Appendix C: Questions raised by Strategic CIL Group on 7 October 2026 and Responses

Questions/Comments from Board	Officer follow up and response
Whether the £400k playground resurfacing scheme uses Colourflex or non-Colourflex surfacing.	1. **Whether the proposed resurfacing works will use Colourflex surfacing, non-Colourflex surfacing, or a mixture of both across the various sites.** ○ The colour will be a mixture across the sites. For example, if we are only doing some of the surfacing in a park, it will be best to match the existing. If all new, colour fleck would be preferable. ○ As above, it would depend on what is already there. Black is a cheaper option. 2. **If a mixture is proposed, which sites are intended to receive each surfacing type.** ○ As above, it would depend on what is already there. Black is a cheaper option.
Why was Red Lynch Leisure selected over Online Playgrounds when it appeared more expensive?	3. **Whether there is any further information that can be provided on the rationale for selecting the preferred contractor, particularly the differences between the preferred quotation and the alternative options.** ○ Some play areas need new base works done and some do not. Some have artificial grass surface which needs to be removed and disposed of by licensed waste carriers. Some have plastic matting which will also need to be uplifted and disposed of in the correct manner. ○ **Contractor Selection:** Quotations were obtained from experienced contractors. Redlynch have previously delivered works for the Council to a good standard and undertake installation and surfacing through in-house teams, whereas other contractors subcontract these elements of the works.

What is the expected lifespan of the resurfacing?	**4. Lifespan.** ○ Neighbourhood Services have confirmed it will be at least ten years minimum.
What will actually change in Staines as a result of the Visit Staines digital kiosk project? Will there be new screens, etc.?	**5. Improvements to functionality and usability.** ○ Increasing the number of functioning screens from three to four. ○ Upgrading the 2 existing 49-inch screens to 55-inch screens (one is already a 55-inch screen). ○ Introducing ultra-high-brightness displays with anti-glare glass, improving readability in daylight and visibility from a distance. **6. Any new features being introduced? (see image 1)** ○ Interactive touchscreen access to a business directory. ○ Wireless fast charging for compatible mobile phones. ○ IK10-rated protective glass, providing increased resistance to vandalism and accidental impact. ○ Whether any additional kiosks are proposed or whether the project relates solely to replacement and upgrade of the existing infrastructure. ○ No additional kiosks are proposed. The project involves replacing and upgrading the existing infrastructure at its current locations. **7. Any benefits to residents, visitors and businesses that would not be available through the current system?**

	○ Businesses: The current kiosks promote BID members, reflecting their funding through the BID levy. The proposed CIL-funded upgrade would extend directory coverage to all businesses within the BID area, increasing their visibility to residents and visitors. ○ Residents and visitors: Interactive touchscreens would allow users to browse the business directory and find local shops, services and places to visit. Larger, brighter screens with anti-glare glass would make information easier to read outdoors. Wireless charging would also provide a convenient facility for users with compatible mobile phones. **8. How many kiosks will be installed in total?** ○ The scheme involves the replacement of the existing two kiosks. No additional kiosks are proposed. ○ Each kiosk will include two display screens and one touchscreen. ○ They will be installed in the same locations as the current kiosks.
What happened to the previously discussed Ashford Town Centre redevelopment bid?	**9. Most recent correspondence from Officer Gillian Bernadt 17/09/2026** ○ SCC have confirmed that the project is moving forward following consultation and engagement in September and October last year (2025). Over 450 responses were received and there was overall support for investment in the town centre, but a desire for regeneration that balances improvements with accessibility, traffic impacts and parking provision. There was also support for creation of flexible community spaces for markets and events, and for the introduction of a 20mph speed limit to improve safety. ○ Feasibility work has been undertaken, money secured for detailed design, and funding opportunities are being explored for further public engagement and construction.

	○ There is a currently a review taking place in relation to Local Cycling and Walking Improvement Plan routes, and LGR regarding confirmation about funds and timing for implementation of the project. ○ Further information and engagement is expected in the coming months.

Image 1: Example image for proposed kiosks

