

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

Notice

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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.

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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 36,500 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.

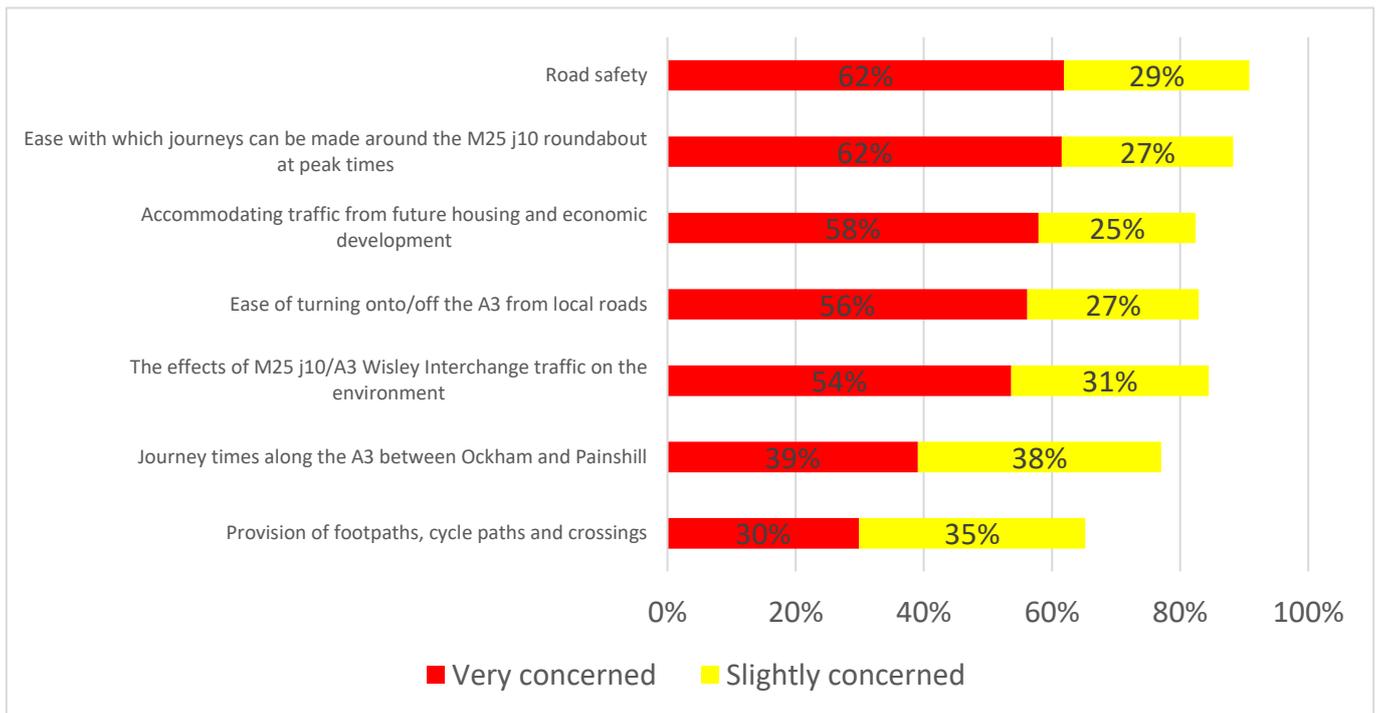
A total of 722 questionnaire responses were received during the consultation period, comprising 486 online questionnaires, 145 hard copy questionnaires and 90 responses via the Highways England Customer Contact Centre. In addition, 39 long form letter responses were received from stakeholders including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

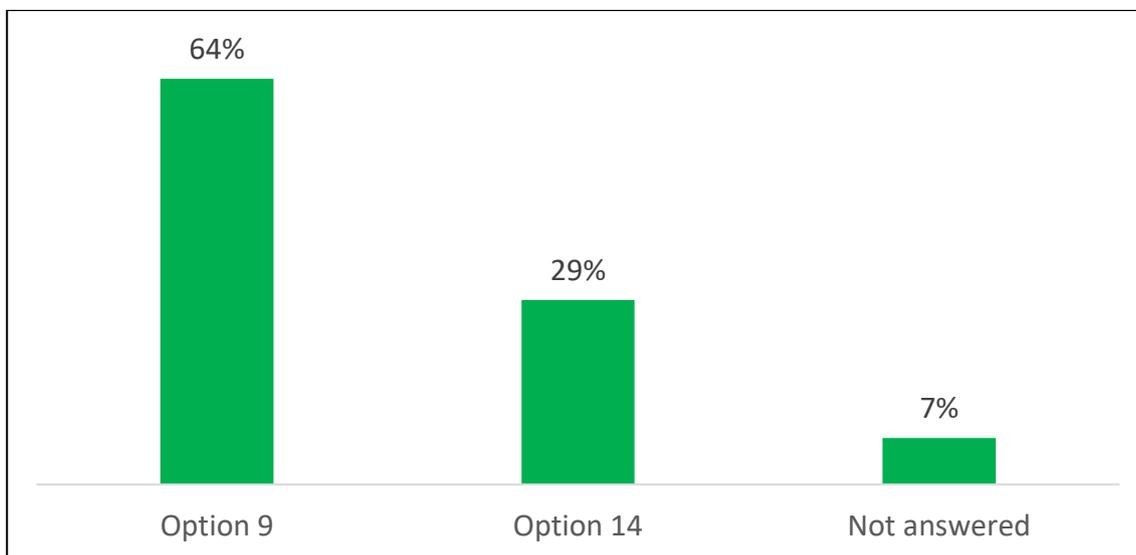
Figure 1 - How concerned are you about the following issues?



Option preferences

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

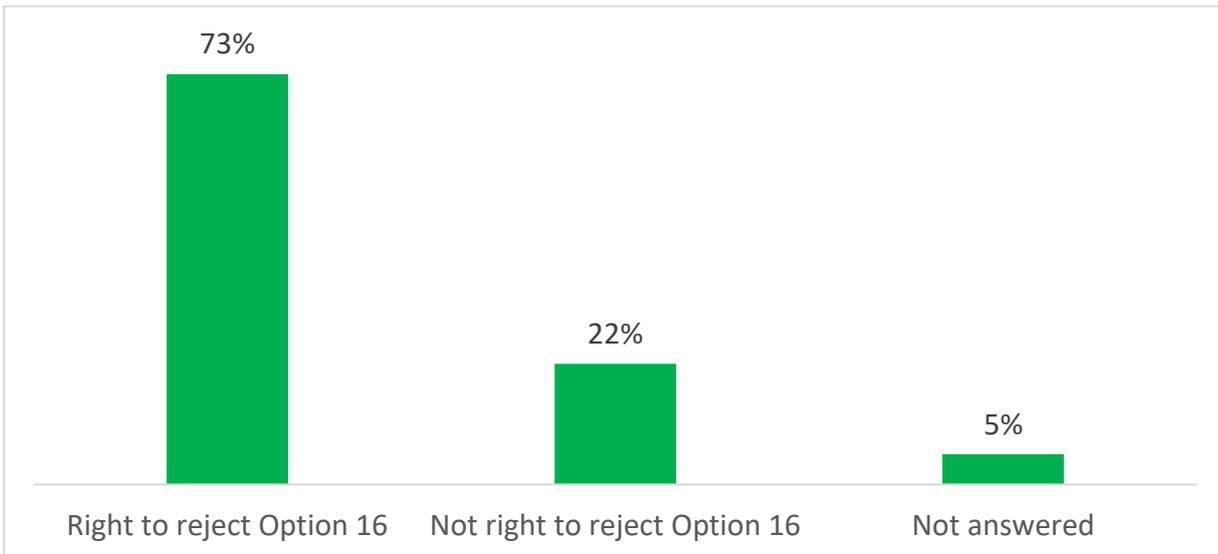
Figure 2 - Preferred Option from questionnaire



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.

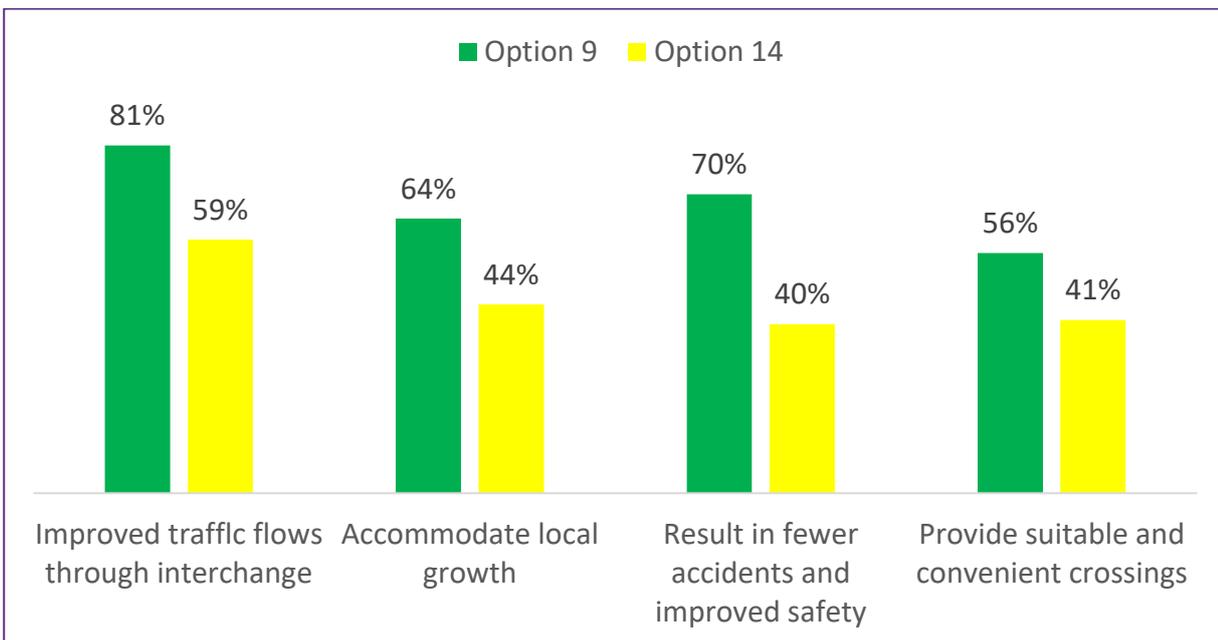
Figure 3 - Right to reject Option 16?



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.

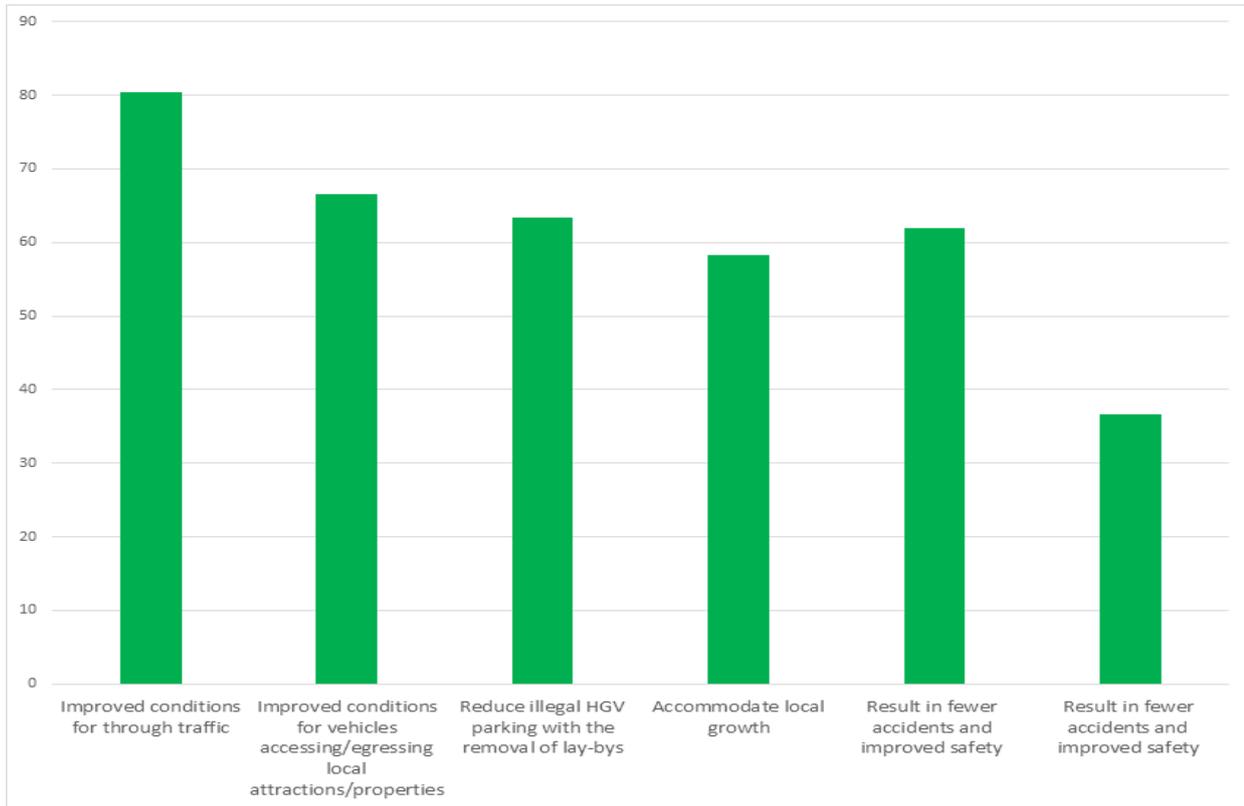
Figure 4 - Percentage agreeing option will achieve outcomes



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 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 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 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

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

Bourne Valley Garden @BourneValleyGC · 11 Dec 2016
Residents can have their say on plans to improve the M25-A3 interchange at #Wisley over the coming months

highways england
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/m25

Dates and times for M25-A3 Wisley plans public exhibitions
Residents can have their say on plans to improve the M25-A3 interchange at Wisley over the coming months
getsurrey.co.uk

Elmbridge LC @ElmbridgeLC · Jan 25
Which #M25 /A3 junction improvement scheme do you think is better?
bit.ly/2gcnXmV

88% flyover
12% larger roundabout
17 votes · Final results

Elmbridge LC @ElmbridgeLC · Jan 26
@HighwaysEngland are consulting on improvements to J10 #M25 #A3 until 6 Feb. Be sure to have your say! highwaysengland.citizenspace.com/he/m25-junctio...

Guildford LC @GuildfordLC · 12 Dec 2016
A bigger roundabout or flyovers for J10 improvements on the #M25 A3 interchange? Make sure you have your say!

Guildford LC @GuildfordLC
Highways England publish consultation documents for multi-million pound proposed changes to the M25 A3 interchange bit.ly/2FUvLj



Below is a summary of the Twitter handles used:

Table 4 - Twitter handles that interacted with the Public Consultation

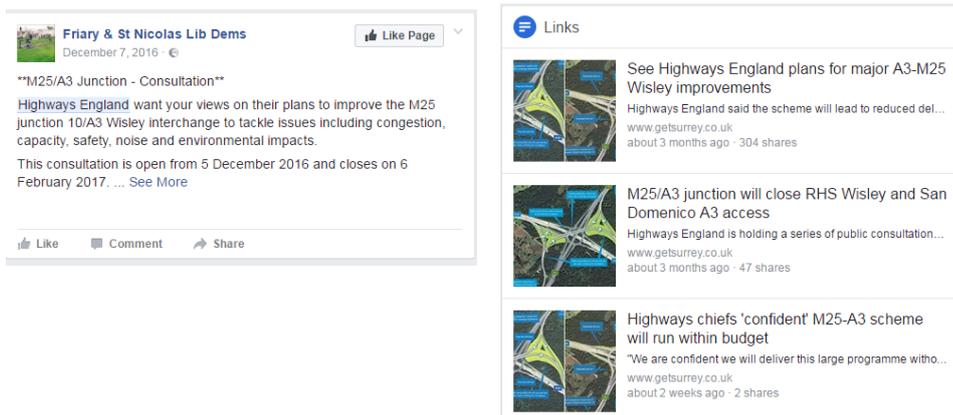
@GuidfordDragon	@guildfordlib	@NotreDame_GEOG
@getsurrey	@kblabour	@michaelwest465
@lewistorymary	@highwaysonline	@epsomlc
@SABRERoads	@pyrfordaction	@dailysurrey
@WokingLC	@weybridgesurrey	@guildfordbc
@GuildfordLC	@guildfordtweets	@surreymirror
@adrianharms	@markvauxhall	@greenbeltnagger
@PannageMan	@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.

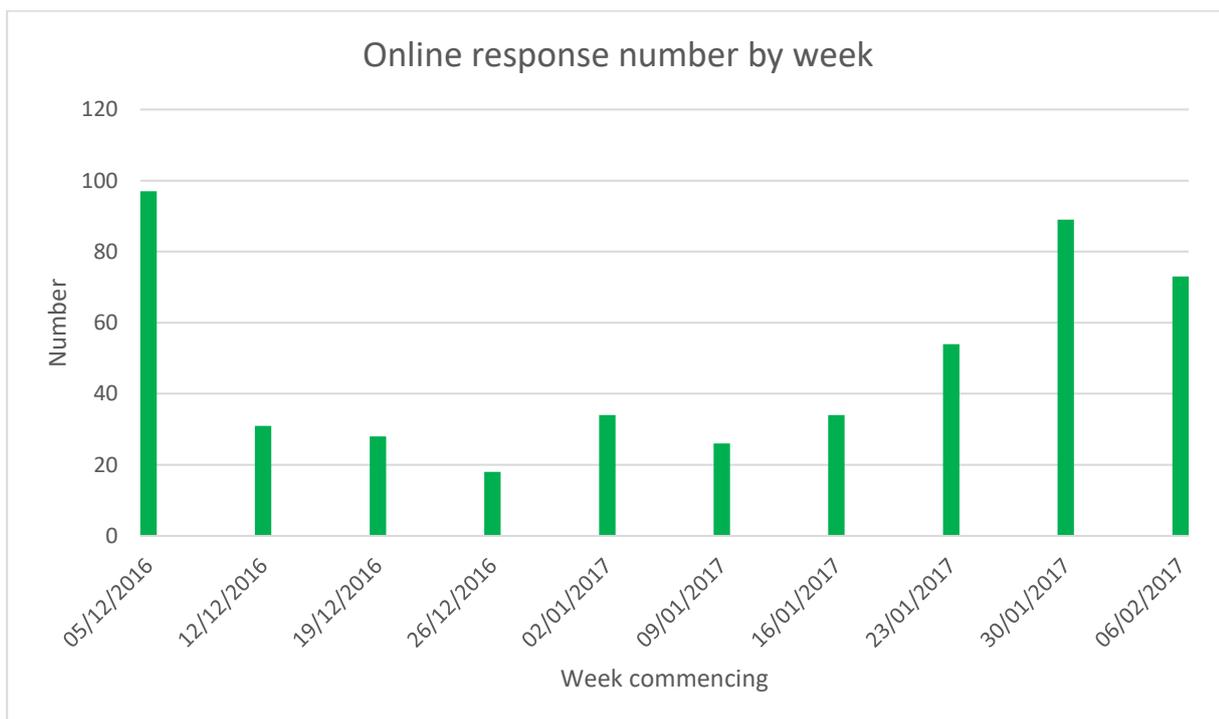
4.3.2. Methodology/database

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

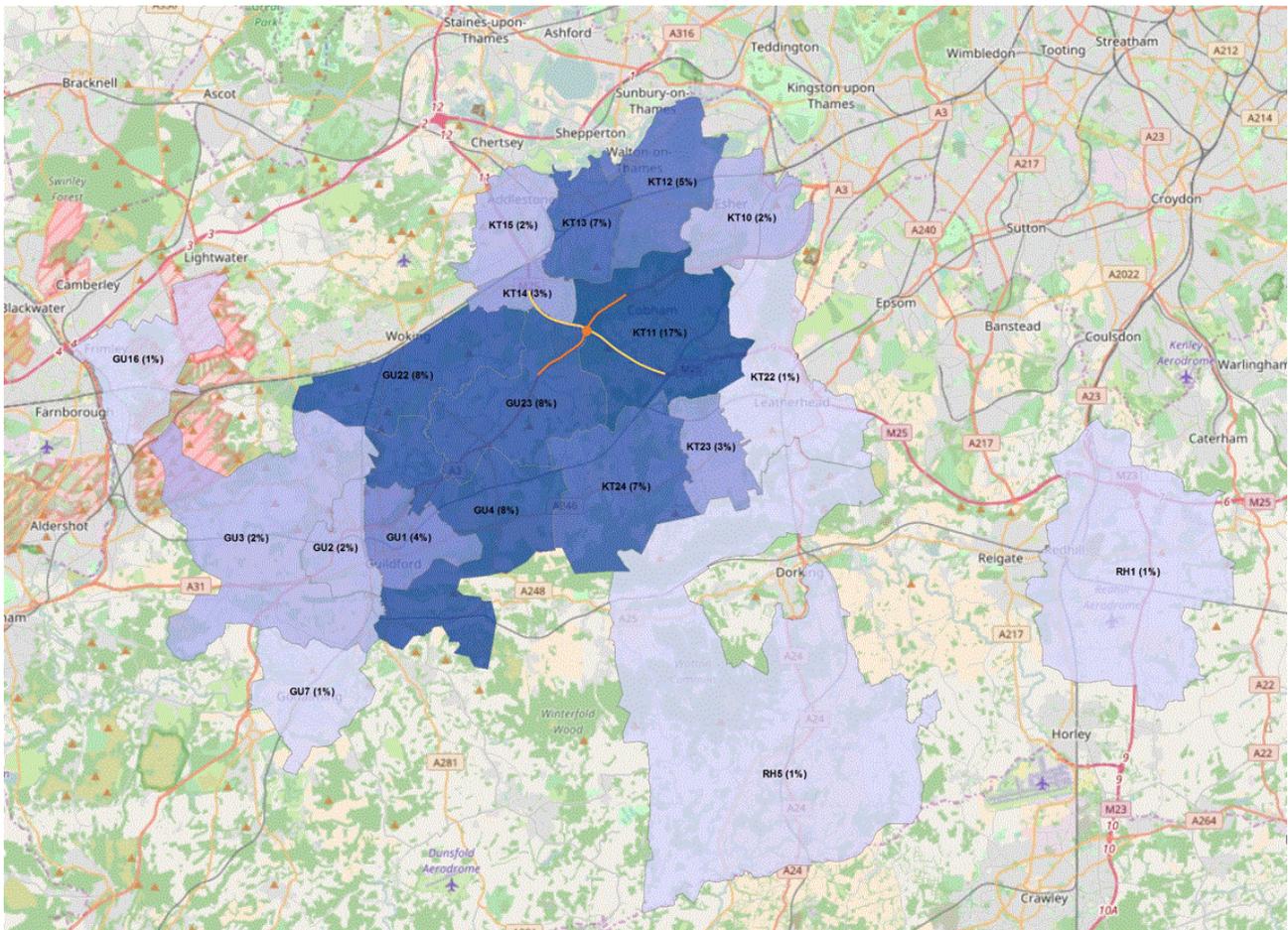


Note: week commencing 6/02/2017 was only one day long as the online consultation closed at 23:59 on 06/02/2017.

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



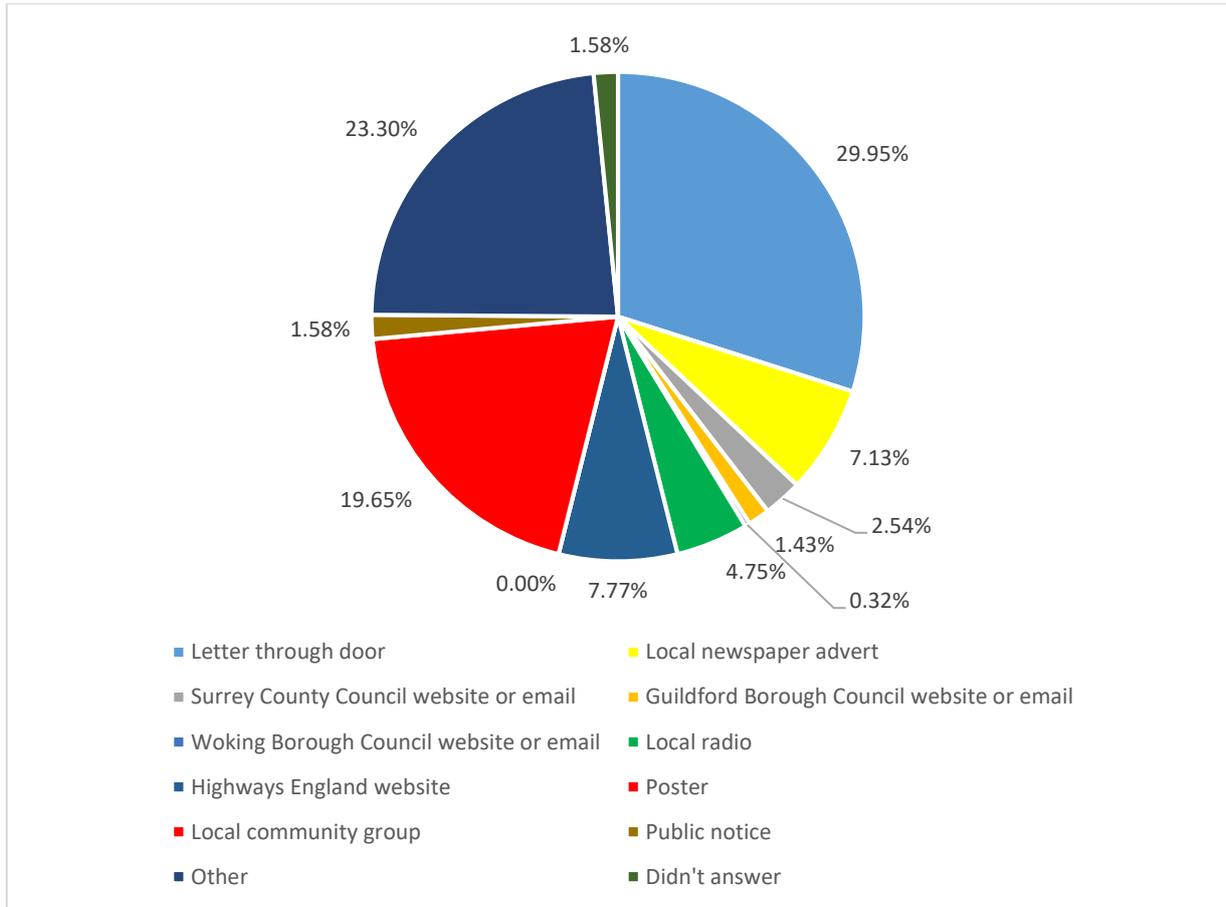
4.5. Questionnaire responses: About the consultation

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.

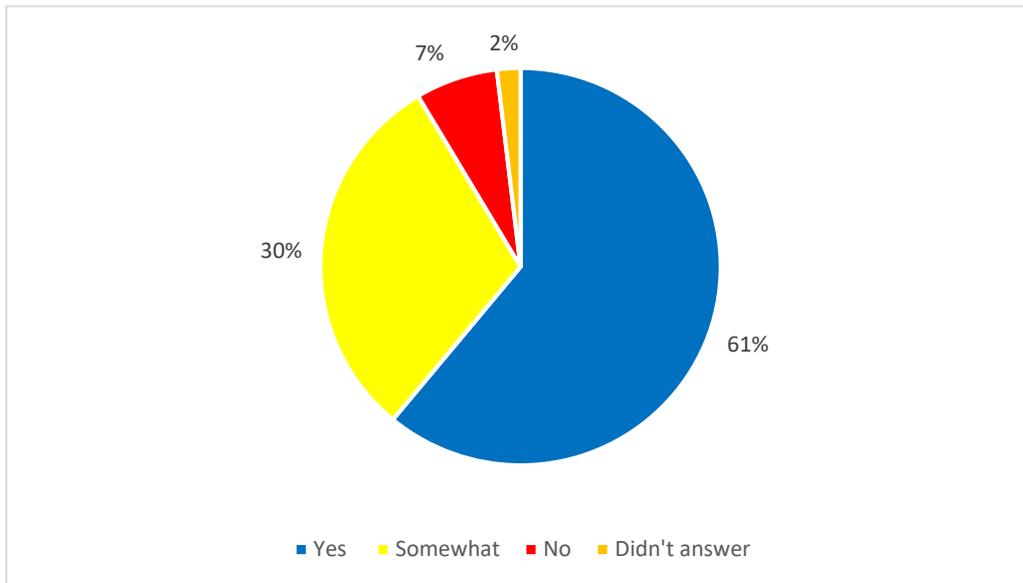
Figure 11 - How did you find out about the M25 junction 10/A3 Wisley Interchange consultation?



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.

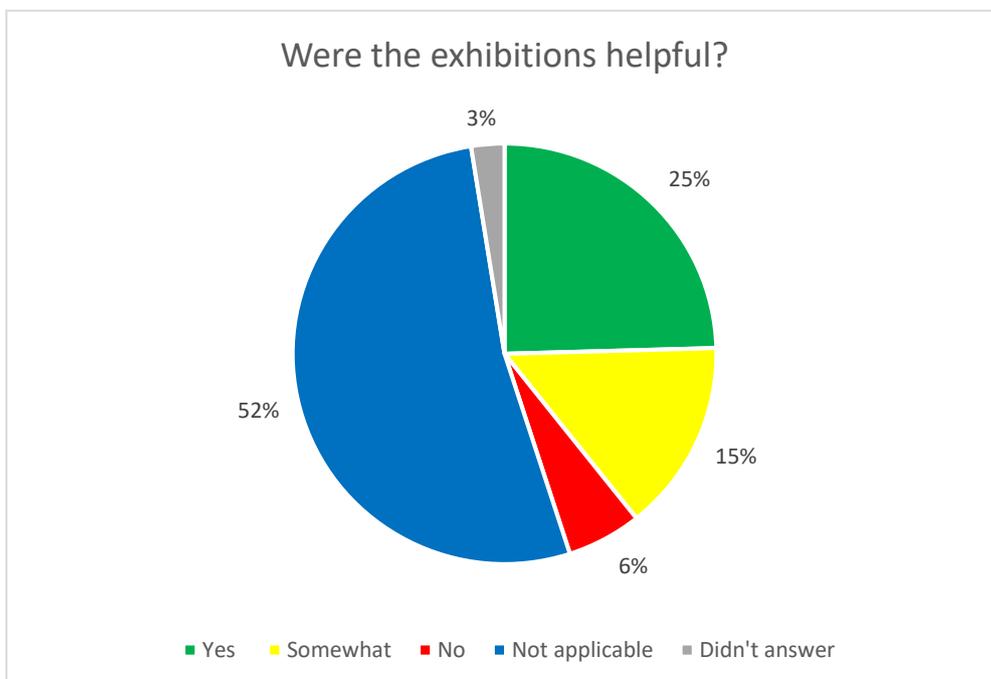
Figure 12 - Have you found the consultation materials useful in answering your questions?



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.

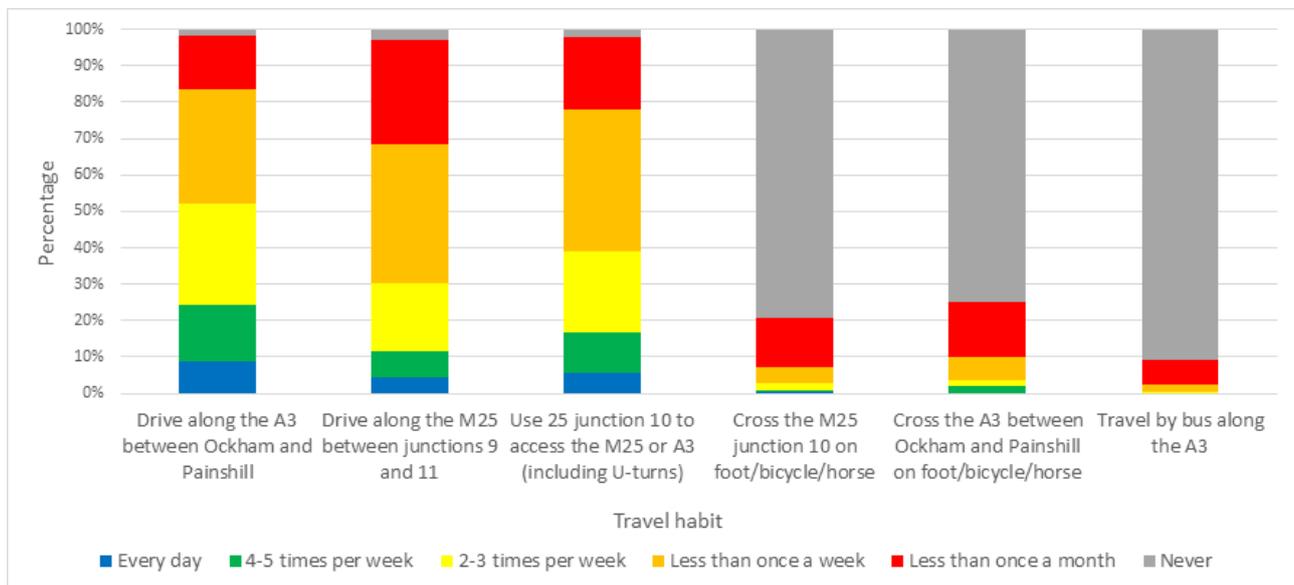
Just 9% of respondents use the A3 between Ockham and Painshill every day, and 5% use the M25 junction 10 to access either the M25 or A3 every day.

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?

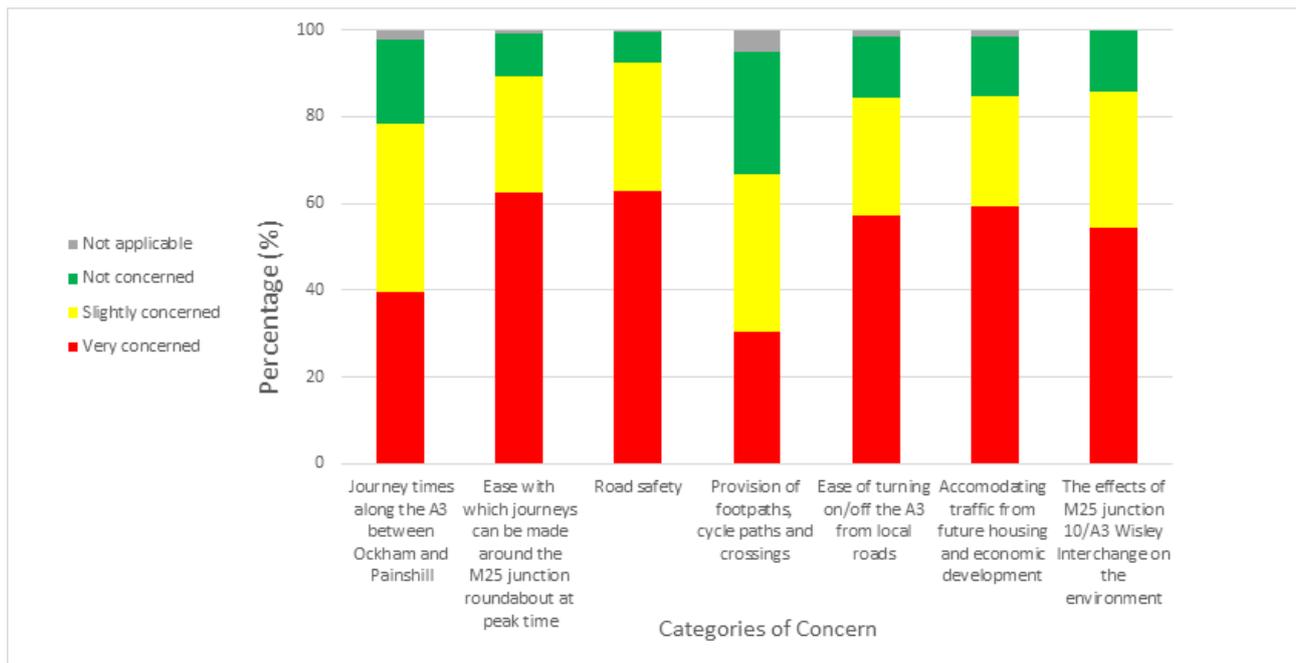
Results show that safety and the ability to make journeys around the junction at peak times are of highest concern, with local access from the A3 and future growth also scoring highly.

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?

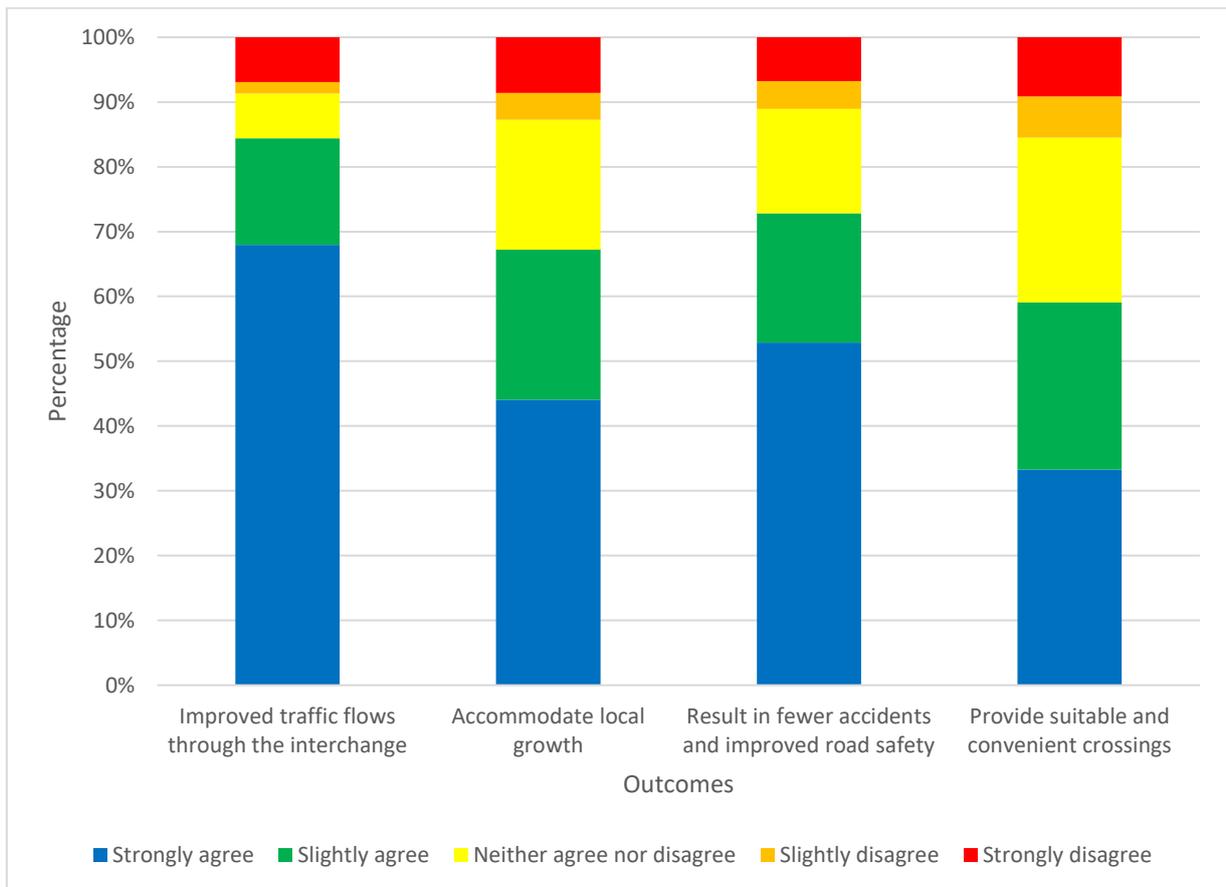


Figure 17 - Sentiment analysis of free text comments in A2 – 189 total responses

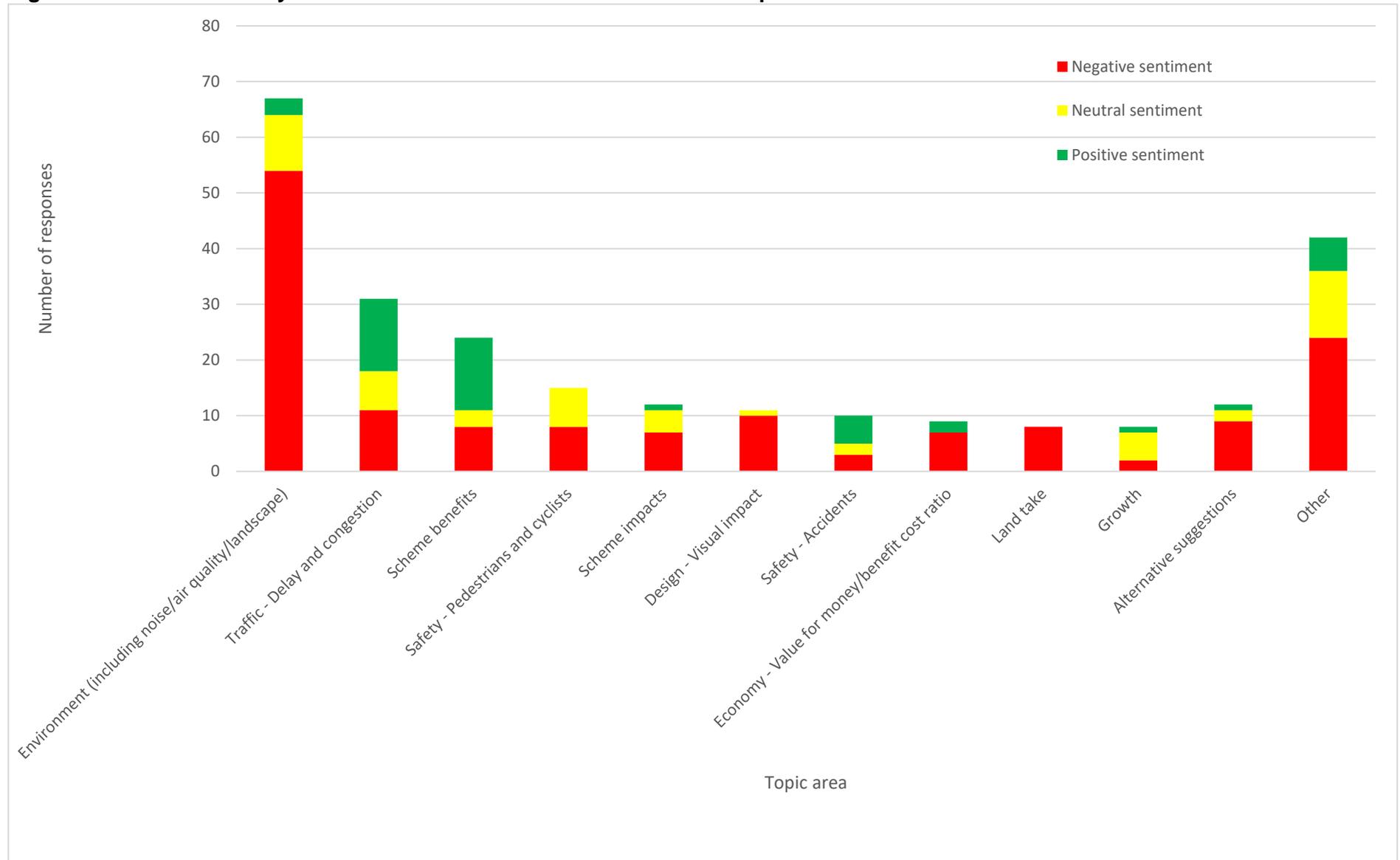


Figure 13 above shows the sentiment of all the free text comments received in the comment box of question A2, separated by key topic area in relation to Option 9. For example, in the bar relating to the environment, the red bar denotes the number of comments regarding Option 9 and the environment that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

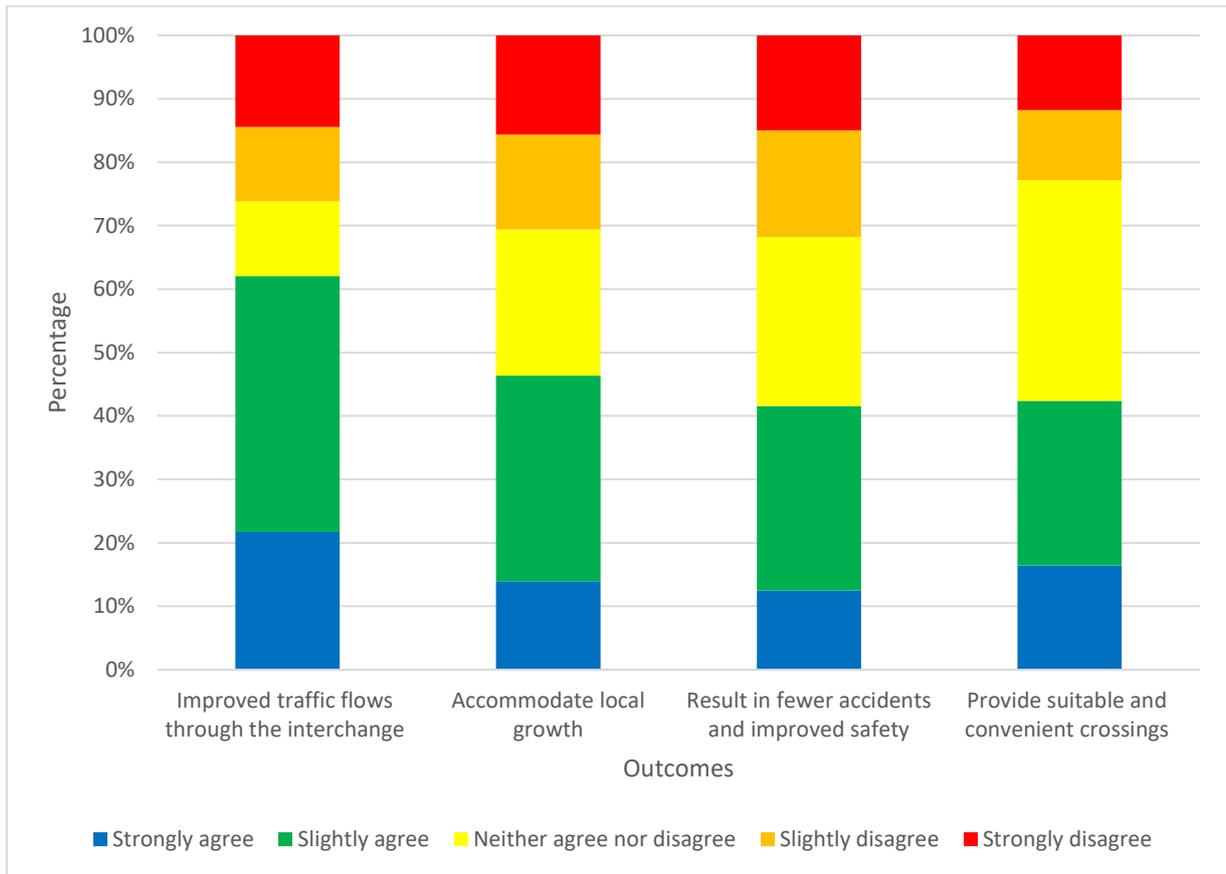


Figure 19 - Sentiment Analysis of Question A3 – 155 total responses

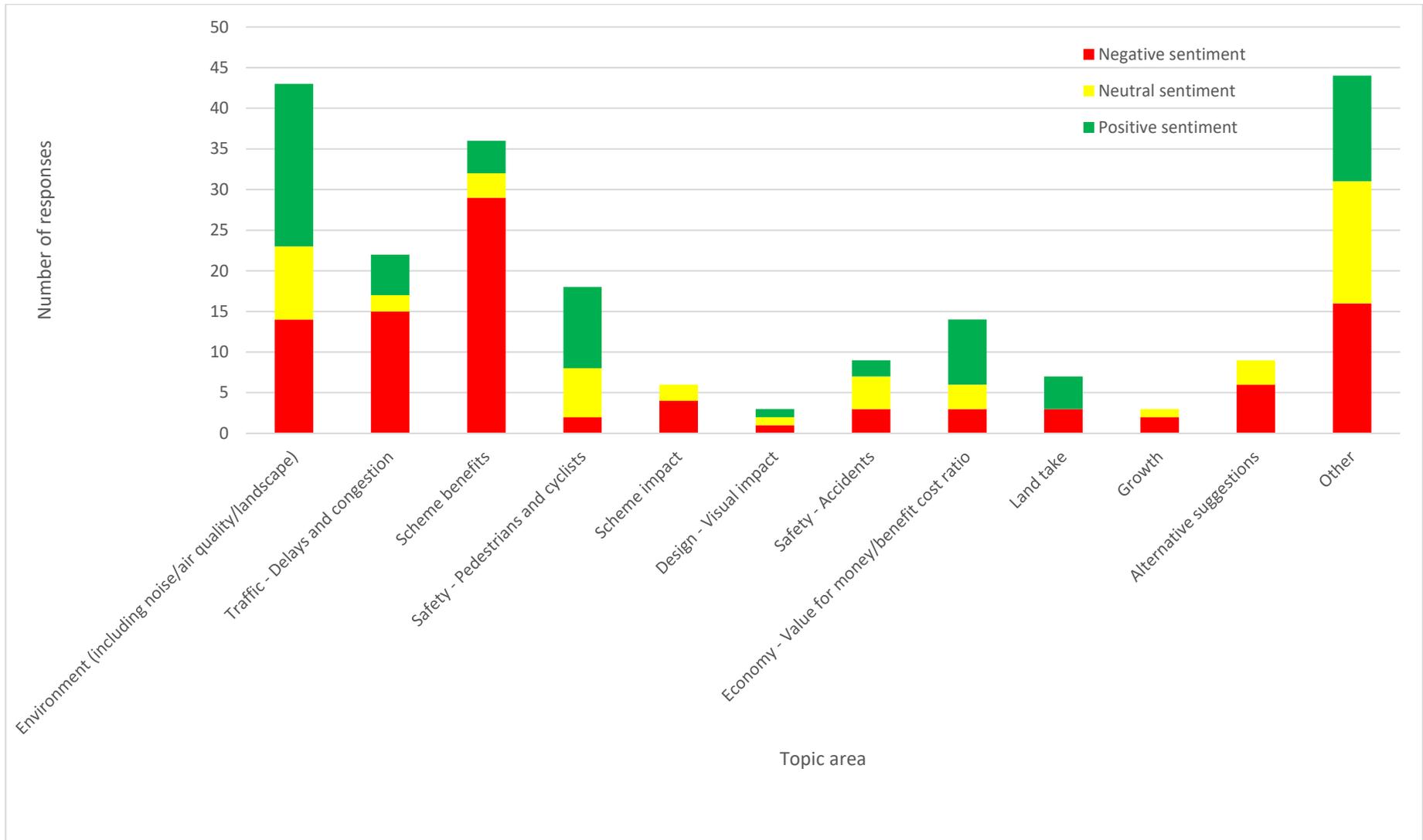


Figure 20 - Comparing sentiment analysis results for Options 9 and 14

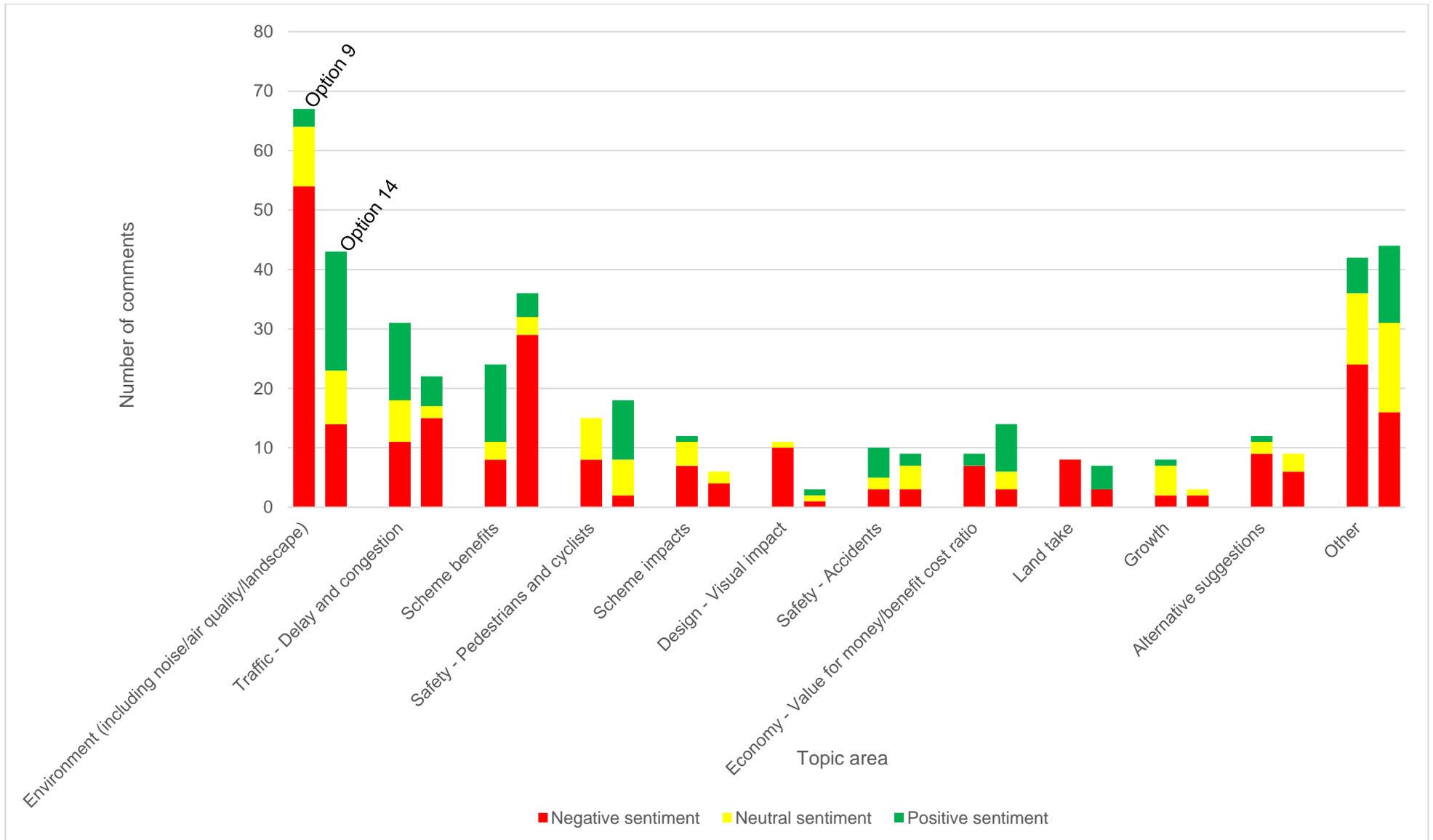


Figure 15 above shows the sentiment of all the free text comments received in the comment box of question A2, separated by key topic area in relation to Option 14. For example, in the bar relating to the environment, the red bar denotes the number of comments regarding Option 14 and the environment that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

“HG V 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 HG V 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?

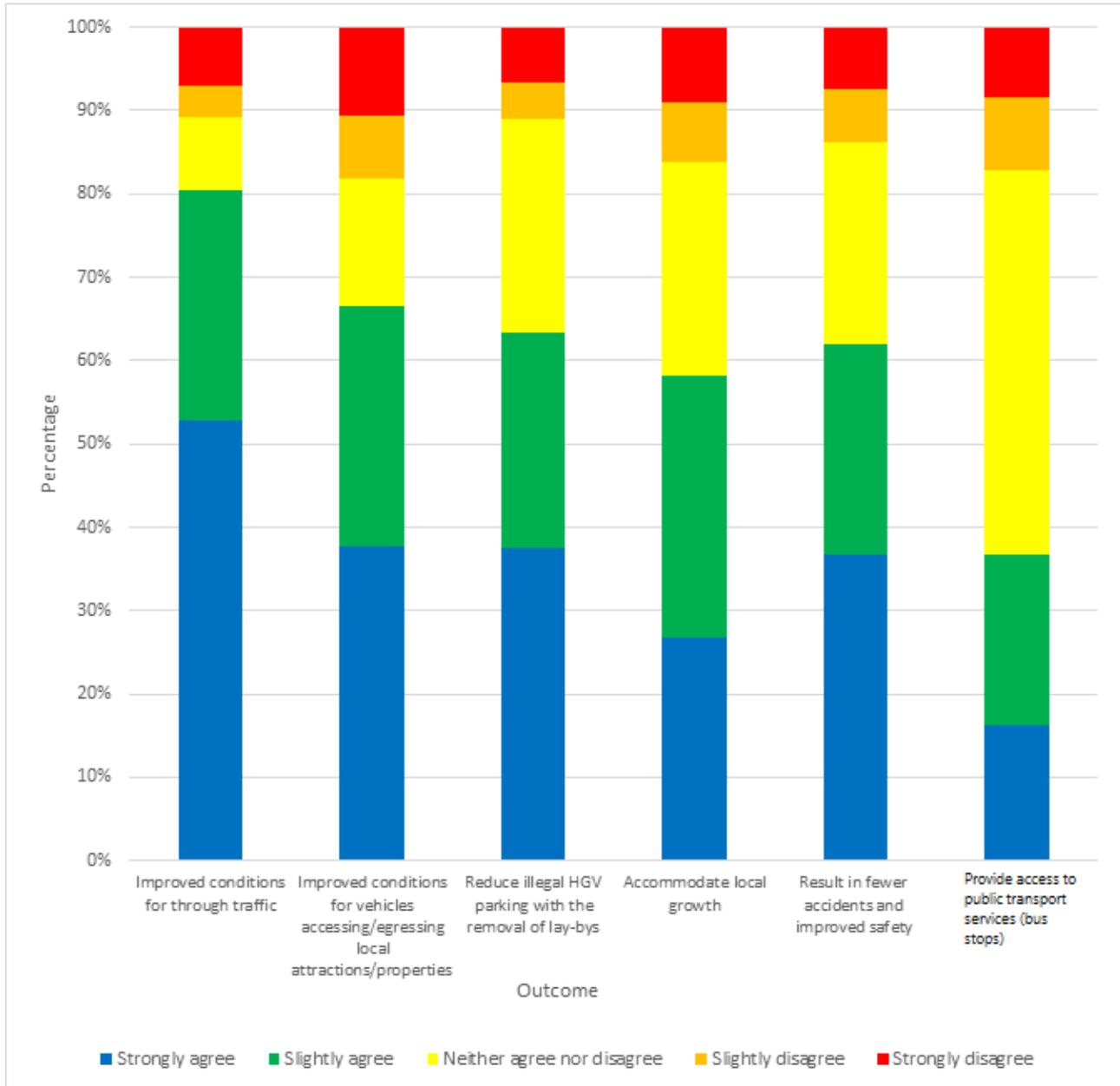
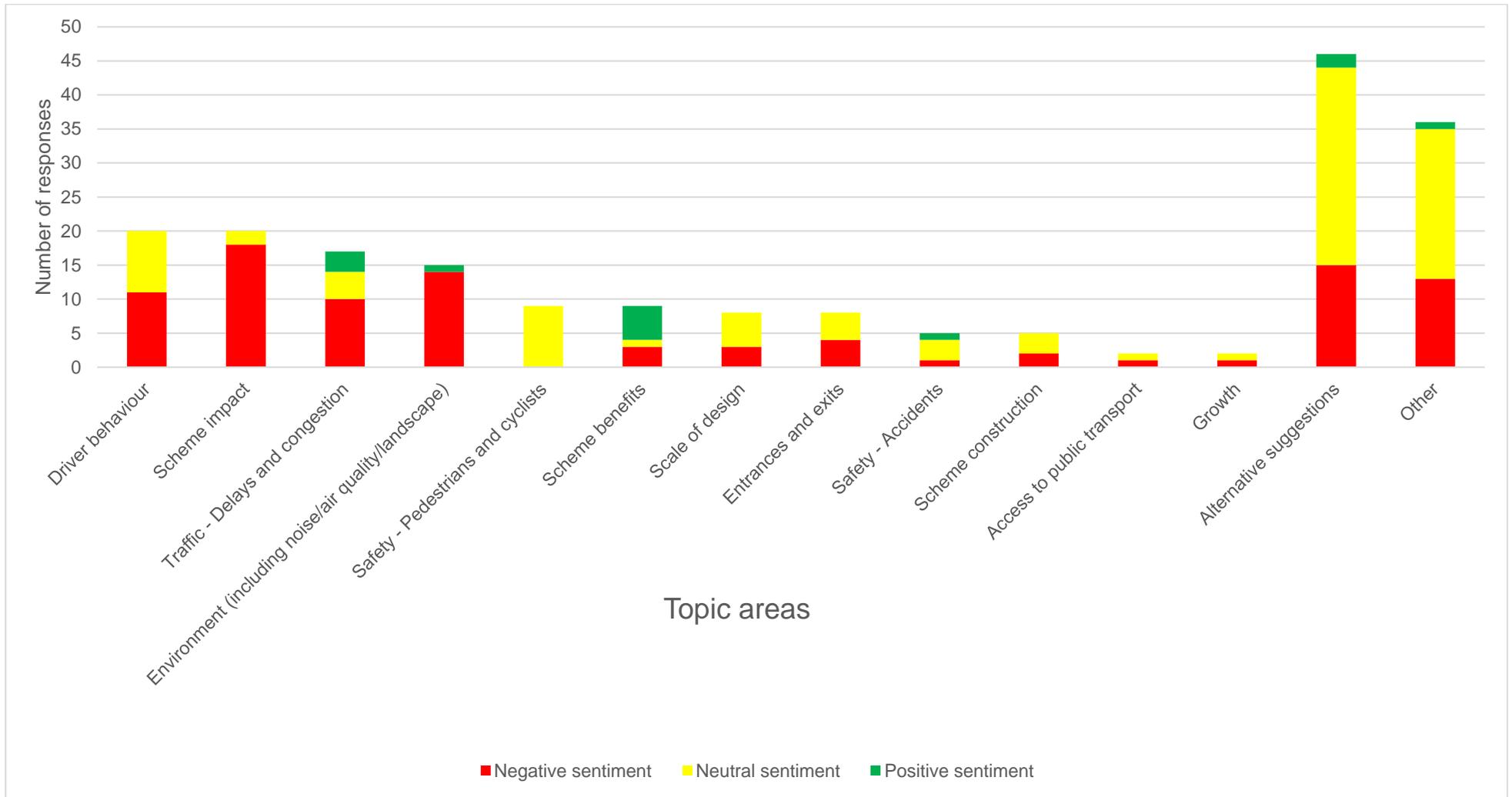


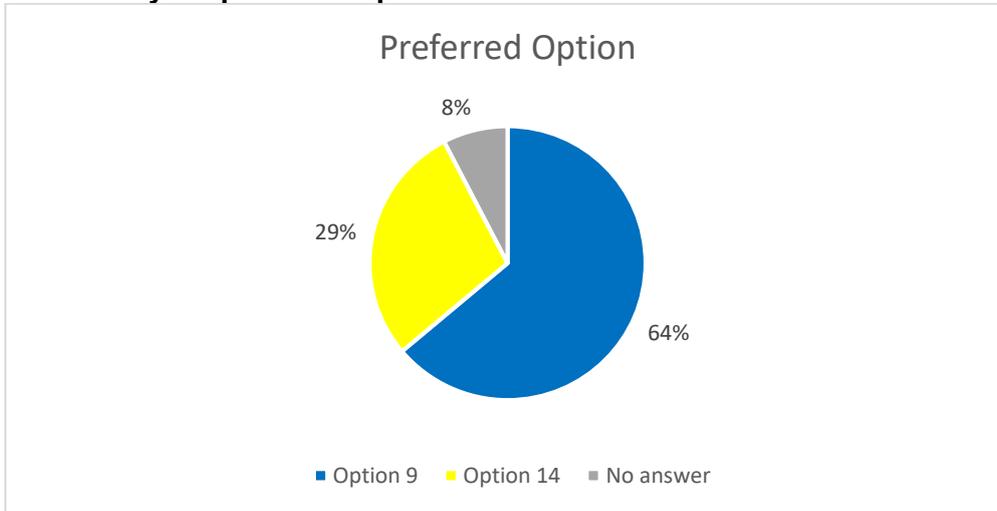
Figure 22 - Sentiment Analysis of Question A4



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).

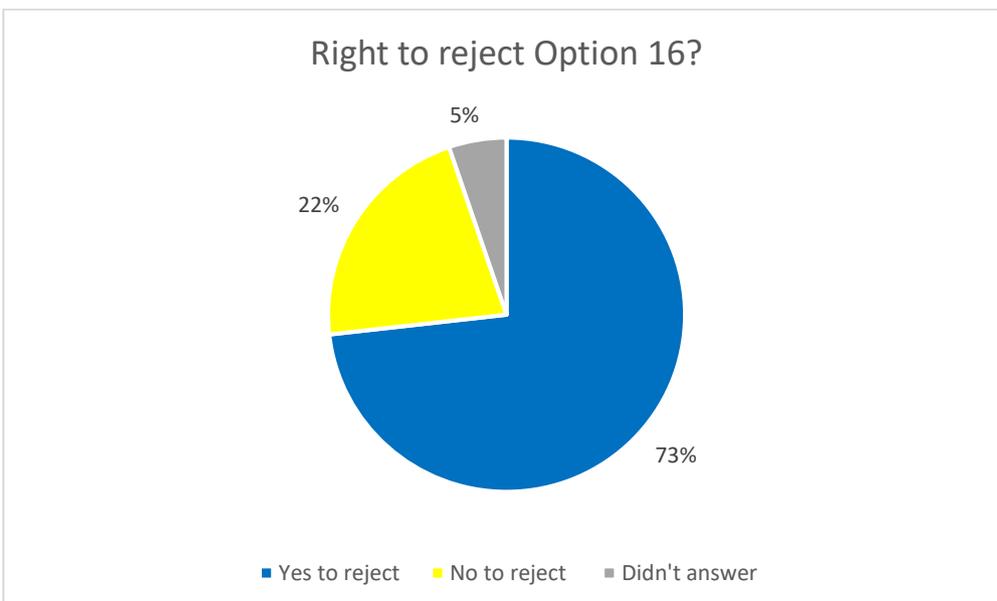
Figure 23 - Which is your preferred option?



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

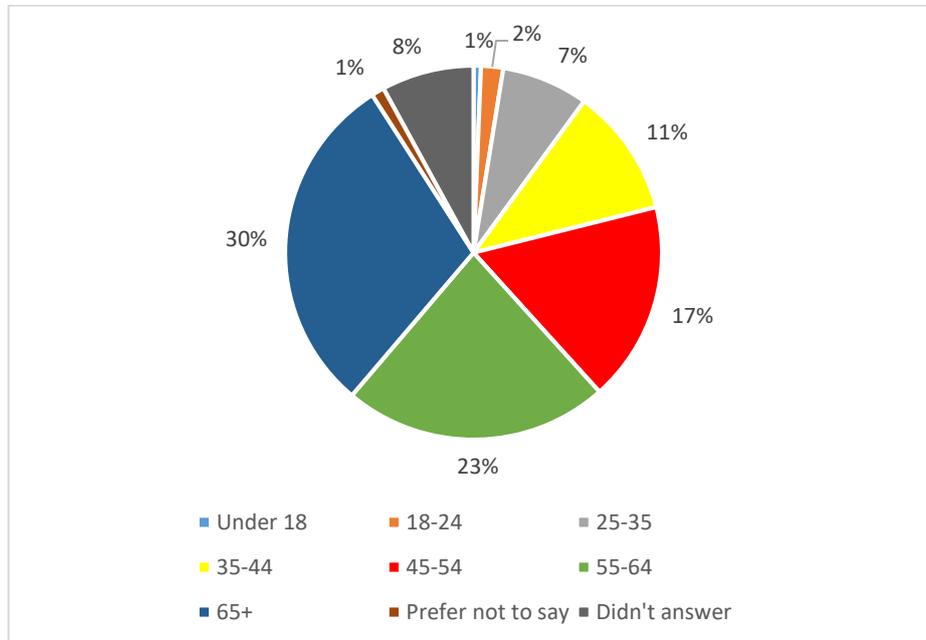
Topic area	Number of responses
Environmental concerns	214
RHS Wisley access/impact	76
Walking/cycling/equine	66
Side road access	40
Painshill/A245 access/impact	39
Wisley Airfield/local development	33
Congestion on the M25	29
Ockham South facing slips	26
Ripley congestion	25

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.

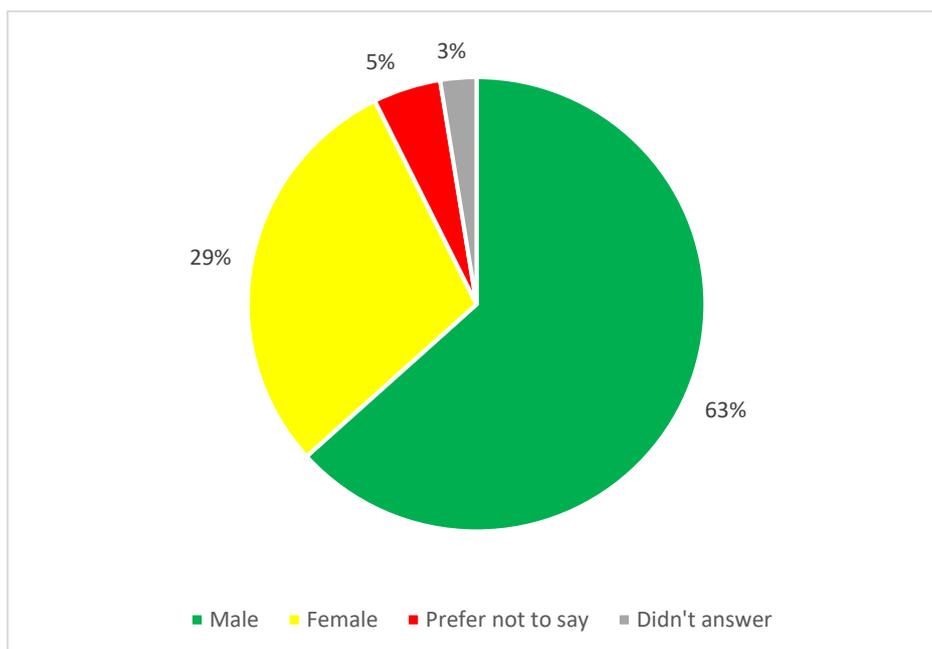
Figure 25 - Respondent age



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.

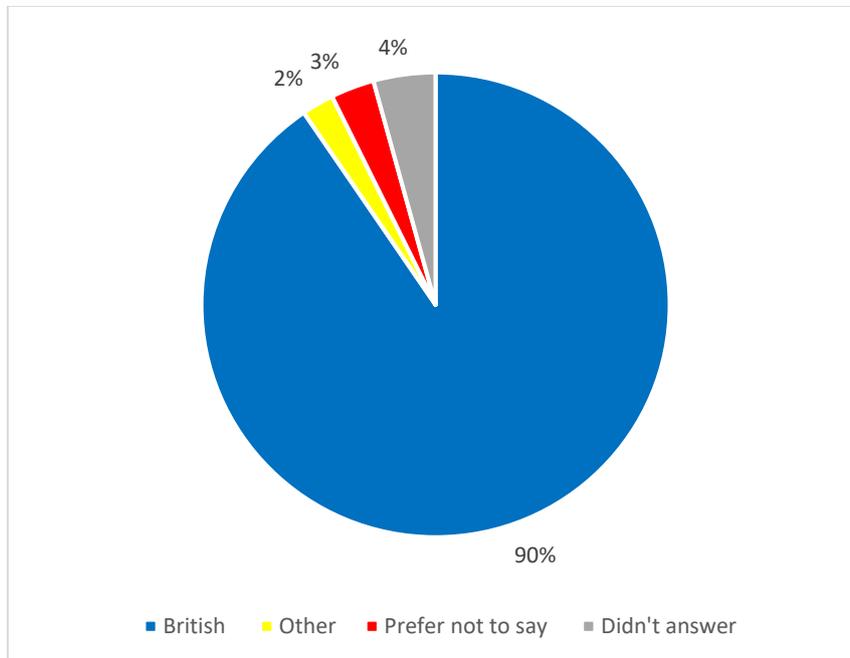
Figure 26 - Gender of respondents



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.

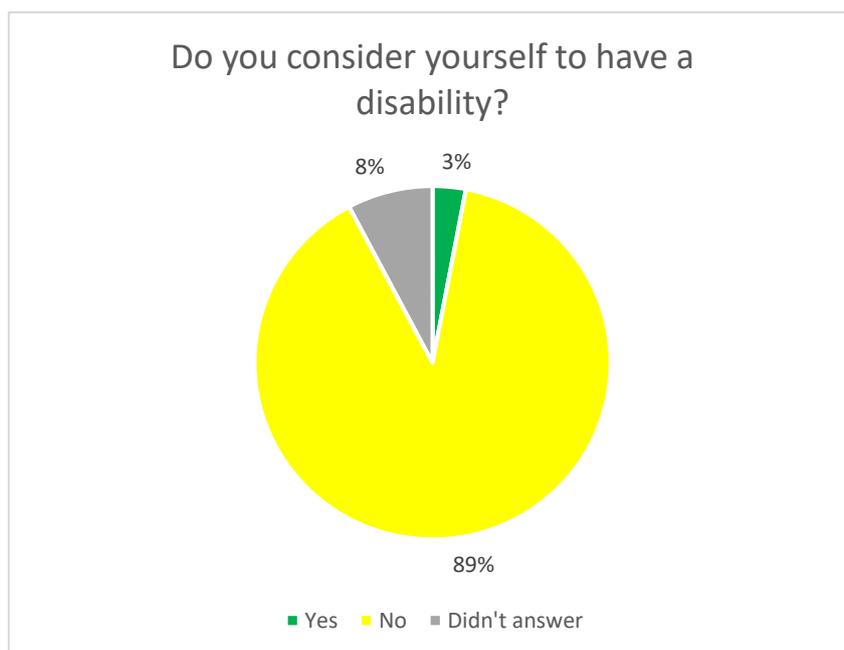
Figure 27 - National identity



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.

	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.

	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.

	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.

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.

	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 (GirlGuiding 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.

	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.

	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.

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.

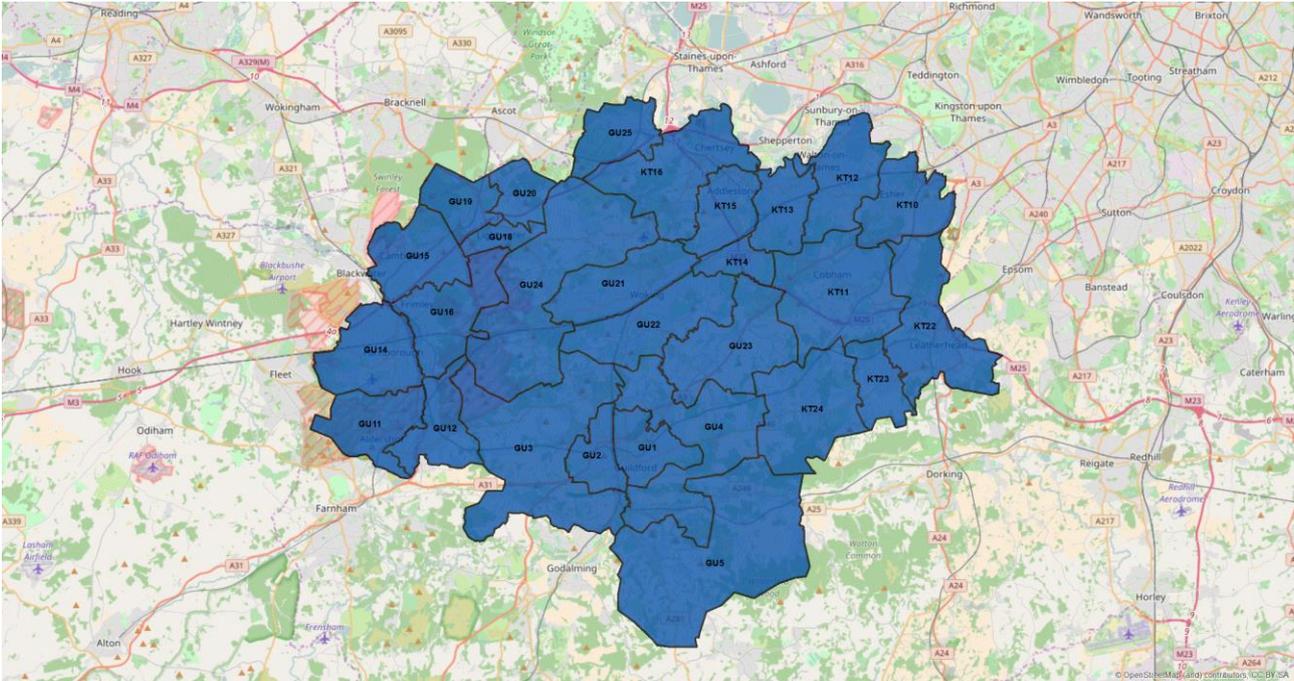
The consultation did prove very successful at enabling Highways England to understand and respond to the impact the scheme would have on its customers and stakeholders. The opportunity to spend time talking through the proposed options at the public events and the follow up meetings with landowners and 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

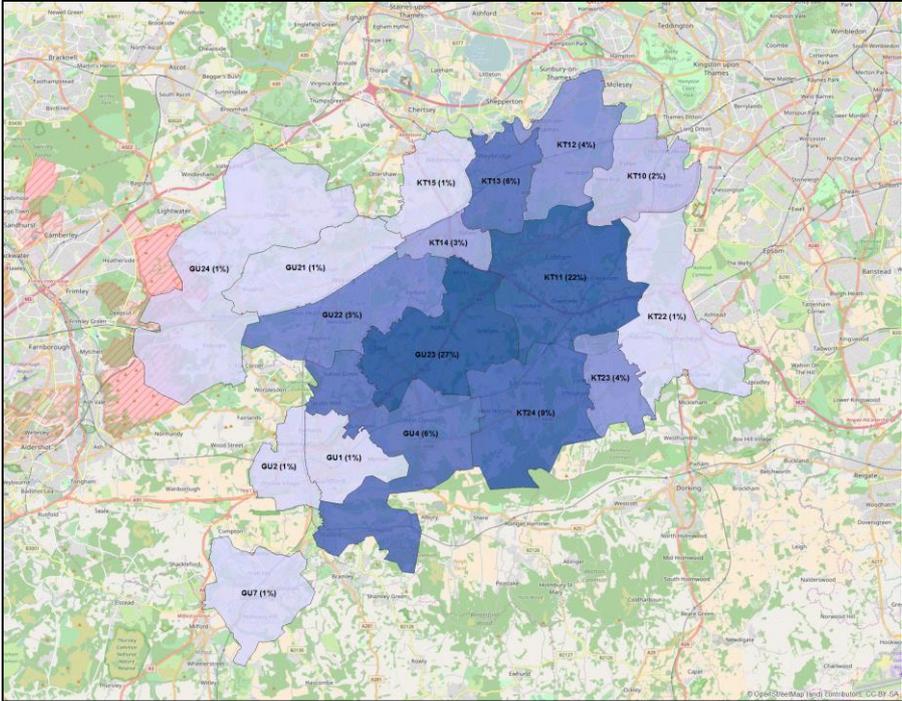


Figure 31 - Postcode of 5 December – Ripley Village Hall AM exhibition attendees

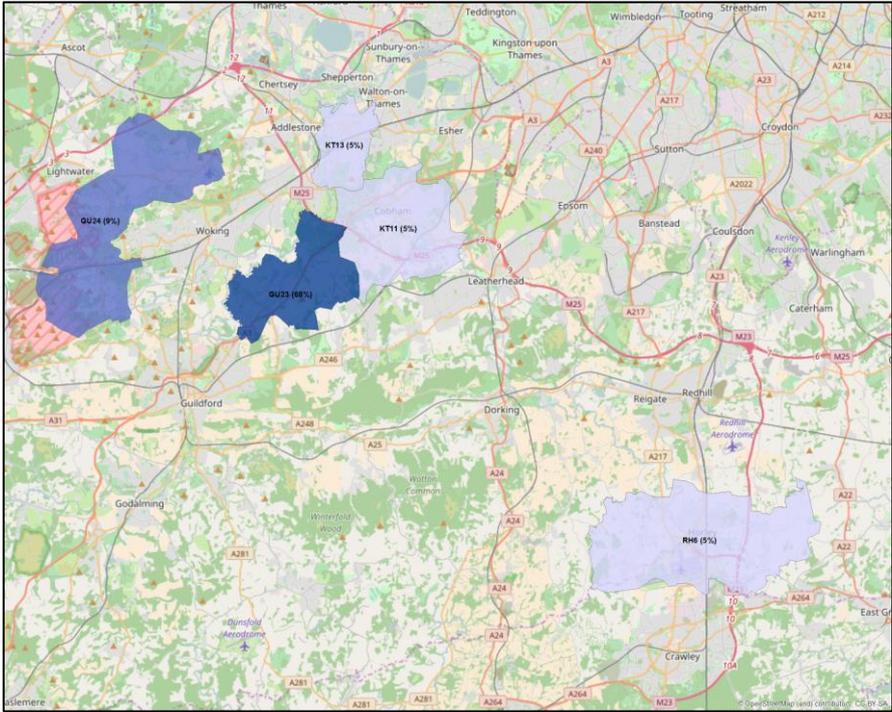


Figure 32 - Postcode of 5 December – Ripley Village Hall PM exhibition attendees

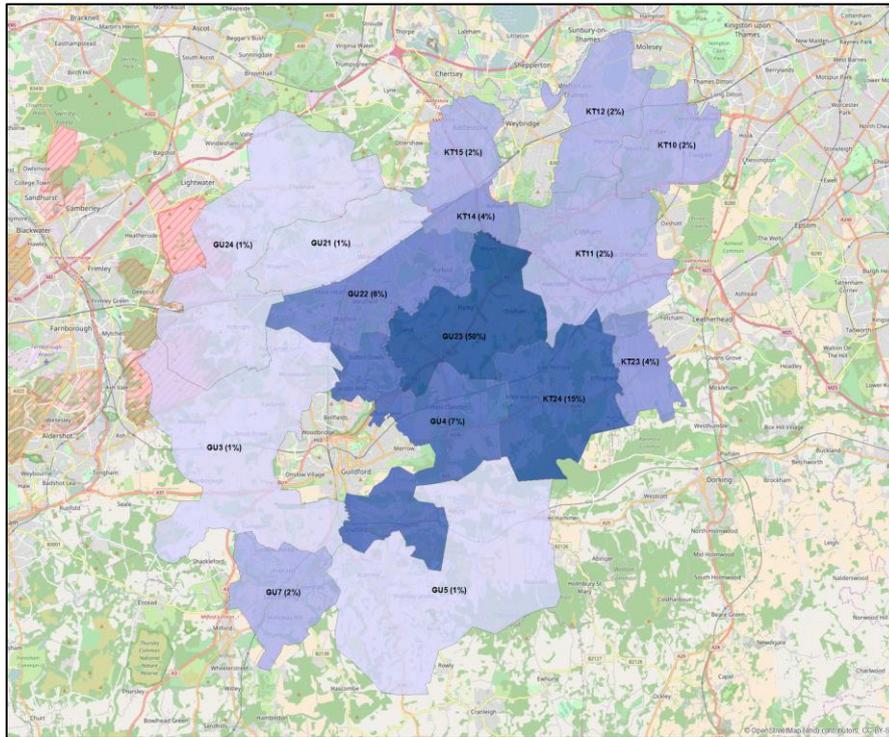


Figure 33 - Postcodes of 9 December Ripley Village Hall Exhibition attendees

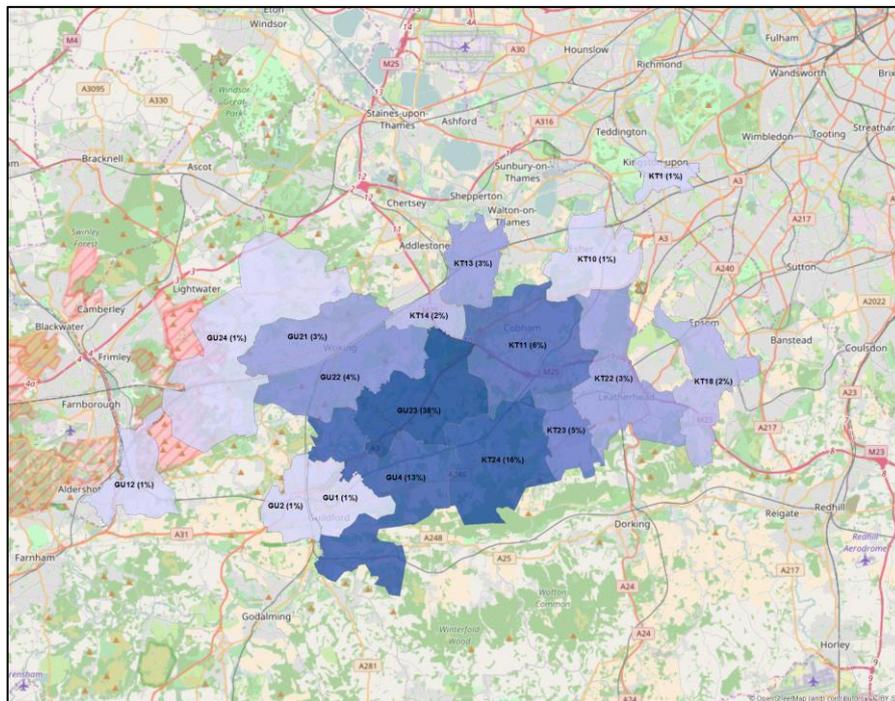


Figure 34 - Postcodes of 16 December Cobham Village Hall Exhibition attendees

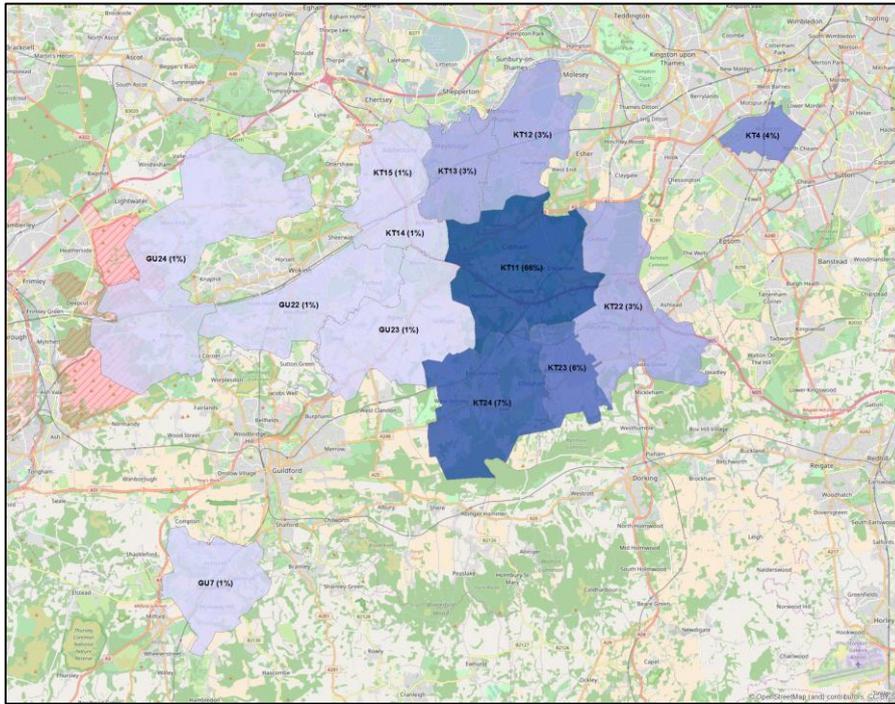


Figure 35 - Postcodes of 17 December Cobham Village Hall Exhibition attendees

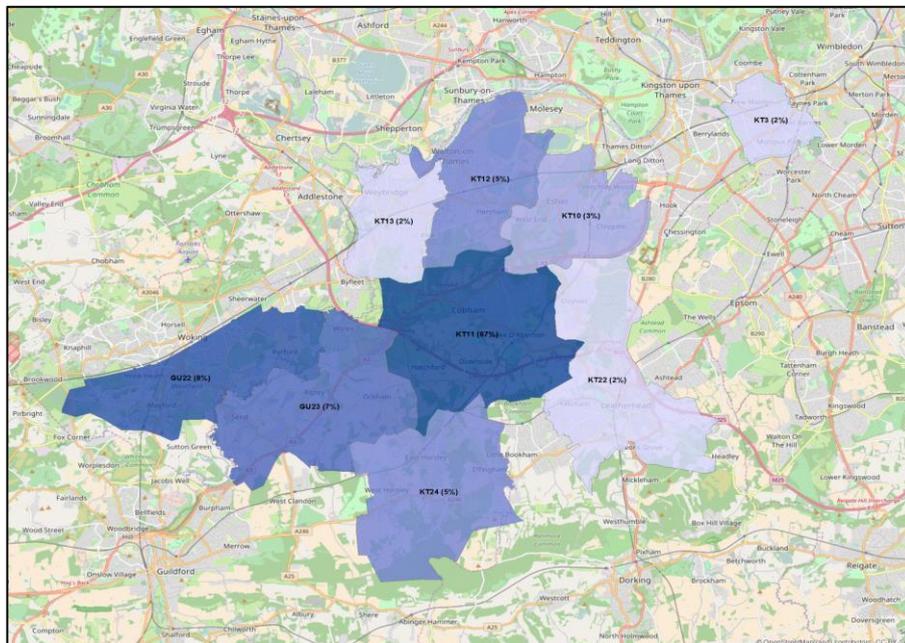


Figure 36 - Postcodes of 5 January Ripley Village Hall Exhibition attendees

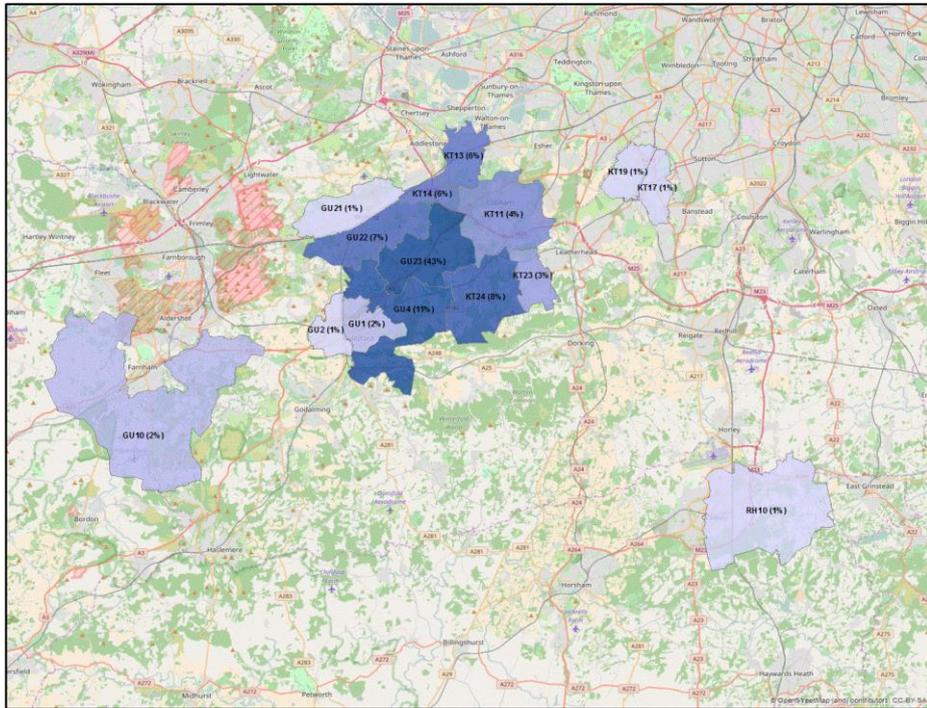


Figure 37 - Postcodes of 12 January Ripley Village Hall Exhibition attendees

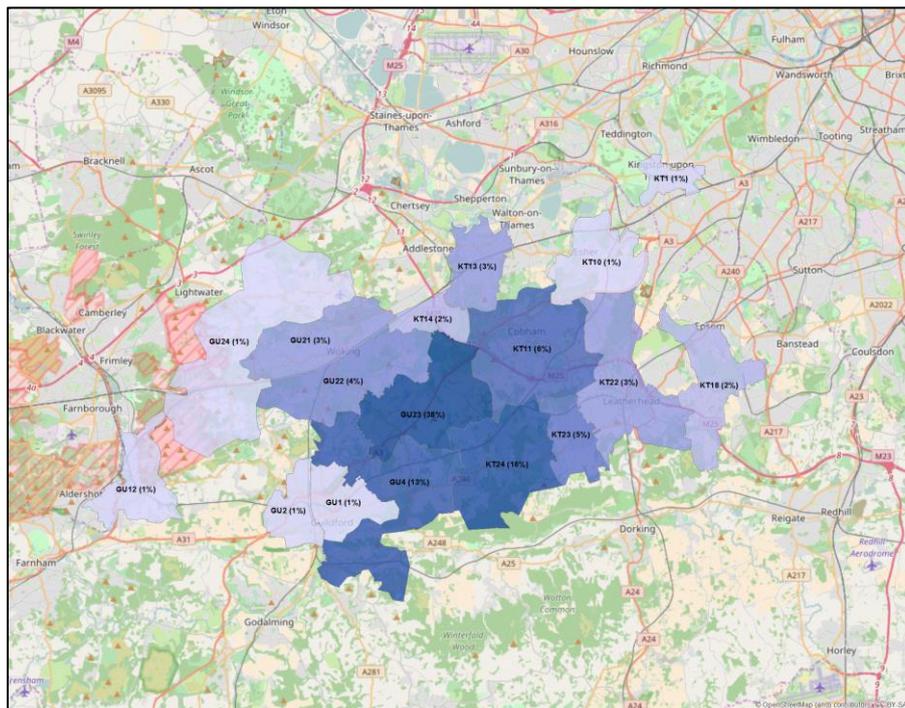


Figure 38 - Postcodes of 3 February Cobham Hilton Exhibition Attendees

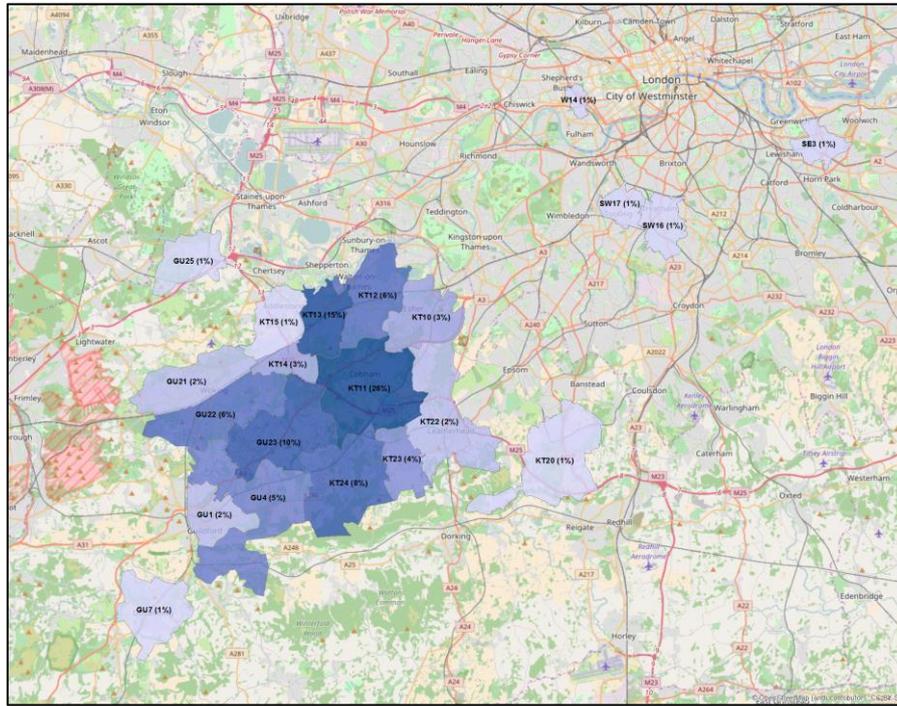
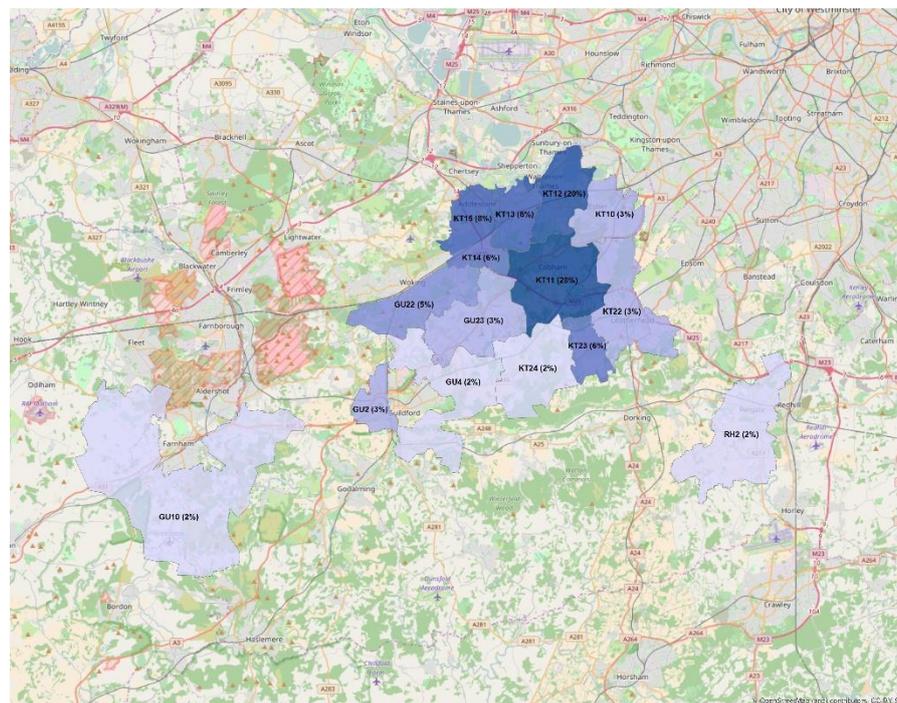


Figure 39 - Postcodes of 3 February Cobham Hilton Exhibition Attendees



Appendix C.

Consultation brochure

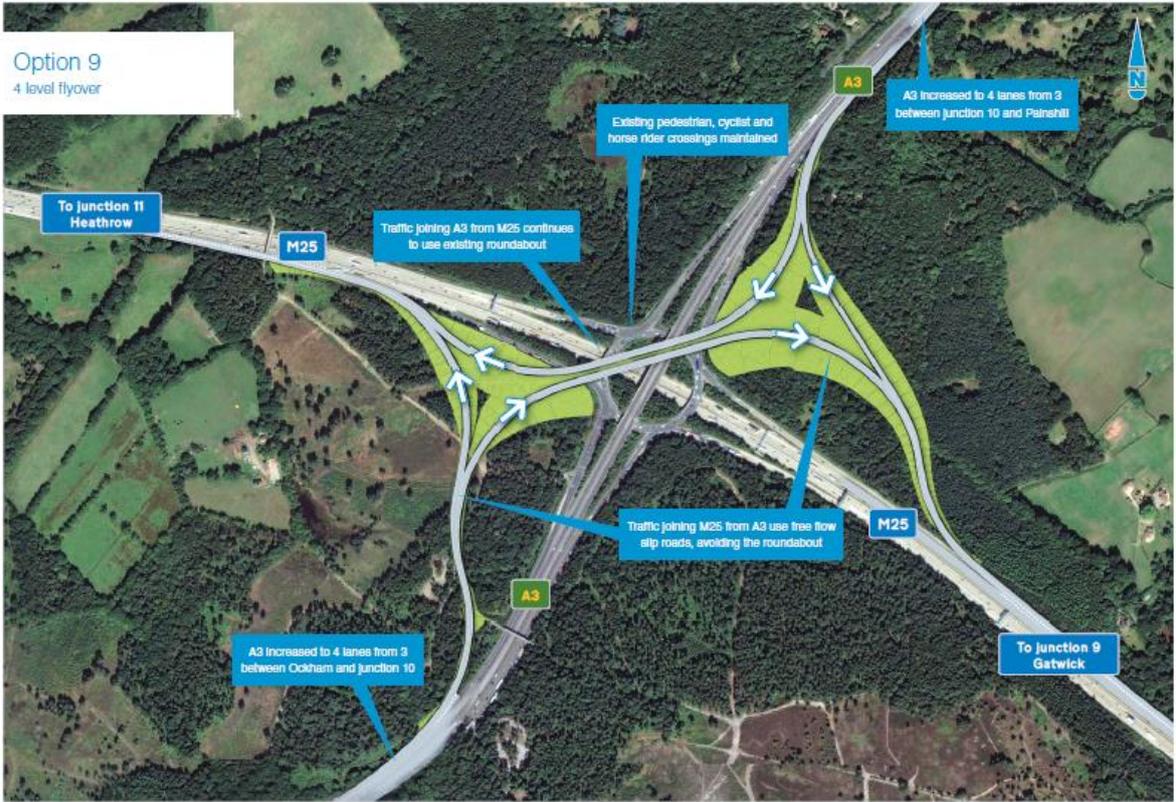


**M25 junction 10/A3
Wisley interchange**
Improvement scheme

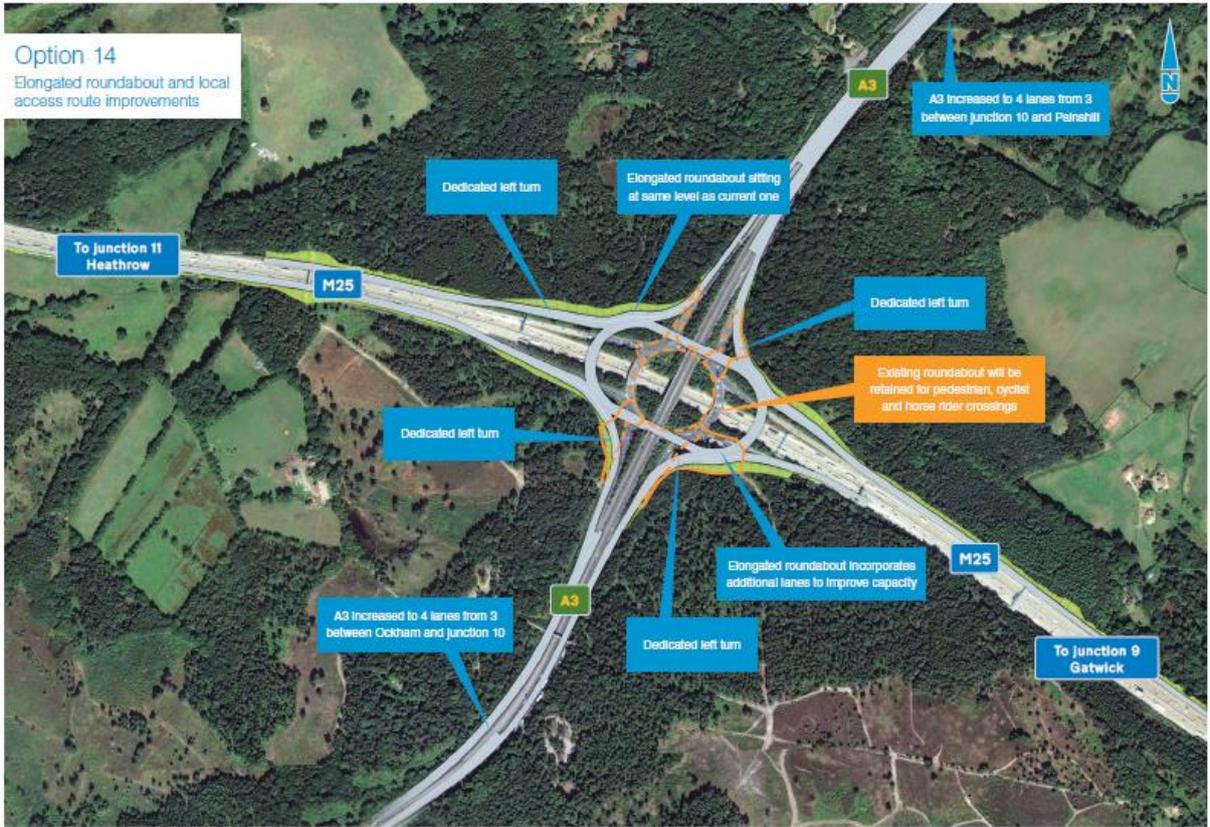
Have your say



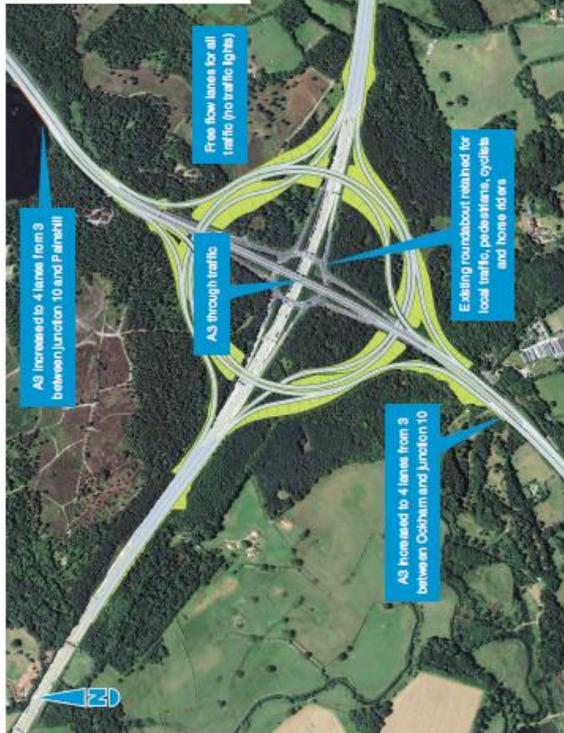
5 December 2016 to 6 February 2017



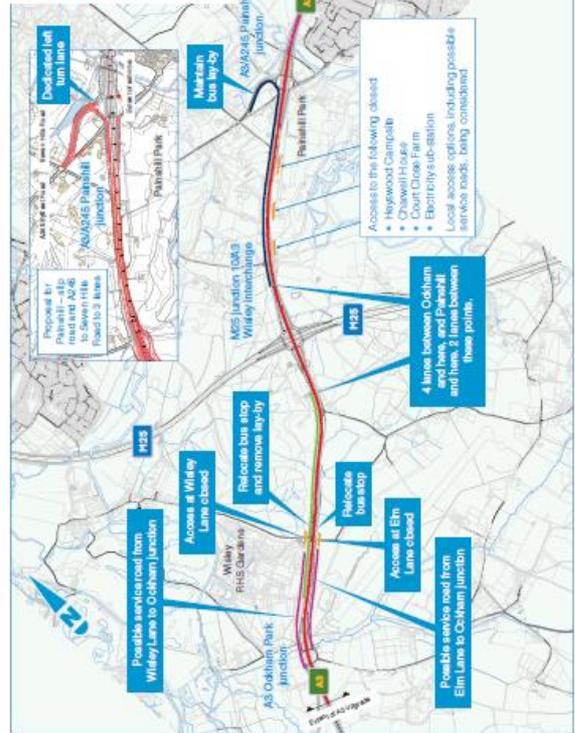
Option 14
Elongated roundabout and local access route improvements



Option 16
Rejected option. Removal of roundabout for M25 and A3.



A3 corridor
Painhill and local access improvements



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 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 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 Painhill (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 Painhill (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 Painhill and on the M25 junction 10 roundabout 	<ul style="list-style-type: none"> Predicted to save 1 "injury accidents" per year on the A3 between Ockham 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 Ockham 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 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 All 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	£182.5 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

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 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
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

14

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.

12

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, Cokhem 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.

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/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.

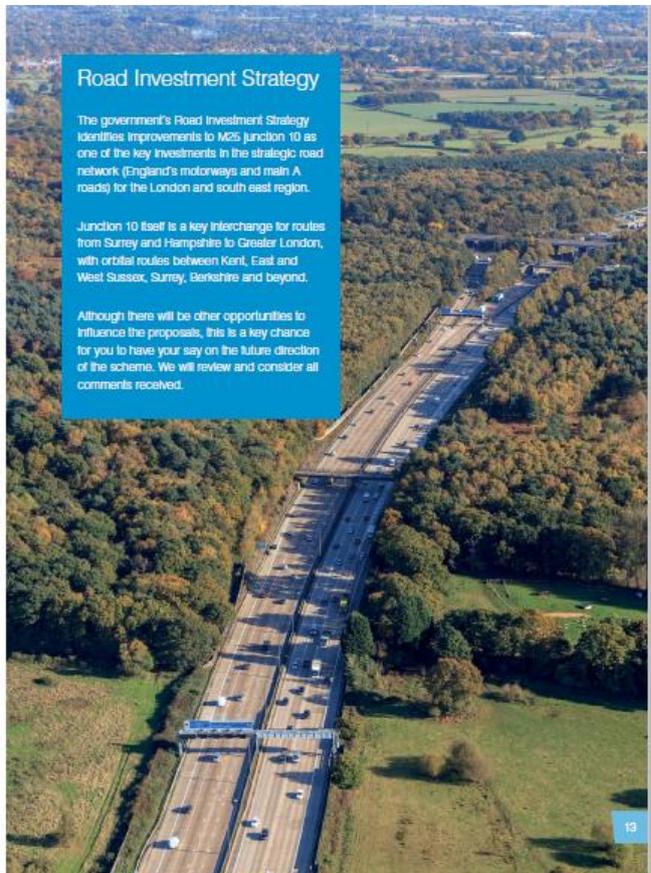
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Road Investment Strategy

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.



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Appendix D.

Consultation displays

Pull-up banners:



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.



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



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



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.



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 Pains Hill 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.



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:

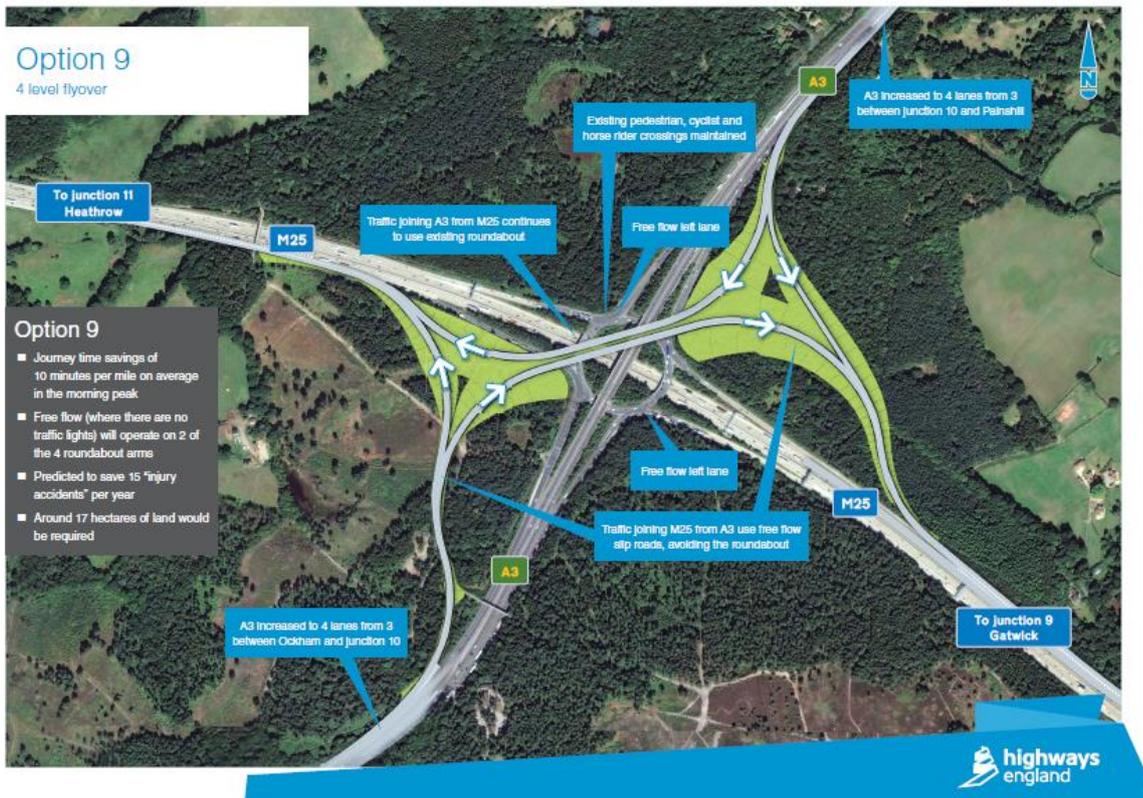
go online: www.highways.gov.uk/m25j10

email us: info@highwaysengland.co.uk

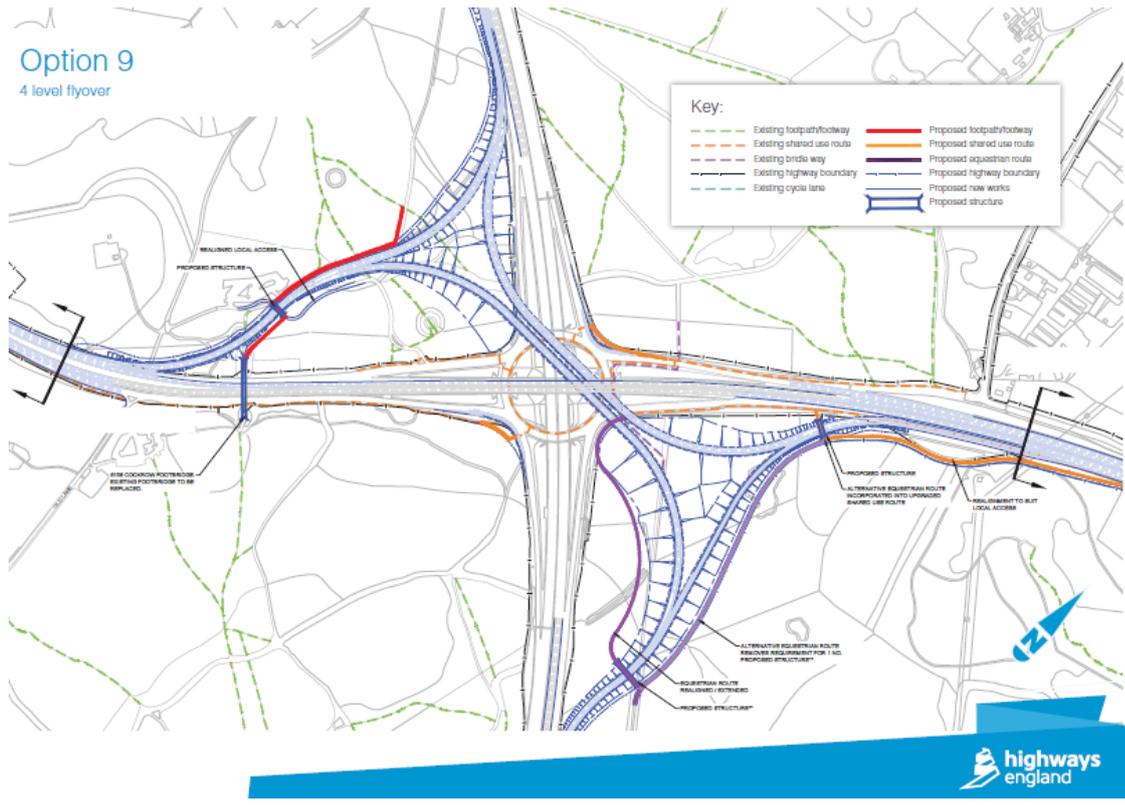
call us: 0300 123 5000



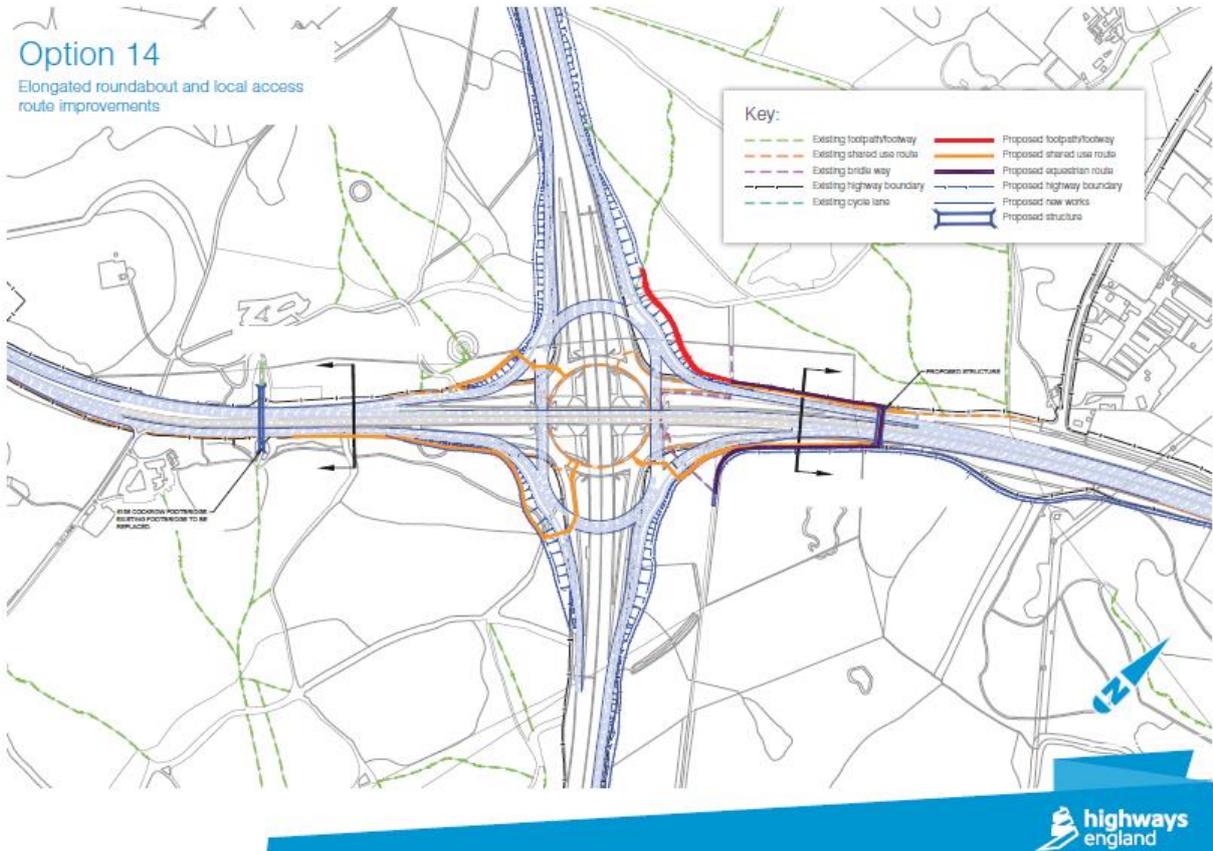
A3 display boards:



Option 9 4 level flyover



Option 14 Elongated roundabout and local access route improvements

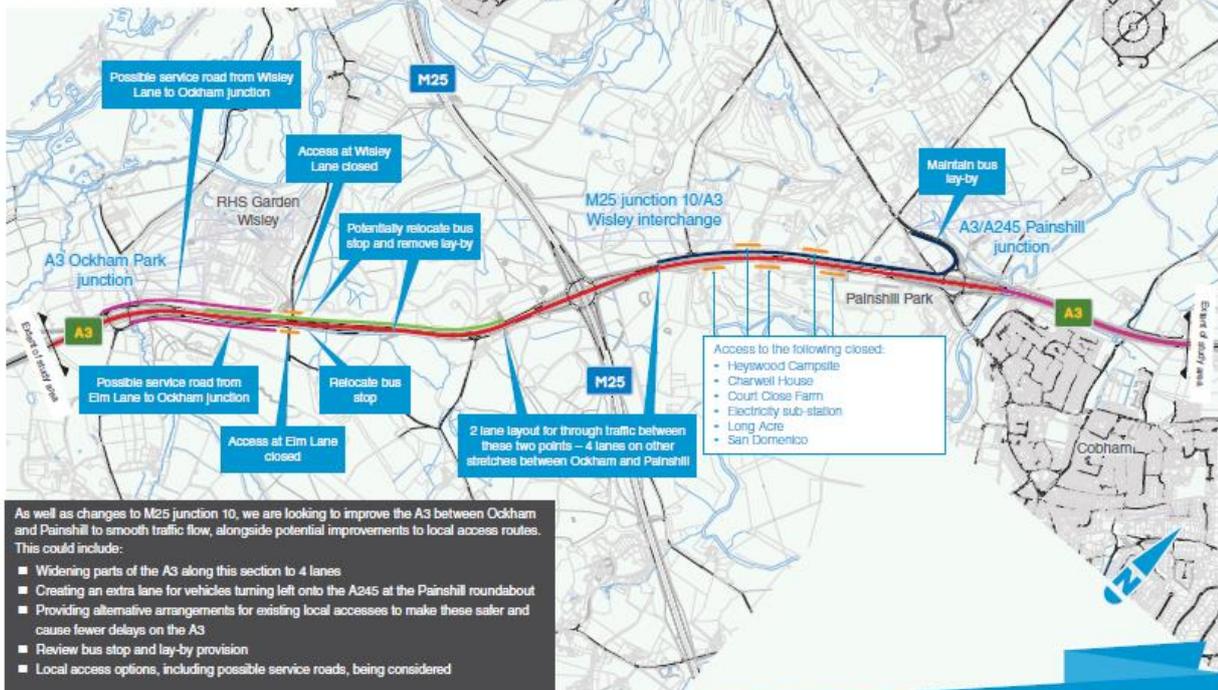


Scheme objectives and other considerations	Option 9 4-lane "flyover"	Option 14 Elongated roundabout and local access route improvements
Improving journey times and reliability	<ul style="list-style-type: none"> Journey time savings of 10 minutes per mile on average in the morning peak Less congestion 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 Painhill 	<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 Painhill (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 signalled 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 signalled 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 Painhill 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 Painhill 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

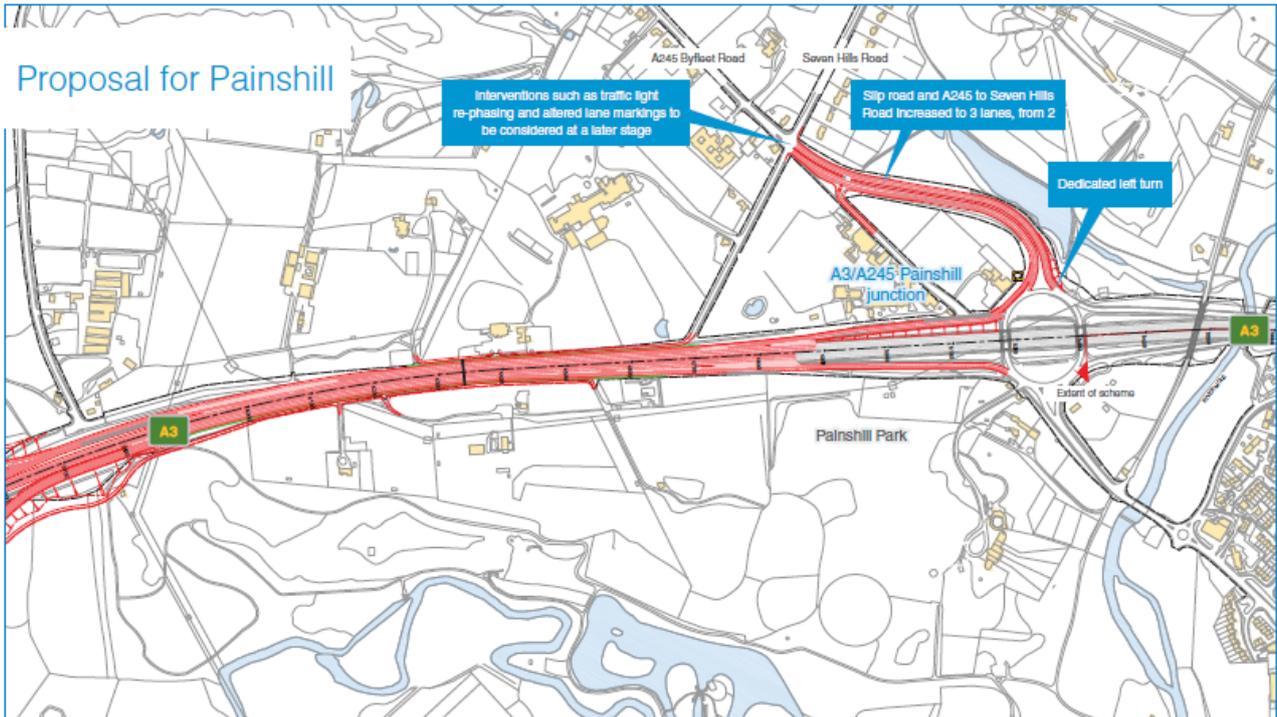


A3 corridor

Painhill and local access improvements



Proposal for Painshill



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