



Councillor Matt Furniss
Cabinet Member for Highways, Transport and Economic Growth
Surrey County Council
11 Cockshot Hill
Surrey
RH2 8EF

20 May 2026

Dear Matt,

I am writing regarding the serious concerns raised by residents across Surrey Heath following the recent infrastructure upgrades at the M3/A322 junction.

Over recent weeks and months, I have received substantial feedback from residents, commuters and regular road users regarding the operation, safety and effectiveness of the revised layout. While residents recognise that efforts were made to improve traffic flow, many now feel the redesigned junction has introduced new safety concerns without delivering meaningful improvements to congestion or usability.

To quantify the scale of local concern, I conducted a public survey following completion of the works, which received 431 responses from local residents and regular road users. The findings were significant:

- 76.3% of respondents use the junction daily or several times a week
- 75.2% reported experiencing operational or safety-related problems since the completion of the works
- There was widespread dissatisfaction with the scheme's impact on congestion, with frequent users reporting that delays remain broadly unchanged

1. Signage, Lane Clarity and Road Safety

The most significant concerns raised through the survey related to the revised northbound approach from Lightwater, where the recent infrastructure upgrades were undertaken. Residents repeatedly reported that drivers are not given sufficient advance warning that the left-hand lane is designated exclusively for M3 southbound traffic. Many stated that reliance on road surface markings alone becomes ineffective during periods of congestion when queued traffic obscures lane markings.

Residents frequently described abrupt lane changes, dangerous weaving movements, sudden braking and near misses caused by drivers realising too late they are in the incorrect lane. Many

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respondents described the junction as stressful and unpredictable during peak periods, particularly for drivers unfamiliar with the revised layout who are forced into last-minute manoeuvres.

Alongside these concerns regarding the redesigned northbound approach, residents also raised longstanding concerns regarding signage and lane clarity on the southbound Bagshot approach. While this section already benefits from a dedicated left-hand slip lane onto the M3 northbound, residents nevertheless reported ongoing confusion regarding lane positioning and advance guidance when approaching the junction.

2. Traffic Flow, Lightwater Access and Junction Design

Residents also reported that congestion remains severe during peak periods despite the additional lane capacity introduced through the scheme. Many described traffic backing up along the A322 approaches, difficulties accessing the roundabout from Lightwater and Guildford Road, and limited opportunities to safely merge across lanes when continuing towards Bagshot or accessing the M3 northbound.

A recurring observation was that the current lane configuration on the northbound Lightwater approach does not appear to reflect actual traffic patterns at the junction. Many respondents noted that a substantial proportion of vehicles continue towards Bagshot or Bracknell rather than using the dedicated M3 southbound lane, leading residents to question whether the revised layout is sufficiently intuitive or appropriately balanced.

Traffic light sequencing and roundabout blocking were also recurring concerns. Residents reported that signal timings often fail to create safe and predictable opportunities for vehicles entering from Lightwater, while circulating traffic regularly blocks exits and contributes to further congestion during peak periods.

3. Requests for Further Consideration

In light of these findings, I would be grateful for a response to the following questions:

- **Post-implementation safety review:** Has Surrey County Council (SCC) undertaken a formal operational and road safety review of the junction following completion of the works, including assessment of traffic flow, lane conflict, collision risk and reported near misses?
- **Signage improvements:** Will SCC consider introducing earlier and more prominent advance signage approaching the junction, including additional roadside or overhead signs, particularly on the northbound approach from Lightwater, while also reviewing longstanding concerns about signage on the Bagshot approach?

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- **Traffic light configuration:** What discussions have taken place between SCC and National Highways regarding the current traffic light sequencing and overall junction operation, particularly in relation to congestion, queue management, roundabout blocking and peak-time traffic flow?
- **Further mitigation measures:** What consideration is being given to additional measures such as revised lane markings, improved lane guidance, yellow box or keep clear markings, or other traffic management interventions intended to improve safety, lane discipline and traffic flow at the junction?

Given the strength and consistency of the feedback from frequent users of the junction, I believe this matter requires urgent attention. As the Member of Parliament for Surrey Heath, and as a regular user of this junction myself, I am fully aware of the operational challenges, congestion and safety concerns that residents are experiencing.

The safety of my constituents, and public confidence in the operation of this junction, are of paramount importance. For thousands of residents, this route is embedded in daily life, providing access to work, school, and essential services. I urge SCC to treat this matter as a priority, to engage directly with residents and local stakeholders, and to set out a clear and timely plan of action in response to the concerns raised.

Thank you for your time and consideration. I look forward to your swift response.

Yours sincerely,

Dr Al Pinkerton MP
Member of Parliament for Surrey Heath