the town centre; and
 - seek agreement on those options that the Development Framework must consider going forward.

Drafting the Development Framework

- 3.3 Following on from public consultation, the options will be refined and will form the basis of proposals in the draft Development Framework and will also be subject to an assessment of viability to ensure they are deliverable.
- 3.4 A table showing the stages involved in creating the Development Framework, and an indicative timetable, is shown below.

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Public Consultation on Framework	Autumn 2021
Finalisation of Framework	Winter 2021
Adoption as SBC policy as Supplementary Planning Document (SPD)	2022

	Complete
	Currently underway
	Future



Staines-upon-Thames Town Centre Development Framework

Objectives and Options Consultation Questionnaire

Spelthorne Borough Council is currently preparing the Staines-upon-Thames Town Centre Development Framework, which will plan how the town centre could change over the coming 15 year period. The first stage is finding out about what you think and want.

As people who live, work, shop, use services and spend leisure time in Staines-upon-Thames town centre, you are the experts and we need your views and ideas to make sure the Development Framework gives us what we all want and need. The Development Framework for the town centre is being prepared to help implement the policies set out in the emerging Spelthorne Local Plan.

Spelthorne has a housing growth requirement to meet over the period of the forthcoming Local Plan, and the town centre will be expected to accommodate housing growth to meet Spelthorne's needs, aligning with the desire for development on brownfield land first, as set out in national policy.

This questionnaire is supported by more information in an Objectives and Options report. You can answer this questionnaire on its own, but if you would like more information and background you can view the full report on our website www.spelthorne.gov.uk/sdf or in one of the borough libraries.

The Objectives and Options Report, and supporting Analysis and Review paper, contains initial ideas about what's great about our town centre, what's not so great, and what could be done to improve things.

The Town Centre



Introduction

Spelthorne Borough Council is currently undertaking a Local Plan review and has so far completed two consultations. Once adopted, the Local Plan which looks to 2035 will be one of the key planning



documents shaping the future of Spelthorne. The Staines Development Framework is an important part of the new Local Plan and will set out the opportunities for Staines to deliver new homes, commercial activity and supporting infrastructure (healthcare, education, public facilities etc) in the town centre. It will also address key issues such as managing traffic problems, improving public transport links, and enhancing the town's public spaces and riverside setting.

This Staines Development Framework (formerly known as the Staines Masterplan) is being prepared to complement and help implement policies set out within the emerging Local Plan. The Development Framework will become a Supplementary Planning Document (SPD) which means it will form part of the statutory planning policy framework for Spelthorne. Once adopted, the framework will set a clear vision and strategy for the transformation and regeneration of the centre of Staines. As part of the new Local Plan the Staines Development Framework will impact future development in the town centre but not sites which have already been granted planning permission or where work has already started on site.

This Objectives and Options consultation is the first stage of consultation on the Staines Development Framework and is open to all. The Council is asking people who live, work, study, shop and spend leisure time in Staines to respond. A leaflet is being sent to every home in the Borough to make residents aware of the consultation. The **Objectives and Options report** sets out detailed key issues identified through a review of the evidence base and key stakeholder discussions and outlines a set of objectives for the Development Framework to address. Each objective is supported by a series of discussion points around how best to meet those objectives in the local context, and then sets out broad options for meeting them in Staines-upon-Thames. These form the basis of the Objectives and Options questionnaire. We welcome your views and there are a number of ways to respond to the consultation:

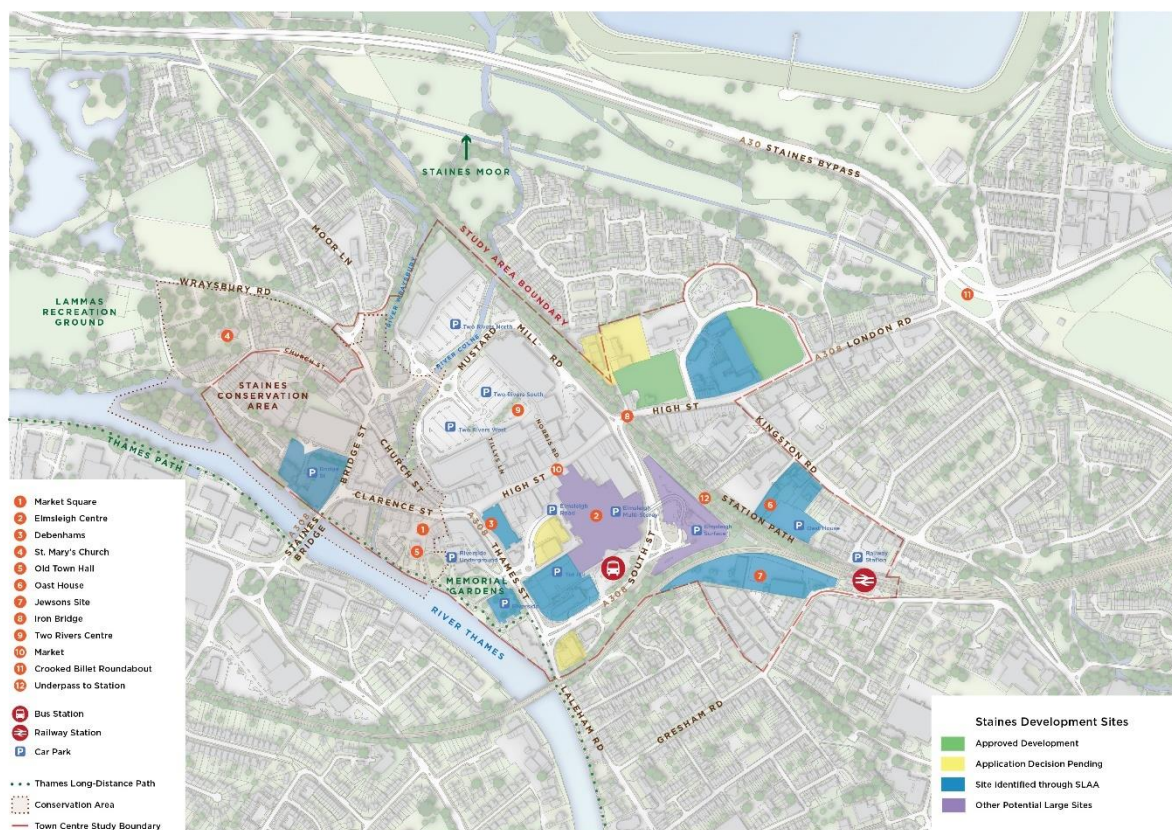
- read and respond to the consultation documents by visiting www.spelthorne.inconsult.uk (online questionnaire available for six weeks from 9am Tuesday 18 May to 11.59pm Tuesday 29 June)
- email your comments to: localplan@spelthorne.gov.uk
- write to: Strategic Planning, Spelthorne Borough Council, Knowle Green, Staines-upon-Thames, TW18 1XB
- request a printed copy of the questionnaire to be posted to you - call 01784 444205 or email your postal address to localplan@spelthorne.gov.uk

The Objectives and Options report will be subject to a six-week period of public consultation which is open to all, but seeks engagement with residents of, businesses and services in, and visitors to the town, as well as other stakeholders. The aim is to gain a clear understanding of the issues the town centre faces, and gain agreement around a set of options that can be explored and developed. This is a critical stage in the production of the Development Framework for the town centre. It aims to ensure that the:

- issues facing the town centre are fully understood and agreed;
- overarching objectives will help address those issues; and
- options identified are those which receive support and will form the basis for producing the Development Framework.

The Development Framework needs to be aspirational, to support and facilitate the vitality and characteristics of the town centre that make it attractive and popular, and also to be achievable and deliverable.

The map and table below highlight some of the key sites in the town centre, each of which may have the potential to deliver at least 100 new homes. Some of these sites have already been granted planning permission or work has already started on site and the Staines Development Framework cannot impact these. However the Development Framework will focus on guiding **future** development in the town centre.



Key Issues

The Analysis and Review report has identified six major issues that should be addressed within Staines-upon-Thames town centre:

1. Delivering market and genuinely affordable homes;
2. Supporting innovation and commercial activity;
3. Providing a mix of uses in the town centre;
4. Enhancing the visitor economy;
5. Transport and mobility; and
6. Public realm and open space.

1) Which of the following key issues do you think are the most important to address within the town centre? (tick up to three priority issues for you)

	Ensuring the town centre can contribute to providing additional affordable and market homes for local needs
	Providing suitable space for local businesses to start in and expand into
	Making sure there is a good mix of uses (i.e. businesses, shops, hotels, housing) in the town centre
	Ensuring protection for valued parts of the town centre's built environment and green spaces
	Preserving and enhancing the historic buildings and spaces
	Connecting the riverside to the rest of the town centre
	Making the riverside a destination location with a range of activities and spaces for visitors and residents, such as watersports, events spaces, recreation, relaxation and play areas
	Encouraging better access into and around the town centre for pedestrians, cyclists and those with mobility requirements
	Encouraging better access and improvements for public transport to encourage greater use
	Better walking routes and directions from the train station to the town centre
	Reviewing public car parking to ensure it is located in the right places and there is sufficient provision
	Making sure the town centre can be used and enjoyed by all sections of the community (including young and older people and people with disabilities)
	Identifying spaces for new businesses, services, offices and leisure and cultural facilities as the town's population grows
	Providing enhancements to streets, walkways, squares, parks and public spaces to make them more people-friendly
	Creating more green spaces and introducing nature and biodiversity into the street environment

Are there any other issues that affect the town centre not listed above that you feel are important?

(please describe here)



Statement of Intent

Underpinning the process of bringing forward a Development Framework and its objectives is a suggested Statement of Intent, to help guide thinking for any proposals within the town centre, which is as follows:

“The Development Framework for Staines-upon-Thames Town Centre will support and enable sustainable and inclusive growth that benefits the whole community and enhances the attractiveness of the town centre as a place to live, work and spend time in, now and into the future.”

2) Do you agree with the Statement of Intent?

Agree

Don't know

Disagree

Do you have any comments on the Statement of Intent or alternatively, can you describe your vision for Staines upon Thames?

--

3) What do you like most about Staines-upon-Thames?

--

4) What do you dislike most about Staines-upon-Thames?

--

Objective 1: Accommodating **Sustainable and Inclusive Growth** while protecting the existing valued built environment and green spaces

Staines-upon-Thames is an attractive, successful riverside town in Surrey, within easy commuting distance to London and other major employment locations in the vicinity. As such it is facing particular pressures on housing availability, as well as other pressures resulting from a successful economy and popular location.

It will be important for new development to protect what makes the town special and attractive, as well as protecting the natural environment and maximising opportunities for affordable homes, quality local facilities and supporting infrastructure and accessible mobility for local residents.

5) Do you agree with this statement?

Agree

Don't know

Disagree

Is there anything you would wish to add to or change about this objective?

--

6) Please give us your views on whether potentially underused sites around the town centre should be redeveloped.

--

7) Would you support the redevelopment of some sites for new homes, public spaces, social or community facilities, or other uses?

Agree

Don't know

Disagree

8) What places and facilities in the town centre are especially valued by you and should be protected?

9) What places and facilities in the town centre don't work so well right now and could be improved through new development or other changes such as public spaces, facilities or new walking and cycling connections?

10) Which of the following styles of residential development do you think are appropriate in Staines-upon-Thames town centre? *(tick all that you would be happy to see in some locations within the town centre)*



Terraced housing



Infill mews and 3-5 storey apartments



3-5 storey apartments and townhouses around courtyards



3-5 storey apartments and thin point towers up to 15 storeys



6-9 storey apartments with some ground floor facilities or retail



10-15 storey apartment **towers**
and ground floor facilities or retail



10-15 storey apartment **blocks** and
ground floor facilities or retail

Do you have any comments on where these types of development might be suitably located?

11) Do you feel that any of these types of development might not be suitable in the town centre (including the riverside)? If so, which types?

12) Do you have a view on whether upper limits on building heights within the town centre should be set? (*n.b. maximum heights are already restricted to around 15 storeys - 45m (147ft) due to the proximity of Heathrow Airport*)

13) Would you support any of the following measures for any new buildings in the town centre to become more environmentally sustainable?

	Car-free developments without parking provision
	Green or planted “living” roofs and walls
	Higher energy efficiency and carbon reduction standards for new developments
	Urban logistics centre to provide low-carbon local deliveries and minimise vehicle movements in the town centre
	Low-carbon district heating network or centralised heat plants where buildings can share heat sources from low-carbon sources and maximise efficiency
	Centralised refuse collection points to minimise collection vehicle trips

Would you support any other sustainable measures in the town centre? (*please say what here*)

14) What measures would you support being put in place to increase the resilience of the town centre to climate change? (i.e. so that the town centre remains a pleasant and usable place event in the event of more extreme weather or other climate change effects)

	Improved surface water drainage measures to cope with more intense storms
	Increased planting and street trees to provide shade and cooling, keeping street temperatures more pleasant and usable during very hot weather
	Planting of species adaptive to drought and higher temperatures
	Green walls (also known as plant walls, living walls or vertical gardens)
	Improved flood mitigation measures
	Enhanced building regulations to consider both energy efficiency and heat mitigation
	Green roofs to moderate surface runoff in storms

Are you aware of any other measures to increase climate change resilience might be suitable for the town centre? (please say what here)

Objective 2: Diversifying and strengthening a **Resilient and Inclusive Town Centre Offer** through promoting a mix of uses, including residential development

Staines-upon-Thames town centre is an extremely accessible location and a natural choice for the location of a wide mix of facilities. Ensuring the town centre is diversified and resilient to ongoing change will ensure its continued success.

It will be important to allocate a wider variety of land uses within the town centre and include mixed residential development.*

** Mixed residential development might include a mix of apartments, houses, offices, local retail, cafes, community spaces or small leisure uses*

15) Do you agree with this statement?

Agree	Don't know	Disagree

Is there anything you would wish to add to or change about this objective?

16) What would you like to see more of within the town centre? (tick up to five top priorities)

	Independent shops
	National retailers (typical high street shops)
	Independent cafes and restaurants
	National/international chain cafes and restaurants
	Pubs and bars
	Offices
	Housing
	Hotels and guest houses

	Cultural events and facilities (e.g. theatres, cinemas, live music, art galleries)
	Space for larger attractions and events (e.g. outdoor events, festivals)
	Leisure and sport facilities
	Elderly care or sheltered living
	Youth facilities
	Health centre / GP facility
	Informal green open spaces
	Nothing
	Don't know

Are there other facilities not listed above which you would wish to see in the town centre? *(please say what here)*

17) How has your use of the town centre changed since the start of the COVID-19 pandemic?

Visit more	No change	Visit less

Do you have any other comments on how your use of the town centre has changed since the pandemic?
(e.g. more regular use during the week vs. weekends, visiting for different reasons)

18) How would you like to see any of the main development opportunity sites developed?

For example, employment space, apartments, family housing, community space, retail units, leisure facilities or others

(The main sites are detailed in the Objectives and Options Report: Oast House/Kingston Road car park, Elmsleigh surface car park, Elmsleigh Shopping Centre and Debenhams. For reference, the location of these sites is shown on the plan at the start of this questionnaire).

Objective 3: Providing People-Friendly Streets and Spaces to create a safe and connected public realm

Staines-upon-Thames has some excellent spaces and places for people, including an attractive High Street and river frontage, but they are poorly linked together, and don't connect well to surrounding neighbourhoods and common access points such as the footpaths, railway station, bus station or car parks.

Everyone can benefit from improved, people-friendly streets and spaces that connect together to allow free and pleasant movement through the town centre, and it will be important to identify opportunities to make streets and spaces more people-friendly and reduce the impact of vehicles.

19) Do you agree with this statement?

<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="background-color: #d3d3d3;">Agree</td></tr> <tr><td style="height: 40px;"></td></tr> </table>	Agree		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="background-color: #d3d3d3;">Don't know</td></tr> <tr><td style="height: 40px;"></td></tr> </table>	Don't know		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="background-color: #d3d3d3;">Disagree</td></tr> <tr><td style="height: 40px;"></td></tr> </table>	Disagree	
Agree								
Don't know								
Disagree								

Is there anything you would wish to add to or change about this objective?

20) Would you welcome further pedestrianisation of some streets in the town centre?

<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="background-color: #d3d3d3;">Agree</td></tr> <tr><td style="height: 40px;"></td></tr> </table>	Agree		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="background-color: #d3d3d3;">Don't know</td></tr> <tr><td style="height: 40px;"></td></tr> </table>	Don't know		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="background-color: #d3d3d3;">Disagree</td></tr> <tr><td style="height: 40px;"></td></tr> </table>	Disagree	
Agree								
Don't know								
Disagree								

If you agree, do you have any comments on where pedestrianisation might be suitable? *(please describe here)*

21) What improvements to streets and public space would you like to see within the town centre?
(tick up to five top priorities)

	Outdoor events spaces
	Public toilets
	Seating

	Quiet spaces
	More green spaces (e.g. small parks, habitat areas, community gardens)
	Street trees and street planting
	Safer and more overlooked streets
	Play areas
	Outdoor seating for cafes/restaurants
	Heritage, walking, running or cycling trails
	Improved signage and wayfinding
	Public wi-fi
	New pedestrian crossings
	Litter bins
	Paving or surfacing
	Cycle Parking
	Nothing
	Don't know

Do you think any other improvements to streets and public spaces not listed above would be suitable for the town centre? *(please say what here)*

--

22) What changes would you like to see established to ensure a safe and more comfortable environment for those with mobility requirements (such as walking aids, mobility scooters, wheelchairs and pushchairs) and those with additional needs (such as dementia, mental health problems or learning difficulties?)

For example, disabled toilet facilities, additional pedestrianisation of streets, dropped kerbs, raised crossings, additional seating, sources of support and advice, community spaces

Objective 4: Improving Sustainable Access for all Modes

Staines-upon-Thames is a compact town, and due to its position as the main town in the borough, it is at the heart of a wider catchment area. Good access by all is key to its continued success.

Improving public transport and enhancing access by all modes of travel, while limiting conflicts between vehicles, public transport, pedestrians and cyclists, will ensure a genuine choice for people in how they get to and around the town centre.

23) Do you agree with this statement?

Agree	Don't know	Disagree

Is there anything you would wish to add to or change about this objective?

24) How do you normally access the town centre? (*tick all that apply*)

	Walk
	Cycle
	Bus
	Train
	Car
	Other

25) What changes, if any, would you like to see that might encourage people to cycle and walk to and within the town centre more often? (*e.g. new cycle lanes, dedicated cycle tracks, improvements to junctions, secure cycle parking*)

26) Are there particular streets or locations where you think cycling facilities should be improved?

27) Do you think the bus station is best located:

Nearer the
High Street?

Where it is
currently

Nearer the
railway
station?

Don't know

Do you have any comments on how easy the bus station is to use in its current location or how it could be improved?

28) What other improvements to public transport provision might encourage people to use these services to access the town centre more often? *For example, an increase in the number of buses on routes; cleaner buses; cheaper tickets; new routes to connect places better; quality seating and waiting facilities*

29) Do you think Spelthorne should be included in TfL Zone 6 for travel by public transport?

Yes

Don't know

No

If Spelthorne were included in TfL Zones 6, do you have any comments on what impact this would have on you personally or the town centre more generally?

--

30) Would you support the introduction of a light rail link to Heathrow Airport from the town centre?

Yes

Don't know

No

Do you have any other comments on links to Heathrow (by all modes of transport)?

--



Objective 5: Protecting and Enhancing the Riverside and integrating it with the wider open space network

The River Thames and its frontage is undoubtedly the town centre's most significant asset, and forms a distinctive part of its character.

At present the river feels disconnected from the rest of the town centre, cut off by the A308 dual carriageway, and overlooked in parts by the servicing access for the Elmsleigh Centre and Tothill car park. It is important to create better links with the rest of the town centre for pedestrians to overcome this barrier. It is also important to set clear development design principles* that protect the valued character of the riverside.

** Design principles could include heights, setbacks, gaps between buildings, materials and landscaping.*

31) Do you agree with this statement?

Agree

Don't know

Disagree

Is there anything you would wish to add to or change about this objective?

--

32) Do you think there should be limitations on heights and size of buildings close to the river frontage?

Yes

Don't know

No

Please give us your views on the scale of development that might be suitable close to the river

--

33) Are there places along the riverside or nearby that could be improved through new development? (e.g. new, more attractive buildings, new facilities, more varied spaces)

--

34) Are there new facilities or spaces you would like to see near the riverside that would enhance it as a place to relax and enjoy? (e.g. cafes, event spaces, covered seating, planting, sports facilities, public toilets)

Objective 6: Promoting health and wellbeing through access to **Usable and Attractive Recreation Facilities**

The COVID-19 pandemic has refocused attention on the importance of a healthy and active lifestyle, and the role of the local environment in enabling people to live such a lifestyle. Staines-upon-Thames has a range of outdoor spaces in and around the town centre but limited areas of green space and natural environments.

It will be important to enhance access to open space and nature, as well as providing a range of leisure and recreation facilities within the town centre.

35) Do you agree with this statement?

Agree	Don't know	Disagree

Is there anything you would wish to add to or change about this objective?

36) What changes would you like to make to enhance health and wellbeing in and around the town centre? *(tick up to three top priorities)*

	Green walking routes (e.g. alongside River Wraysbury or Colne)
	Enhanced quality of existing green spaces
	Provision of additional green spaces
	Provision of more sports and outdoor health and fitness facilities
	Provision of new children's' play areas
	Provision of community garden spaces
	Provision of more attractive pedestrian and cycle routes, in and out of, and around the town centre
	Additional tree and shrub planting
	Enhanced provision of wildlife habitat

None

Are there any other changes to leisure or recreation facilities in the town centre that you wish to suggest?

--

Additional Comments

37) Do you have other ideas for making Staines-upon-Thames town centre a better place to work, live, shop and play?

Active Travel Fund Consultation

Surrey County Council (SCC) is currently undertaking a consultation on Active Travel Fund Projects with local stakeholders to ensure that they are well-informed about proposed active travel schemes and how they will be funded. Local residents have a real opportunity to shape the designs of the proposals. You can have your say by visiting this link: <https://www.surreycc.gov.uk/roads-and-transport/roadworks-and-maintenance/department-for-transport-capital-funding/roads-and-pavements/consultation-plan>



About you

We want to ensure that our town centre is inclusive and meets the needs of all its residents and visitors. That includes making sure that it meets the needs of people of different ages, people with disabilities, and that it caters for people of various cultural, community and religious backgrounds.

To help us understand how the town centre is used and valued we would like to know a little bit about you.

We know people may live or work in Staines-upon-Thames town centre, and may also shop and/or use leisure facilities. You may also, for example, be a resident and student, so please tick all boxes that apply to you, again so we can make sure we're getting everyone's views.

This information will only be used for statistical purposes and will not be used in any way that means individuals can be identified. You do not have to provide this information if you do not want to, but doing so will help us make sure we are gathering the views of everyone who uses the town centre.

A) Gender – Are you?

Male	Female	Other	Prefer not to say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B) Age – Are you:

Under 16	16-24	25-34	35-44	45-54	55-64	65-74	75 and over	Prefer not to say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

C) Are you:

(please tick all that apply)

a Staines-upon-Thames resident

A resident of Spelthorne living outside Staines-upon-Thames

working in Staines-upon-Thames

a visitor to Staines-upon-Thames from less than 10 miles away

a visitor to Staines-upon-Thames from more than 10 miles away

a student

retired

other

prefer not to say

miles away

D) How often do you visit Staines-upon-Thames Town Centre?

Everyday	<input type="text"/>	Once a month	<input type="text"/>
Twice or more a week	<input type="text"/>	Less than monthly	<input type="text"/>
Once a week	<input type="text"/>		

E) What do you normally do in the town centre? *(please tick all that apply)*

<input type="checkbox"/>	Visit the shops
<input type="checkbox"/>	Use services (e.g. the post office, travel agent, job centre, support and advice)
<input type="checkbox"/>	Go to work
<input type="checkbox"/>	Visit cafes, restaurants and pubs
<input type="checkbox"/>	Visit cultural facilities (e.g. cinema, theatre, special events or faith-based activities)
<input type="checkbox"/>	Visit leisure services such as sports facilities and outdoor spaces
<input type="checkbox"/>	Visit the market
<input type="checkbox"/>	Local resident living in the town centre
<input type="checkbox"/>	Visitor staying in a hotel, guest house or with friends and family
<input type="checkbox"/>	Other

Environment and Sustainability Committee



6 October 2021

Title	Surrey Local Transport Plan 4 consultation
Purpose of the report	To make a decision
Report Author	Ann Biggs, Strategic Planning Manager
Ward(s) Affected	All Wards
Exempt	No
Exemption Reason	N/A
Corporate Priority	Economic Development Clean and Safe Environment
Recommendations	Committee is asked to: Agree the consultation response to be issued to Surrey County Council on behalf of Spelthorne Borough Council
Reason for Recommendation	The draft Local Transport Plan (LTP4) considers the key challenges facing Surrey in relation to transport and sets out the approach to reduce carbon emissions towards net zero carbon by 2050. The consultation is an opportunity for Spelthorne to ensure our own views are captured as the draft progresses to the final Plan.

1. Key issues

- 1.1 The consultation material can be found at <https://surreyltp4.commonplace.is/> and it closes on 24 October 2021. Spelthorne's response is included at Appendix A and is largely self-explanatory. This includes further comments from Environmental Health on key technical aspects relating to air quality.
- 1.2 The fourth Local Transport Plan (LTP4) for Surrey sets out the roadmap for rethinking and transforming Surrey's transport to 2032 and beyond. The LTP4 identifies the overarching objectives that will help them tackle climate change

by ultimately reducing carbon emissions and reinvigorating local places and communities. Once adopted, the Plan will form the County's primary transport policy on future thinking, investment and developments in transport, together with developing and enhancing safe, cleaner, greener ways of travelling and accessing services and opportunities.

- 1.3 Spelthorne's response is generally supportive of the document but we make some key points around the need for community engagement and that there should be focus on the local challenges and priorities faced by individual boroughs, such as our borough-wide Air Quality Management Area. We raise specific issues on transportation and the need for further detail. Delivery is also a topic that requires additional information. We take the opportunity to highlight particular improvements for Spelthorne, such as additional crossings, footpaths and bus stops in key locations.

- 1.4 Members' comments and additional views are welcomed for their inclusion in the final response.

2. Options analysis and proposal

- 2.1 None.

3. Financial implications

- 3.1 There are no direct implications arising from the Local Transport Plan.

4. Other considerations

- 4.1 No further considerations.

5. Equality and Diversity

- 5.1 The consultation has been carried out in order to be accessible to all sectors of the community.

6. Sustainability/Climate Change Implications

- 6.1 Sustainability and climate change is at the heart of Surrey's proposals for the Local Transport Plan, with a move towards measures to meet a target of carbon net-zero by 2050. This includes modal shift from the private vehicle to active travel and public transport, 20-minute neighbourhoods and reducing emissions.

7. Timetable for implementation

- 7.1 Following the consultation, Surrey County Council will review the feedback and make amendments to the Plan before its adoption in February 2022.

Background papers: There are none

Appendices:

Appendix A: Spelthorne response to Surrey County Council Local Transport Plan consultation

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23 September 2021

Surrey County Council: Draft Local Transport Plan 2022-2032 Consultation

Dear Sir/Madam,

Thank you for giving Spelthorne Borough Council the opportunity to comment on the Surrey County Council Local Transport Plan 4 (LTP4). Spelthorne is committed to working with the County and welcome the opportunity to engage in this work.

The document appears to be thorough and robust, and whilst we are generally supportive of the document, we have the following comments to make in relation to the LTP4:

General comments

Overall, the LTP4 sufficiently considers the key challenges facing Surrey in relation to transport and effectively sets out the approach to reduce carbon emissions towards net zero carbon by 2050. The references to evidence base documents throughout the draft plan is welcomed and highlight the detail that has been considered in formulating the LTP4 and the links to wider Surrey Priorities. In terms of the document itself, whilst comprehensive, Spelthorne Borough Council (SBC) feels that it could be simplified and condensed to make it a more concise report that still effectively conveys the key messages of the Plan. Specifically, SBC feels that figures 3.4 to 3.7 are somewhat overly complex/difficult to follow and could be simplified to aid understanding.

Some sections of the plan seem to be slightly repetitive and overlap therefore there may be an opportunity to make it more accessible to the wider community. This would also encourage more interaction on the document from a range of stakeholders.

More generally, there is a need to ensure that as the LTP4 progresses, the list of stakeholders included in figure 5.1 is extended to enable a wider range of parties to participate in its development, such as young people, mobility aid users, etc. SBC would welcome further detail on how specific efforts would be made to reach groups and individuals with protected characteristics. Engagement with these groups and individuals, though it can prove more challenging, could be maximised by pro-actively interacting with public, private and charitable organisations beyond and around the County.

Spelthorne Borough Council is supportive of the vision and objectives of the LTP4. In relation to Objective 2: 'To support Surrey's growth ambitions and enable business and people to prosper sustainably', Spelthorne queries the extent to which airports, in terms of passenger traffic, employee traffic and freight, have been considered in the Plan. An opportunity exists for local authorities to maintain the air quality improvements experienced near airports from a drop in traffic that arose through the pandemic. Joint working between the County and local authority on this matter is advocated.

Spelthorne Borough Council, Council Offices, Knowle Green, Staines-upon-Thames, TW18 1XB

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In relation to Objective 4: 'To create thriving communities with clear air, excellent health, wellbeing and quality of life', waste facilities owned by Surrey County Council at the EcoPark in Spelthorne do not allow access on foot or by bicycle to the community recycling centre, creating accessibility issues and leaving some residents behind. There should be an option for everyone to recycle and access these facilities without creating emissions using a private car.

In terms of the policy areas outlined in figure 3.2, Spelthorne feels that whilst these are suitable in providing an overarching direction for the LTP4 across Surrey, there needs to be a recognition of the various local challenges and priorities facing each borough and district. Specific policy areas and measures to be prioritised in each locality could be set out to maximise gains and to help address those issues most prevalent in each area. For example, figure 1.8 identifies Spelthorne as the only Borough-wide AQMA due to its largely urban character and the presence of several strategic roads, therefore air quality should be prioritised within this locality. There needs to be a recognition within the document of the varying characteristics of each local authority area across Surrey and the need for the prioritisation of certain measures.

Regarding 'Policy Area 9: Supporting Behaviour Change', Spelthorne Borough Council agrees that this is integral to the success of the LTP4. Behaviour change will largely determine the extent to which the other eight policy areas can be achieved successfully, however given the scale of change needed and the associated costs (both in financial and temporal terms), questions remain as to how this will be achieved throughout the lifetime of the plan. Whilst it is important that communities have a choice as to how they wish to travel, a step change in the way we travel is required to address not only local transport issues but to tackle climate change. The importance of modal shift cannot be understated and as the lead highways authority for the area, Surrey County Council must identify an ambitious yet realistic set of measures as to how this will be implemented and achieved over the lifetime of the plan. The extent to which 'stick' or 'carrot' measures are employed in relation to transport will need to be a key factor in decision making.

The Covid-19 pandemic has seen a significant change in behaviours and whilst there is still uncertainty as to the long term impacts, the opportunity must be taken to capitalise on the positive behaviours that have arisen from the pandemic, i.e. more home working and the use of local businesses which have reduced travel, as we move forward.

Transport Measures

Regarding the proposed measures to encourage a shift to more sustainable travel, Spelthorne feels that the development of a sustainable travel network is paramount. In terms of public transport, we support the reference to improved frequency of services and more affordable transport. It is crucial that the delivery plan sets out in detail how these measures will be implemented in a timely manner to enable more people to access reliable, affordable and easy to use public transport. Often it is cheaper for a family to pay to park in a town centre than it is to pay for a bus/train fare, therefore the LTP4 provides a real opportunity to encourage a shift away from the private vehicle and towards cheaper and more accessible public transport. In Spelthorne many bus routes begin/end in London therefore cross boundary working will be paramount to ensure services are improved.

Spelthorne Borough Council supports the prioritisation of an active travel network. It is important that this is joined up across Surrey and also has links with centres and

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employment areas outside of the county. Active travel must be supported by the necessary infrastructure to encourage a wide range of users. Measures to improve safety and boost accessibility should be prioritised such as segregated cycle ways, wide footpaths, well-lit routes and secure cycle parking. Supportive local infrastructure, for example, public toilets, hedge cutbacks to maintain pathways and also areas of shade to shelter from the sun to facilitate walking in good weather or shelter from wet weather, needs to be prioritised if 'avoid' is the first goal of reducing emissions and to encourage a shift to active travel.

In terms of the 'Improve' principle and policy areas 5 and 6, reductions in town centre parking need to be balanced with the need to accommodate EV charging in new developments for not just residents and visitor vehicles, but also commercial vehicles servicing developments that will potentially need to charge in town centres. Residents with work vans will ultimately need secure parking places to charge them overnight as they adopt electric vehicles. E-cargo bikes will also require secure parking to accommodate them.

Also in relation to policy areas 5 and 6, a policy for charging a fee on certain congested roads could potentially have knock on effects and push traffic onto smaller roads in each local authority. Surrey County Council must therefore carefully consider the potential local implications of each measure before taking them forward.

The 20-minute neighbourhood concept is supported by SBC, however, requires further detail as to how this would be achieved in practice. Whilst the 20-minute neighbourhood is likely to be more attainable in sustainable urban locations, rural areas and those settlements that are less compact may be excluded. In Spelthorne for example, in areas such as Charlton Village or Stanwell the implementation of such an approach will not be practical due to their size. There is a risk that aspirations for a more sustainable travel network may generally miss smaller communities, therefore Surrey County Council should consider in more detail how these areas and settlements can be better linked and identify specific measures to support areas of differing character. 20-minute neighbourhoods may also result in additional delivery vehicles to support localised facilities which could in turn lead to additional HGVs on the road network. Cleaner engines must therefore be prioritised to avoid the exacerbation of air quality issues.

Delivery

The LTP4 is a fairly high-level document and currently lacks detail in terms of how the proposed measures will be implemented across the lifetime of the plan. Given the importance of ensuring that the proposed measures are achievable and can be delivered, Spelthorne wish to be consulted on the delivery plan once available and any additional detail that arises moving forward.

In reference to figure 5.2, Spelthorne feels that additional detail is needed on the delivery of each measure and how options may be prioritised. Many of the measures listed are dependent upon external factors and have financial implications therefore it is important to provide more information on how these will be realised across the lifetime of the plan.

Challenges and Priorities for Spelthorne

Whilst Spelthorne appreciates that the LTP4 is a high-level document that addresses transport issues across Surrey, there are several local considerations SBC feels are relevant to the production of the plan.

As the LTP4 is a live document, SBC considers that it is appropriate for Surrey to update the document to take account of new information as it comes to light, particularly Local Plans. It is important for the LTP4 to consider the impacts of planned growth over its lifetime and to integrate proposed development sites into a network of sustainable travel. The Spelthorne Local Plan is currently under development and will identify allocation sites to deliver over 611 homes each year. It is important that the LTP4 has regard for the planned level of growth and can capitalise on opportunities to provide connected sustainable transport infrastructure for emerging developments.

Public transport use within Spelthorne may be boosted by having faster train services from stations that are below their capacity. For example, some Spelthorne residents in Shepperton and Sunbury, use the congested line from Walton to London as the train is currently twice as fast as that running on the Shepperton/Sunbury route to Waterloo. Extension of the Oyster Zone is not mentioned within LTP4 and it is felt this would facilitate better value public transport use in Spelthorne.

Spelthorne is pleased to see reference to the LCWIP programme at section 3.7.4 to support the delivery of local cycling and walking routes. Moving forward, it will be useful for the Plan to consider how these schemes will be implemented and to also identify opportunities for additional sustainable transport measures. On the whole however, the LTP4 should utilise local evidence base documents wherever possible to enable a more in-depth review of local issues.

Also in relation to 3.7.4, additional reference should be made to the need for improved crossing facilities. Within Spelthorne, there are crossing points where residents making active travel journeys are entirely at the mercy of the traffic stopping to let them across and improving these crossings, linking existing paths and bus stops would support more active travel in the borough, and across to neighbouring authorities, for example at Walton Bridge, Marshalls Roundabout in sites to ton, Fordbridge Roundabout and Laleham Park.

As mentioned previously, air quality is a significant issue for Spelthorne given its borough-wide AQMA designation. The movement of HGVs through the borough exacerbates this therefore there is an opportunity in the LTP4 to implement Low Emission Zones, potentially as an extension to those in London.

I trust the above is clear and our comments will be taken into consideration however should any clarification be sought then please do not hesitate to contact me.

Yours Faithfully



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Cllr Ian Beardsmore
Environment and Sustainability Committee Chair
Spelthorne Borough Council

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