

M25 junction 10/A3 Wisley interchange TR010030

5.1 Consultation Report: Annex A - Non-statutory consultation materials

Section 37(3) and Regulation 5(2)(q) Planning Act 2008
Infrastructure Planning (Applications: Prescribed Forms and Procedure) Regulations 2009



Infrastructure Planning

Planning Act 2008

**The Infrastructure Planning (Applications:
Prescribed Forms and Procedure) Regulations
2009 (as amended)**

M25 junction 10/A3 Wisley interchange The M25 junction 10/A3 Wisley interchange Development Consent Order 202[x]

5.1 CONSULTATION REPORT: ANNEX A – NON-STATUTORY CONSULTATION MATERIALS

Regulation Number:	Regulations S.37(3)(c)
Planning Inspectorate Scheme Reference	TR010030
Application Document Reference	TR010030/APP/5.1
Author:	M25 junction 10/A3 Wisley interchange Project Team, Highways England

Version	Date	Status of Version
Rev 0	June 2019	Development Consent Order application

Table of contents

	Pages
Annex A. Non-Statutory Consultation Materials	4
A.1 Brochure	4
A.2 Response Questionnaire	14
A.3 Press Release	19
A.4 Display Board Media	23
A.5 Scheme Layout Drawings	28
A.6 Consultation report (August 2017)	37

Annex A. Non-Statutory Consultation Materials

A.1 Brochure



M25 junction 10/A3 Wisley interchange Improvement scheme

Have your say



5 December 2016 to 6 February 2017

About us

Highways England is the government company charged with operating, maintaining and improving England's motorways and major A roads. Formerly the Highways Agency, we became a government company in April 2015.

Have your say

We want your views on our plans to improve the M25 junction 10/A3 Wisley interchange to tackle issues including congestion, capacity, safety, noise and environmental impacts.

Inside this brochure you will find early proposals for 2 options for improvements to the junction. The consultation on potential improvements will run from **5 December 2016 until 6 February 2017**.

The 2 options which this consultation is seeking views on are:

- **Option 9** – a new flyover to link right-turning movements from the A3 onto the M25
- **Option 14** – enlarging the existing roundabout, to add more capacity

We are also looking at the A3 between Ockham and Painshill. Improvements could include widening parts of the A3 to 4 lanes, creating an extra lane for vehicles turning left onto the A245 at the Painshill roundabout, and changing local accesses to make these safer and cause fewer delays on the A3.

This scheme has a budget of £100 million – £250 million.

Please tell us what you think by:

- completing the questionnaire included with this brochure and returning it to **FREEPOST M25 junction 10/A3 Wisley interchange**
- attending a public consultation event and completing a questionnaire or completing the consultation questionnaire online at **www.highways.gov.uk/m25j10**
- emailing **info@highwaysengland.co.uk**
- calling **0300 123 5000**

Scheme background

This section of the M25 is of nationally-strategic importance, as it is vital for access to and from Heathrow and is a key route from the Kent ports to much of the rest of the country. The cost to the economy of ongoing delays here would be considerable if left unchanged.

The A3, which is the key route between London and Portsmouth, intersects the M25 at junction 10, and has its own issues with traffic flow. Painshill interchange, to the north of the junction, creates a pinch-point or bottleneck, because its current layout and proximity to junction 10 restricts traffic flow through the area.

The M25 junction 10/A3 Wisley interchange has been identified for improvements as it experiences heavy congestion on a daily basis. This causes queues and prevents access from Ockham Park junction (A3) to the M25 junction 10 and on to Painshill junction (A3) in both directions. A similar problem is experienced by traffic entering and exiting the M25 junction 10/A3 Wisley interchange. The area around the M25 junction 10/A3 Wisley interchange has the highest recorded collision rate across the Highways England network.

This consultation aims to get your views on 2 potential options for improvements. A number of other options have also been looked at but they either fail to reduce congestion or improve safety, or have a very significant impact on the surrounding environment.

Details on the 2 options, with maps, are contained in this brochure.

Once we have analysed your feedback, a preferred route will be chosen and more detailed plans will be developed. You will have a further opportunity to give feedback via public consultation once the preferred route is announced – this is expected to be in late 2017.

Benefits and objectives

The proposed improvements for the M25 junction 10/A3 Wisley interchange will smooth the flow of traffic and improve journey time reliability on the A3 by reducing average delays (time lost per vehicle per mile). The proposed options also improve safety at this interchange.

In terms of planning for the future, the current junction is already operating at capacity, and, without intervention, will fail to support future traffic increases.

And while the M25 junction itself is a major part of the scheme, we also want your views on potential changes to a number of local access routes. We will work with customers and stakeholders to develop and review options as we progress to ensure we deliver a scheme which works for the local area, as well as the wider south east region.

The key **benefits** are:

- **increased road capacity at the M25 junction 10 roundabout**
- **increased road capacity on the A3 between Ockham and Painshill**
- **improved traffic flow and reduced delays at M25 junction 10 and on the A3**
- **improved safety on the A3, its entry and exit roads and the M25 junction 10 roundabout**
- **reduced queuing as traffic enters the M25 junction 10 roundabout**
- **improved access to RHS Garden, Wisley**

The key **objectives** are:

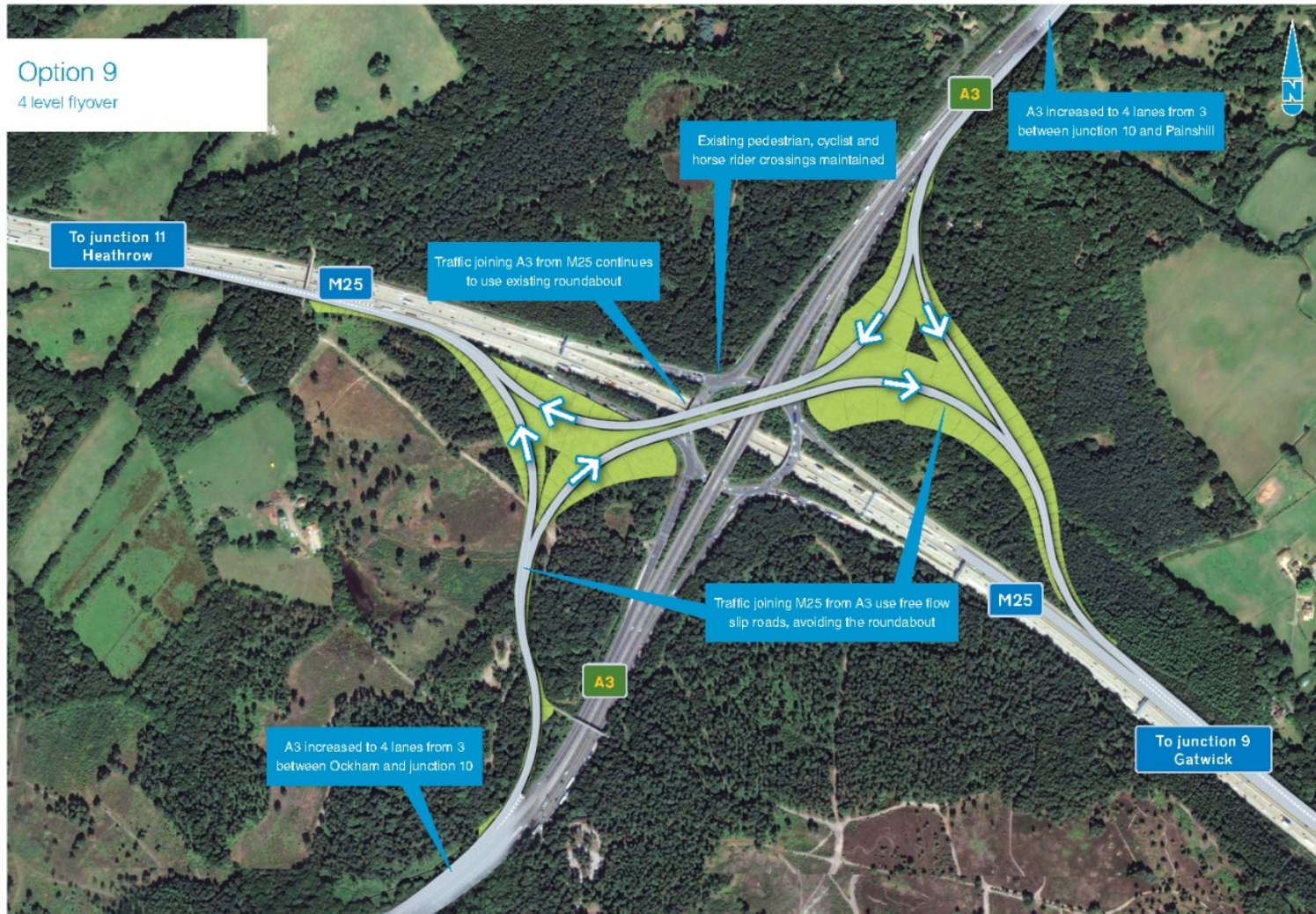
- **improve the current layout of the junction and interchange**
- **reduce delays at M25 junction 10**
- **smooth traffic flow at M25 junction 10 and the exit and entry roads for the A3 Wisley**
- **reduce stopping and starting across the junction**
- **address issues at noise important areas where possible**
- **support sustainable travel routes**
- **support economic growth and ensure the junction can accommodate extra traffic**
- **mitigate environmental impacts wherever possible**

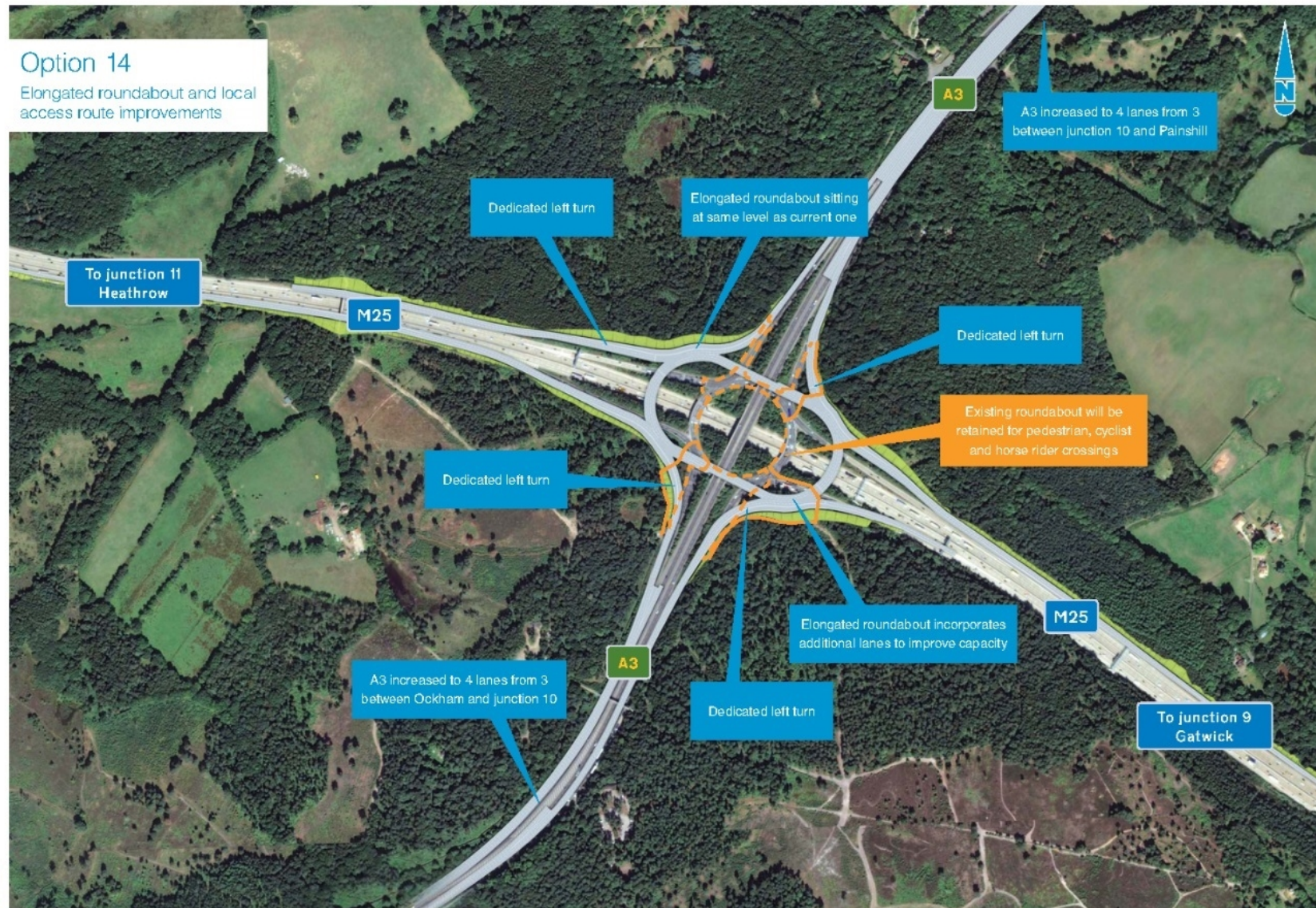
Rejected option

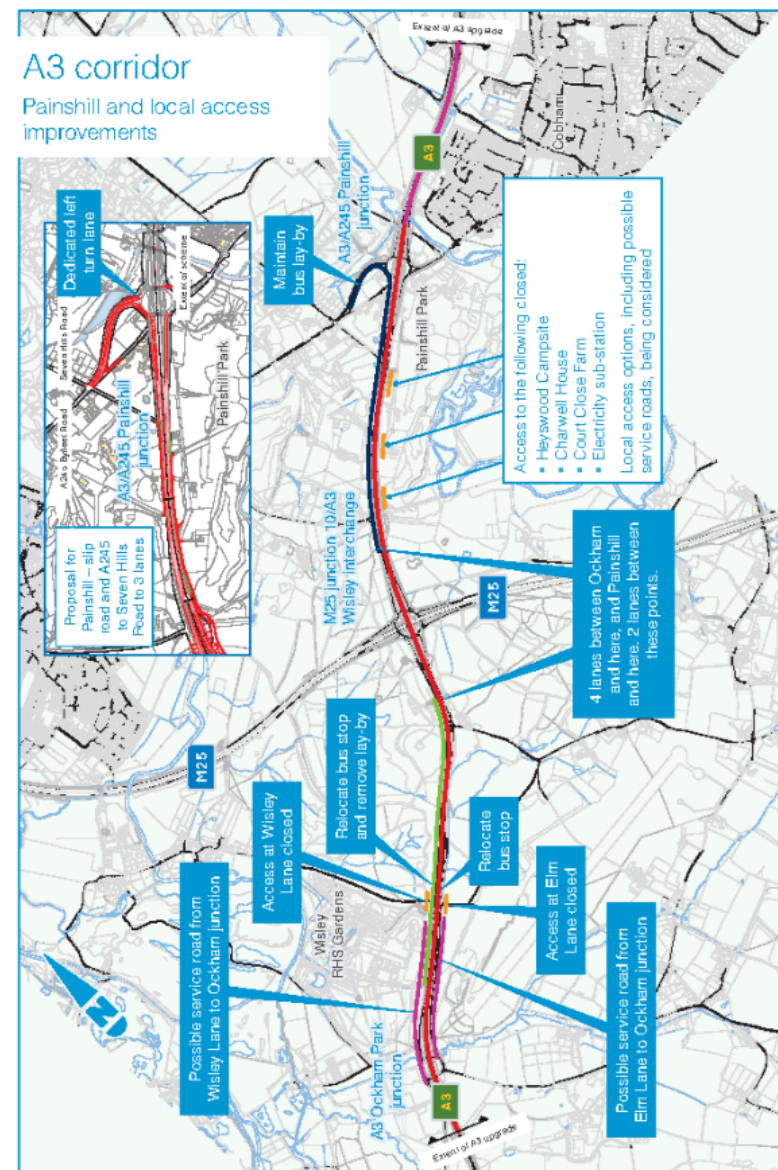
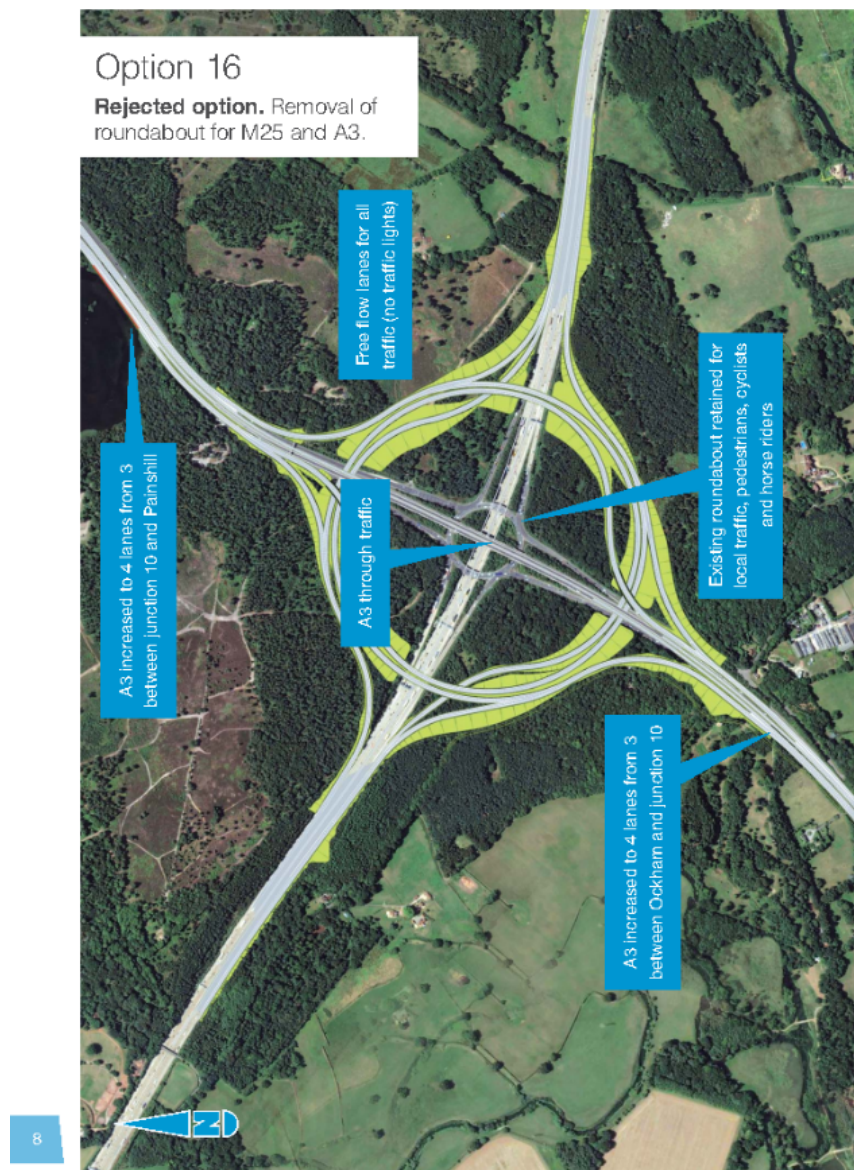
Over the past year, we have been looking at 3 options that address the key objectives for this scheme. An alternative design, Option 16, meets the scheme objectives, but has been rejected because we consider that the slightly increased level of benefit compared with option 9 is not worth the additional cost and greater environmental impact.

Option 9 delivers almost the same level of benefit, with less environmental impact and at a lower cost than Option 16.

As a result, we are not taking option 16 forward to consultation. However, we would like your views on whether we were right not to take this option forward. A map of Option 16 can be found on page 8 along with key information and a benefit comparison table can be found on pages 10 and 11 so you can compare like-for-like with the 2 options we are presenting.







Scheme objectives and other considerations	Option 9 4 level "flyover"	Option 14 Elongated roundabout and local access route improvements	Rejected Option 16 Removal of the roundabout for M25 and A3 traffic
Improving journey times and reliability	<ul style="list-style-type: none"> Journey time savings of 10 minutes per mile on average in the morning peak Less congestion would improve journey time reliability Free flow (where there are no traffic lights) will operate on 2 of the 4 roundabout arms Creates an additional A3 lane (from 3 to 4) between Ockham and Painshill (the existing bridge will remain 2 lanes in each direction) 	<ul style="list-style-type: none"> Journey time savings of 7 minutes per mile on average in the morning peak Less congestion would improve journey time reliability There would be no completely free flow operation (where there are no traffic lights at all) on any of the roundabout arms Creates an additional A3 lane (from 3 to 4) between Ockham and Painshill (the existing bridge will remain 2 lanes in each direction) 	<ul style="list-style-type: none"> Journey time savings of 12 minutes per mile on average in the morning peak Less congestion would improve journey time reliability Provides free flow movements for 100% of traffic On the A3 an additional lane added (from 3 to 4) between Ockham and Painshill (the existing bridge will remain 2 lanes in each direction) Specific provision would be provided for pedestrians, cyclists and equestrians Specific provision would be made for local traffic
Supporting walking and cycling and other non-car modes of travel	<ul style="list-style-type: none"> Provides 4 signalised pedestrian crossings, but traffic from 2 of the busiest turns is removed from the roundabout Could include further provision for pedestrians, cyclists and equestrians 	<ul style="list-style-type: none"> Provides 4 pedestrian signalised crossings, but traffic on the roundabout would be increased Could include further provision for pedestrians, cyclists and equestrians 	<ul style="list-style-type: none"> A re-designed junction would be required to provide traffic-free movement for pedestrians, cyclists and equestrians
Improving safety	<ul style="list-style-type: none"> Predicted to save 15 "injury accidents" per year on the A3 between Ockham and Painshill and on the M25 junction 10 roundabout 	<ul style="list-style-type: none"> Predicted to save 1 "injury accident" per year on the A3 between Ockham and Painshill and on the M25 junction 10 roundabout 	<ul style="list-style-type: none"> Predicted to save 20 "injury accidents" per year on the A3 between Ockham and Painshill and on the M25 junction 10 roundabout
Minimising environmental impact	<ul style="list-style-type: none"> Air quality may be adversely impacted but this is limited (due to increased traffic levels but less static traffic) Air quality could be adversely affected on ecological sites surrounding junction 10 Increased traffic levels will have an impact on noise This option encroaches vertically on the visual environment, as it adds another level to the current structure Around 17 hectares of land would be required There could be an impact on unique habitats that cannot be restored or moved 	<ul style="list-style-type: none"> Air quality may be adversely impacted but this is limited (due to increased traffic levels but less static traffic) Air quality could be adversely affected on ecological sites surrounding junction 10 Increased traffic levels will have an impact on noise Around 8 hectares of land would be required There could be an impact on unique habitats that cannot be restored or moved There is likely to be a temporary impact from construction vehicles and the site compound in a Site of Special Scientific Interest (SSSI) 	<ul style="list-style-type: none"> Air quality may be adversely impacted but this is limited (due to increased traffic levels but less static traffic) Air quality could be adversely affected on ecological sites surrounding junction 10 Increased traffic levels will have an impact on noise Around 48 hectares of land would be required There could be an impact on unique habitats that cannot be restored or moved
Building capacity for future growth	<ul style="list-style-type: none"> Provides capacity in line with predicted traffic growth up to 2037 	<ul style="list-style-type: none"> Provides capacity in line with predicted traffic levels, although some arms of the roundabout would exceed capacity before 2037 	<ul style="list-style-type: none"> This option provides capacity in line with predicted traffic growth up to 2037 and beyond
Construction impact	<ul style="list-style-type: none"> The existing roundabout would remain open to traffic throughout construction Speed reductions will be required with some lane space restrictions Some overnight closures would be required Most construction would be carried out away from the existing carriage way The construction compound could be accommodated within the work site itself 	<ul style="list-style-type: none"> The existing roundabout would remain open to traffic throughout construction Speed reductions will be required with some lane space restrictions Some overnight closures would be required All construction would be carried out adjacent to the existing carriageway The construction compound would require temporary land take 	<ul style="list-style-type: none"> The existing roundabout would remain open to traffic throughout construction Speed reductions will be required with some lane space restrictions Some overnight closures would be required All construction would be carried out away from the existing carriageway The construction compound could be accommodated within the work site itself
Local route access impacts/opportunities	<ul style="list-style-type: none"> Would improve local access on the A3, with improved safety provision and up-to-date design standards for this section 	<ul style="list-style-type: none"> Would improve local access on the A3, with improved safety provision and up-to-date design standards for this section 	<ul style="list-style-type: none"> Would improve local access on the A3, with improved safety provision and up-to-date design standards on this section. The opportunity to U-turn at junction 10 would be lost.
Total costs	£214.7 million	£152.5 million	£339.7 million
Construction duration	24 months	24 months	24 months
Benefit to cost ratio	8.3	7.4	5.2
Value for money	Very high	Very high	Very high

Constraints and issues

The area around M25 junction 10 presents a number of challenges for developing this scheme, notably the sensitive environmental and heritage features.

Keeping disruption to a minimum is essential during the construction of any improvement. As such, we will develop plans to ensure both the M25 and A3 can remain open as much as possible, and access to local attractions is maintained.

Improving access to RHS Garden, Wisley will also be a consideration of this scheme – the current access point at Wisley Lane is acknowledged to be unsatisfactory from both a customer and design perspective.

Another issue to be addressed is illegal heavy goods vehicles parking in several lay-bys along this stretch of the A3 and in some areas north and south of junction 10. We will be reviewing the lay-by and emergency refuge provision on the A3 with a view to upgrading these facilities.

M25 junction 10 to 16 smart motorway scheme

In addition to the M25 junction 10/A3 Wisley interchange improvements, Highways England is due to deliver an upgrade to the M25 between junctions 10 and 16, making it a smart motorway (increasing capacity by the use of variable speed limits and hard shoulder running at busy times).

The 2 project teams are working together to align their activities where possible, and minimise any additional disruption for road users and local residents. The full benefits of the M25 junction 10/A3 Wisley Improvement scheme will be realised in conjunction with this smart motorway upgrade.

Environmental considerations

The area around the proposed scheme is very environmentally-sensitive and protected by a number of important national and international designations.

The next stage of the project will consider these in more detail, as well as any necessary mitigation and enhancement measures.

Much of the land around M25 junction 10 and the A3 is designated as a SSSI, which supports a rich community of heathland plants and animals including a large number of rare insects. The land is also designated as a 'special protection area', as it is a habitat for a number of endangered bird species. There are 16 parcels of ancient woodland within a mile of the junction and 4 scheduled monuments.

There are 40 listed buildings, 5 of which are Grade II*, and 2 registered parks and gardens – RHS Wisley and Painshill Park. In addition, there are 2 areas of common land, Ockham and Wisley Commons, which would be affected by a new layout at the junction. Areas of land around the junction are designated as 'access land' and the area is well used by walkers and horse riders.

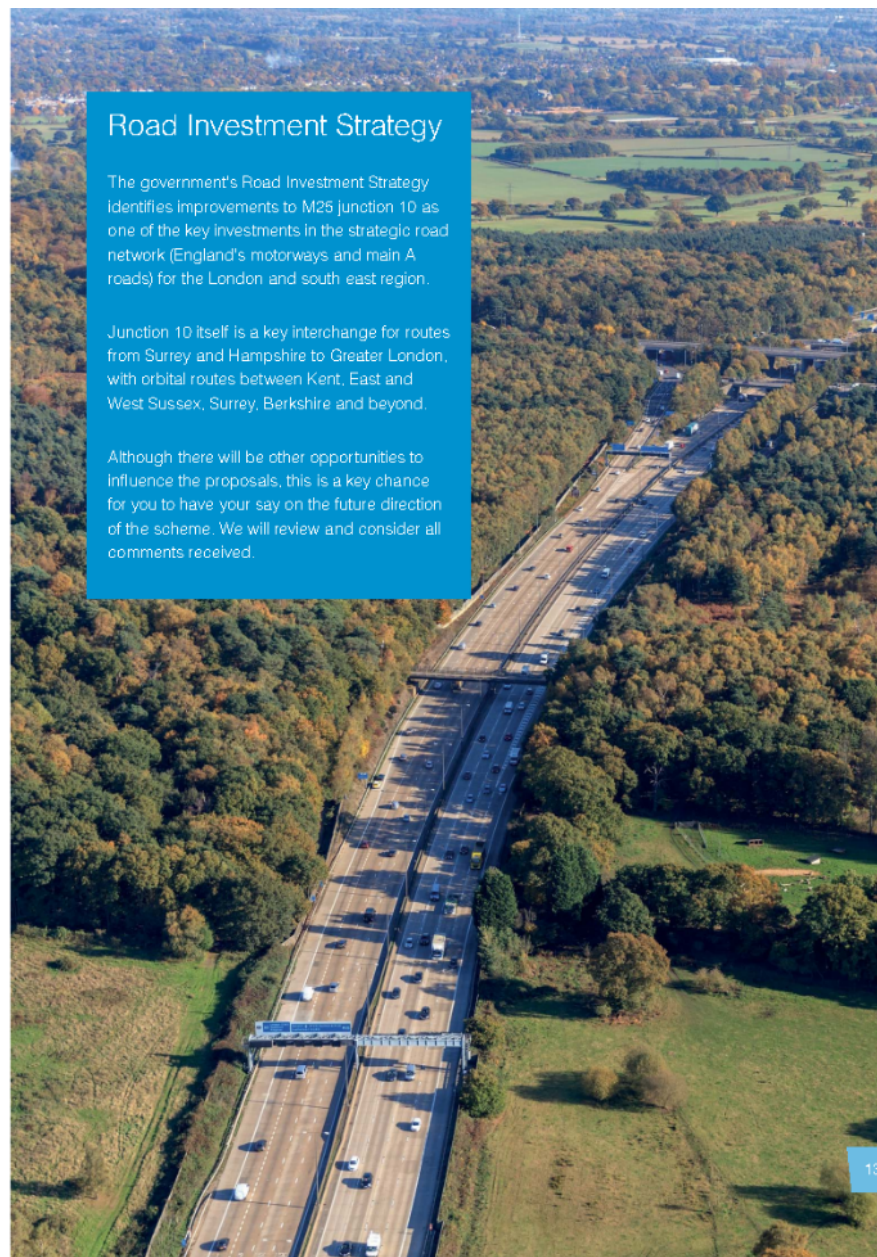
Although there are no large areas of housing in close proximity to the motorway, the M25 is the dominant noise source in the area and there are environmental barriers on either side of the motorway to reduce its impact. A number of 'important areas for noise' are designated on the M25 as well as on the A3 at Painshill, and noise mitigation will be considered. No 'air quality management areas' have been declared by the local authorities for the area immediately around the junction.

Road Investment Strategy

The government's Road Investment Strategy identifies improvements to M25 junction 10 as one of the key investments in the strategic road network (England's motorways and main A roads) for the London and south east region.

Junction 10 itself is a key interchange for routes from Surrey and Hampshire to Greater London, with orbital routes between Kent, East and West Sussex, Surrey, Berkshire and beyond.

Although there will be other opportunities to influence the proposals, this is a key chance for you to have your say on the future direction of the scheme. We will review and consider all comments received.



Details of public exhibitions

Meet staff from Highways England to learn more about the proposed schemes:

Date	Time	Venue
Monday 5 December	3pm – 7.30pm	Ripley Village Hall, High St, Ripley, Woking GU23 6AF
Monday 12 December	3pm – 7.30pm	Ripley Village Hall, High St, Ripley, Woking GU23 6AF
Friday 16 December	1pm – 7.30pm	Cobham Village Hall, Lushington Dr, Cobham KT11 2LU
Saturday 17 December	10am – 3pm	Cobham Village Hall, Lushington Dr, Cobham KT11 2LU
Monday 9 January	3pm – 7pm	Ripley Village Hall, High St, Ripley, Woking GU23 6AF
Friday 3 February	12pm – 8pm	Cobham Hilton, Seven Hills Rd, Cobham KT11 1EW
Saturday 4 February	10am – 3pm	Cobham Hilton, Seven Hills Rd, Cobham KT11 1EW

Alternatively, pick up a brochure and questionnaire from:

Location	Address
Guildford Library	North Street, Guildford, Surrey GU1 4AL
Hersham Library	Molesey Road, Hersham, Surrey KT12 4RF
Cobham Library	The Cedar Centre, Cedar Road, Cobham, Surrey KT11 2AE
Horley Library	Victoria Road, Horley, Surrey RH6 7AG
Woking Library	Gloucester Walk, Woking, Surrey GU21 6EP

How will you use my response?

All views and comments received help us to:

- make sure potential impacts on the community and environment have been fully considered
- ensure the final scheme design is updated with all relevant responses where applicable
- ensure the final environmental statement takes into account impacts and mitigation measures you have told us about
- record how we have considered feedback to develop the scheme further within our consultation report

What happens after the consultation?

Views and comments received during the consultation will be considered and summarised in our public consultation report.

Following a preferred route announcement, we will develop detailed proposals for the scheme. This will include surveys and investigations to allow us to design the proposals in more detail.

Another opportunity to have your say

When the detailed designs are complete there will be another opportunity to have your say and influence their development. We will let you know more about this nearer the time.

Development Consent Order

After this second consultation we will need to apply for a Development Consent Order. The Development Consent Order application will be examined by the independent Planning Inspectorate, who will ask for representations from interested parties. This is another opportunity for you to have your say.

After the examination, the Planning Inspectorate will make a recommendation to the Secretary of State for Transport who makes the final decision on the scheme. We will only be given consent to construct the scheme if the Development Consent Order is granted. Consent will also allow compulsory purchase of any land required.

Scheme milestones

Milestone	Dates
Preferred route announced	Late 2017
Full public consultation on preferred route	Late 2017
Work commences (if planning consent granted)	2020
Work complete and open for traffic	2022

Next steps

We want to hear your views on these options.

Please tell us what you think by:

- completing the questionnaire included with this brochure and returning it to **FREEPOST M25 junction 10/A3 Wisley interchange**
- completing the consultation questionnaire online at www.highways.gov.uk/m25j10

If you have questions, you can:

- attend one of our public events (details on page 14), where you can also pick up a questionnaire to fill in
- email info@highwaysengland.co.uk
- call us on **0300 123 5000**

We look forward to hearing from you.

If you need help accessing this or any other Highways England information, please call **0300 123 5000** and we will help you.

Contact us

If you have any queries relating to the M25 junction 10/A3 Wisley interchange improvement scheme, please do not hesitate to contact us at info@highwaysengland.co.uk

For the latest information and updates, please visit our website www.highways.gov.uk/m25j10

If you have any queries relating to Highways England, please call the customer contact centre on **0300 123 5000** or alternatively email info@highwaysengland.co.uk

© Crown copyright 2016.
You may re-use this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence: visit www.nationalarchives.gov.uk/doc/open-government-licence/ write to the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email psi@nationalarchives.gov.uk.

This document is also available on our website at www.gov.uk/highways

If you have any enquiries about this publication email info@highwaysengland.co.uk or call **0300 123 5000**. Please quote the Highways England publications code PR128/16

Highways England, Creative S160489

*Calls to 03 numbers cost no more than a national rate call to an 01 or 02 number and must count towards any inclusive minutes in the same way as 01 and 02 calls. These rules apply to calls from any type of line including mobile, BT, other fixed line or payphone. Calls may be recorded or monitored.

Printed on paper from well-managed forests and other controlled sources.

Registered office Bridge House, 1 Walnut Tree Close, Guildford GU1 4LZ
Highways England Company Limited registered in England and Wales number 09346363

A.2 Response Questionnaire

If you need help accessing this or any other Highways England information, please call **0300 123 5000** and we will help you.



M25 junction 10/A3 Wisley interchange improvement scheme Response questionnaire

Contact us

If you have any queries relating to the M25 junction 10/A3 Wisley interchange improvement scheme, please do not hesitate to contact us at info@highwaysengland.co.uk

For the latest information and updates, please visit our website www.highways.gov.uk/m25j10

If you have any queries relating to Highways England, please call the customer contact centre on **0300 123 5000** or alternatively email info@highwaysengland.co.uk



© Crown copyright 2016.
You may reuse this information (not including logos) free of charge in any format or medium under the terms of the Open Government Licence. To view this licence visit www.nationalarchives.gov.uk/doc/open-government-licence/version/3 or visit the Information Policy Team, The National Archives, Kew, London TW9 4DU, or email psi@nationalarchives.gov.uk.

This document is also available on our website at www.gov.uk/highways

If you have any enquiries about this publication email info@highwaysengland.co.uk or call **0300 123 5000**. Please quote the Highways England publication code: PR129/16

Highways England, Creative S160481

*Calls to 03 numbers cost no more than a national rate call to an 01 or 02 number and must count towards any inclusive minutes in the same way as 01 and 02 calls. These rates apply to calls from any type of line including mobile, BT, other fixed line or pay phone. Calls may be recorded or monitored.

Printed on paper from well-managed forests and other controlled sources.

Registered office: Sedge House, 1 Walnut Tree Close, Guildford GU1 4LZ
Highways England Company Limited registered in England and Wales number 08346363

5 December 2016 to 6 February 2017

M25 junction 10/A3 Wisley interchange scheme questionnaire

Please return this questionnaire to any of the public exhibitions or via our freepost address **FREEPOST M25 junction 10/A3 Wisley interchange** by **6 February 2017**. You can also complete the questionnaire online at www.highways.gov.uk/m25j10 until **11.59pm on 6 February 2017**.

Please complete your contact details below. If you would prefer not to give these details, please provide your postcode only.

Name (required) _____

Address (required) _____

Postcode (required) _____

Phone number (optional) _____

Email address (optional) _____

Please note: The information you provide will be kept in a secure environment only accessible by Highways England and the specific contactor(s) working with us on this project. Your personal information will not be shared with any other individuals or organisations, beyond the provisions set out in the Freedom of Information Act 2000 and Environmental Regulations Act 2004. The information you submit will only be used in support of the purpose specified in this survey. Personal details are collected only to ensure entries are not duplicated and in order to contact correspondents if necessary. All personal details will be deleted at the end of the survey analysis period.

Current problems and issues

We want to target our investment to make the best impact we can on congestion, safety and accommodating growth in the local area.

A1. How concerned are you about the following issues?

Issue	Very concerned	Slightly concerned	Not concerned	Not applicable
Journey times along the A3 between Ockham and Painshill				
Ease with which journeys can be made around the M25 junction 10 roundabout at peak times				
Road safety				
Provision of footpaths, cycle paths and crossings				
Ease of turning onto/off the A3 from local roads				
Accommodating traffic from future housing and economic development				
The effects of M25 junction 10/A3 Wisley interchange traffic on the environment				
Other – please specify				

Black

- ☐ African
☐ Caribbean
☐ Any other black background (please specify) _____

East Asian

- ☐ Chinese
☐ Japanese
☐ Any other mixed ethnic background (please specify) _____

C4. What is your gender?

- ☐ Yes ☐ No ☐ If yes, please specify _____

C5. Do you consider yourself to have a disability?

- ☐ Yes ☐ No ☐ If yes, please specify _____

Thank you for completing this questionnaire.

Please submit your completed questionnaire by **6 February 2017**:

- online at www.highways.gov.uk/m25j10
- via our freepost address: FREEPOST M25 junction 10/A3 Wisley interchange
- at any of the public exhibitions listed in the brochure.

Your views will help shape the scheme. All consultation questionnaires received are formally recorded and in accordance with data protection your personal details are used solely in connection with the consultation process.

Equality and diversity

Please fill in this section to help us meet our diversity guidelines. You are not obliged to complete this. The information will only be used by Highways England to monitor its effectiveness at consulting with the whole community. This information will not be used for any other purpose. Individuals will not be identified when the results are published.

C1. What is your age?

- ☐ Under 18 ☐ 18-24 ☐ 25-35 ☐ 35-44 ☐ 45-54 ☐ 55-64 ☐ 65+
☐ Prefer not to say

C2. What is your gender?

- ☐ Male ☐ Female ☐ Prefer not to say

C3. How would you describe your national identity?

- ☐ British
☐ English
☐ Irish
☐ Scottish
☐ Welsh
☐ Other (please specify) _____
☐ Prefer not to say

South Asian

- ☐ Bangladeshi
☐ Indian
☐ Pakistani
☐ Any other Asian background (please specify) _____

Options and proposals

This consultation is the first stage of gathering views on potential options to improve the M25 junction 10/A3 Wisley interchange and tackle issues including congestion, capacity, safety, noise and environmental impacts.

The 2 options which this consultation is seeking views on are:

- **Option 9** – a new flyover to link right-turning movements from the A3 onto the M25
- **Option 14** – enlarging the existing roundabout; to add more capacity.

Option 9 – a new “4-level” flyover

A2. Do you think option 9, the flyover design will achieve the following outcomes?

	Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree
Improved traffic flows through the interchange					
Accommodate local growth					
Result in fewer accidents and improved safety					
Provide suitable and convenient crossings					
Other – please specify					

Option 14 – enlarged roundabout

A3. Do you think option 14, the enlarged roundabout design will achieve the following outcomes?

	Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree
Improved traffic flows through the interchange					
Accommodate local growth					
Result in fewer accidents and improved safety					
Provide suitable and convenient crossings					
Other – please specify					

A3 widening between Ockham and Painshill

A4. Do you think the widening of the A3 between Ockham and Painshill will achieve the following outcomes?

	Strongly agree	Slightly agree	Neither agree nor disagree	Slightly disagree	Strongly disagree
Improved conditions for through traffic					
Improved conditions for vehicles accessing/egressing local attractions/properties					
Reduce illegal HGV parking with the removal of lay-bys					
Accommodate local growth					
Result in fewer accidents and improved safety					
Provide access to public transport services (bus stops)					
Other – please specify					

Your preferred option

A5. Please state your preferred option for the M25 junction 10/A3 Wisley interchange scheme:

- ☐ Option 9 – “4-level flyover” ☐ Option 14 – “Enlarged roundabout”

Rejected option

Option 16 meets the objectives of this scheme, but another option delivers similar levels of benefit with better value for money and less environmental impact. As a result, we are not recommending Option 16 as part of the consultation. However, we wanted to share this rejected option with you, and seek your views on whether we were right in not taking this option forward.

Option 16 would have removed the roundabout at the M25 junction 10/A3 Wisley interchange altogether, and replaced it with a new interchange similar to that at M25 junction 12.

Please indicate whether you think it is right to reject Option 16 as the slightly increased level of benefit compared with Option 9 is not worth the additional cost and greater environmental impact.

- ☐ Yes
☐ No

About the consultation

B1. How did you find out about the M25 junction 10/A3 Wisley interchange scheme consultation?

- ☐ Letter through door
☐ Local newspaper advert
☐ Surrey County Council website or email
☐ Guildford Borough Council website or email
☐ Woking Borough Council website or email
☐ Local radio
☐ Highways England website
☐ Poster
☐ Local community group
☐ Public notice
☐ Other (please describe) _____

B2. Have you found the consultation materials useful in answering your questions?

- ☐ Yes ☐ Somewhat ☐ No

B4. Were the public exhibitions helpful in addressing your questions?

- ☐ Yes ☐ Somewhat ☐ No ☐ Not applicable

B5. Please tell us about your travel habits

How frequently do you:	Every day	4-5 times per week	2-3 times per week	Less than once a week	Less than once a month	Never
Drive along the A3 between Ockham and Painshill						
Drive along the M25 between junctions 9 and 11						
Use M25 junction 10 to access the M25 or A3 (including U-turns)						
Cross the M25 junction 10 on foot/bicycle/horse						
Cross the A3 between Ockham and Painshill on foot/bicycle/horse						
Travel by bus along the A3						

A.3 Press Release



1. Home (<https://www.gov.uk/>)
2. Transport (<https://www.gov.uk/transport>)
3. Road infrastructure (<https://www.gov.uk/transport/road-infrastructure>)
4. Road improvement and investment (<https://www.gov.uk/transport/road-improvement-and-investment>)
5. Major roads (<https://www.gov.uk/transport/major-roads>)

Press release

Multi-million pound road improvements for South East

Plans for major upgrades to give drivers better journeys on some of the South East's busiest roads are to go on public display.

Published 14 October 2016

From:

Highways England (<https://www.gov.uk/government/organisations/highways-england>)



Seven schemes, part of the Government's record £15bn investment in roads, will be carried out to improve the M25, M271, A2, A27 and A31.

They include:

- junction and A27 upgrades between Lewes and Polegate
- three major junction upgrades on the M25, at junction 10 in Surrey, junction 25 in Hertfordshire and junction 28 in Essex
- widening the A31 near Ringwood to improve journeys in Hampshire and Dorset
- further junction upgrades linked to local growth plans on the M271 near Southampton and the A2 in Kent

Each scheme will reduce congestion, improve safety and boost the economy and over the next few months public consultations will be held to give drivers, residents and businesses their chance to comment to ensure the best possible improvements are taken forward.

The schemes, worth up to £605 million, were announced in the Government's Road Investment Strategy in November 2014 as part of a £2.2bn package of 26 different projects across the South East.

The first consultation, due to start on Thursday 27 October, will be about an upgrade worth up to £75m on the A27 between Lewes and Polegate in East Sussex.

Regional Director for Major Projects in the South East, Ken Simmonds, said:

These improvements, which are being made possible by the Government's record £15 billion investment in major roads, will help drivers who make up the 237 million journeys on these sections of road every year. Each scheme has been developed by working with local partners and now you can have your say. I encourage anyone with an interest in these roads – whether they drive on them, live near them or depend on them for trade – to get involved and give us their views.

Public consultations on plans for the latest schemes will launch in the coming months and will be publicised in advance.

Scheme	Description	Expected date
A27 East of Lewes	Junction and A27 upgrades between Lewes and Polegate	October 2016
M25 junction 28	Upgrade of the junction between the M25 and the A12 in Essex, potentially including the provision of dedicated left-turn lanes and improvement of the roundabout	November 2016
M271 Redbridge	Creation of dedicated left-turn lane for traffic leaving the M271 for Southampton docks and city centre, plus an improved roundabout layout for traffic from the docks turning onto the M271	November 2016
M25 junction 10/A3 Wisley interchange	Improvement of the Wisley interchange to allow flowing movement in all directions, together with improvements to the neighbouring Painshill interchange on the A3 to improve safety and congestion across the two sites	December 2016
M25 junctions 25	Upgrade of the between the M25 and the A10 at Cheshunt, providing greater capacity for traffic	January 2017
A2 Bean and Ebbsfleet	Improvements to junctions on the A2 near Bluewater to enable major developments in the vicinity of Ebbsfleet	January 2017
A31 Ringwood	Widening of the A31 at Ringwood to three lanes, providing more capacity for traffic using the road to cross the Avon,	March 2017

Scheme	Description	Expected date
	plus adjustments to the nearby road network to allow for improvements for pedestrians in Ringwood	

General enquiries

Members of the public should contact the Highways England customer contact centre on 0300 123 5000.

Media enquiries

Journalists should contact the Highways England press office on 0844 693 1448 and use the menu to speak to the most appropriate press officer.

Published 14 October 2016

Related content

Major roads (<https://www.gov.uk/transport/major-roads>)

Operation, improvement and investment in the major road network.

- A3 Hindhead tunnel: advice for drivers (<https://www.gov.uk/guidance/a3-hindhead-tunnel-advice-for-drivers>)
- National Highway Sector Schemes: certification for contractors and subcontractors (<https://www.gov.uk/guidance/national-highway-sector-schemes-certification-for-contractors-and-subcontractors>)
- Road investment strategy: post-2020 (<https://www.gov.uk/government/collections/road-investment-strategy-post-2020>)

A.4 Display Board Media



Welcome to the M25 junction 10/A3 Wisley interchange scheme consultation

Thank you for coming.

We would like to hear your views about proposals for improvements at the M25 junction 10/A3 Wisley interchange.

Today we are showing you the early designs for a series of possible improvement measures within a budget of £100 – £250 million.

Construction is due to begin by March 2020.

The public consultation runs from 5 December 2016 to 6 February 2017.

Please let us know what you think by filling in a questionnaire.

Staff from Highways England and the project engineering team are here to answer your questions.



Objectives

The scheme objectives are:

- improve the current layout of the junction and interchange
- reduce delays at M25 junction 10
- smooth traffic flow at M25 junction 10 and the exit and entry roads for the A3 Wisley
- reduce stopping and starting across the junction
- address issues at noise important areas, where possible
- support sustainable travel routes
- support economic growth and ensure the junction can accommodate extra traffic
- mitigate environmental impacts wherever possible





Benefits to customers

Potential benefits of the scheme are:

- increased road capacity at the M25 junction 10 roundabout
- increased road capacity on the A3 between Ockham and Painshill
- improved traffic flow and reduced delays at M25 junction 10 and on the A3
- improved safety on the A3, its entry and exit roads and the M25 junction 10 roundabout
- reduced queuing as traffic enters the M25 junction 10 roundabout
- improved access to RHS Garden, Wisley



Environmental considerations

The area around the M25 junction 10/A3 Wisley interchange is environmentally-sensitive and protected by a number of important national and international designations.

- Much of the land around M25 junction 10 and the A3 is designated as a 'site of special scientific interest'.
- It supports a rich community of heathland plants and animals, including rare insects.
- The land is designated as a 'special protection area', as it is a habitat for a number of endangered bird species.
- There are 16 parcels of ancient woodland within a mile of the junction and 4 scheduled monuments.
- There are 40 listed buildings as well as RHS Garden, Wisley and Painshill Park.
- Designated 'access land' is well-used by walkers, cyclists and horse riders.

Appropriate measures will be considered to address any impact on noise and air quality.



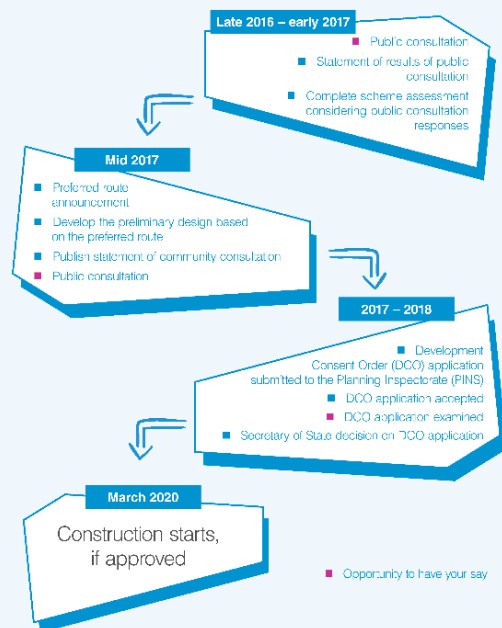
If we don't improve the interchange

Our research shows that if we don't improve the M25 junction 10/A3 Wisley interchange, then:

- The number of incidents on the junction and A3/M25 approaches will rise.
- Congestion and delays will worsen as traffic increases. 7,000 vehicles per hour use the roundabout at peak times today – by 2022, we expect more than 8,000 vehicles per hour at peak times.
- Average delays will rise from 8 minutes now to 11 minutes in 2022 and nearly 16 minutes in 2037. The junction will be so congested it no longer works properly.
- Regional and local growth (including jobs) will be constrained if major roads fail to cope with demand.



What happens next?





Have your say

Your feedback will help shape our proposals.

Please tell us what you think about the designs by filling in a questionnaire.

You can also complete a consultation questionnaire online at: www.highways.gov.uk/m25j10

The consultation runs from **Monday 5 December 2016 to Monday 6 February 2017**

Thank you for coming

Thank you for giving us your views. We aim to announce the preferred option for M25 junction 10/A3 Wisley interchange in mid 2017, when there will be another opportunity to have your say before a final decision is made.

If you have any further questions, you can:

go online: www.highways.gov.uk/m25j10

email us: info@highwaysengland.co.uk

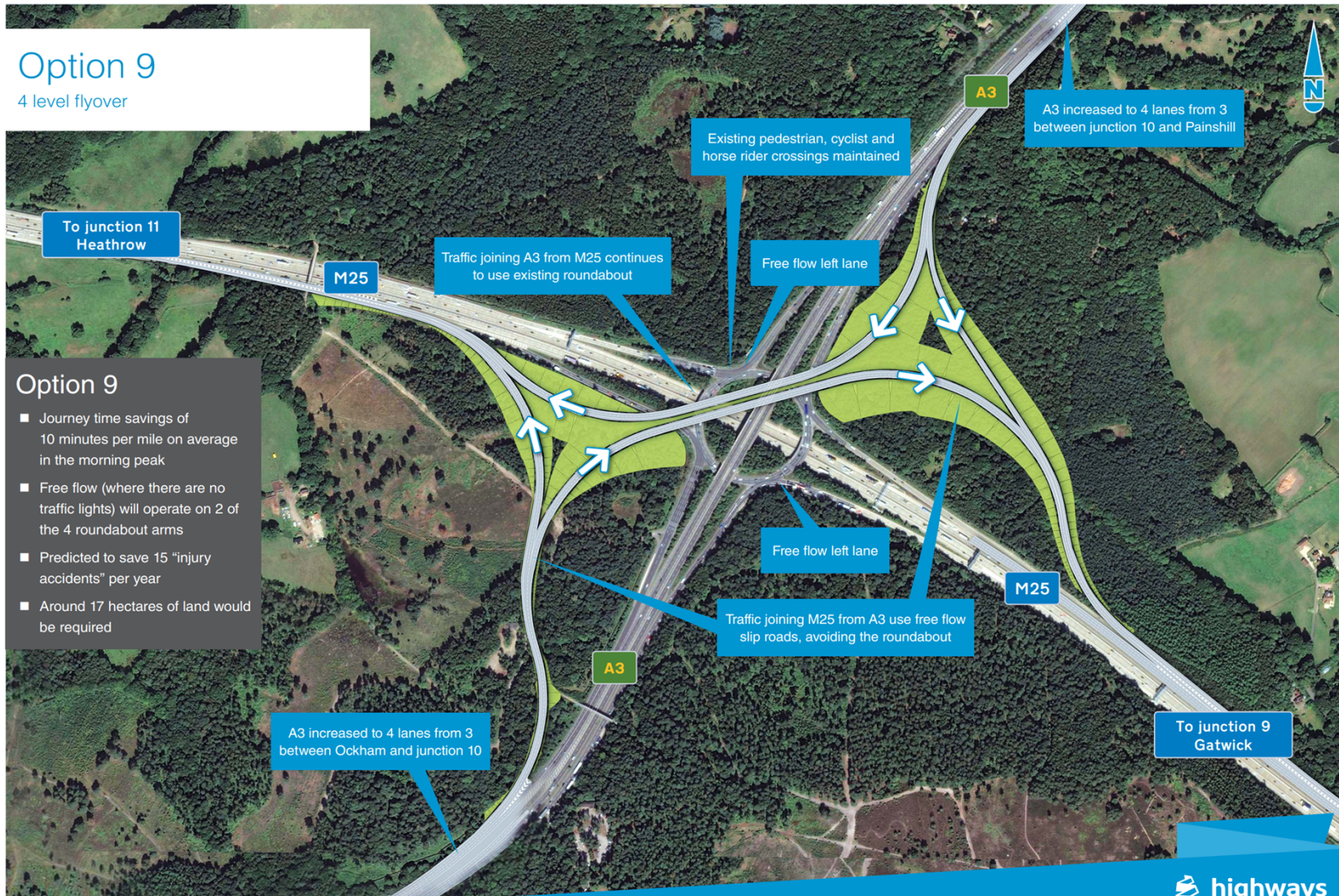
call us: 0300 123 5000



A.5 Scheme Layout Drawings

Option 9

4 level flyover



Option 9

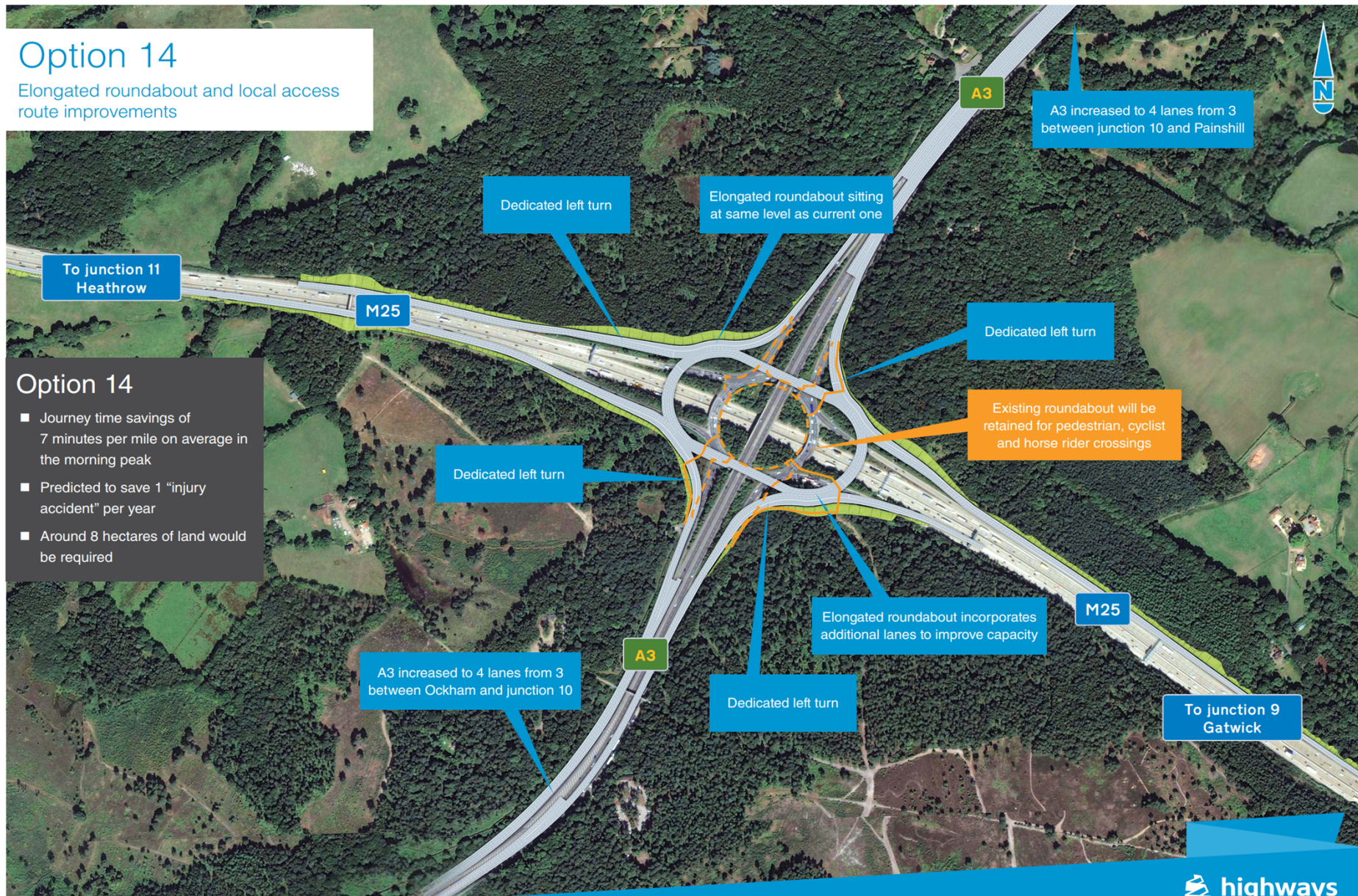
- Journey time savings of 10 minutes per mile on average in the morning peak
- Free flow (where there are no traffic lights) will operate on 2 of the 4 roundabout arms
- Predicted to save 15 "injury accidents" per year
- Around 17 hectares of land would be required

Option 14

Elongated roundabout and local access route improvements

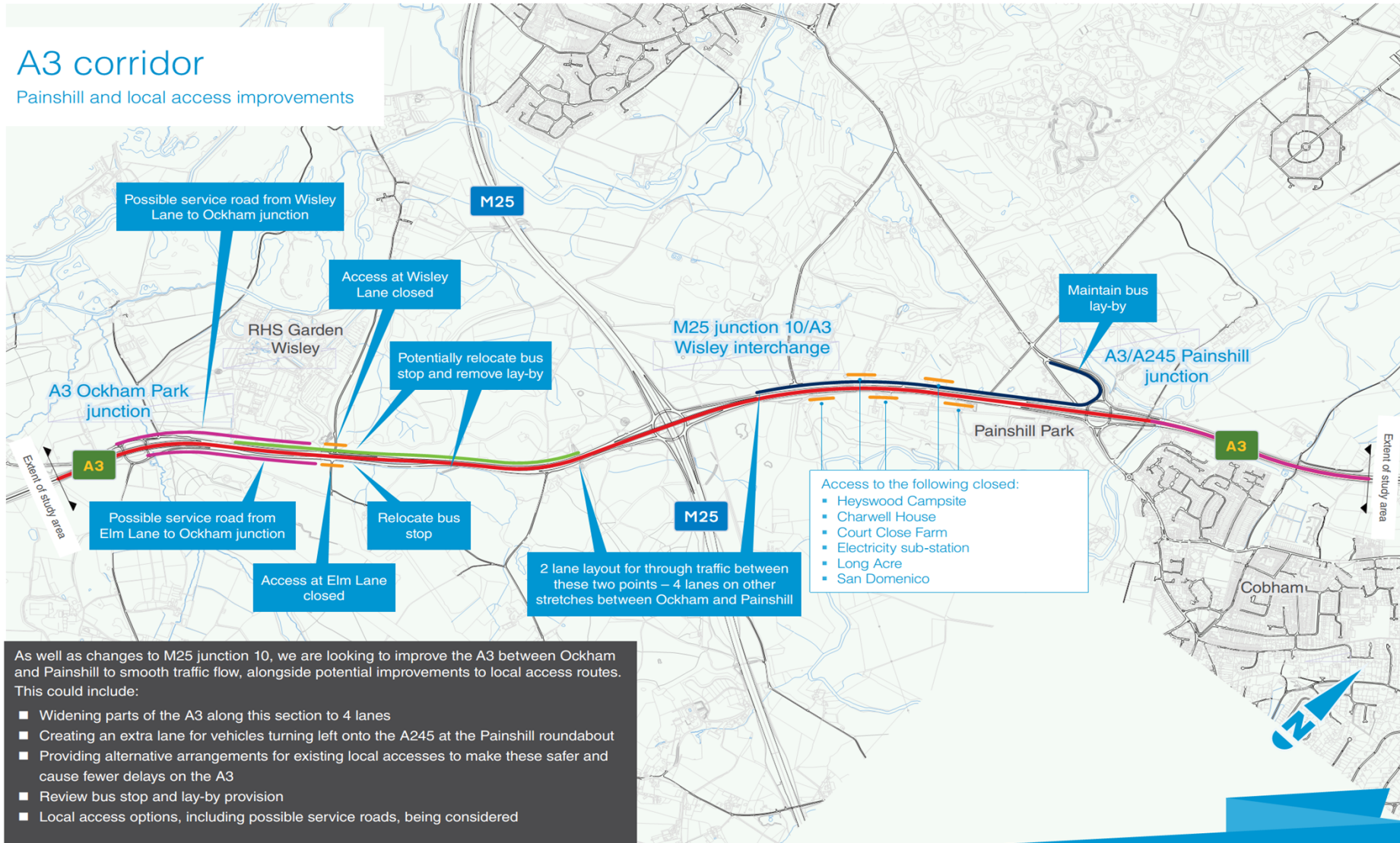
Option 14

- Journey time savings of 7 minutes per mile on average in the morning peak
- Predicted to save 1 "injury accident" per year
- Around 8 hectares of land would be required



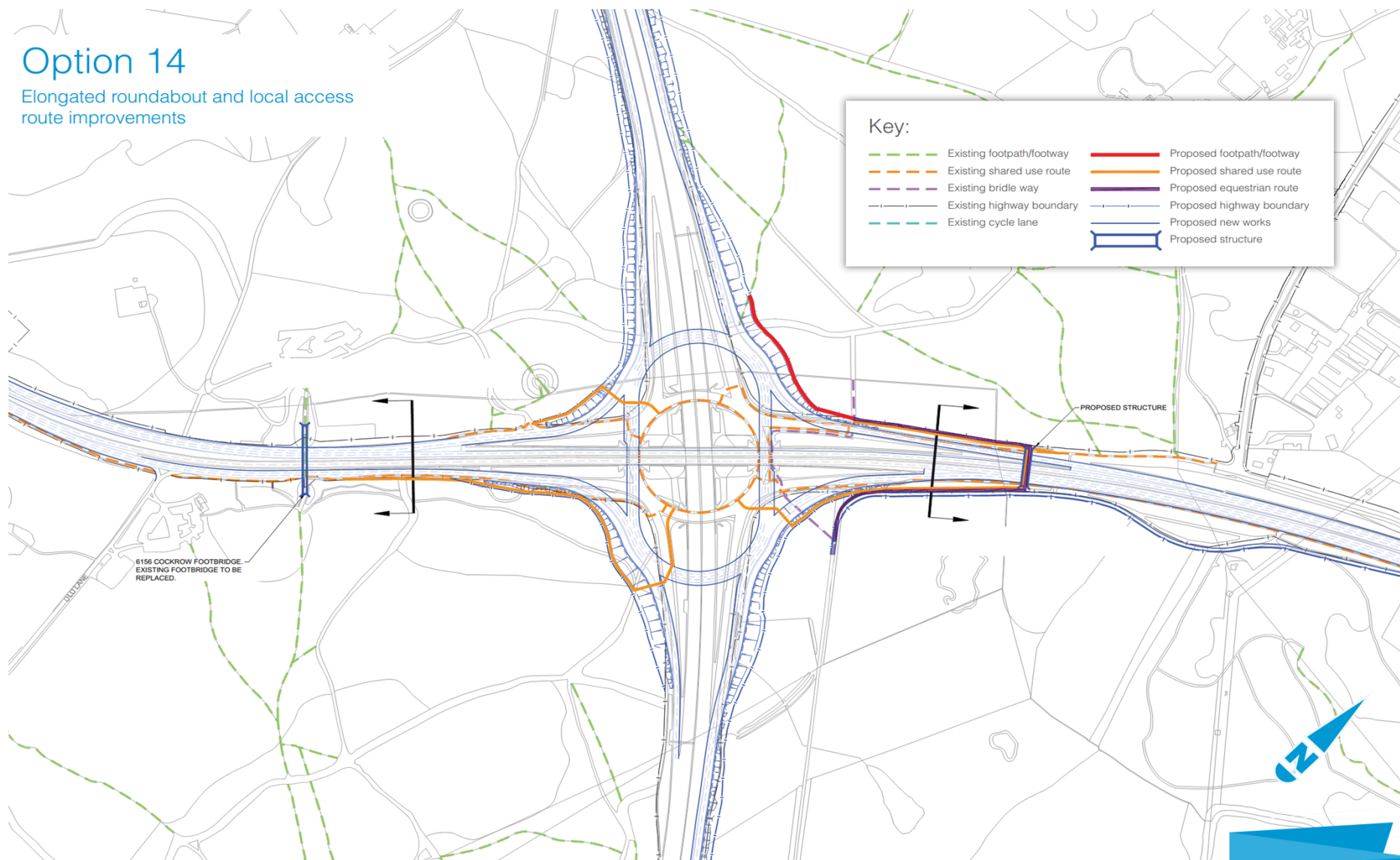
A3 corridor

Painshill and local access improvements



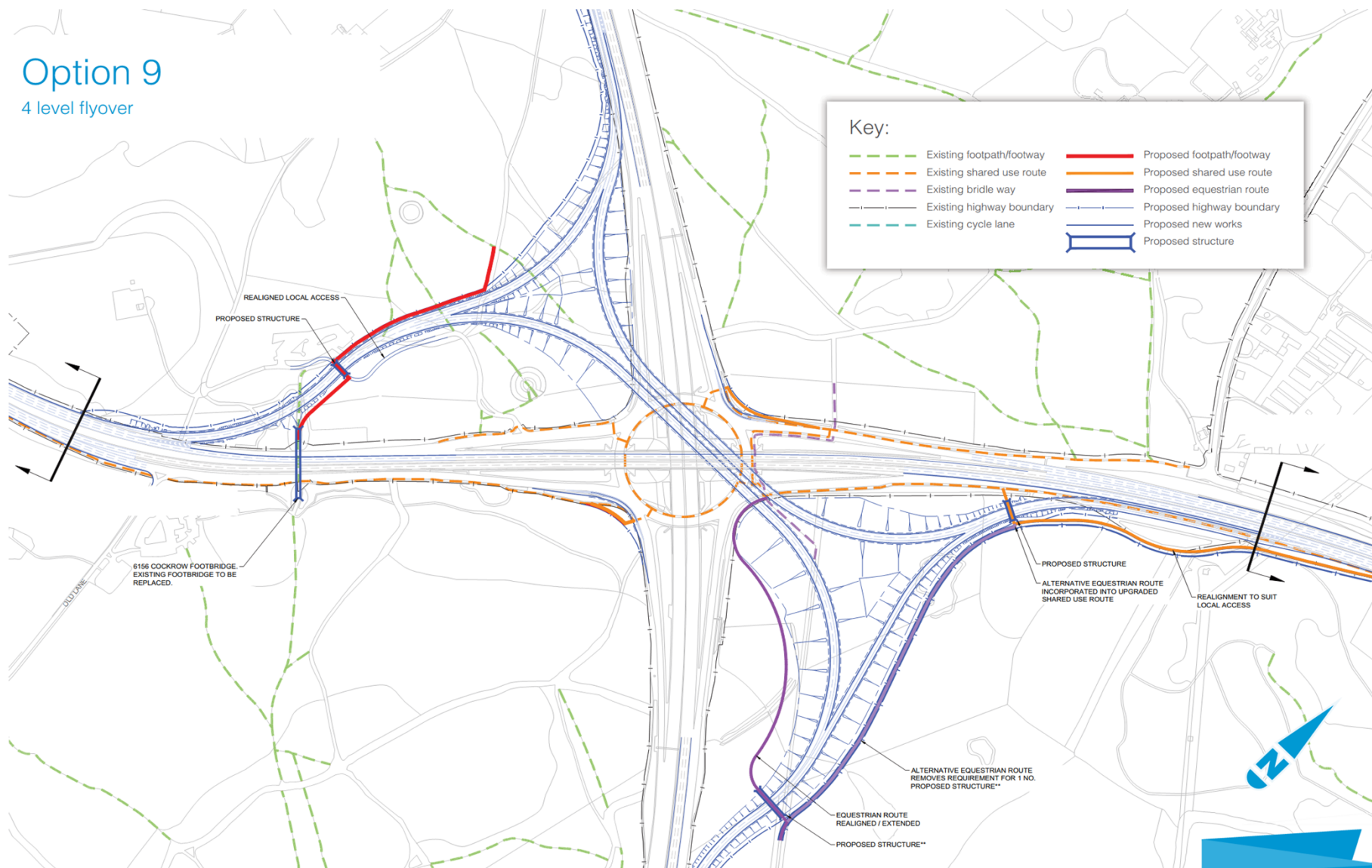
Option 14

Elongated roundabout and local access
route improvements



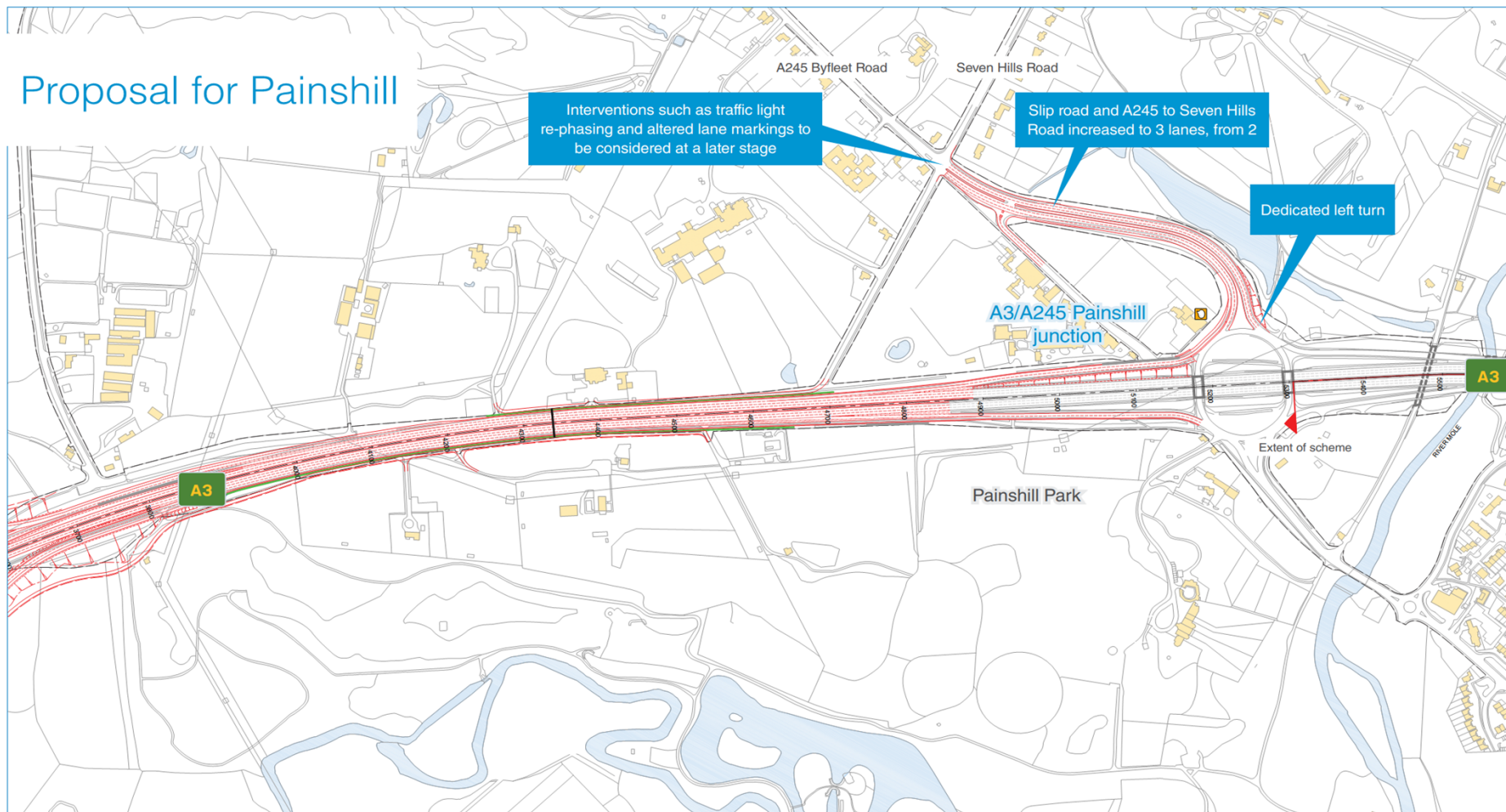
Option 9

4 level flyover

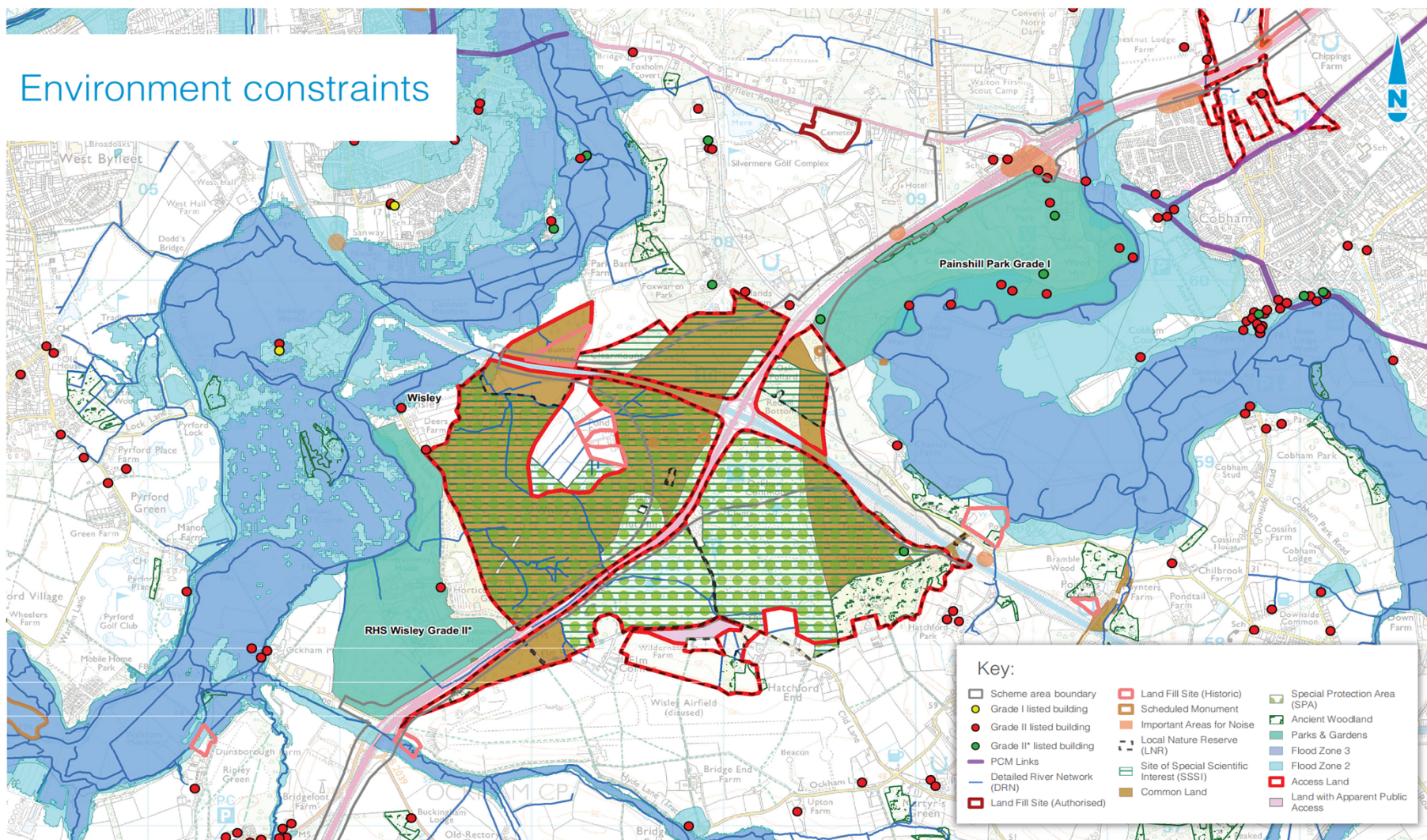


Scheme objectives and other considerations	Option 9 4-level "flyover"	Option 14 Elongated roundabout and local access route improvements
Improving journey times and reliability	<ul style="list-style-type: none"> ▪ Journey time savings of 10 minutes per mile on average in the morning peak ▪ Less congestion would improve journey time reliability ▪ Free flow (where there are no traffic lights) will operate on 2 of the 4 roundabout arms ▪ On the A3 an additional lane (from 3 to 4) will add capacity between Ockham and Painshill 	<ul style="list-style-type: none"> ▪ Journey time savings of 7 minutes per mile on average in the morning peak ▪ Less congestion would improve journey time reliability ▪ There would be no completely free flow operation (where there are no traffic lights at all) on any of the roundabout arms ▪ Creates an additional A3 lane (from 3 to 4) between Ockham and Painshill (the existing bridge will remain 2 lanes in each direction)
Supporting walking and cycling and other non-car modes of travel	<ul style="list-style-type: none"> ▪ Provides 4 pedestrian signalised crossings, as is currently provided, but traffic from two of the busiest turns has been removed from the roundabout altogether ▪ This option could include further provision for pedestrians, cyclists and equestrians 	<ul style="list-style-type: none"> ▪ Provides 4 pedestrian signalised crossings, but traffic on the roundabout would be increased ▪ This option could include further provision for pedestrians, cyclists and equestrians
Improving safety	<ul style="list-style-type: none"> ▪ Predicted to save 15 "injury accidents" per year on the A3 between Ockham and Painshill and on the M25 junction 10 roundabout 	<ul style="list-style-type: none"> ▪ Predicted to save 1 "injury accident" per year on the A3 between Ockham and Painshill and on the M25 junction 10 roundabout
Minimising environmental impact	<ul style="list-style-type: none"> ▪ Air quality may be adversely impacted at certain locations, but this is limited (due to increased traffic levels but less static traffic than at present) ▪ Air quality could be adversely affected on the ecological sites surrounding junction 10 ▪ Increased traffic levels will have an impact on noise ▪ This option encroaches vertically on the visual environment, as it adds another level to the current structure ▪ Around 17 hectares of land would be required to accommodate this option ▪ There could be an impact on unique habitats that cannot be restored or moved 	<ul style="list-style-type: none"> ▪ Air quality may be adversely impacted but this is limited (due to increased traffic levels but less static traffic) ▪ Air quality could be adversely affected on ecological sites surrounding junction 10 ▪ Increased traffic levels will have an impact on noise ▪ Around 8 hectares of land would be required ▪ There could be an impact on unique habitats that cannot be restored or moved ▪ There is likely to be a temporary impact from construction vehicles and the site compound in a Site of Special Scientific Interest
Building capacity for future growth	<ul style="list-style-type: none"> ▪ This option provides capacity in line with predicted traffic growth up to 2037 	<ul style="list-style-type: none"> ▪ This option provides capacity in line with predicted traffic levels, although some arms of the roundabout would exceed capacity before 2037
Construction impact	<ul style="list-style-type: none"> ▪ The existing roundabout would remain open to traffic throughout construction ▪ Construction will impact on the existing carriageway and speed reductions will be required as well as some lane space restrictions ▪ Some overnight closures would be required ▪ Most construction would be carried out away from the existing carriageway 	<ul style="list-style-type: none"> ▪ The existing roundabout would remain open to traffic throughout construction ▪ Construction will impact on the existing carriageway and speed reductions will be required as well as some lane space restrictions ▪ Some overnight closures would be required ▪ All construction would be carried out adjacent to the existing carriageway ▪ The construction compound could be not accommodated within the work site and would require temporary land take
Local route access impacts/opportunities	<ul style="list-style-type: none"> ▪ Would improve local access on the A3, with improved safety provision and up-to-date design standards adopted for this section of the A3 	<ul style="list-style-type: none"> ▪ Would improve local access on the A3, with improved safety provision and up-to-date design standards for this section
Total costs	£214.7 million	£152.5 million
Construction duration	24 months	24 months
Benefit to cost ratio	8.3	7.4
Value for money	Very high	Very high

Proposal for Painshill



Environment constraints



A.6 Consultation report (August 2017)



Regional Investment Programme
M25 Junction 10/A3 Wisley Interchange
Public Consultation Report
August 2017

Registered office Bridge House, 1 Walnut Tree Close, Guildford GU1 4LZ

Highways England Company Limited registered in England and Wales number

Notice

This document and its contents have been prepared and are intended solely for Highways England's information and use in relation to the M25 Junction 10/A3 Wisley Interchange Scheme. Atkins Ltd assumes no responsibility to any other party in respect of or arising out of, or in connection with, this document and/or its contents.

This consultation report reflects the views of the consultation on the M25 j10/A3 Wisley interchange improvement scheme which took place between 5 December 2016 and 6 February 2017.

It does not reflect views expressed by stakeholders in subsequent engagement.

Document control

The Project Manager is responsible for production of this document, based on the contributions made by his/her team existing at each Stage.

Document Title	Public Consultation Report
Author	Louisa Perry, Stakeholder Lead, Atkins
Owner	Hugh Coakley, Project Manager, Highways England
Distribution	Andrew Salmon; Highways England Communications Team
Document Status	Draft

Revision History

Version	Description	Originated	Checked	Reviewed	Authorised	Date
1.1	First draft	LP, MW	HC, GL, GB			
2.1	Final draft	LP, MW	GB			26.05.17

Reviewer List

Name	Role
Hugh Coakley	Highways England Project Manager
Gemma Lloyd	Highways England Communications
Andrew Salmon	Highways England SRO

Approvals

The Project SRO is accountable for the content of this document.

Name	Signature	Title	Date of Issue	Version
Andrew Salmon		Route Sponsor	16.07.2017	V2.6

1.	Executive summary	3
1.1.	Context	3
1.2.	Report purpose	4
1.3.	Presented options	4
1.4.	Consultation arrangements	4
1.5.	Effectiveness of the Public Consultation	5
1.6.	Questionnaire response analysis	5
1.7.	Stakeholder responses	8
1.8.	Conclusion	9
2.	Introduction	10
2.1.	Scheme background	10
2.2.	Scheme objectives	10
2.3.	Public Consultation objectives	10
2.4.	The purpose of this report	11
3.	Consultation arrangements	12
3.1.	Proposed options	12
3.2.	Consultation events	12
3.3.	Publicising the consultation	13
3.4.	Consultation material	17
4.	Effectiveness of the Public Consultation	19
4.1.	Exhibition attendance record	19
4.2.	Highways England website hits	19
4.3.	Analysis methodology	19
4.4.	Rates of response	20
5.	Questionnaire response analysis	25
5.1.	Introduction	25
5.2.	Part A: About the scheme	25
5.3.	Part B: About the consultation	21
5.4.	Part C: Equality and Diversity	39
6.	Summary of responses from stakeholders	41
6.1.	Stakeholder responses	33
6.2.	Residents & Landowners:	37
7.	Conclusions and next steps	49

1. Executive summary

1.1. Context

Highways England's Project Control Framework sets out the methodology for delivery of a major highways scheme. The process is split into 8 stages, of which this scheme is currently in Stage 2, as follows:

- **Stage 0** (Strategy, Shaping and Prioritisation) – problem definition, scheme requirements and strategic business case;
- **Stage 1** (Option Identification) – option identification and sifting out of options that are likely to perform less well compared to others;
- **Stage 2** (Option Selection) – detailed option assessment and selection of the Preferred Option, including detailed Public Consultation of the options;
- **Stage 3** (Preliminary Design) – scheme development, including design of the Preferred Option in sufficient detail to produce draft orders and preparation of the Environmental Assessment;
- **Stage 4** (Statutory Procedures and Powers) – gaining authority to construct the scheme through the normal statutory processes as laid down in legislation;
- **Stage 5** (Construction Preparation) – procurement of the construction contractor and detailed design of the scheme;
- **Stage 6** (Construction) – construction of the scheme;
- **Stage 7** (Handover and Close-Out) – project close out.

In December 2014, the Department for Transport (DfT) published the Road Investment Strategy (RIS) for 2015–2020. The RIS sets out the list of schemes that are to be delivered by Highways England over the period covered by the RIS (2015–2020). The RIS identified improvements to M25 junction 10/A3 Wisley Interchange as one of the key investments in the Strategic Road Network (SRN) for the London and South East region. The proposed improvements to M25 junction 10 as stated in the RIS should deliver "free-flowing movement in all directions, together with improvements to the neighbouring Painshill interchange on the A3 to improve safety and congestion across the two sites".

Scheme background and objectives

The M25 junction 10/A3 Wisley interchange has been identified for improvements as it experiences heavy congestion on a daily basis.

This causes queues and prevents access from Ockham Park junction (A3) to the M25 junction 10 and on to Painshill junction (A3) in both directions.

A similar problem is experienced by traffic entering and exiting the M25 junction 10/A3 Wisley interchange.

The benefits of this project are:

- increased road capacity at the M25 junction 10 roundabout;
- increased road capacity on the A3 between Ockham and Painshill;
- improved traffic flow and reduced delays at M25 junction 10 and on the A3;
- improved safety on the A3, its entry and exit roads and the M25 junction 10 roundabout;
- reduced queuing as traffic enters the M25 junction 10 roundabout;
- improved access to RHS Garden, Wisley.

The scheme objectives are to:

- reduce delays at M25 junction 10
- smooth traffic flow at M25 junction 10 and the exit and entry roads for the A3 Wisley
- reduce stopping and starting across the junction
- address issues at noise important areas where possible
- support sustainable travel routes
- support economic growth and ensure the junction can accommodate extra traffic
- mitigate environmental impacts, wherever possible.

1.2. Report purpose

The purpose of this report is to provide a summary of the public consultation held in 2016/2017 and the responses gathered during the process.

The report presents how the public were informed of the public consultation events, how the options identified were presented, the responses received from members of the public, statutory stakeholders and other bodies, as well as a consideration of the consultation responses.

These responses then assisted in identifying the Preferred Option as well as design requirements as the scheme approaches statutory consultation and Development Consent Order application.

1.3. Presented options

The two options which this consultation sought views on were:

- Option 9 – a new flyover to link right-turning movements from the A3 onto the M25
- Option 14 – enlarging the existing roundabout to add more capacity

Views were also sought on the proposal to widen the A3 between Ockham and Painshill to 4 lanes (currently 3 lanes), creating an extra lane for vehicles turning left onto the A245 at the Painshill roundabout, and changing local accesses to make these safer and cause fewer delays on the A3.

Views were also sought on the decision to reject Option 16.

1.4. Consultation arrangements

The public consultation period ran from 5 December 2016 to 6 February 2017, a period of 8 weeks.

During this time, 7 events open to the public were held across the M25 junction 10 area in addition to an event directed at Local Authorities, Parishes and key stakeholders.

These events were held to both the North and South of M25 junction 10, in Cobham and Ripley respectively.

A letter of invitation to the exhibitions was sent to 38,500 households within the locality. Information was also available via the Highways England website and posters advertised that hard copy brochures and questionnaires were available from six libraries across the area. Advertising in the local media was also undertaken, both in hard copy and online.

The scheme and public consultation were announced in October 2016 via a DfT press release which covered several South East RIS schemes. Local media were also alerted by the Highways England press office and invited to attend a dedicated briefing session on Monday 5 December when the consultation opened.

The consultation material consisted of a consultation brochure and questionnaire, exhibition boards available to view at the events, and two key technical reports, the Technical Appraisal Report and

the Environmental Study Report, available in hard copy at exhibitions and in PDF format on the Highways England scheme webpage.

A 3D visual representation of what each option could look like in 2035 was also displayed at the exhibitions, as well as being available online – <https://youtu.be/R8Xt2QE-4E>

1.5. Effectiveness of the public consultation

The public consultation exhibitions received 758 visitors over the 7 events, with 49% of attendees coming from KT11 and GU23 post codes.

The Highways England M25 j10/A3 Wisley interchange improvement website recorded 6,210 unique page views.

Questionnaire responses for the consultation were received either in hard copy (i.e. a paper consultation survey or letter relating to the consultation) or electronic form (online consultation survey or email relating to the consultation). Both hard copy and electronic responses were then collated into a single data source, which was then analysed to provide the charts, tables and text found in this report.

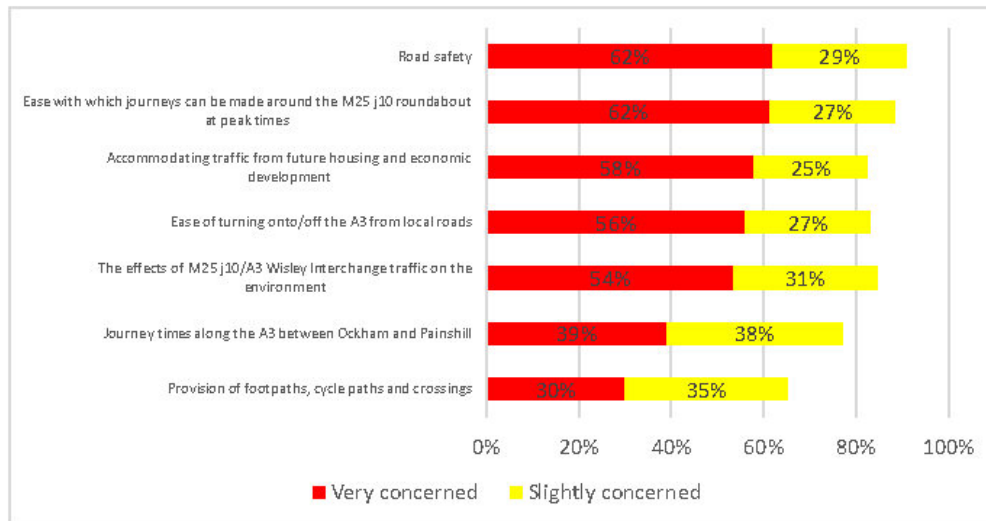
A total of 722 questionnaire responses were received during the consultation period, comprising 486 online questionnaires, 145 hard copy questionnaires and 90 responses via the Highways England Customer Contact Centre. In addition, 39 long form letter responses were received from stakeholders including local authorities, parish councils, environmental groups, local residents and landowners.

It is notable that the proportion of respondents under the age of 24 is low, at 3% of the total number of respondents. This demonstrates that there is a clear "hard to reach" group, as this age group was targeted via the letter drop, advertising campaign and media activity, but still did not engage in the way that the over 55's age group did. There is an opportunity to use additional communications channels such as social media, in future consultations as well as different locations to publicise the consultation such as schools, colleges and businesses.

1.6. Questionnaire response analysis

The questionnaire responses show that an overwhelming majority of respondents are concerned about issues connected with the junction, with congestion and road safety having the highest levels of concern. This supports the need for the scheme, and its core objectives.

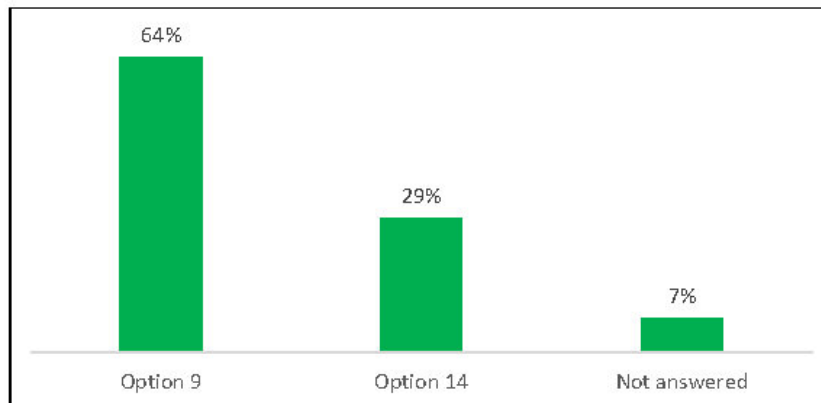
Figure 1 - How concerned are you about the following issues?



Option preferences

Over 60% of the respondents preferred Option 9, the four level flyover, compared to Option 14, the enlarged roundabout.

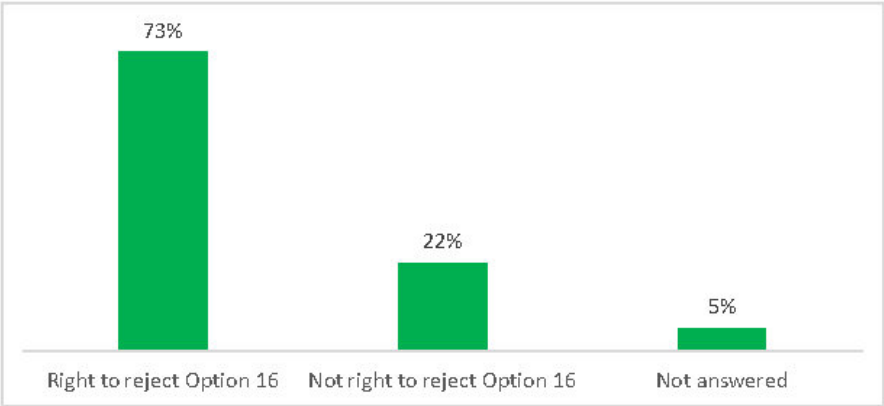
Figure 2 - Preferred Option from questionnaire



Rejected Option 16

Both the questionnaire respondents and the stakeholders strongly supported the decision by Highways England to reject Option 16, the option providing full free flow access for all movements at the junction. One stakeholder suggested that Option 16 should be revisited, although concerns were still raised over its environmental impact.

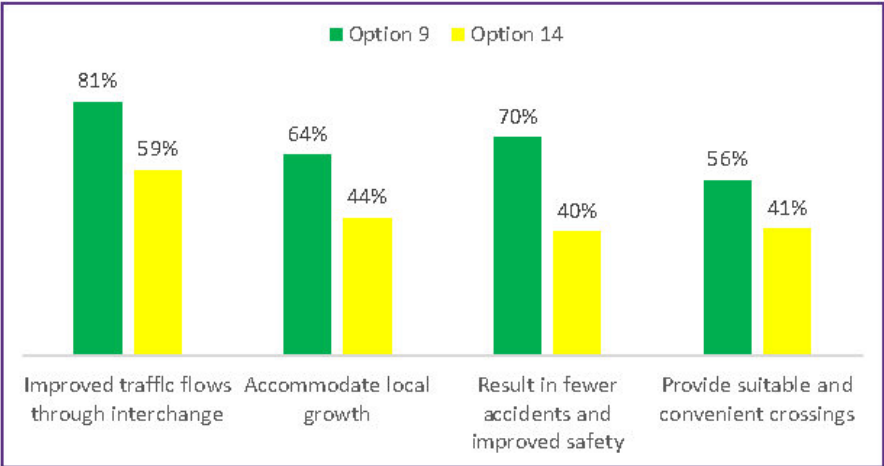
Figure 3 - Right to reject Option 16?



Option outcomes

Respondents were asked to indicate for each option whether they thought it would deliver against several specific outcomes. Option 9 was deemed to deliver better against these outcomes than Option 14.

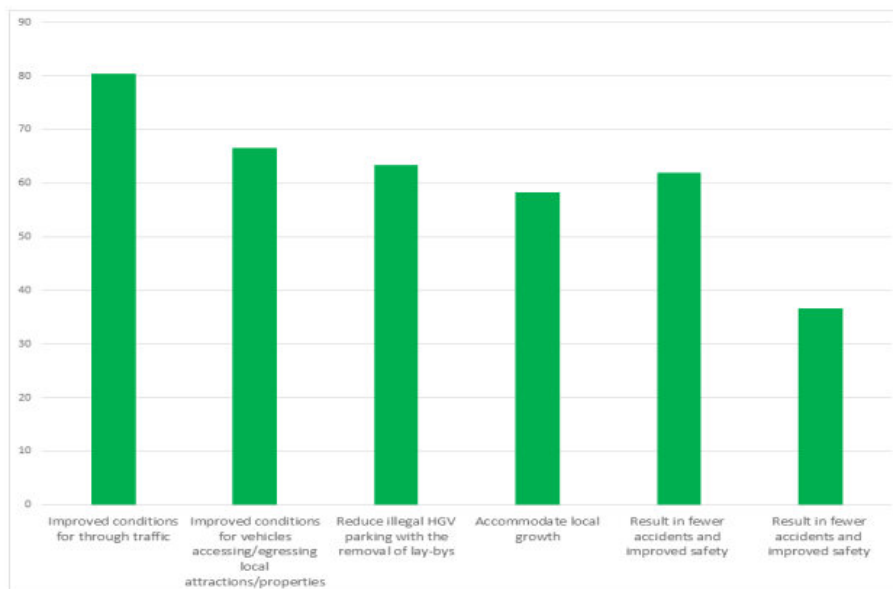
Figure 4 - Percentage agreeing option will achieve outcomes



A3 widening outcomes

The same question was asked about the outcomes of the proposed widening of the A3 between Ockham and Painshill. A3 widening from 3 lanes to 4 lanes, forms part of both Options 9 and 14. 78% of respondents agree that A3 widening would improve conditions for through traffic. However, the scheme's ability to provide access to public transport, with regard to the provision of bus stops currently located on the A3, was less well supported, with only 35% agreeing it would achieve this outcome.

Figure 5 - Percentage agreeing that A3 widening will achieve outcomes



1.7. Stakeholder responses

Highways England identifies stakeholders as *those which may have an interest in or are otherwise affected by the work we do*. See Section 6 for more detail on stakeholder classification.

Stakeholders (local authorities, parish councils, environmental bodies and landowners) were informed of the Public Consultation in advance and invited to a briefing session on the opening day of the public exhibitions. Some of these stakeholders chose to send in long form letter responses to raise their thoughts or concerns rather than completing the questionnaire.

It is important to note that the majority of these respondents (26 out of 39) expressed no preference for an option for the junction design itself. Of those that did state a preference, there was an almost even split of support for Option 9 and 14.

Regarding Option 16, again most respondents did not express a view about the rejection of Option 16. Only one (Surrey County Council) suggested that Highways England had been wrong to reject this larger scheme, although they did raise concern about its' potential environmental impact. Ripley Parish Council also noted that they would have supported Option 16 if it had been part of the consultation, but as it had been rejected stated a preference for Option 9.

A summary of the key findings from the stakeholder long form responses is as follows:

- Number of responses: 39
- Option 9 preference: 7
- Option 14 preference: 6
- No Option preference stated: 26
- Support rejection of Option 16: 6

- No comment given on Option 16 rejection: 32
- Wrong to rejection Option 16: 1

1.8. Conclusion

Of the two options presented during the public consultation, Option 9 gained the most support (64% vs. 29% for Option 14) from questionnaire responses. However, concerns were raised about its scale and the impact it would have on the land around the junction, which is environmentally sensitive.

Stakeholders, who largely responded via letter away from outside of the questionnaire, had a more mixed view, with the majority preferring to give no preference at this stage.

Key concerns across both the questionnaire respondents and those who submitted letters (long form responses) include:

- the potential environmental impacts of the scheme (air, noise and visual) – particularly for Option 9;
- the potential loss of habitat and Special Protection Area (SPA)/common land;
- the longevity of Option 14 in delivering benefits to congestion;
- local roads and driveways that have direct access to the A3
- concern whether the scheme could deliver significant benefits without any further action being taken on the M25 itself.

It is therefore important to consider Highways England's current development of a separate scheme to upgrade M25 junction 10-16 to Smart Motorway, which would provide additional capacity during peak periods. Other key topic areas that arose from the both the public exhibitions and open text comments in the questionnaire responses include: congestion in Cobham and Ripley, introducing south facing slip roads at Ockham Park junction, and the potential development at Wisley Airfield.

2. Introduction

2.1. Scheme background

This section of the M25 is of nationally-strategic importance, as it is vital for access to and from Heathrow and is a key route from the Kent ports to much of the rest of the country. The cost to the economy of ongoing delays here would be considerable if left unchanged. The A3, which is the key route between London and Portsmouth, intersects the M25 at junction 10, and has its own issues with traffic flow. Painshill interchange, to the north of the junction, creates a pinch-point or bottleneck, where traffic slows down or comes to a complete stop. This is because the junction's current layout and proximity to junction 10 restricts traffic flow through the area.

The M25 junction 10/A3 Wisley interchange has been identified for improvements as it experiences heavy congestion on a daily basis. This causes queues and prevents access from Ockham Park junction (A3) to the M25 junction 10 and on to Painshill junction (A3) in both directions. A similar problem is experienced by traffic entering and exiting the M25 junction 10/A3 Wisley interchange.

The area around the M25 junction 10/A3 Wisley interchange has one of the highest recorded collision rates across the network nationally.

The assessment carried out to identify potential options for improvements follows current Department for Transport (DfT) guidance which consists of two Stages. In Stage 1, a list of 21 potential options, ranging from road-based solutions to public transport measures, were investigated for their viability to address the problems currently experienced by road users in the area.

In Stage 2, following further appraisal and comparison of the options in traffic, environment and economic terms, two options were recommended to be taken forward to consultation.

The Stage 2 informal consultation took place between 5 December 2016 and 6 February 2017, comprising seven public events which included dedicated invited stakeholder and media sessions.

2.2. Scheme objectives

The proposed improvements for the M25 junction 10/A3 Wisley interchange will smooth the flow of traffic and improve journey time reliability on the A3 by reducing average delays (time lost per vehicle per mile). The proposed options also improve safety at this interchange.

In terms of planning for the future, the current junction is already operating at capacity and, without intervention, will fail to support future traffic increases.

The stated objectives were to:

- reduce delays at M25 junction 10
- smooth traffic flow at M25 junction 10 and the exit and entry roads for the A3 Wisley
- reduce stopping and starting across the junction
- address issues at noise important areas where possible
- support sustainable travel routes
- support economic growth and ensure the junction can accommodate extra traffic
- mitigate environmental impacts, wherever possible

2.3. Public Consultation objectives

The objectives of the Public Consultation were to understand:

- Customers' current travel habits and use of M25 junction 10/A3 Wisley interchange
- How the proposed scheme may impact customers and stakeholders
- Whether they agree with Highways England's decision to reject Option 16
- Their opinions on the scheme options presented at the public consultation
- Whether they found the consultation material useful

2.4. The purpose of this report

This report presents the summary of:

- How the public were informed of the Public Consultation events
- How the options were presented at the Public Consultation
- The responses received from both statutory stakeholders and the public
- The consideration of the consultation responses

The responses received during the consultation period will assist in identifying the Preferred Option, as well as the design requirements that would need to be considered as the scheme progresses towards the statutory consultation, and the Development Consent Order (DCO) application.

3. Consultation arrangements

3.1. Proposed options

Highways England has developed and assessed options since 2014 that have the potential to meet the project objectives, as outlined in Section 1.2. The initial development phases identified 21 options, including road-based solutions and alternatives, to ensure all possible opportunities for improvements were given due consideration in terms of identifying impacts and benefits.

Following the completion of Stage 1 (the Options Identification stage of Highways England's Project Control Framework - PCF) a shortlist of two options were produced. A third option (Option 16), which satisfies the Department for Transport's stated aim for this junction to provide 'free flow movements in all directions', but was rejected due to cost and environmental impact, was also presented in the consultation brochure.

Table 1 - Summary of options and rejected Option 16

Scheme objectives and other considerations	Option 9 '4 level flyover'	Option 14 'Elongated roundabout and local access route improvements'	Rejected Option 16 'Removal of the roundabout for M25 and A3 traffic'
Improving journey times and reliability	<ul style="list-style-type: none"> Journey time savings of 10 minutes per mile on average in the morning peak Less congestion would improve journey time reliability Free flow (where there are no traffic lights) will operate on 2 of the 4 roundabout arms Creates an additional A3 lane (from 3 to 4) between Ockham and Panhill (the existing bridge will remain 2 lanes in each direction) 	<ul style="list-style-type: none"> Journey time savings of 7 minutes per mile on average in the morning peak Less congestion would improve journey time reliability There would be no completely free flow operation (where there are no traffic lights at all) on any of the roundabout arms Creates an additional A3 lane (from 3 to 4) between Ockham and Panhill (the existing bridge will remain 2 lanes in each direction) 	<ul style="list-style-type: none"> Journey time savings of 12 minutes per mile on average in the morning peak Less congestion would improve journey time reliability Provides free flow movements for 100% of traffic On the A3 an additional lane added (from 3 to 4) between Ockham and Panhill (the existing bridge will remain 2 lanes in each direction) Specific provision would be provided for pedestrians, cyclists and equestrians Specific provision would be made for local traffic
Supporting walking and cycling and other non-car modes of travel	<ul style="list-style-type: none"> Provides 4 signalised pedestrian crossings, but traffic from 2 of the busiest turns is removed from the roundabout Could include further provision for pedestrians, cyclists and equestrians 	<ul style="list-style-type: none"> Provides 4 pedestrian signalised crossings, but traffic on the roundabout would be increased Could include further provision for pedestrians, cyclists and equestrians 	<ul style="list-style-type: none"> A re-designed junction would be required to provide traffic-free movement for pedestrians, cyclists and equestrians
Improving safety	<ul style="list-style-type: none"> Predicted to save 15 "injury accidents" per year on the A3 between Ockham and Panhill and on the M25 junction 10 roundabout 	<ul style="list-style-type: none"> Predicted to save 1 "injury accident" per year on the A3 between Ockham and Panhill and on the M25 junction 10 roundabout 	<ul style="list-style-type: none"> Predicted to save 20 "injury accidents" per year on the A3 between Ockham and Panhill and on the M25 junction 10 roundabout
Minimising environmental impact	<ul style="list-style-type: none"> Air quality may be adversely impacted but this is limited (due to increased traffic levels but less static traffic) Air quality could be adversely affected on ecological sites surrounding junction 10 Increased traffic levels will have an impact on noise This option encroaches vertically on the visual environment, as it adds another level to the current structure Around 17 hectares of land would be required There could be an impact on unique habitats that cannot be restored or moved 	<ul style="list-style-type: none"> Air quality may be adversely impacted but this is limited (due to increased traffic levels but less static traffic) Air quality could be adversely affected on ecological sites surrounding junction 10 Increased traffic levels will have an impact on noise Around 8 hectares of land would be required There could be an impact on unique habitats that cannot be restored or moved There is likely to be a temporary impact from construction vehicles and the site compound in a Site of Special Scientific Interest (SSSI) 	<ul style="list-style-type: none"> Air quality may be adversely impacted but this is limited (due to increased traffic levels but less static traffic) Air quality could be adversely affected on ecological sites surrounding junction 10 Increased traffic levels will have an impact on noise Around 48 hectares of land would be required There could be an impact on unique habitats that cannot be restored or moved
Building capacity for future growth	<ul style="list-style-type: none"> Provides capacity in line with predicted traffic growth up to 2037 	<ul style="list-style-type: none"> Provides capacity in line with predicted traffic levels, although some arms of the roundabout would exceed capacity before 2037 	<ul style="list-style-type: none"> This option provides capacity in line with predicted traffic growth up to 2037 and beyond
Construction impact	<ul style="list-style-type: none"> The existing roundabout would remain open to traffic throughout construction Speed reductions will be required with some lane space restrictions Some overnight closures would be required Most construction would be carried out away from the existing carriageway The construction compound could be accommodated within the work site itself 	<ul style="list-style-type: none"> The existing roundabout would remain open to traffic throughout construction Speed reductions will be required with some lane space restrictions Some overnight closures would be required All construction would be carried out adjacent to the existing carriageway The construction compound would require temporary land take 	<ul style="list-style-type: none"> The existing roundabout would remain open to traffic throughout construction Speed reductions will be required with some lane space restrictions Some overnight closures would be required All construction would be carried out away from the existing carriageway The construction compound could be accommodated within the work site itself
Local route access/impacts/opportunities	<ul style="list-style-type: none"> Would improve local access on the A3, with improved safety provision and up-to-date design standards for this section 	<ul style="list-style-type: none"> Would improve local access on the A3, with improved safety provision and up-to-date design standards for this section 	<ul style="list-style-type: none"> Would improve local access on the A3, with improved safety provision and up-to-date design standards for this section. The opportunity to U-turn at junction 10 would be lost
Total costs	£214.7 million	£192.5 million	£339.7 million
Construction duration	24 months	24 months	24 months
Benefit to cost ratio	8.3	7.4	5.2
Value for money	Very high	Very high	Very high

3.2. Consultation events

A DfT press release issued on 14 October 2016 announced the upcoming Public Consultations on several schemes in the South East.

Link to press release: <https://www.gov.uk/government/news/multi-million-pound-road-improvements-for-south-east>

The following types of exhibitions were held during the consultation period:

- Key stakeholders' event
- Media briefing
- Public exhibitions.

A list showing the types, dates and locations of all the events can be seen below.

Table 2 - Media, stakeholder, and Public Consultation events

Venue name and address	Dates and timing	Venue
Monday 5 December 2016	11:00 – 12:00 – open to press only	Ripley Village Hall
	12:30 – 14:30 – open to invited stakeholders	
	15:00 – 20:00 – open to the public	
Monday 12 December 2016	15:00 – 20:00 – open to the public	Ripley Village Hall
Friday 16 December 2016	14:00 – 20:00 – open to the public	Cobham Village Hall
Saturday 17 December 2016	10:00 – 15:00 – open to the public	Cobham Village Hall
Monday 9 January 2017	14:00 – 19:00 – open to the public	Cobham Hilton
Friday 3 February 2017	14:00 – 20:00 – open to the public	Cobham Hilton
Saturday 4 February 2017	10:00 – 15:00 – open to the public	Cobham Hilton

The exhibitions were hosted by Highways England and Atkins, with a range of subject matter experts across traffic modelling, design, environment, planning and communications present to ensure queries raised during the consultation events could be addressed appropriately.

3.3. Publicising the consultation

In preparation for the consultation, Highways England targeted communications at stakeholders including residents, statutory bodies, local campaign groups and the general public. These activities are detailed below.

3.3.1. Media engagement

A single announcement was made by the DfT, as detailed in section 3.2

Advance media engagement was conducted via the Highways England press office to contact the local media and invite them to the dedicated briefing session on 5 December 2016.

Surrey Mirror coverage:

<http://www.surreymirror.co.uk/motorists-asked-for-their-views-on-plans-to-sort-out-one-of-the-most-congested-parts-of-m25/story-29958578-detail/story.html>

Surrey Advertiser coverage:

<http://www.getsurrey.co.uk/news/surrey-news/a3-m25-wisley-interchange-improvements-12276710>

Hugh Coakley, Highways England's Project Manager was also interviewed by:

- BBC Radio Surrey (5 December 2016)
- Get Surrey (5 December 2016)
- Eagle Radio (24 January 2017)

Figure 6 - Example web banner from the Surrey Advertiser coverage



Guildford Dragon coverage: <http://www.guildford-dragon.com/2016/12/11/views-sought-m25-a3-interchange-plans/>

All subsequent press queries were handled by the Highways England Press Office lead for the scheme.

3.3.2. Online engagement

Dedicated web pages were set up in advance of the consultation period on the Highways England websites, at the following address:
<http://www.highways.gov.uk/m25j10>

This site provided the following information

- Scheme background
- Scheme brochure
- PDFs of the Technical Appraisal Report and Environmental Assessment Report
- Details on the Public Consultation, including a link to the Government website where the consultation material was presented
- Details of the Public Consultation (exhibitions, how to respond to the consultation, where the Public Consultation material could be found)
- A link to the consultation response site (hosted by CitizenSpace)

3.3.3. Residential letters

A letter of invitation to attend the public exhibition events was issued in advance of the consultation period to 36,500 households in the area around M25 j10 and the A3. The letter contained the times and location of the events, as well as all online channels of communication.

3.3.4. Advertising campaign

An advertisement ran for one week in the Surrey Advertiser, both online and print versions.

Posters were also placed in key information points (see 3.3.5).

3.3.5. Information points

Consultation brochures and questionnaires were made available at a number of libraries during the consultation period, as follows:

Table 3 - Library locations

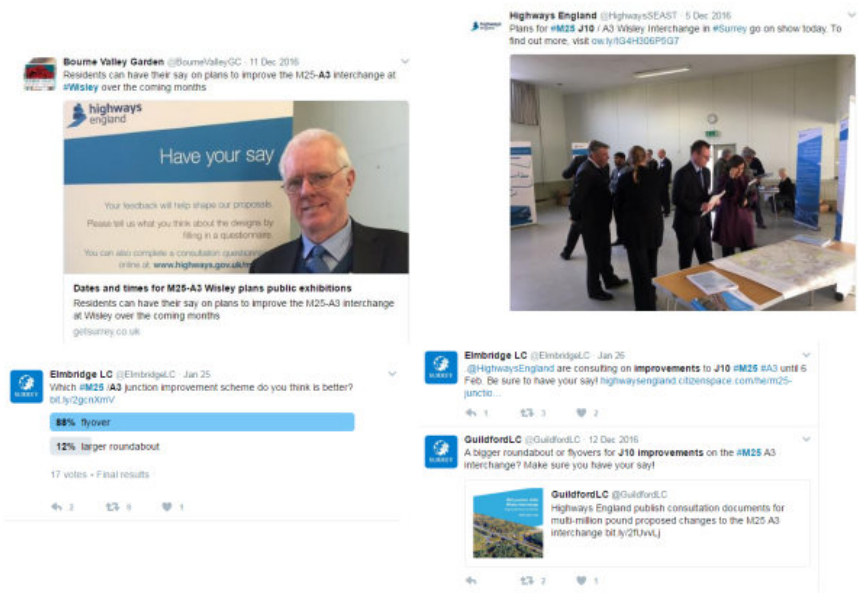
Location	Address
Guildford Library	77 North Street, Guildford, Surrey GU1 4AL
Hersham Library	Molesey Road, Hersham, Surrey KT12 4RF
Cobham Library	The Cedar Centre, Cedar Road, Cobham, Surrey KT11 2AE
Horley Library	Victoria Road, Horley, Surrey RH6 7AG
Horsley Library	Parade Court, Ockham Rd S, East Horsley, Leatherhead KT24 6QR
Woking Library	Gloucester Walk, Woking, Surrey GU21 6EP

3.3.6. Social media

Twitter

Highways England tweeted via the @highwaysSEAST handle about the launch of the Public Consultation. This helped generate social media activity from a number of other sources, including local authorities, local press, campaign groups and individuals.

Figure 7 - Examples of Twitter activity





Below is a summary of the Twitter handles used:

Table 4 - Twitter handles that interacted with the Public Consultation

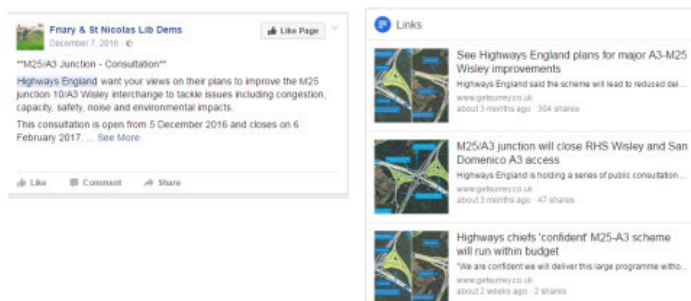
@GuildfordDragon	@guildfordlib	@NotreDame_GEOG
@getsurrey	@kblabour	@michaelwest465
@lewistormary	@highwaysonline	@epsomlc
@SABRERoads	@pyrfordaction	@dailysurrey
@WokingLC	@weybridgesurrey	@guildfordbc
@GuildfordLC	@guildfordtweets	@surreymirror
@adrianharms	@markvauxhall	@greenbeltnagger
@PannageMan	@openspaccessoc	@WildlifeTopNews
@Roads2Nowhere	@curtainTwitchy	@garrywalton2016
@BourneValleyGC	@M25News	@ChristineElmer
@mpfurniss	@NickGriffithsEA	@WeybridgeSurrey

Facebook

Whilst Highways England did not proactively post information via Facebook, there was some traction on this channel with 29 stories posted. The posts were made by getsurrey.com, Guildford Borough Council, local political parties as well as stakeholder organisations such as the Open Spaces Society and Send Parish Council. Screenshots of example posts are below.

The Getsurrey posts generated high levels of comment/feedback with one post receiving over 300 shares.

Figure 8 - Examples of Facebook activity



3.3.7. Hard-to-reach groups

The identification of local and wider community hard-to-reach groups was completed as part of the Equality, Diversity and Inclusion sifting Tool (EDIT).

In summary, this found the scheme options could, in different ways, have notable impacts on Non-Motorised Users (NMUs – such as pedestrians, cyclists and horse riders) by changing the locations of crossings and footways as part of major infrastructure works. No other significantly affected groups were identified.

As such, NMU groups were written to in advance of the consultation to inform them of what would be happening, and invited to the key stakeholder briefing on 5 December. Responses were received from Surrey Ramblers, the Open Spaces Society, British Horse Society, Guildford Bike User Group as well as individuals focused on NMU issues.

The social media coverage will have reached a wider audience and more diverse demographics, but does not seem to have generated a proportionate number of questionnaire responses.

3.3.8. Additional communication channels

The following communication channels were publicised as an alternative method for interested parties to contact the project team:

E-mail: info@highwaysengland.co.uk

Telephone: Highways England Customer Contact Centre 0300 0123 5000.

All responses received via the Customer Contact Centre during the consultation period were recorded and responded to by the project team.

In total 174 queries were received via the Highways England Customer Contact Centre. A report on the activity is contained in Appendix E.

3.4. Consultation material

3.4.1. Public Consultation brochure and questionnaire

A consultation brochure was produced that provided concise information about the project, including the scheme background, a summary of both Options presented and the assessment of their impacts and benefits alongside the comparable information for the rejected Option 16.

A separate questionnaire was produced, hard copies of which could be deposited at the consultation events or posted back via a dedicated FREEPOST address to the Atkins project team.

An electronic version of the brochure was also available on the consultation website and the questionnaire was hosted by CitizenSpace on a dedicated webpage.

Copies of both the brochure and the questionnaire are included in Appendix C.

3.4.2. Exhibition boards

The Public Consultation exhibition boards were designed to inform attendees about the scheme objectives, background, options identified, the results of assessments, the Public Consultation process, as well as to explain what happens next in the DCO process and next stages.

A copy of the consultation boards and pull up banners can be found in Appendix D.

3.4.3. Technical reports

The Technical Appraisal Report and the Environmental Assessment Report were published on the scheme webpage.

3.4.4. Visualisation

A visualisation was produced to provide representations of each of the proposed options. This was on display on a TV screen at the consultation events and was also hosted online through the consultation website.

Link to the visualisation: <https://youtu.be/R8Xt2QE-4E>

4. Effectiveness of the Public Consultation

4.1. Exhibition attendance record

Attendees at the exhibitions were asked to provide their name, address, postcode, and organisation (if applicable), so that pertinent information to record attendance during the consultation period could be gathered. In total 758 people attended the exhibitions, and of those 696 provided postcodes.

The attendance numbers are detailed in the table below:

Table 5 - Exhibition attendance by event

Event date and venue	Audience	Number of attendees
5 December 2017 – Ripley Village Hall	Press	1 - Surrey Advertiser
	Invited stakeholders	28
	Open to the public	143
12 December 2017 – Ripley Village Hall	Open to the public	138
16 December 2017 – Cobham Village Hall	Open to the public	76
17 December 2017 – Cobham Village Hall	Open to the public	64
9 January 2017 – Ripley Village Hall	Open to the public	111
3 February 2017 – Cobham Hilton	Open to the public	130
4 February 2017 – Cobham Hilton	Open to the public	68

4.2. Highways England website hits

Analytics of the number of visitors to the Highways England M25 junction 10/A3 Wisley Interchange project webpage were collected throughout the Public Consultation period. The table below provides details of the number of web hits.

Table 6 - Website analytics during the public consultation

Webpage	Total web hits	Total unique visitors	Average time on page
M25 junction 10/A3 Wisley Interchange project page	7301	6210	4min 42 secs
Consultation page	2881	2275	2min 39 secs

4.3. Analysis methodology

4.3.1. Data collection

Questionnaire responses for the consultation were received in both hard copy and via the online CitizenSpace system.

Hard copy responses were sent to Atkins via a Freepost address or handed in at the public consultation events via a secure posting box.

Responses and additional submissions were received via email to the Customer Contact Centre (CCC). These were logged in a separate spreadsheet as anything received via this route requires a response within a prescribed timeframe. Once logged, they were added to the master database against the relevant questionnaire section to enable consistent analysis.

Long form responses from stakeholders, including campaign groups, local authorities, parish councils and resident groups were assessed via a panel review (comprising Highways England and Atkins project team subject matter experts). This identified any Option preference, key themes and actions for further investigation from these responses.

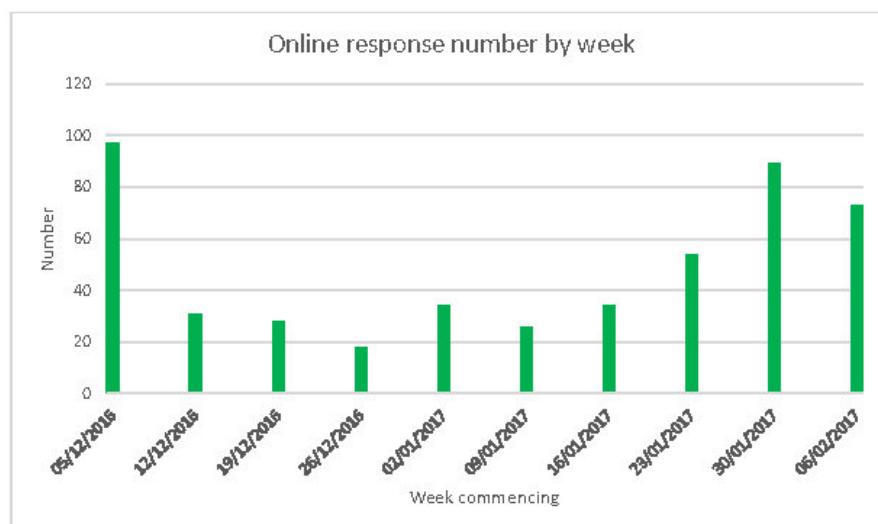
4.3.2. Methodology/database

Both hard copy and electronic responses were manually entered into a database. This data was analysed to give both qualitative and quantitative outputs.

4.4. Rates of response

A total of 722 responses were received during the consultation period, comprising 487 online questionnaires, 145 hard copy questionnaires and 90 responses via the Highways England CCC.

Figure 9 - Online response numbers by week

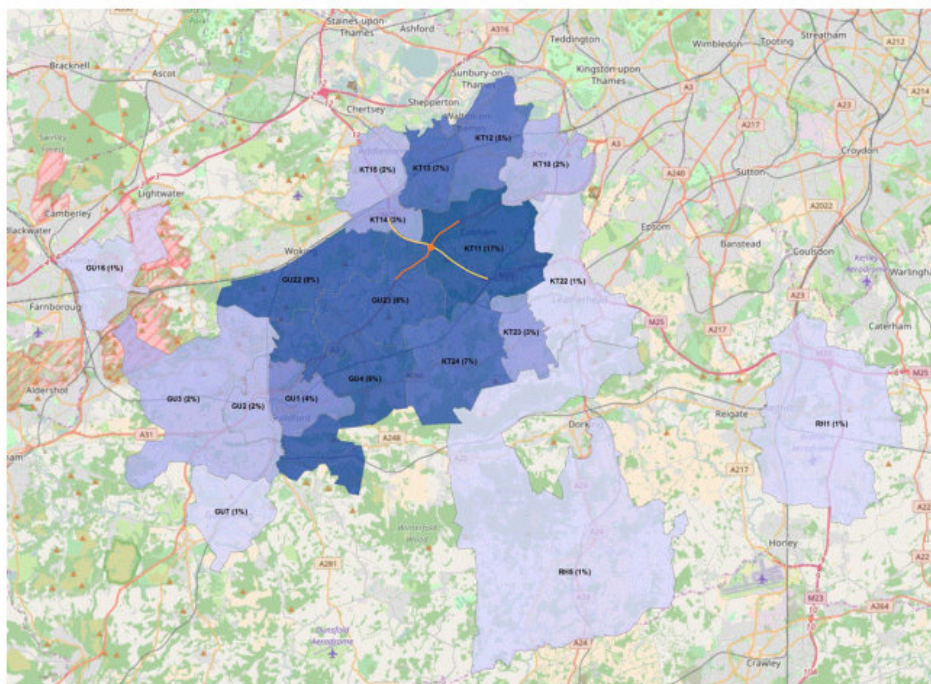


Note: week commencing 6/02/2017 was only one day long as the online consultation closed at 23:59 on 06/02/2017.

Responses by postcode

Of the 632 online and paper responses, 629 provided a full or partial postcode. Of these, 25% live in the KT11 and GU23 postcode areas – the areas immediately surrounding the scheme.

Figure 10 - Breakdown of questionnaire response by postcode



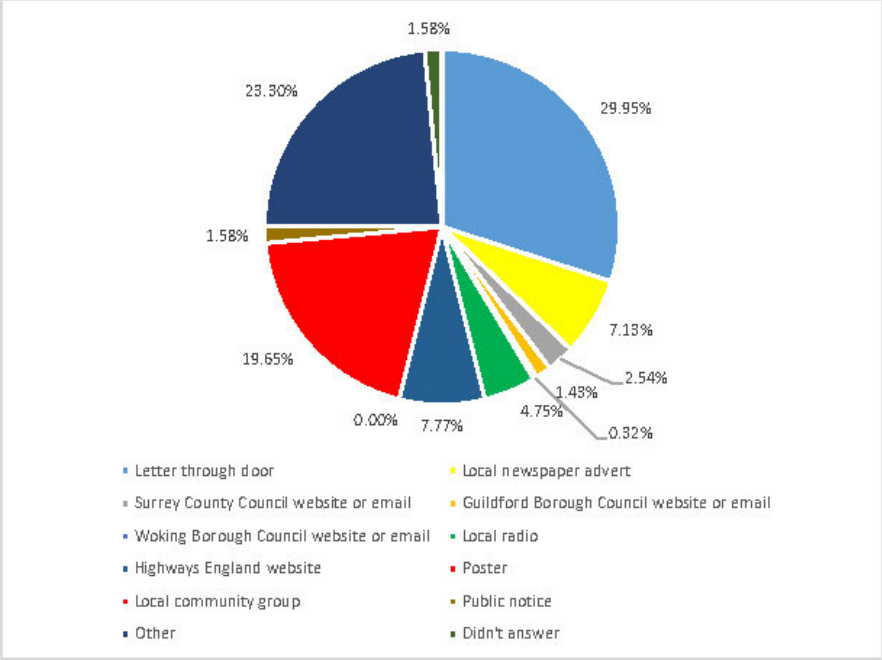
4.5. Questionnaire responses: About the consultation

B1: How did you find out about the M25 junction 10/A3 Wisley interchange scheme consultation?

Respondents found out about the consultation in a variety of ways, with the residents' letters seeming to perform best in generating responses (29.5%).

"Other" sources were ranked as the second highest source of information, which could be the social media activity by the local press and stakeholders contributed to this figure, however no specific question was asked about Twitter or Facebook.

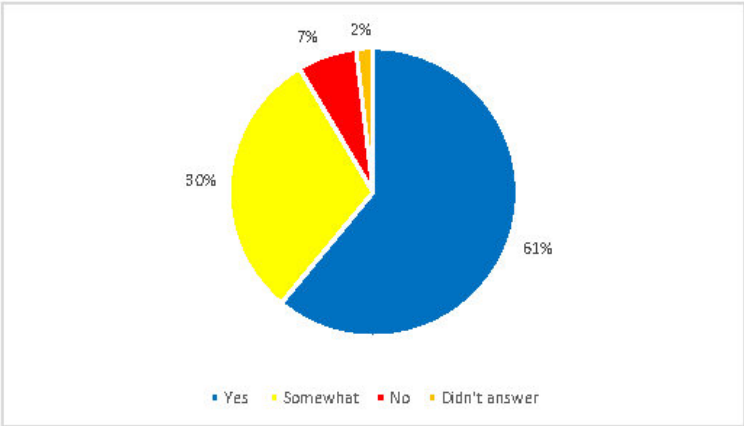
Figure 11 - How did you find out about the M25 junction 10/A3 Wisley Interchange consultation?



B2: Have you found the consultation materials useful in answering your questions?

In total, 91% of respondents found the consultation materials useful, however a third of those only found them "somewhat" useful. Given the stage of design the project was at during this informal consultation, this is understandable as the scheme is still in options phase, the details on local access and how to minimise environmental impacts (for example) were being consulted on.

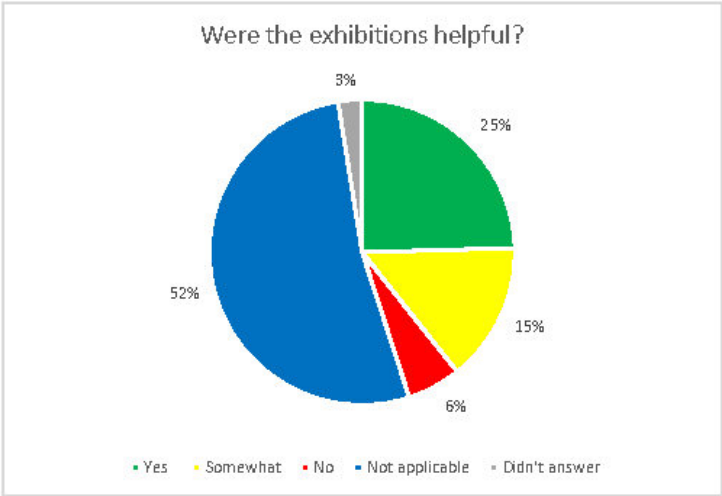
Figure 12 - Have you found the consultation materials useful in answering your questions?



B3: Were the public exhibitions helpful in addressing your questions?

Over 50% of respondents to the questionnaire said that the exhibitions were not applicable in addressing their questions. This suggests that perhaps a large proportion of people gave feedback without visiting a public event; or that we were unable to answer specific queries when they did attend. Given the stage of design the project was at for this informal consultation, this is understandable. Of those respondents that stated that this question was applicable, 89% responded that the public exhibitions were either useful or somewhat useful.

Figure 13 - Were the exhibitions useful?



B4: Please tell us about your travel habits

The user profiles of respondents show that those who are most engaged about the scheme don't use the M25 junction and A3 between Ockham and Painshill on a daily basis.

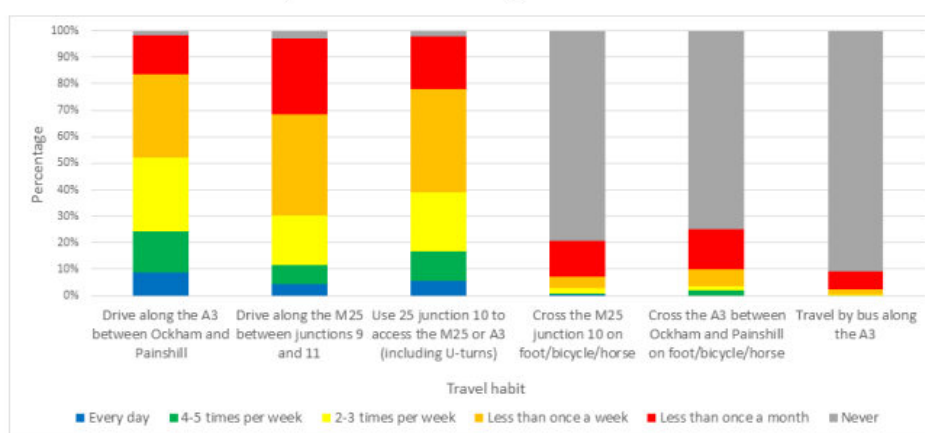
Just 9% of respondents use the A3 between Ockham and Painshill every day, and 5% use the M25 junction 10 to access either the M25 or A3 every day.

In terms of non-motorised users, just under 14% of respondents report that they tend to cross the M25 j10 on foot, bike or horse less than once a month and 75% of respondents reported that they never use it in this way.

90% of respondents report that they never use public transport on the A3.

As such, the results are going to be skewed towards car users and those who do not necessarily experience peak commuter conditions.

Figure 14 - Tell us about your travel habits



4.6. Conclusion

The public consultation generated a considerable amount of interest in the scheme, with high numbers of people attending the public exhibitions. This translated into a similar number of questionnaire responses, although over half of these suggest they had not attended an exhibition, suggesting a greater reach for the consultation.

The majority of questionnaire responses were from the local area and from people that don't use the junction on a daily basis, suggesting that the consultation didn't reach high numbers of commuters.

The public consultation did however, achieve the other objectives set.

A response was received from the vast majority of key local and statutory stakeholders who provided detailed responses via letter in most instances.

5. Questionnaire response analysis

5.1. Introduction

All figures are quoted as a percentage of the total number of online and paper questionnaire responses.

Of those completing the quantitative questionnaire, 77% submitted it online, with the rest submitting pencil and paper surveys. Those using pencil & paper tended to be older: 74% of those using pencil and paper were aged 55+, vs. 46% of those submitting online surveys.

However, the responses across the survey were broadly similar by methodology, with both pencil & paper and online respondents preferring Option 9 by more than a 2-to-1 margin.

Each question asked in the questionnaire is analysed below in turn. Free text comment boxes have also undergone qualitative analysis with the responses categorized by topic area and their broad sentiment assessed. At the end of each section, all free text comments have been analysed to assess the number of unique comments by key topic area received. This section analyses parts A and C of the consultation, as the results for part B are included in section 4.4 above.

5.2. Part A: About the scheme

Part A of the questionnaire asked respondents for their views on a range of issues relating to congestion, safety and the accommodation of growth in the local area.

A1: How concerned are you about the following issues?

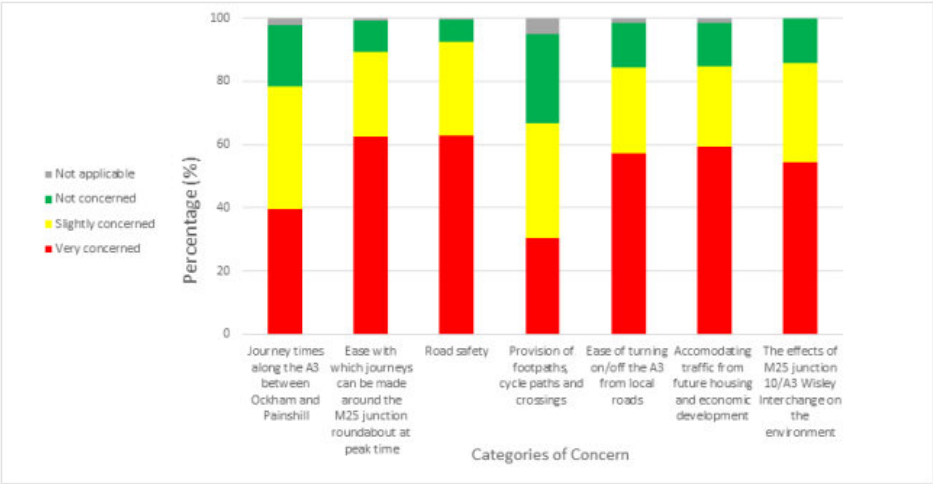
Results show that safety and the ability to make journeys around the junction at peak times are of highest concern, with local access from the A3 and future growth also scoring highly.

A free text box option was also provided where people could provide some comment on other problems and issues that they were concerned about. Note that this free text box was not available on the on-line version of the questionnaire due to a technical error.

Table 7 - A1 Responses to 'Other'

Other problems and issues	Number of comments
Concern regarding the environment	12
Concern regarding local access	3
Concerns regarding operation of Ockham or Painshill Roundabouts	7
Safety concerns	9
Concerns regarding local growth and increase in traffic	6
Other concerns	15

Figure 15 - A1: How concerned are you about the following issues



A2: Option 9 “4 level flyover”. Do you think Option 9, the flyover design, will achieve the following outcomes?

The questionnaire results show that respondents think that Option 9 will enable the scheme objectives to be achieved – particularly the improvement of traffic flows through the interchange (68% agree strongly) and improved safety (53% agree strongly). The scheme's ability to deliver better crossing facilities for non-motorised users scored less well (33% strongly agree) and this is understandable given the lack of detail given on specific provision. The next stage of design, once a Preferred Route is announced, will include more detailed design for pedestrians, cyclists and horse riders.

Those preferring this option thought it the best in terms of achieving the objectives of improved road safety and traffic flow:

"I think this is the best option in terms of overcoming the present delays and to allow for future growth."

"Should give big safety improvement provided signage is clear."

Looks to be far less disruptive to build than Option 14."

However, the free text responses show that respondents had reservations about Option 9's environmental impact, with several respondents expressing concern about the amount of land required, the effect on views and noise and air pollution.

"Option is too damaging to environments at Painshill and Oakham Common to even be considered."

"Regardless of whether it is effective or not, it will consume far too much green belt and SSSI land and destroy a large and valuable green space including Wisley Common."

This will be an eyesore and will increase noise, light and air pollution"

Figure 16 - Do you think Option 9 will achieve the following outcomes?

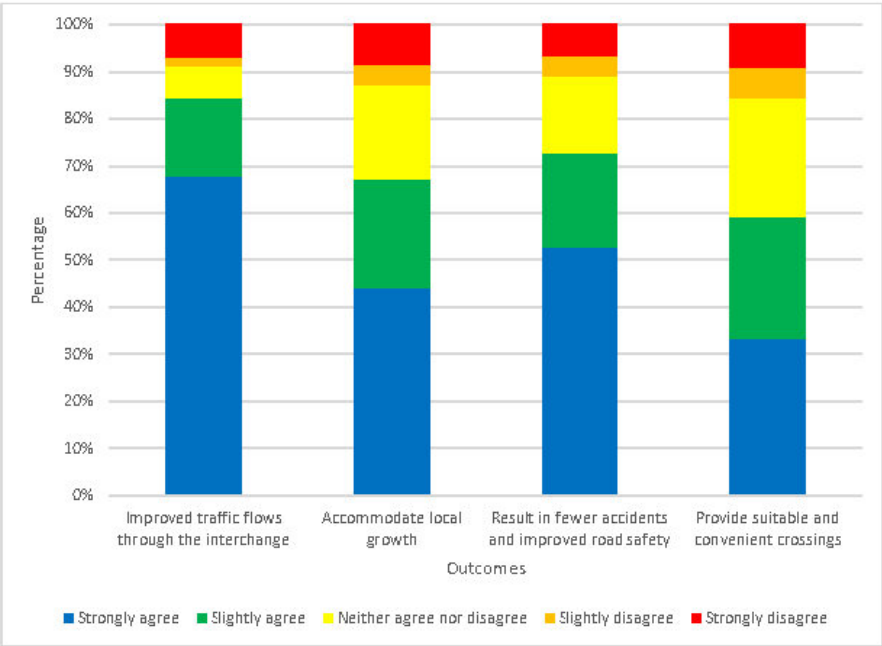


Figure 17 - Sentiment analysis of free text comments in A2 – 189 total responses

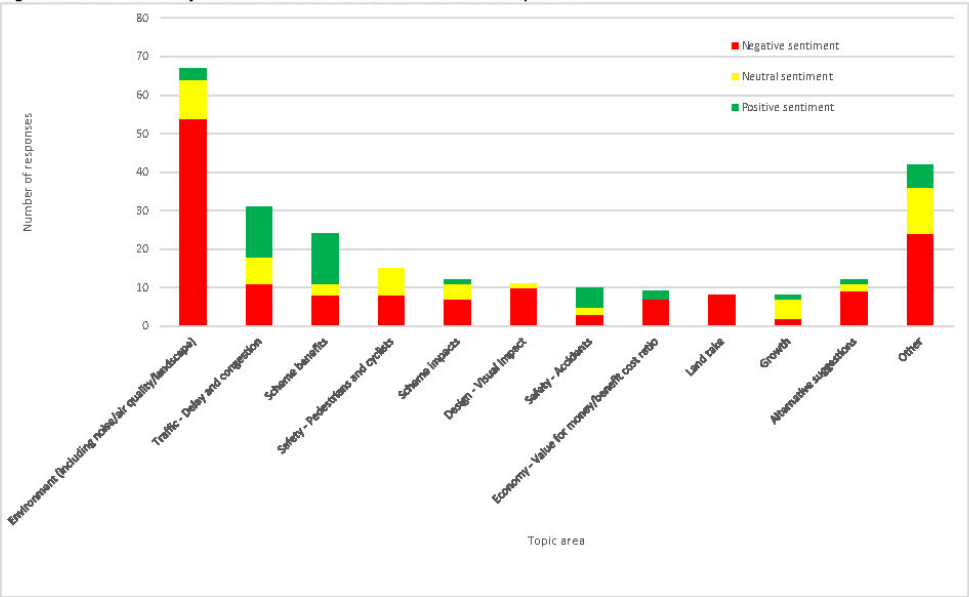


Figure 13 above shows the sentiment of all the free text comments received in the comment box of question A2, separated by key topic area in relation to Option 9. For example, in the bar relating to the environment, the red bar denotes the number of comments regarding Option 9 and the environment that were negative, yellow neutral, and green positive.

A3: Option 14, enlarged roundabout. Do you think Option 14, the enlarged roundabout design, will achieve the following outcomes?

Respondents felt that Option 14 would perform less well in meeting key outcomes, with just 22% strongly agreeing that it would improve traffic flow through the interchange and 12% strongly agreeing that it would improve safety. The reduced land requirements and lower cost of this option attracted some support:

"Better than 9 as less impact on the landscape, ecology, land take."

"Less damage to the environment and less damage to local amenities, cheaper, less noise after the works."

But many were concerned that this proposed solution was simply not adequate to the problem:

"Only half an answer, a complete nightmare during build."

"This design does not permanently remove the traffic issues. A more comprehensive upgrade will still be required in future, making this a greater waste of money."

"Volume of traffic will soon build up again after completion of work that will have caused misery for years for all road users in the vicinity. Saving 7 mins per mile is a pathetic outcome after spending millions."

Figure 18 - Do you think Option 14 will achieve the following outcomes?

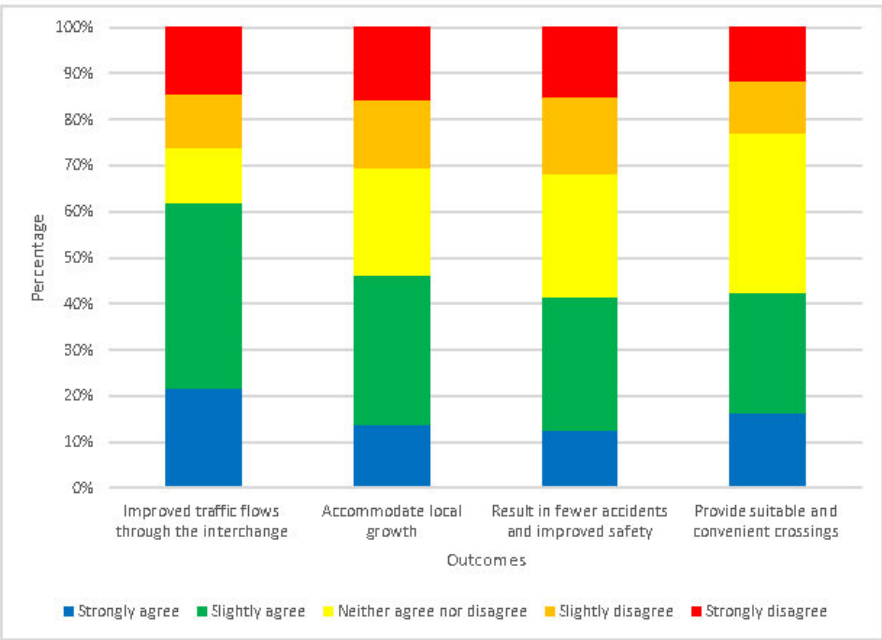


Figure 19 - Sentiment Analysis of Question A3 – 155 total responses

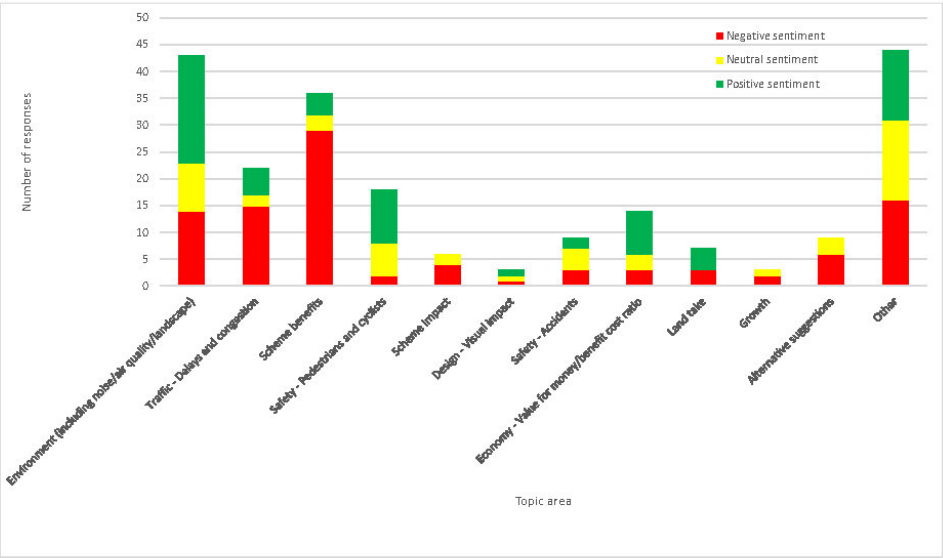


Figure 20 - Comparing sentiment analysis results for Options 9 and 14

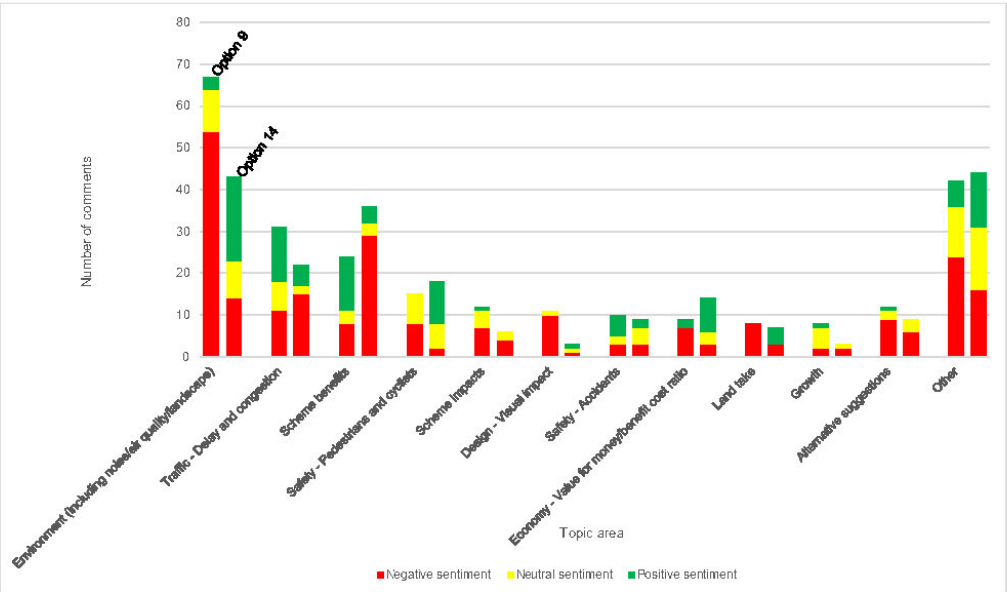


Figure 15 above shows the sentiment of all the free text comments received in the comment box of question A2, separated by key topic area in relation to Option 14. For example, in the bar relating to the environment, the red bar denotes the number of comments regarding Option 14 and the environment that were negative, yellow neutral, and green positive.

Figure 16 takes the sentiment topics areas for the comment text box responses for both Options 9 and 14 and compares them side by side. For example, you can see from the chart that the sentiment of responses around the environment for Option 9 are considerably more negative than Option 14, whereas the comments about the scheme benefits were much more positive for Option 9 compared Option 14.

A4: Widening between Ockham and Painshill. Do you think widening the A3 between Ockham and Painshill will achieve the following outcomes?

The same outcomes were tested for the proposed A3 improvement to widen between Ockham and Painshill to 4 lanes (current layout is 3 lanes). Here, results were more mixed – over 50% agreed strongly that the planned widening would improve conditions for through traffic but only 16% strongly agreed that it would improve safety, with the highest proportion (46%) of respondents unable to agree or disagree if the scheme would deliver this outcome.

In terms of the free text responses given, there was a concern about the impact on increased vehicle traffic on the local road network and the removal of laybys on surrounding communities.

"HGV parking should be accommodated. The widening of the A3 will not stop queuing at the interchange as it is also due to the volume of traffic on the M25. If this is not addressed, the proposed scheme will have limited success."

"This will simply cause much bigger traffic problems, damage to local residents and the environment."

"Legal HGV parking should be provided to enable lorry drivers to rest in safety. Council Regulation (EC) 561/2006 & UK rules."

Figure 21 - Do you think the widening of the A3 between Ockham and Painshill will achieve the following outcomes?

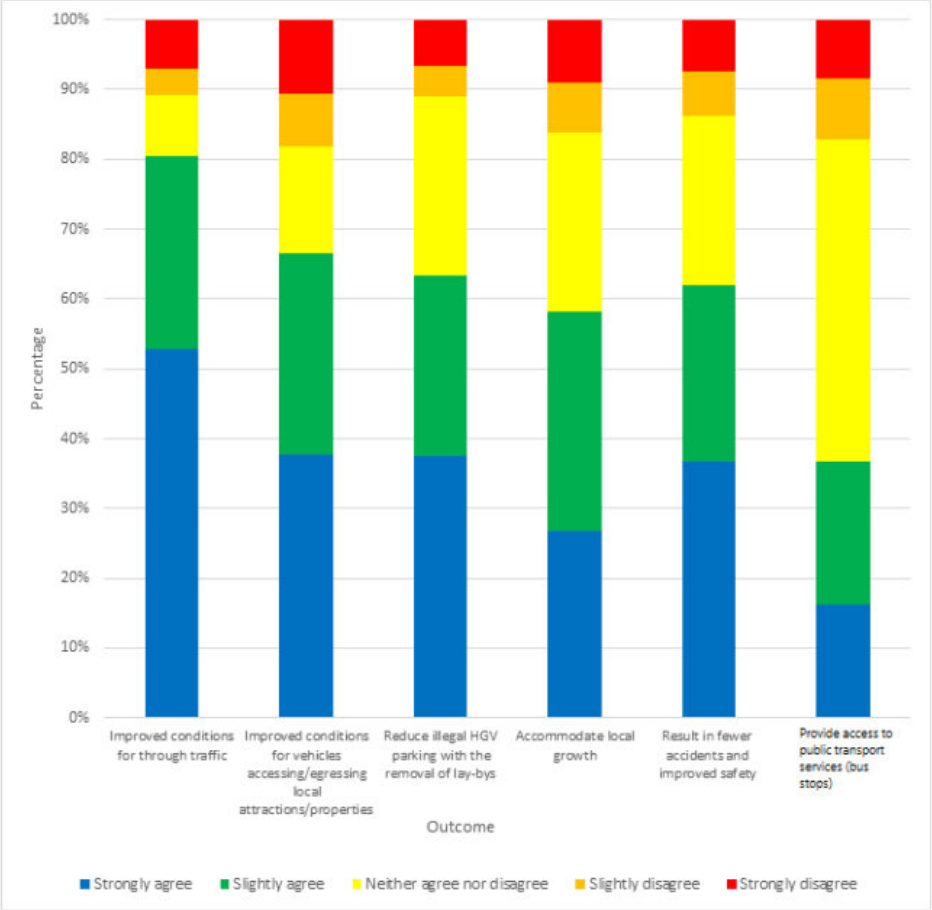
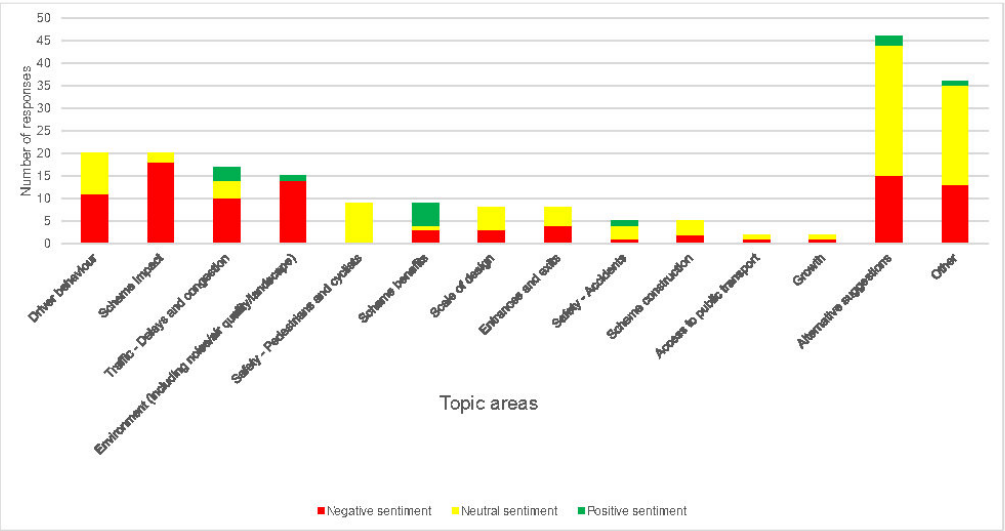


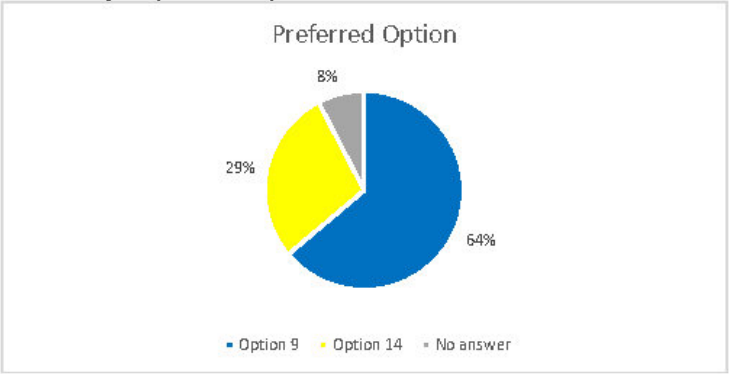
Figure 22 - Sentiment Analysis of Question A4



A5: Please state your preferred option for the M25 j10/A3 Wisley interchange scheme

Of the options put forward, Option 9 (the four-level flyover solution) generated more than twice as much support as Option 14 (the enlarged roundabout).

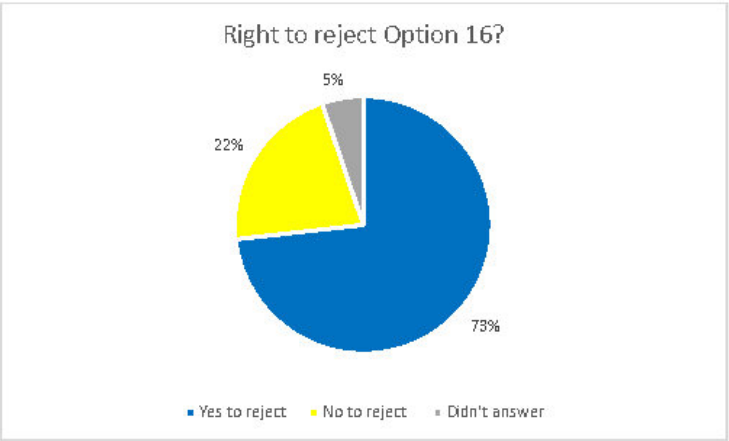
Figure 23 - Which is your preferred option?



A6: Rejected option: Please indicate whether you think it is right to reject option 16 as the slightly increased level of benefit compared to Option 9 is not worth the additional cost and greater environmental impact

Respondents strongly supported Highways England's decision to reject Option 16, with 73% agreeing.

Figure 24 - Right to reject Option 16?



Other comments

Towards the end of the questionnaire, respondents had the opportunity to include any other comments. In total 273 separate comments were received. The key themes from the comments have been extracted and are provided in the table below, alongside the percentage of the total number of comments that theme represents.

Table 8 - Theme analysis of comments from comment open text box

Topic	% of responses
Alternative options suggested	37
Safety	24
Environmental issues	21
Option preference given	18
Scheme benefits	16
Scheme impacts	16
Entrances and exits	15
Driver behaviour	10

Note: these percentages add up to more than 100% as many people touched on more than one theme in their response.

All survey comments

In total 792 unique comments were received across questions A2, A3, A4 and the open comment question. All of these comments have been analysed to pick out more specific (and in particular location based) key topics which recurred throughout the consultation responses. The table below outlines the number of unique comments by topic area from the questionnaire. This highlights some of the key issues that people outlined in their survey responses that are not necessarily addressed by the survey questions.

Table 9 - Theme analysis of comments from all open text box questions

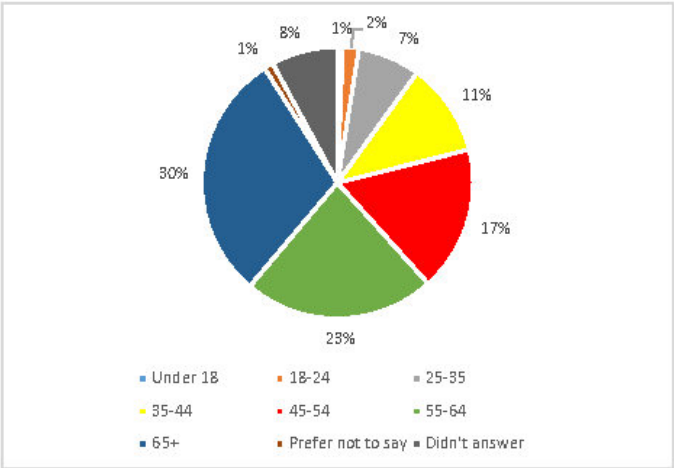
Topic area	Number of responses
Environmental concerns	214
RHS Wisley access/impact	76
Walking/cycling/equine	66
Side road access	40
Painshill/A245 access/impact	39
Wisley Airfield/local development	33
Congestion on the M25	29
Ockham South facing slips	26
Ripley congestion	25

5.3. Part C: Equality and Diversity

C1: Respondent age

Respondents tended to be from the higher age group categories, with 53% declaring themselves to be 55+. 9% of respondents were from the 18-34 age bracket. This is broadly in line with the Census data.

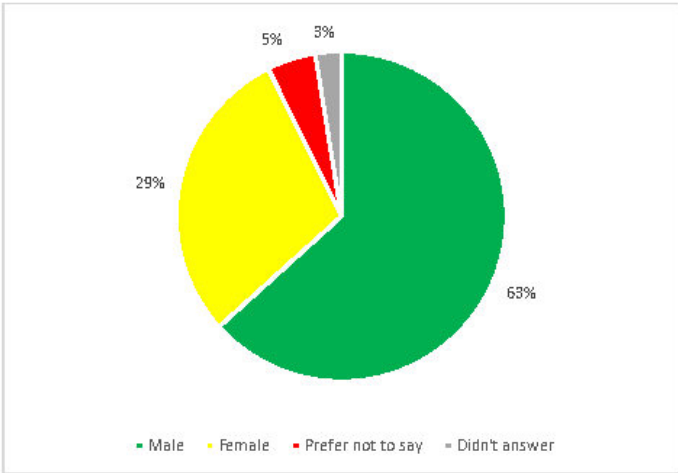
Figure 25 - Respondent age



C2: Gender

In terms of gender, most respondents were male (63% male: 29% female). This is not representative of the census data which shows a slightly higher proportion of females than males.

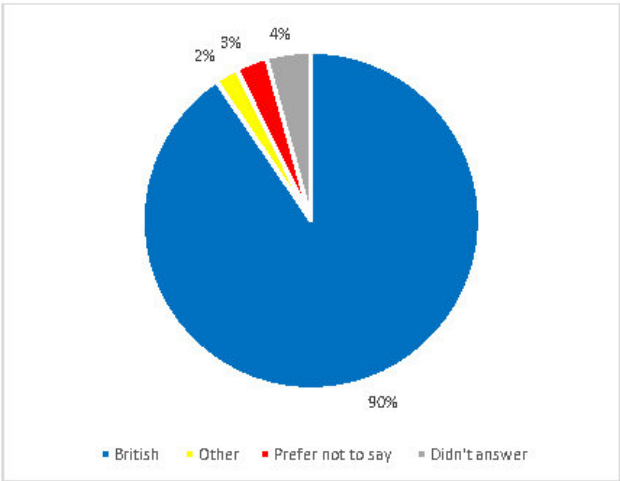
Figure 26 - Gender of respondents



C3: National Identity

In terms of national identity, the vast majority of respondents identified themselves as British (90%) and this is broadly in line with the pre-consultation research using Surrey/census data. This data shows that the area has lower than average levels of people born overseas and with foreign main languages, and both Cobham and Downside wards have very low levels of those who don't speak English well.

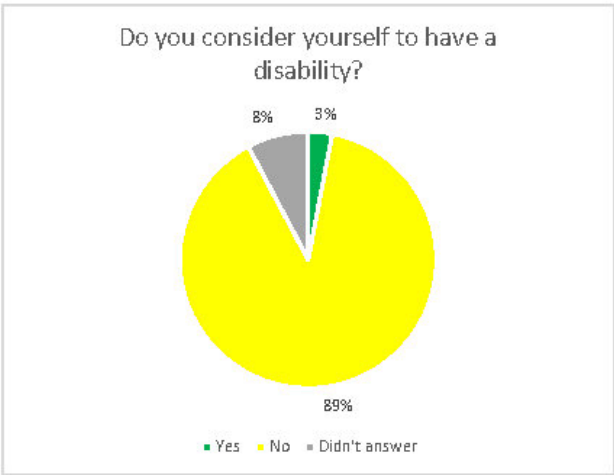
Figure 27 - National identity



C5: Disability

The majority of respondents did not declare themselves to have a disability (89% chose not to answer). This is broadly in line with expected demographic trends.

Figure 28 - Do you consider yourself to have a disability?



6. Summary of responses from stakeholders

This section provides a summary of the responses received from stakeholders, their position on the Options presented and a summary of other issues/opportunities/concerns they raised. In total 39 long form responses were received (letter rather than a completed questionnaire).

Stakeholders are defined by Highways England as *those which may have an interest in or are otherwise affected by the work we do*. This scheme's communications plan identified the key audiences that need to be engaged with as the options and designs progress.

To ensure the consultation process was as effective as possible an exercise was undertaken to understand the concerns and drivers for each organisation and they were also put into Tiers. Tier 1 comprises Statutory Bodies including Statutory Environmental Bodies, local authorities, local Members of Parliament and local landowners. Tier 2 comprises parish councils, community groups, local campaign groups and local businesses.

These stakeholder responses were received in letter format and each was assessed during a panel review by the Highways England and Atkins project teams, with key subject matter experts from design, environment, traffic modelling and planning present.

The tables that follow summarise the key points of each response, whether they state an Option preference and if they support the rejection of Option 16. Only Surrey County Council expressed a view that Highways England should not have rejected Option 16, although their response did raise concerns about its potential environmental impacts.

In summary, the results are as follows:

- Number of responses: 39
- Option 9 preference: 7
- Option 14 preference: 6
- No Option preference stated: 26
- Support rejection of Option 16: 6
- No comment given on Option 16 rejection: 32
- Wrong to rejection Option 16: 1

In addition to the public consultation events and subsequent submissions made by stakeholders a number of meetings were held with individual consultees (land owners) and stakeholder groups. As summary of this activity is included in the final chapters of the Scheme Appraisal Report. As the meetings were held in confidence, under Chatham House Rules we are not able to share what was discussed but a list of meetings held was as follows:

- Elm corner residents (2 meetings)
- Wisley Golf Club
- RHS Wisley
- Painshill Park
- Feltonfleet school
- Residents of Foxwarren Cottage
- Painshill House residents
- Resident of Close Court Farm
- Open Spaces Society

- Eurogarages
- Girlguiding UK (Heyswood)
- British Horse Society
- RSPB
- Landowner New Farm House, Cobham
- Anne Milton MP
- Guildford Borough Council
- Surrey County Council
- Historic England
- Natural England
- Ripley Parish Council
- BGL Limited (Burhill Golf Club)

6.1. Stakeholder responses

Table 10 – Stakeholder responses

	Respondent	Option 9/14?	View on Option 16?	Key concerns and issues raised
1	British Horse Society	Option 14	Not given	<ul style="list-style-type: none"> Raised issues on current Non Motorised User routes - unpleasant for cyclists and pedestrians, dangerous for horse riders. Suggested there is an opportunity to increase horse riding use if upgraded (Bridleway 12). Under either option, the crossings on the A3 should be replaced by a bridge/subway linking common land on both sides. Reclassification of existing bridges required. Request Highways England's commitment that existing rights of way need to be maintained or improved.
2	Cobham Conservation Trust	Option 14	Not given	<ul style="list-style-type: none"> Concern about increase in light and air pollution. Concern regarding the increase in visitor numbers at RHS Garden Wisley. Improvements could be made to the Seven Hills Road junction. Ockham Park Roundabout improvements, and south facing slips here should be considered. Suggested that the opportunity to enhance public transport in the area should be considered.
3	CPRE Guildford	Option 14	Not given	<ul style="list-style-type: none"> Endorse submissions of Surrey Wildlife Trust, Open Spaces Society and Wisley Action Group.
4	CPRE Surrey	Not given	Not given	<ul style="list-style-type: none"> Option 14 'least worst' option because of significant environmental impact of both. More consideration of Wisley Airfield and RHS Wisley expansion and Guildford Local Plan. Would like more detail on noise mitigation. Endorse views of Open Space Society for Non Motorised User access and common land provision.
5	Elmbridge BC	Not given	Not given	<ul style="list-style-type: none"> Concerns raised about the Special Protection Area and Sites of Special Scientific Interest. Requires more detail on habitat loss and compensation. Would like further detail on environmental information. Option 14 likely to have less effect on the listed buildings and conservation areas compared to option 9.

Page 43 of 75

	Respondent	Option 9/14?	View on Option 16?	Key concerns and issues raised
				<ul style="list-style-type: none"> Concern about impact on the local road network and access to the A245. Concern about the temporary impact of option 14 during construction.
6	Guildford BC	Not given	Not given	<ul style="list-style-type: none"> Assessment of the environmental impact requires more work. Consideration should be given for north facing junctions at the A3 at the Burnt Common interchange. Request to take on board Wisley site as it develops to minimise the land take. Acknowledges the benefits of option 9 over option 14 but states no preference. Would welcome more detail on construction impacts.
7	National Trust	Option 14	Not given	<ul style="list-style-type: none"> Preference for Option 14 as has less of a negative impact on the surrounding environment than Option 9. Not happy with access arrangements for their site at Wisley Lane and would like further information on this.
8	Ockham Parish Council	Not given	Not given	<ul style="list-style-type: none"> Concern about the loss of protected land and greenbelt. Low noise surfacing requested. Primary trouble spots identified include Ockham junction to and from Ripley towards Send, particularly Ripley High Street and the junction towards Newark Lane. Alternative access from RHS Wisley should be thoroughly investigated. Not convinced that the scheme will improve traffic flow. Would like consideration of southbound slips at Ockham Park junction. Further consideration needed of: <ul style="list-style-type: none"> a. Heathrow expansion b. RHS Wisley expansion c. Three farms meadow (Wisley Airfield) d. Guildford Borough Local Plan Suggested more joined up thinking between agencies on road design and implementation.

Page 44 of 75

	Respondent	Option 9/14?	View on Option 16?	Key concerns and issues raised
9	Open Spaces Society	Not given	Not given	<ul style="list-style-type: none"> Option 14 is the "least worst" option and there are opportunities for improvement alongside it. Concerns around common land registration and deregistration. Concern regarding Wisley airfield development and Ockham junction becoming unusable for NMUs. Suggest a segregated route for NMUs at this point. Supportive of Elm Lane Byway Open to All Traffic (BOAT) proposal. Connectivity for Non Motorised Users is poor and current provision is poor. Bridleway 12 is unattractive and poor for horse riders. Elm Lane footbridge needs upgrading, preferably to a subway. Footpath Wisley 7 – Buxton wood Bridge – requires improvement and has no lawful means of access for horse riders. Considerations for public transport need to be included.
10	Painshill Park	Not given	Not given	<ul style="list-style-type: none"> More detail required before they can give a view.
11	Road Haulage Association	Option 9	Yes	<ul style="list-style-type: none"> Advise Highways England should carefully analyse the impact on local roads. Provision of HGV parking to comply with tachograph regulations. Do not believe removal of laybys will reduce or remove the incidence of illegal HGV parking and could make it worse.
12	RSPB	Option 14	Yes	<ul style="list-style-type: none"> Further consideration of environmental impacts required. Anticipated to be unavoidable adverse impact on the ecological sites. Support the desire to improve the connectivity between heathland habitats. Concern about the development of Wisley airfield. Supports the improvement of Non Motorised User facilities if it does not impact other habitats.
13	Send Parish Council	Not given	Not given	<ul style="list-style-type: none"> Concern about impacts of closing Wisley Lane.
141	Surrey CC	Option 9	No	<ul style="list-style-type: none"> Concern about access to the commons during construction. Some of the trees currently relied upon for screening may need to be removed for conversation reasons. Concern about Wisley expansion and how this will be accommodated.

Page 45 of 75

	Respondent	Option 9/14?	View on Option 16?	Key concerns and issues raised
				<ul style="list-style-type: none"> Would like Option 16 to be visited. Suggest to link the signals between Pains Hill roundabout and Seven Hills Road. HE should replace existing Variable Message Signs and fund more.
15	Surrey Gardens Trust	Not given	Yes	<ul style="list-style-type: none"> Request that they should be considered a statutory consultee.
16	Surrey Ramblers	Option 14	Not given	<ul style="list-style-type: none"> Crossings need to be considered and Non Motorised User provision needs to be maintained or improved.
17	Surrey Wildlife Trust	Not given	Yes	<ul style="list-style-type: none"> Would like to explore the opportunity to create a net gain in biodiversity for the scheme. Concerns about noise and lighting design. Would like to see low noise surfacing.
18	Waverley BC	Option 9	Not given	<ul style="list-style-type: none"> Continued attention to local plan development is required.
19	Ripley Parish Council	Option 9	No - See detail	<ul style="list-style-type: none"> Would prefer Option 16 if it had not already been rejected. Significant concern about impact on traffic levels within the village of Ripley. Would like to see information on the provision of south facing slips at Ockham as well as alterations at burnt Common and Potters Lane. Both Option 9 and 14 fall short of the rejected scheme to build a full motorway junction at the site.
20	Natural England	Not given	Not given	<ul style="list-style-type: none"> Encourage the selection of an option which not only seeks to avoid adverse impacts on biodiversity, but also one which has longest predicted 'life-span' to avoid the need for further modification. Concerned that both options will have an adverse effect on the integrity of the Thames Basin Heaths Special Protection Area, may damage or destroy the interesting features for which Ockham and Wisley Commons Site of Special Scientific Interest has been notified and would result in direct loss of registered common land.

Page 46 of 75

6.2. Residents & Landowners:

Table 11 - Resident and landowner responses

	Respondent	Option 9/14?	Views on Option 16?	Key concerns and issues raised
1	Local resident E	Option 9	Yes	<ul style="list-style-type: none"> Concern regarding habitat fragmentation and any net loss in biodiversity. Concern about RHS Wisley traffic and congestion on event days – Traffic modelling should consider a typical event day. South facing slip roads at Ockham park Roundabout need to be considered.
2	Cobham and Downside RA	Not given	Not given	<ul style="list-style-type: none"> Impact on traffic from Cobham to Pains Hill roundabout.
3	Elm Corner residents	Not given	Not given	<ul style="list-style-type: none"> Air and noise monitoring to be undertaken. Visual mitigation to be explored and coordinated with Surrey Wildlife Trust Heathland management. "Least worst" option for access to properties is the Byway Open to All Traffic (BOAT). Existing Elm Lane access to be stopped up and returned to nature. Reject being linked to any traffic, or being linked to Wisley Airfield development. Need to be added to the listed as a visual and noise receptor. Low noise surfacing to be included beyond the Ockham Park roundabout. For the BOAT preference for a bound resin surface such as fibredeck. Would like to consider improving services provision at their properties. They need to be included in the construction management plan.
4	Euro Garages Ltd (Owners of San Domenico site)	Not given	Not given	<ul style="list-style-type: none"> Alternative design proposition - slip road into the site for access, and egress via a segregated feeder road up to the Painshill Junction - proposed drawings provided. The closing of the existing access would make the commercial operation of the site unviable. Impact employment will be a factor. Would like further dialogue as the scheme progresses.

Page 47 of 75

	Respondent	Option 9/14?	Views on Option 16?	Key concerns and issues raised
5	Feltonfleet School	Not given	Not given	<ul style="list-style-type: none"> Concerned about the noise issue - and what mitigation could be provided, especially near to the pre-school area of their land. Considerations about revised school access. Broadly in support of alternative access through own estate as long as it will be maintained as private.
6	Local resident F	Not given	Not given	<ul style="list-style-type: none"> Would like noise baffling to be considered as part of the widening to four lanes of the A3. Very concerned about a bridge of tunnel connecting the residents from Heyswood, Close Court Farm etc. accessed via Redhill Road.
7	Burhill Golf club	Not given	Not given	<ul style="list-style-type: none"> Interested in considering whether it might be possible to work with Highways England to provide future noise protection for their development site to the east of the A3 north of Cobham Sainsbury's.
8	Local resident M			<ul style="list-style-type: none"> Preference for local access via Painshill routes, ideally PAINS4 or 5.
9	Historic England	Not given	Not given	<ul style="list-style-type: none"> Major cause for concern are rare barrows and Hengi-form sites in close proximity to the site. No preference given at this stage, but likely to see Option 14 as being of lower impact.
10	Heyswood (Girl Guiding UK site)	Not given	Not given	<ul style="list-style-type: none"> Detailed response given to access and the difficulties in getting through the Painshill section.
11	Resident L			<ul style="list-style-type: none"> Would like a 2-way road serving the front of the property linking their site and San Domenico site to Seven Hills Road.
12	Ockham and Hatchford Residents Assoc	Not given	Not given	<ul style="list-style-type: none"> Concern that the Dunsfold development hasn't been considered. Supports submissions from CPRE, Ockham Parish Council, Wisley Action Group, Painshill Park and RHS Wisley.

Page 48 of 75

	Respondent	Option 9/14?	Views on Option 16?	Key concerns and issues raised
13	Pains Hill House	Not given	Not given	<ul style="list-style-type: none"> Prefer to leave the existing accesses as they are. Reject Pain05 options. Suggest Pain03 or PAIN04 as a solution. Scheme won't solve the problems associated with junction 10. Generally, feel that the scheme is a waste of money.
14	RHS Wisley	Both	Not given	<ul style="list-style-type: none"> None of the current accesses are appealing and all propose a risk to the future of the Gardens. Preference of a direct access to the A3 to be maintained. If Option 9 is chosen, they would like access back on via junction 10. Suggestion for south facing slips and a dedicated slip road for their site/Wisley Lane. Retain U-turn ability at Ockham park junction southbound. A3 components are of the greatest concern. Further detail required to be able to make a more detailed assessment of the scheme. Concern about the construction impacts and that they will be opening their new site during construction.
15	Wisley Action Group	Not given	Not given	<ul style="list-style-type: none"> Concerns raised around noise, air quality and light pollution. Not enough known about the impact on local roads. Not enough known about impact of RHS Wisley growth. Suggest that Sintram (modelling software) is unreliable as evidence. Study areas is not large enough as many commuters come over the Surrey Hills.
16	Resident A	Option 9	Not given	<ul style="list-style-type: none"> Detailed consideration of the mitigations is required. Supports the enhancement of cycle provision in the scheme.
17	Wisley Golf Club	Not given	Not given	<ul style="list-style-type: none"> Concerned about continued access to Mill Lane and Wisley Lane where they contribute to the heavy goods traffic that run along there.

Page 49 of 75

	Respondent	Option 9/14?	Views on Option 16?	Key concerns and issues raised
				<ul style="list-style-type: none"> Highlighted concerns that all southbound exiting RHS Wisley traffic would go through Ripley to access the A3 exacerbating the rush hour queues caused by the right turn in Ripley high street. These queues in the evening tail back to the Ockham roundabout. Concern was raised about the option for Wisley Lane tunnel as this might restrict access for HGVs to their site. No preference as to which option they prefer. Concerned about continuity of access during construction, particularly as they have early movements (i.e. 4am).
18	Wisley Property Investments	Option 9	Yes	<ul style="list-style-type: none"> Important to consider the future demands of traffic at the Ockham Park junction if the Wisley development goes ahead. Wisley Property Limited may wish to comment on the Environmental Impact Assessment scoping report.
19	Woking Scout Group	Not given	Not given	<ul style="list-style-type: none"> The site want to remain as invisible to passing traffic as possible (safety and security). Need to improve the access arrangements for this site. Would like to explore the alternative access via Wisley Lane at the north of the site. Concerns raised about security arrangements during construction.

Page 50 of 75

7. Conclusions and next steps

The public consultation received 722 responses and has given insight into not only the preferences respondents have for the M25 j10 itself, but also guidance in terms of the design of the A3 widening between Ockham and Painshill and the local access issues.

There is clear support for improvements to be made at the M25 j10/A3 Wisley interchange to address congestion both at the junction and for through traffic as well as safety.

Overall there is more support for Option 9 (the 4-level flyover), as it was judged to be better able to deliver the scheme objectives. However, it is important to note that Option 9 also raised widespread concern about its potential impact on the environment, particularly Special Protection Area and Sites of Special Scientific Interest designated lands to the south of the junction.

There was, however, very strong support for Highways England's decision to reject Option 16 on the grounds of both cost and environmental impact.

Feedback from Tier 1 stakeholders was mixed. Most chose to support neither option at this stage as they felt they had insufficient evidence and data to make an informed decision, and this is unsurprising given that this was an informal, non-statutory and therefore high level consultation on potential concepts.

The majority of those who responded to the consultation via questionnaire did not use the junction and interchange on a daily basis. Therefore, Highways England did not reach many of the regular commuters and users of the junction via this consultation. This may be because the majority of the respondents lived locally and declared themselves to be 55+ (53% of respondents stated they were 55+) and may not be making a commute using the junction. Making better use of motorway service areas to engage with customers and seek their feedback may be a way of accessing a good proportion of the over 7,000 morning peak hour users.

Social media activity on the consultation was very high, considering this is not a channel which Highways England proactively used on a campaign basis for this consultation. The results demonstrate that there is an opportunity to engage with different audiences particularly the "hard to reach" under 24 year olds, but how this interest and comment can be converted into completed questionnaires needs more consideration. However, consideration should be given to how these responses can be monitored, measured and added to the consultation analysis.

The consultation materials were well received and 91% of respondents found the consultation materials useful, however a third of those only found them "somewhat" useful. Given the stage of design the project was at for this informal consultation, this is understandable as the details on local roads that have direct access to the A3, options for mitigating environmental impacts (for example) were less defined. However, it is important to note that there appears to be a large proportion of respondents who might not have visited a public exhibition, as over 50% of respondents to the questionnaire said that the exhibitions were not applicable in addressing their questions.

A key lesson learned is that when presenting options at an informal consultation stage we should be more explicit about the consultation's purpose and help manage expectations by clarifying that the options being presented are concepts, not the final designs. There is an opportunity to explain what the consultation is not about, as well as what it is seeking feedback on to ensure that there is less miscommunication and misunderstanding.

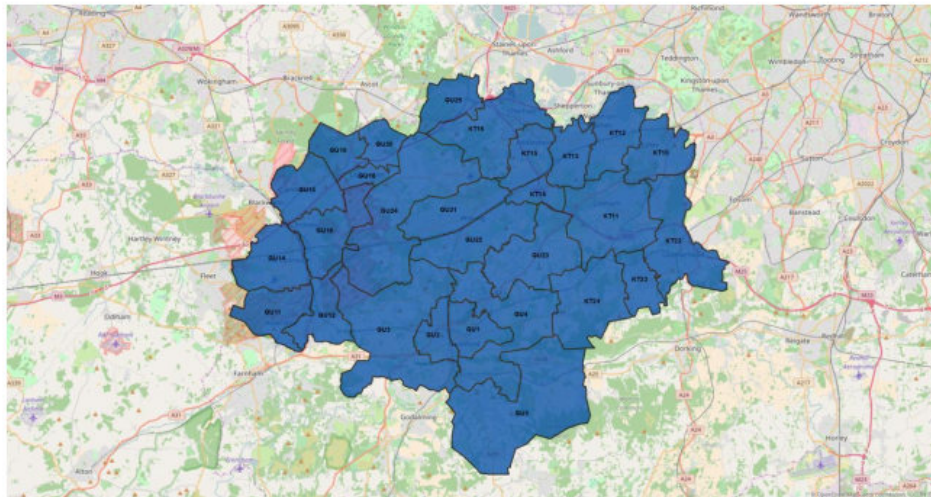
The consultation did prove very successful at enabling Highways England to understand and respond to the impact the scheme would have on its customers and stakeholders. The opportunity to spend time talking through the proposed options at the public events and the follow up meetings with landowners and stakeholder groups has been invaluable. In total, the project team engaged with over 20 organisations and individuals, separate to the public consultation events. This has not only enabled design revisions to be considered but has also provided extra information and data which will be used to develop the scheme further.

The feedback gathered via the public consultation and subsequent engagement undertaken has enabled Highways England to undertake design revision on a number of aspects of the scheme. These have been developed over Spring/Summer 2017, prior to the Preferred Option Announcement.

Appendix A.

Postcode map around M25 junction 10/A3 Wisley Interchange

Figure 29 - Postcode map of the area around the M25 junction 10/A3 Wisley Interchange



Appendix B.

Exhibition attendance by event and postcode

Figure 30 - Postcode location of all exhibition attendees

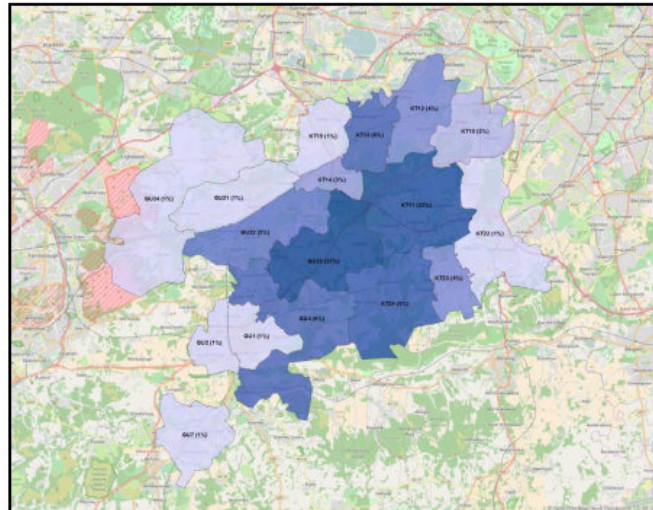


Figure 31 - Postcode of 5 December – Ripley Village Hall AM exhibition attendees

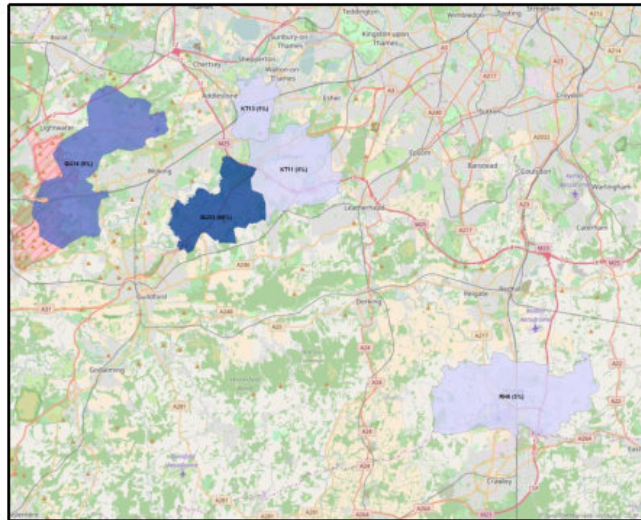


Figure 32 - Postcode of 5 December – Ripley Village Hall PM exhibition attendees

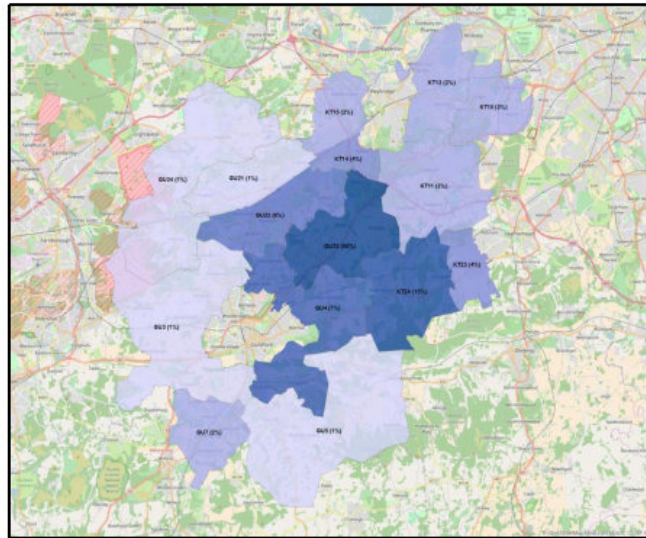


Figure 33 - Postcodes of 9 December Ripley Village Hall Exhibition attendees

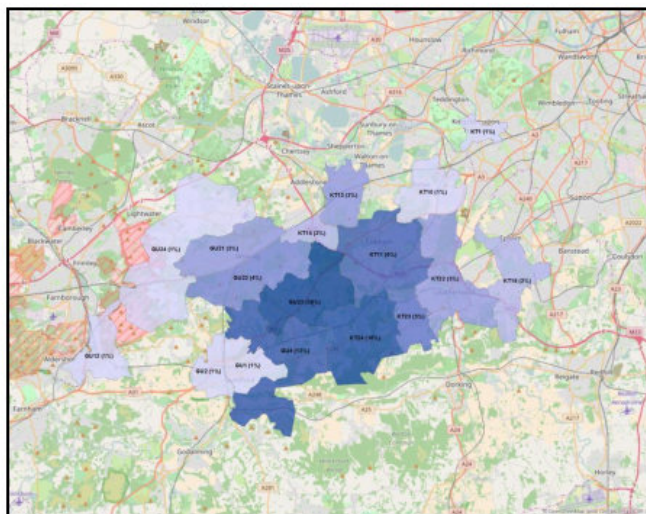


Figure 34 - Postcodes of 16 December Cobham Village Hall Exhibition attendees

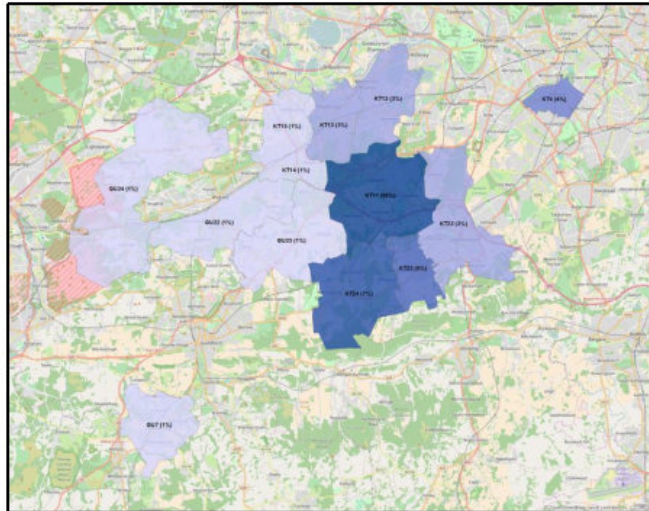


Figure 35 - Postcodes of 17 December Cobham Village Hall Exhibition attendees

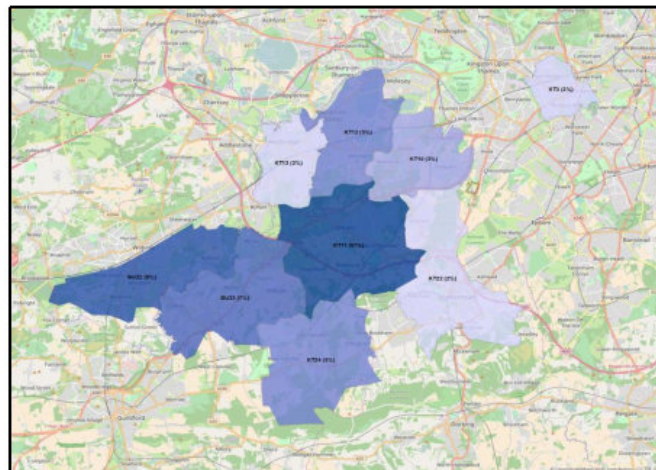


Figure 36 - Postcodes of 5 January Ripley Village Hall Exhibition attendees

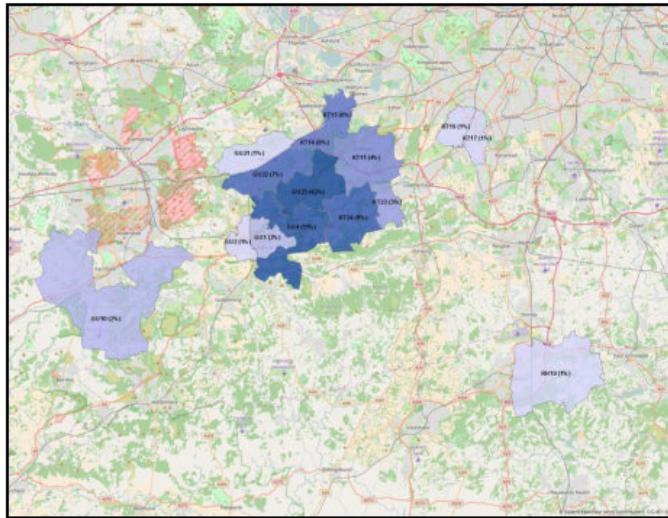
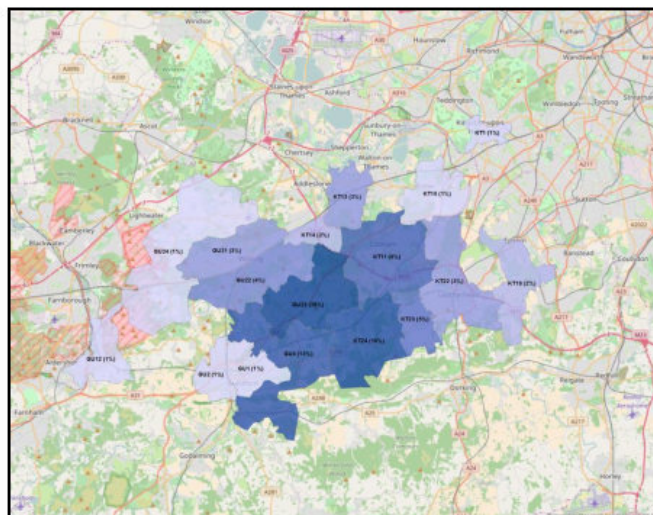
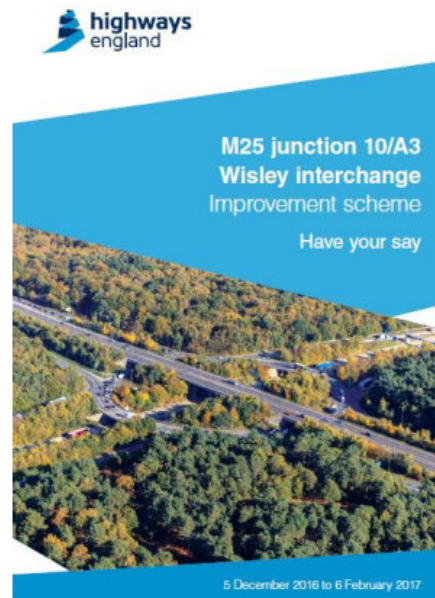


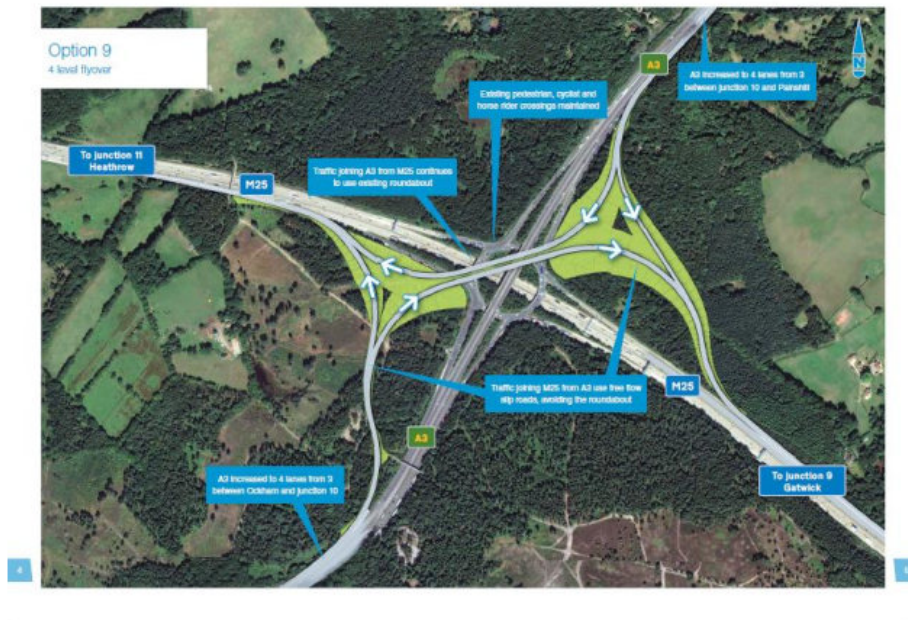
Figure 37 - Postcodes of 12 January Ripley Village Hall Exhibition attendees



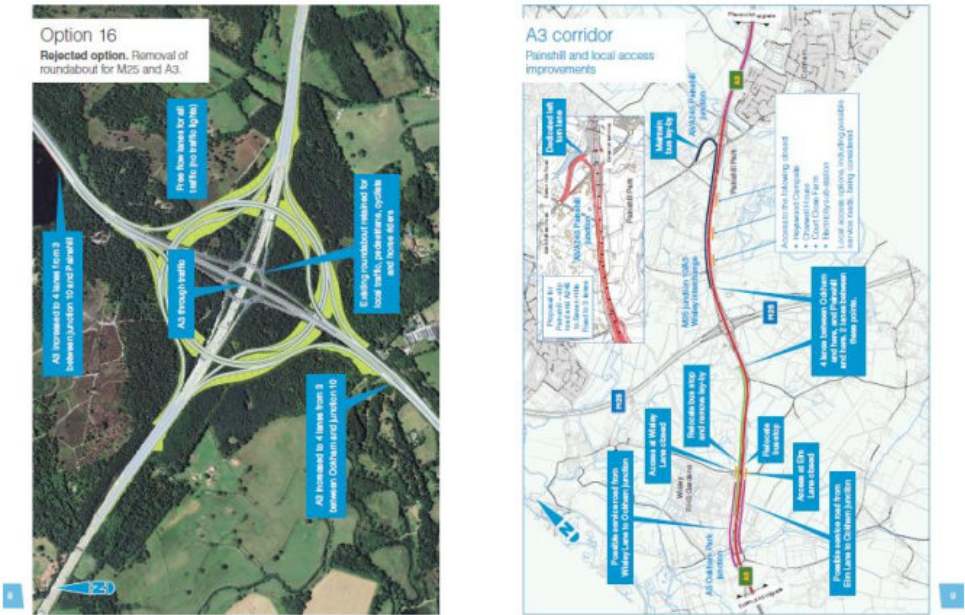
A detailed map of the London region, specifically focusing on the City of Westminster and its immediate surroundings. The map shows various districts, each labeled with a unique code (e.g., W01, W02, W03, etc.). The City of Westminster is highlighted in a darker blue color, while other districts are in lighter shades of blue. The map also shows major roads, green spaces, and the River Thames. The City of Westminster is located in the center of the map, surrounded by other districts like W01, W02, W03, etc.

Appendix C. Consultation brochure









Scheme objectives and other considerations	Rejected Option 16 Removal of the roundabout for M25 and A3 traffic		
	Option 8 4 lane "Spur"	Option 14 Elongated roundabout and local access improvements	Rejected Option 16 Removal of the roundabout for M25 and A3 traffic
Improving journey times and reliability	<ul style="list-style-type: none">Journey time savings of 10 minutes per mile on average in the morning peakLess congestion would improve journey time reliabilityFree flow before there are no traffic lights will operate on 2 of the 4 roundabout armsCreates an additional A3 lane (from 3 to 4) between Oakham and Painhill (the existing bridge will remain 2 lanes in each direction)	<ul style="list-style-type: none">Journey time savings of 7 minutes per mile on average in the morning peakLess congestion would improve journey time reliabilityThere would be no complex free flow operation before there are no traffic lights at all on any of the roundabout armsCreates an additional A3 lane (from 3 to 4) between Oakham and Painhill (the existing bridge will remain 2 lanes in each direction)	<ul style="list-style-type: none">Journey time savings of 10 minutes per mile on average in the morning peakLess congestion would improve journey time reliabilityProvides free flow movements for 100% of trafficOn the A3 an additional lane added (from 3 to 4) between Oakham and Painhill (the existing bridge will remain 2 lanes in each direction)Specific provision would be provided for pedestrians, cyclists and equestriansSpecific provision would be made for local traffic
Supporting walking and cycling and other non-car modes of travel	<ul style="list-style-type: none">Provides 4 signalised pedestrian crossings, but traffic from 2 of the busiest turns is removed from the roundaboutCould include further provision for pedestrians, cyclists and equestrians	<ul style="list-style-type: none">Provides 4 pedestrian signalised crossings, but traffic on the roundabout would be increasedCould include further provision for pedestrians, cyclists and equestrians	<ul style="list-style-type: none">A re-designed junction would be required to provide traffic-free movement for pedestrians, cyclists and equestrians
Improving safety	<ul style="list-style-type: none">Predicted to save 10 "injury accidents" per year on the A3 between Oakham and Painhill and on the M25 junction 10 roundabout	<ul style="list-style-type: none">Predicted to save 7 "injury accidents" per year on the A3 between Oakham and Painhill and on the M25 junction 10 roundabout	<ul style="list-style-type: none">Predicted to save 20 "injury accidents" per year on the A3 between Oakham and Painhill and on the M25 junction 10 roundabout
Minimising environmental impact	<ul style="list-style-type: none">Air quality may be adversely impacted but this is limited (due to increased traffic levels but less static traffic)Air quality could be adversely affected on ecological sites surrounding junction 10Increased traffic levels will have an impact on noiseThis option encroaches vertically on the visual environment, as it adds another level to the current structureAround 17 hectares of land would be requiredThere could be an impact on unique habitats that cannot be restored or moved	<ul style="list-style-type: none">Air quality may be adversely impacted but this is limited (due to increased traffic levels but less static traffic)Air quality could be adversely affected on ecological sites surrounding junction 10Increased traffic levels will have an impact on noiseAround 4 hectares of land would be requiredThere could be an impact on unique habitats that cannot be restored or movedThere is likely to be a temporary impact from construction vehicles and the site compound in a line of sight of Special Scientific Interest (SSSI)	<ul style="list-style-type: none">Air quality may be adversely impacted but this is limited (due to increased traffic levels but less static traffic)Air quality could be adversely affected on ecological sites surrounding junction 10Increased traffic levels will have an impact on noiseAround 40 hectares of land would be requiredThere could be an impact on unique habitats that cannot be restored or moved
Building capacity for future growth	<ul style="list-style-type: none">Provides capacity in line with predicted traffic growth up to 2037	<ul style="list-style-type: none">Provides capacity in line with predicted traffic levels, although some arms of the roundabout would exceed capacity before 2037	<ul style="list-style-type: none">This option provides capacity in line with predicted traffic growth up to 2037 and beyond
Construction impact	<ul style="list-style-type: none">The existing roundabout would remain open to traffic throughout constructionSpeed reductions will be required with some lane space restrictionsSome overnight closures would be requiredMost construction would be carried out away from the existing carriagewayThe construction compound could be accommodated within the work site itself	<ul style="list-style-type: none">The existing roundabout would remain open to traffic throughout constructionSpeed reductions will be required with some lane space restrictionsSome overnight closures would be requiredAll construction would be carried out adjacent to the existing carriagewayThe construction compound would require temporary land take	<ul style="list-style-type: none">The existing roundabout would remain open to traffic throughout constructionSpeed reductions will be required with some lane space restrictionsSome overnight closures would be requiredAll construction would be carried out away from the existing carriagewayThe construction compound could be accommodated within the work site itself
Local route access impacts/opportunities	<ul style="list-style-type: none">Would improve local access on the A3, with improved safety provision and up-to-date design standards for this section	<ul style="list-style-type: none">Would improve local access on the A3, with improved safety provision and up-to-date design standards for this section	<ul style="list-style-type: none">Would improve local access on the A3, with improved safety provision and up-to-date design standards for this section. The opportunity to U-turn at junction 10 would be lost.
Total costs	£214.7 million	£162.8 million	£209.7 million
Construction duration	24 months	24 months	24 months
Benefit to cost ratio	6.3	7.4	5.2
Value for money	Very high	Very high	Very high

Details of public exhibitions

Meet staff from Highways England to learn more about the proposed schemes:

Date	Time	Venue
Monday 5 December	2pm – 7.30pm	Ripley Village Hall, High St, Ripley, Woking GU23 6AF
Monday 12 December	3pm – 7.30pm	Ripley Village Hall, High St, Ripley, Woking GU23 6AF
Friday 16 December	1pm – 7.30pm	Cobham Village Hall, Lushington Dr, Cobham KT11 2LU
Saturday 17 December	10am – 3pm	Cobham Village Hall, Lushington Dr, Cobham KT11 2LU
Monday 9 January	10pm – 2pm	Ripley Village Hall, High St, Ripley, Woking GU23 6AF
Friday 3 February	12pm – 8pm	Cobham Hillon, Seven Hills Rd, Cobham KT11 1EW
Saturday 4 February	10am – 3pm	Cobham Hillon, Seven Hills Rd, Cobham KT11 1EW

Alternatively, pick up a brochure and questionnaire from:

Location	Address
Guildford Library	North Street, Guildford, Surrey GU1 4AL
Horsesham Library	Molesey Road, Horsesham, Surrey KT12 4RF
Cobham Library	The Cedar Centre, Cedar Road, Cobham, Surrey KT11 2AG
Horley Library	Victoria Road, Horley, Surrey RH6 7AG
Woking Library	Gloucester Walk, Woking, Surrey GU21 6BP

How will you use my response?

All views and comments received help us to:

- make sure potential impacts on the community and environment have been fully considered
- ensure the final scheme design is updated with all relevant responses where applicable
- ensure the final environmental statement takes into account impacts and mitigation measures you have told us about
- record how we have considered feedback to develop the scheme further within our consultation report

What happens after the consultation?

Views and comments received during the consultation will be considered and summarised in our public consultation report.

Following a preferred route announcement, we will develop detailed proposals for the scheme. This will include surveys and investigations to allow us to design the proposals in more detail.

Another opportunity to have your say

When the detailed designs are complete there will be another opportunity to have your say and influence their development. We will let you know more about this nearer the time.

Development Consent Order

After this second consultation we will need to apply for a Development Consent Order. The Development Consent Order application will be examined by the independent Planning Inspectorate, who will ask for representations from interested parties. This is another opportunity for you to have your say.

After the examination, the Planning Inspectorate will make a recommendation to the Secretary of State for Transport who makes the final decision on the scheme. We will only be given consent to construct the scheme if the Development Consent Order is granted. Consent will also allow compulsory purchase of any land required.

Scheme milestones

Milestone	Date
Preferred route announced	Late 2017
Full public consultation on preferred route	Late 2017
Work commences (if planning consent granted)	2020
Work complete and open for traffic	2022

Next steps

We want to hear your views on these options.

Please tell us what you think by:

- completing the questionnaire included with this brochure and returning it to FREEPOST M25 junction 10/A3 Wisley Interchange
- completing the consultation questionnaire online at www.highwaysengland.co.uk/m2510

If you have questions, you can:

- attend one of our public events (details on page 14), where you can also pick up a questionnaire to fill in
- email info@highwaysengland.co.uk
- call us on 0300 123 5000

We look forward to hearing from you.

Constraints and issues

The area around M25 junction 10 presents a number of challenges for developing this scheme, notably the sensitive environmental and heritage features.

Keeping disruption to a minimum is essential during the construction of any improvement. As such, we will develop plans to ensure both the M25 and A3 can remain open as much as possible, and access to local attractions is maintained.

Improving access to RHS Gardens, Wisley will also be a consideration of this scheme – the current access point at Wisley Lane is acknowledged to be unsatisfactory from both a customer and design perspective.

Another issue to be addressed is illegal heavy goods vehicles parking in several lay-bys along the stretch of the A3 and in some areas north and south of junction 10. We will be reviewing the lay-by and emergency refuge provision on the A3 with a view to upgrading these facilities.

M25 junction 10 to 16 smart motorway scheme

In addition to the M25 junction 10/A3 Wisley Interchange improvements, Highways England is due to deliver an upgrade to the M25 between junctions 10 and 16, making it a smart motorway (increasing capacity by the use of variable speed limits and hard shoulder running at busy times).

The 2 project teams are working together to align their activities where possible, and minimise any additional disruption for road users and local residents. The full benefits of the M25 junction 10/A3 Wisley improvement scheme will be realised in conjunction with this smart motorway upgrade.

Environmental considerations

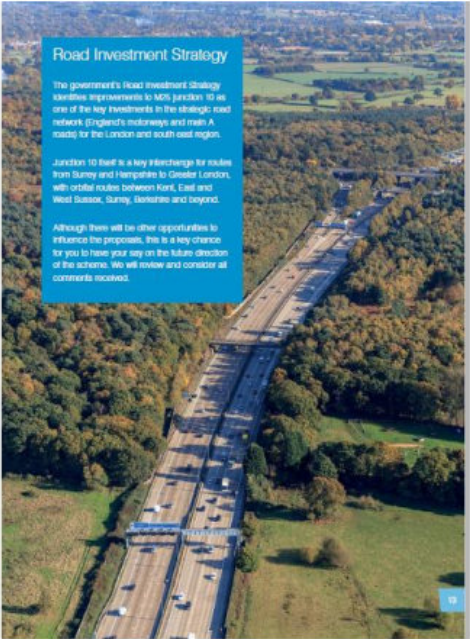
The area around the proposed scheme is very environmentally sensitive and protected by a number of important national and international designations.

The next stage of the project will consider these in more detail, as well as any necessary mitigation and enhancement measures.

Much of the land around M25 junction 10 and the A3 is designated as a SSSI, which supports a rich community of freshwater plants and animals including a large number of rare insects. The land is also designated as a 'special protection area', so it is a habitat for a number of endangered bird species. There are 16 parcels of ancient woodland within a mile of the junction and 6 scheduled monuments.

There are 40 listed buildings, 16 of which are Grade II*, and 7 registered parks and gardens – RHS Wisley and Petworth Park. In addition, there are 2 areas of common land, Cobham and Wisley Commons, which would be affected by a new layout at the junction. Areas of land around the junction are designated as 'access land' and the area is well used by walkers and horse riders.

Although there are no large areas of housing in close proximity to the motorway, the M25 is the dominant noise source in the area and there are environmental barriers on either side of the motorway to reduce its impact. A number of 'important areas for noise' are designated on the M25 as well as on the A3 at Petworth, and noise mitigation will be considered. No air quality management areas have been declared by the local authorities for the area immediately around the junction.



If you need help accessing this or any other Highways England information,
please call 0300 123 5000 and we will help you.

Contact us

If you have any queries relating to the M25
junction 10/A3 Wisley interchange improvement
scheme, please do not hesitate to contact us at
info@highwaysengland.co.uk

For the latest information and updates, please visit our
website www.highways.gov.uk/m25j10

If you have any queries relating to Highways
England, please call the customer contact
centre on 0300 123 5000 or alternatively email
info@highwaysengland.co.uk

© Crown copyright 2016.
This may be used for information not including legal advice or charge in any form or
medium under the terms of the Open Government Licence. To view the licence
and www.nationalarchives.gov.uk/doc/open-government-licence/version/3
visit the Information Policy Team, The National Archives, Kew, London TW9 4DU
or email publicinformation@nationalarchives.gov.uk

This document is also available on our website at www.gov.uk/highways
If you have any queries about this publication email info@highwaysengland.co.uk
or call 0300 123 5000. Please quote the Highways England publication code PE126/16

Highways England, Creative 5102/000

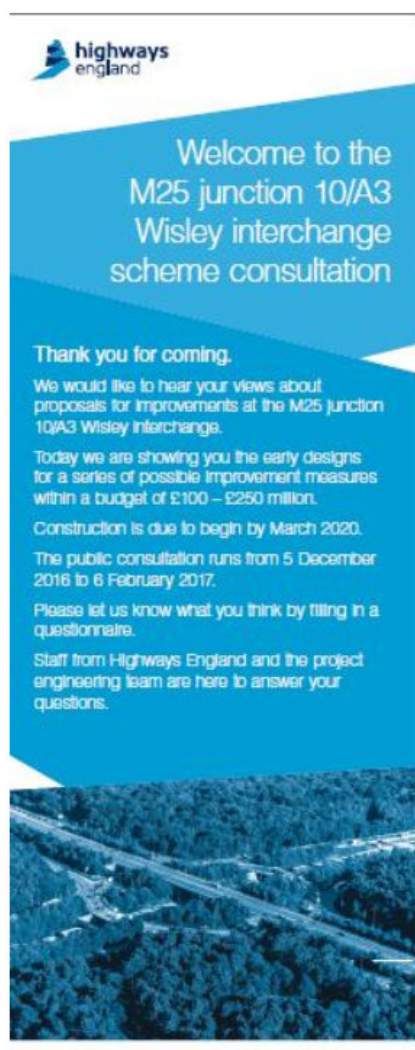
*Calls to 03 numbers cost no more than a national rate call to an 01 or 02 number and must count towards any inclusive minutes in
the caller's pay as you go or 03 calls. These rates apply to calls from any type of line including mobile, 01, other fixed line or payphone.
Calls may be recorded or monitored.


Printed on paper from well-managed forests and other controlled sources.

Registered office: Bridge House, 1 Walnut Tree Close, Guildford GU1 6LJ
Highways England Company Limited registered in England and Wales number 08366302

Appendix D. Consultation displays

Pull-up banners:



 highways
england

Welcome to the M25 junction 10/A3 Wisley interchange scheme consultation

Thank you for coming.

We would like to hear your views about proposals for improvements at the M25 junction 10/A3 Wisley interchange.

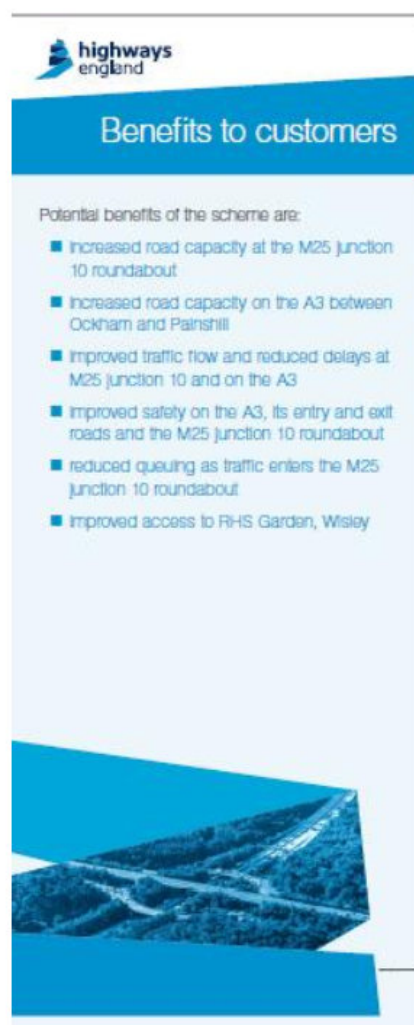

Today we are showing you the early designs for a series of possible improvement measures within a budget of £100 – £250 million.

Construction is due to begin by March 2020.

The public consultation runs from 5 December 2016 to 6 February 2017.

Please let us know what you think by filling in a questionnaire.

Staff from Highways England and the project engineering team are here to answer your questions.




 highways
england

Benefits to customers

Potential benefits of the scheme are:

- increased road capacity at the M25 junction 10 roundabout
- increased road capacity on the A3 between Ockham and Painshill
- improved traffic flow and reduced delays at M25 junction 10 and on the A3
- improved safety on the A3, its entry and exit roads and the M25 junction 10 roundabout
- reduced queuing as traffic enters the M25 junction 10 roundabout
- improved access to RHS Garden, Wisley




 highways
england

Objectives

The scheme objectives are:

- improve the current layout of the junction and interchange
- reduce delays at M25 junction 10
- smooth traffic flow at M25 junction 10 and the exit and entry roads for the A3 Wisley
- reduce stopping and starting across the junction
- address issues at noise important areas, where possible
- support sustainable travel routes
- support economic growth and ensure the junction can accommodate extra traffic
- mitigate environmental impacts wherever possible




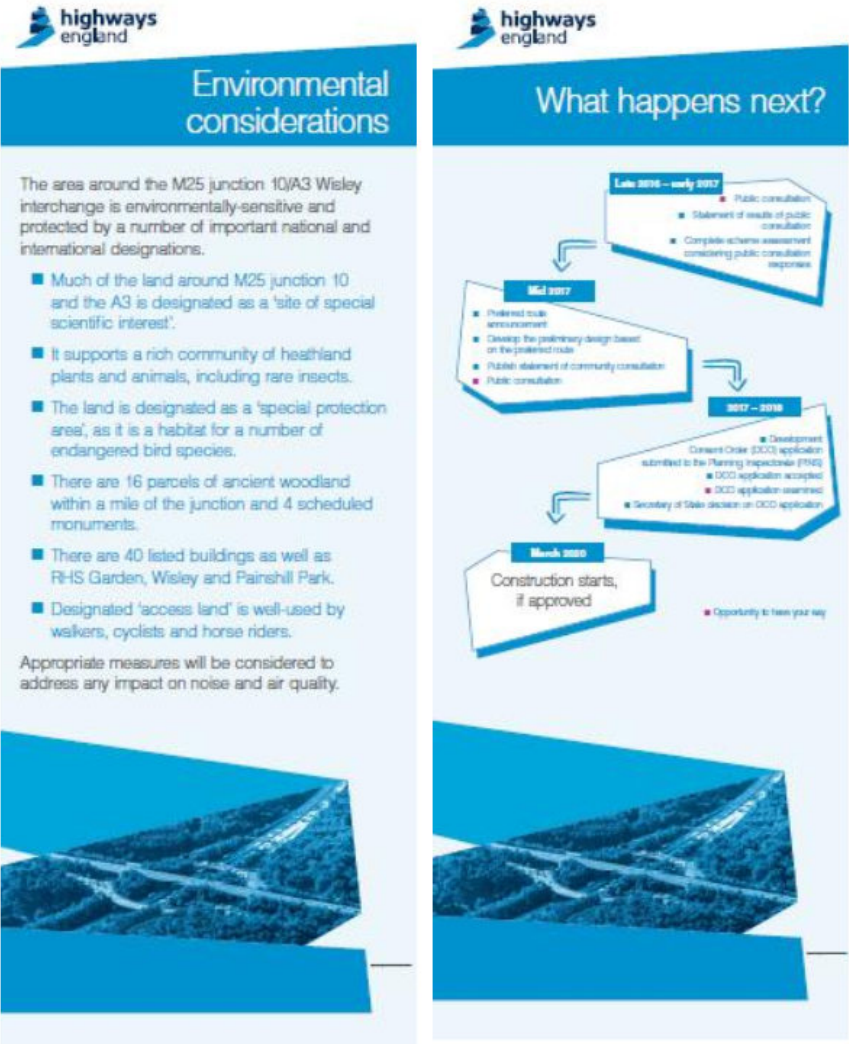
 highways
england

If we don't improve the interchange

Our research shows that if we don't improve the M25 junction 10/A3 Wisley interchange, then:

- The number of incidents on the junction and A3/M25 approaches will rise.
- Congestion and delays will worsen as traffic increases. 7,000 vehicles per hour use the roundabout at peak times today – by 2022, we expect more than 8,000 vehicles per hour at peak times.
- Average delays will rise from 8 minutes now to 11 minutes in 2022 and nearly 16 minutes in 2037. The junction will be so congested it no longer works properly.
- Regional and local growth (including jobs) will be constrained if major roads fail to cope with demand.







Have your say

Your feedback will help shape our proposals.
Please tell us what you think about the designs by
filling in a questionnaire.

You can also complete a consultation questionnaire
online at: www.highways.gov.uk/m25j10

The consultation runs from **Monday 5 December
2016 to Monday 6 February 2017**

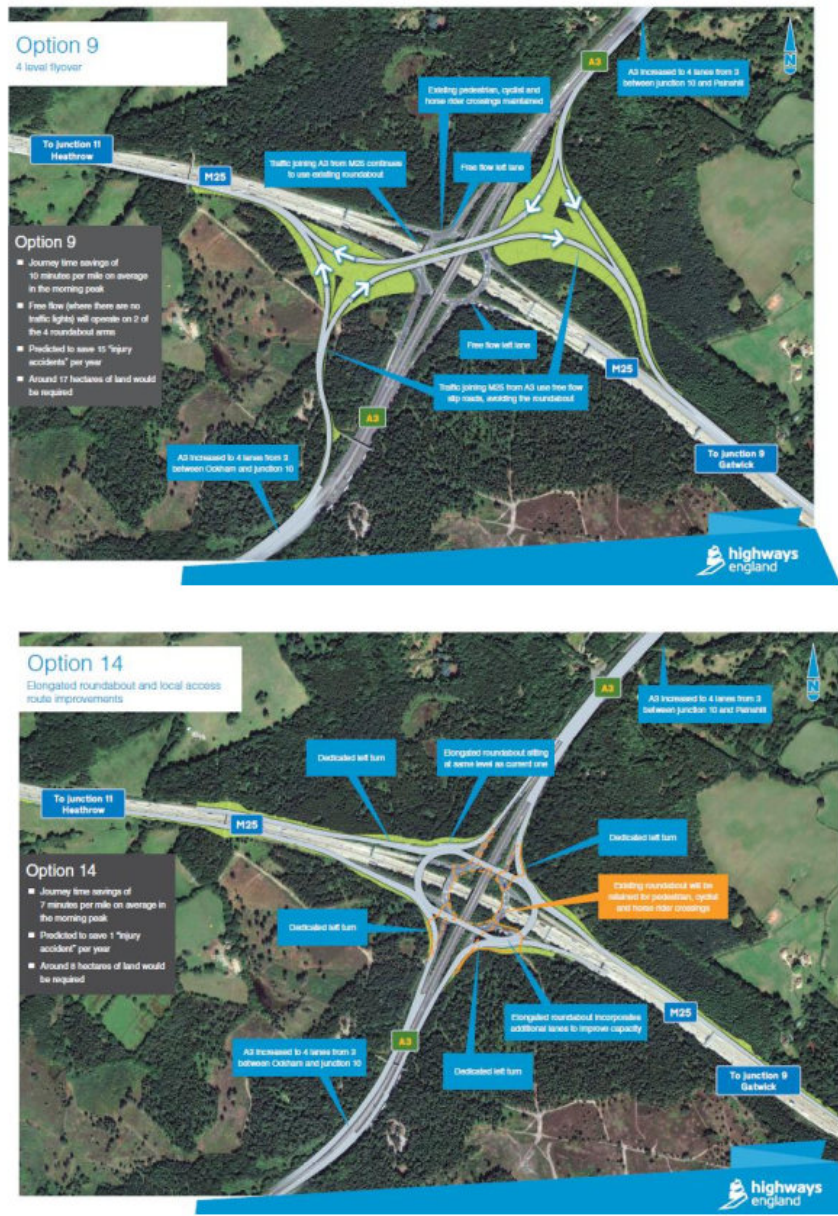
Thank you for coming

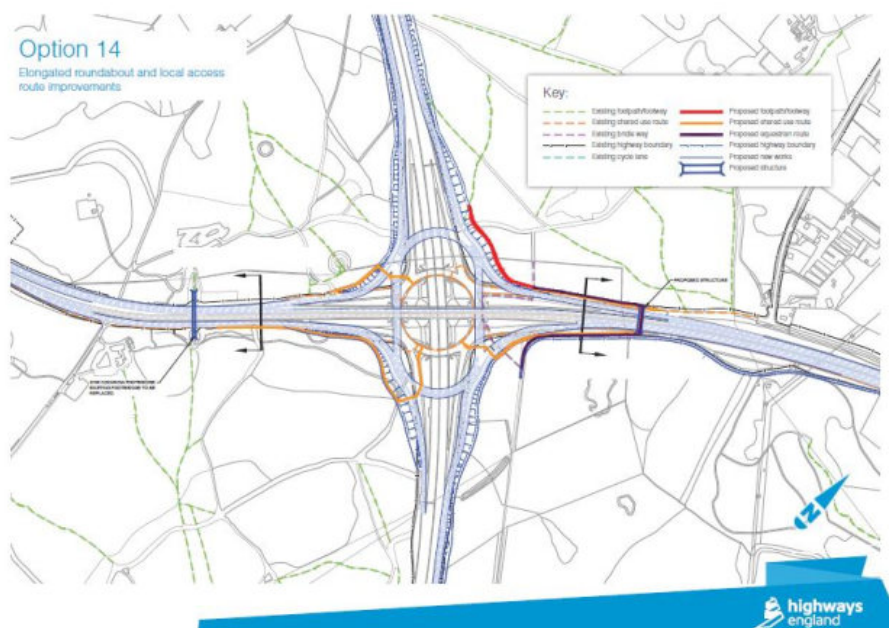
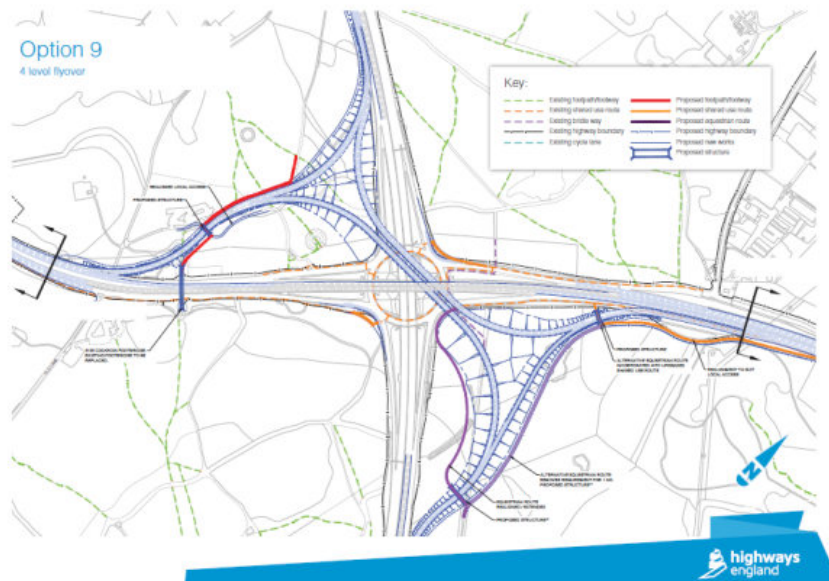
Thank you for giving us your views. We aim to
announce the preferred option for M25 junction 10/
A3 Wisley interchange in mid 2017, when there will be
another opportunity to have your say before a final
decision is made.

If you have any further questions, you can:
go online: www.highways.gov.uk/m25j10
email us: info@highwaysengland.co.uk
call us: 0300 123 5000

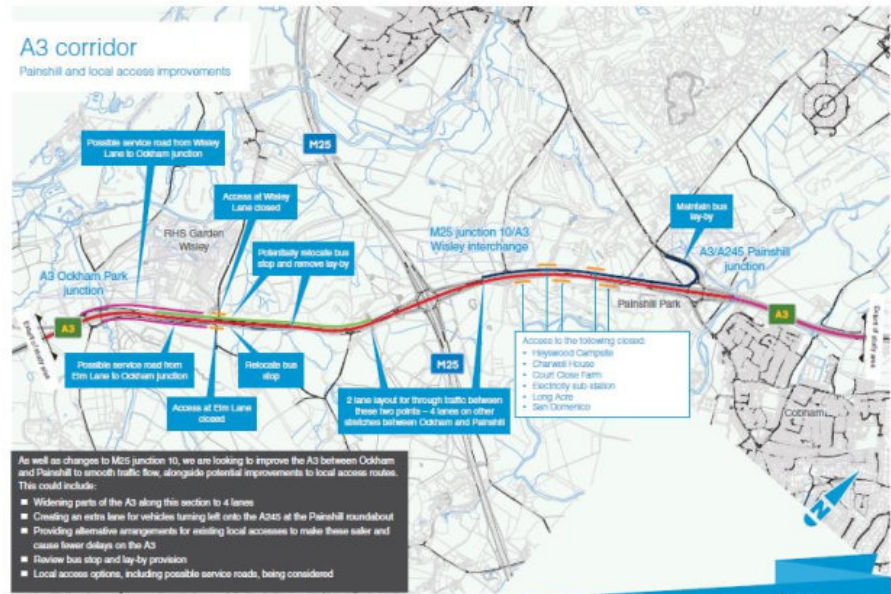


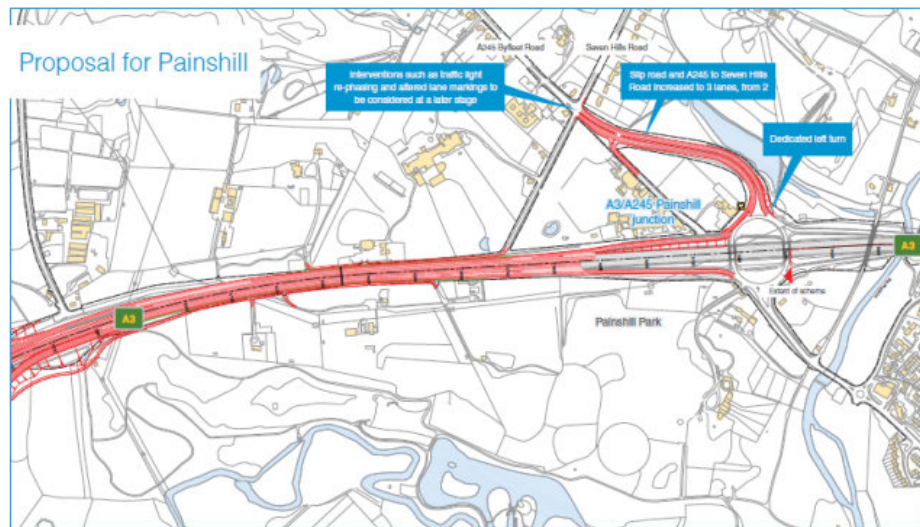
A3 display boards:





Scheme objectives and other considerations	Option 9 4-lane "flyover"	Option 14 Changed roundabout and local access route improvements
Improving journey times and reliability	<ul style="list-style-type: none">• Journey time savings of 10 minutes per mile on average in the morning peak• Less congestion would improve journey time reliability• Free flow (where there are no traffic lights) will operate on 2 of the 4 roundabout arms• On the A3 an additional lane (from 3 to 4) will add capacity between Ockham and Painshill	<ul style="list-style-type: none">• Journey time savings of 7 minutes per mile on average in the morning peak• Less congestion would improve journey time reliability• There would be no completely free flow operation (where there are no traffic lights at all) on any of the roundabout arms• Creates an additional A3 lane (from 3 to 4) between Ockham and Painshill (the existing bridge will remain 2 lanes in each direction)
Supporting walking and cycling and other non-car modes of travel	<ul style="list-style-type: none">• Provides 4 pedestrian signalised crossings, as is currently provided, but traffic from two of the busiest turns has been removed from the roundabout altogether• This option could include further provision for pedestrians, cyclists and equestrians	<ul style="list-style-type: none">• Provides 4 pedestrian signalised crossings, but traffic on the roundabout would be increased• This option could include further provision for pedestrians, cyclists and equestrians
Improving safety	<ul style="list-style-type: none">• Predicted to save 15 "injury accidents" per year on the A3 between Ockham and Painshill and on the M25 junction 10 roundabout	<ul style="list-style-type: none">• Predicted to save 1 "injury accident" per year on the A3 between Ockham and Painshill and on the M25 junction 10 roundabout
Minimising environmental impact	<ul style="list-style-type: none">• Air quality may be adversely impacted at certain locations, but this is limited (due to increased traffic levels but less static traffic than at present)• Air quality could be adversely affected on the ecological sites surrounding junction 10• Increased traffic levels will have an impact on noise• This option encroaches vertically on the visual environment, as it adds another level to the current structure• Around 17 hectares of land would be required to accommodate this option• There could be an impact on unique habitats that cannot be restored or moved	<ul style="list-style-type: none">• Air quality may be adversely impacted but this is limited (due to increased traffic levels but less static traffic)• Air quality could be adversely affected on ecological sites surrounding junction 10• Increased traffic levels will have an impact on noise• Around 8 hectares of land would be required• There could be an impact on unique habitats that cannot be restored or moved• There is likely to be a temporary impact from construction vehicles and the site compound in a Site of Special Scientific Interest
Building capacity for future growth	<ul style="list-style-type: none">• This option provides capacity in line with predicted traffic growth up to 2037	<ul style="list-style-type: none">• This option provides capacity in line with predicted traffic levels, although some arms of the roundabout would exceed capacity before 2037
Construction impact	<ul style="list-style-type: none">• The existing roundabout would remain open to traffic throughout construction• Construction will impact on the existing carriageway and speed reductions will be required as well as some lane space restrictions• Some overnight closures would be required• Most construction would be carried out away from the existing carriageway	<ul style="list-style-type: none">• The existing roundabout would remain open to traffic throughout construction• Construction will impact on the existing carriageway and speed reductions will be required as well as some lane space restrictions• Some overnight closures would be required• All construction would be carried out adjacent to the existing carriageway• The construction compound could not be accommodated within the work site and would require temporary land take
Local route access impacts/opportunities	<ul style="list-style-type: none">• Would improve local access on the A3, with improved safety provision and up-to-date design standards adopted for this section of the A3	<ul style="list-style-type: none">• Would improve local access on the A3, with improved safety provision and up-to-date design standards for this section
Total costs	£214.7 million	£192.6 million
Construction duration	24 months	24 months
Benefit to cost ratio	8.3	7.4
Value for money	Very high	Very high





Appendix E.

Highways England Customer Contact Centre queries

In total 174 queries were received by the Highways England Customer Contact Centre with comments, enquires, questions and submissions regarding the M25 junction 10/A3 Wisley Interchange scheme. The table below summaries the type of responses received.

Table 5. Types of Highways England Customer Contact Centre queries received

Query type	Number of queries
Letter submission by stakeholder	30
Enquiry related to accessing the consultation materials	39
Consultation submissions by members of the public	7
General comments on the scheme	74
Questions and points of clarification relating to the scheme	11
Other	6

© Crown copyright (2017).

You may re-use this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. To view this licence:

visit www.nationalarchives.gov.uk/doc/open-government-licence/

write to the Information Policy Team, **The National Archives**, Kew, London TW9 4DU,
or email psi@nationalarchives.gsi.gov.uk.

Printed on paper from well-managed forests and other controlled sources.

Registered office Bridge House, 1 Walnut Tree Close, Guildford GU1 4LZ

Highways England Company Limited registered in England and Wales number 09346363

