

EAST GRINSTEAD Town Centre Improvement Plan

First Engagement Event Feedback

Scan here for an online feedback questionnaire



➔ What you have told us & emerging priorities

<p>What do you like most about the town centre?</p>	<p>What do you dislike most about the town centre?</p>	<p>What improvements would you like to see?</p>
<p>Heritage character Community pride Existing events Atmosphere Existing planting and flowers Independent shops Walkable scale Station proximity Hospitality, café culture & outdoor dining</p>	<p>Parking costs, durations & enforcement Traffic dominance & speeding Unsafe or inconvenient crossings Vacant & low-quality shops Unattractive gateways (Railway Approach, London Road) Poor maintenance & uneven pavements Lack of safe cycling links & facilities Queens Walk feeling unsafe & uninviting</p>	<p>Cheaper or short-stay parking Slower traffic speeds Pedestrian-friendly High Street Public realm upgrades More greening in the town centre Activation of Queens Walk Safe cycling routes More variety in shops & pop-ups Street trees, planting, markets, music & events</p>

Have we missed anything?

➔ Shaping a Shared Vision

<p>Parking costs, duration</p> <p>Conflicting views highlight the need for continued review, signage, future survey based monitoring, and consideration of pay-on-exit facilities.</p>	<p>Speed, congestion</p> <p>Options for reducing vehicle dominance and redressing pedestrian balance need to be considered.</p>	<p>Railway Approach</p> <p>A greener, more appealing and usable street for pedestrians and cyclists.</p>	<p>London Road</p> <p>The inclusion of street trees, better crossing points and an improved public realm and shopfront activation.</p>	<p>High Street</p> <p>Improvements to the street including road re-allocation, wider footpaths, better surfacing, planting, art and showcasing the heritage.</p>
<p>Queens Walk</p> <p>Enhanced lighting, planting, wayfinding and art, including murals to create a safer and more welcoming link to London Rd.</p>	<p>Cycling & cycle parking</p> <p>Improved links and reviewed cycle parking with an opportunity for a cycle hub.</p>	<p>More events & Markets</p> <p>Ensure flexible spaces and infrastructure to support existing and future events.</p>	<p>Public Realm</p> <p>General improvements to the quality of the footpaths, street furniture, signage, lighting, wayfinding and public spaces.</p>	<p>Greening & Biodiversity</p> <p>Inclusion of trees and vegetation throughout the streets and spaces in the town.</p>

➔ Our process & Next steps

Working with Mid Sussex District Council, East Grinstead Town Council and East Grinstead Business Association, consultants dwg. and Urban Flow have been appointed to help shape a Town Centre Improvement Plan for East Grinstead.

This is an early-stage strategy that aims to explore how the town centre could be improved over time to create a more welcoming, accessible and vibrant place for people who live, work and visit. The focus is on practical ideas that could enhance public spaces, improve movement and access, support local businesses, and celebrate the town's unique character.

The aim is to identify clear priorities and actions that can guide future investment and put the town in a strong position when funding opportunities arise. This work builds on recent community feedback and previous studies, and we're continuing to develop ideas in response to the views shared so far.

We welcome your continued input as this work progresses.



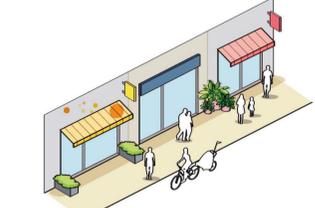
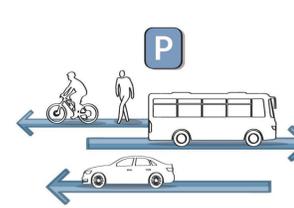
EAST GRINSTEAD Town Centre Improvement Plan

Vision, Objectives & Emerging Project Areas

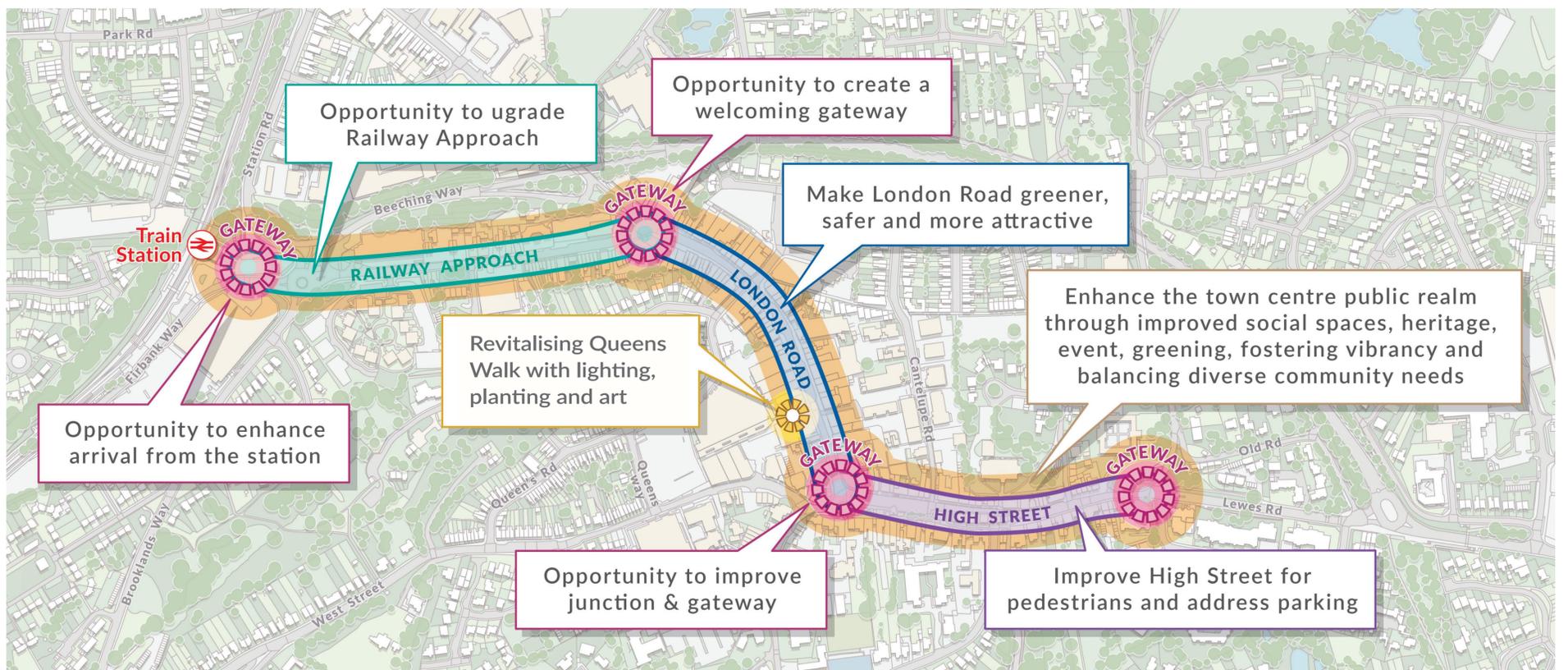
➔ Proposed Vision Statement

To create a town centre that celebrates East Grinstead's rich heritage, enhances the quality and character of its public realm, and makes better use of outdoor spaces for people to meet, dwell and enjoy. Through improved accessibility, calmer streets and a stronger sense of place, the plan will support a thriving, welcoming town centre that works for residents, businesses and visitors alike.

➔ Proposed Guiding Principles

 <p>Celebrate Heritage & Local Identity</p>	 <p>Create a High Quality Public Realm</p>	 <p>Introduce & Strengthen Green Infrastructure</p>	 <p>Make Better Use of Public Realm</p>	 <p>Improve Access & Wayfinding</p>
 <p>Calm Traffic & Prioritise People</p>	 <p>Support the Local Economy</p>	 <p>Promote Inclusive & Accessible Design</p>	 <p>Respond to Parking & Access Concerns</p>	 <p>Deliver a Forward Thinking & Community Informed Plan</p>

➔ Emerging Project Areas



The map highlights several key project areas along the main thoroughfares:

- Train Station:** Opportunity to enhance arrival from the station.
- Railway Approach:** Opportunity to upgrade Railway Approach.
- Queens Walk:** Revitalising Queens Walk with lighting, planting and art.
- London Road:** Opportunity to create a welcoming gateway. Make London Road greener, safer and more attractive.
- High Street:** Opportunity to improve junction & gateway. Enhance the town centre public realm through improved social spaces, heritage, event, greening, fostering vibrancy and balancing diverse community needs. Improve High Street for pedestrians and address parking.

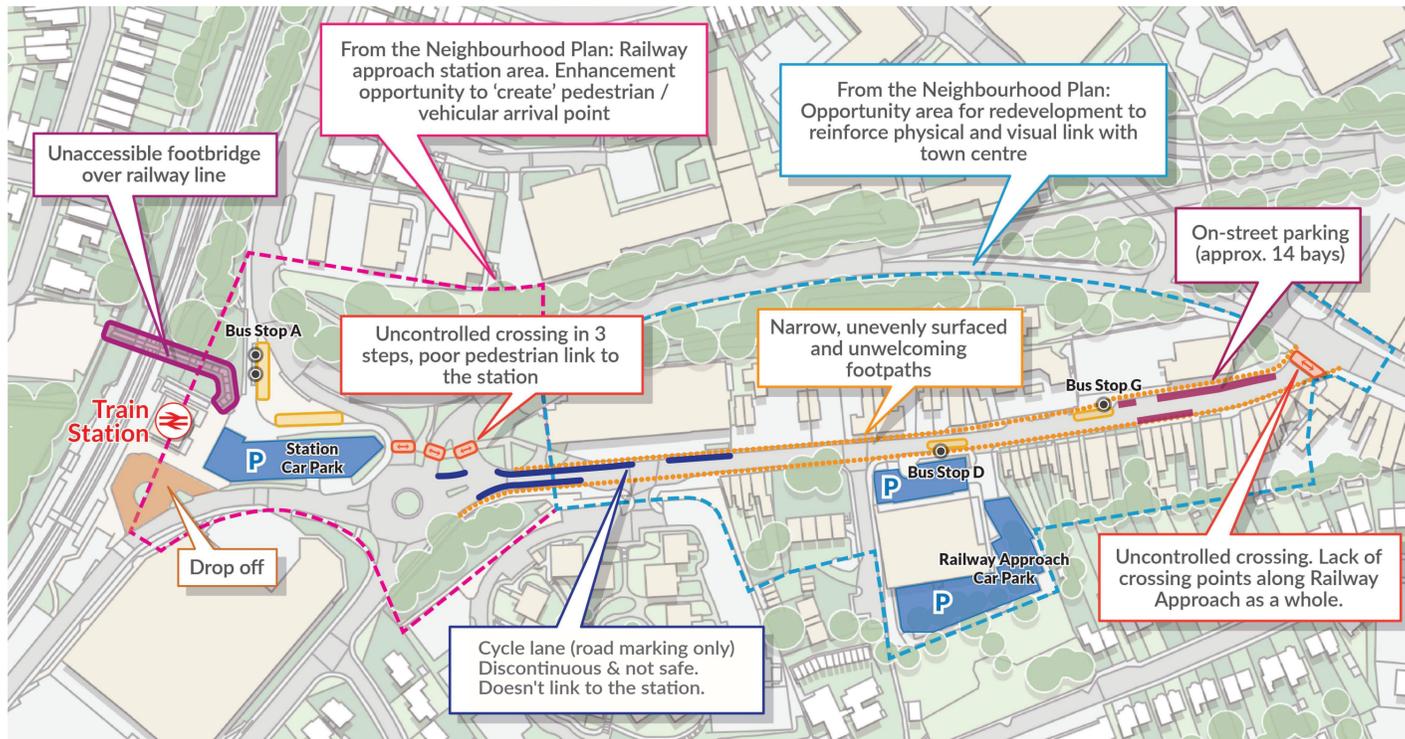
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Railway Approach

Scan here for an online feedback questionnaire



➔ Railway Approach Issues & Opportunities



Railway Approach is a key gateway into East Grinstead, linking the station with the town centre. At present, it feels uninviting, dominated by traffic, and lacks a clear sense of arrival. There is a need for safer crossing points along the street and at both ends—to better connect with the station and London Road—and to strengthen the link to the station both visually and physically. We are exploring options to improve paving, lighting, planting and signage to create a more welcoming experience for all users. In the longer term, we're considering the option to make the street one-way (westbound) to enable a segregated cycleway, creating space for people while maintaining vehicle access. The aim is to transform this approach into a greener, safer, and more attractive entrance to the town centre.

➔ Potential Improvement Ideas



➔ Precedent Imagery



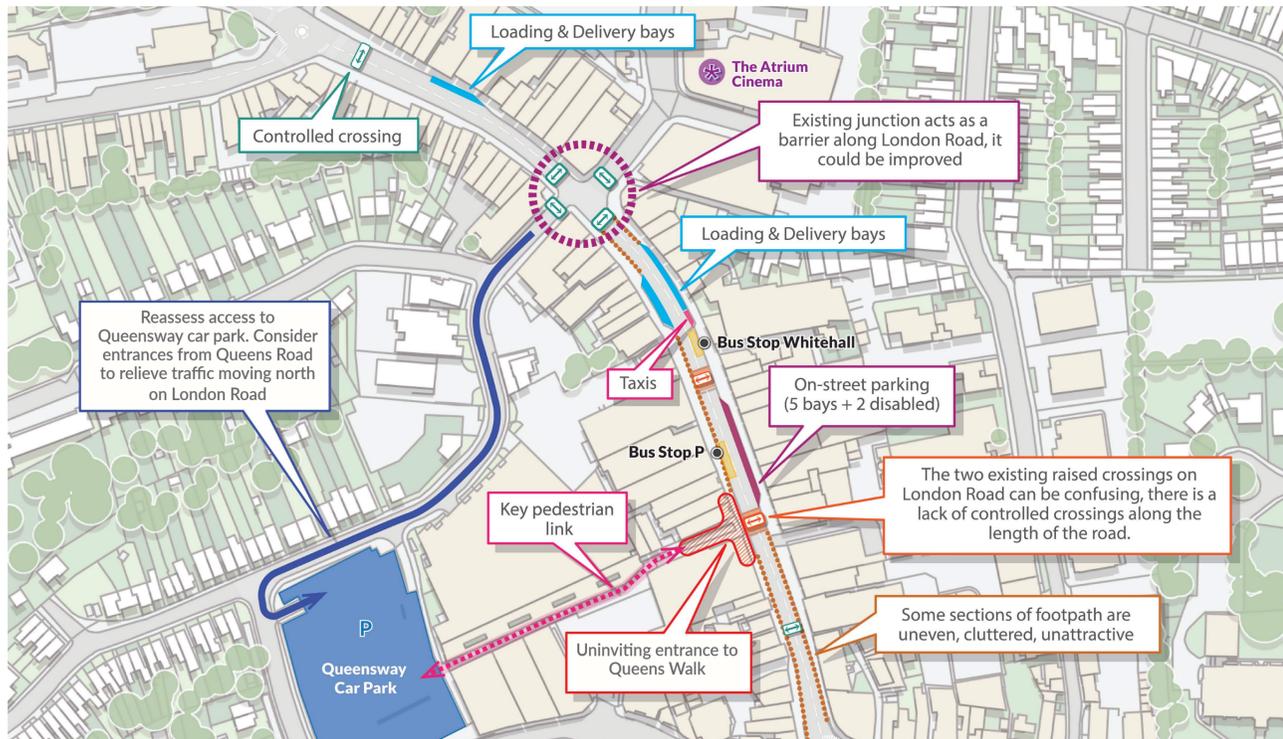
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London Road

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London Road Issues & Opportunities



London Road is a key arrival route and retail corridor, but it currently feels fragmented, dominated by vehicle movement, and lacks a coherent identity. The environment is poor for pedestrians and cyclists, with limited crossing points and few places to stop, rest or spend time. We're exploring how to make this street feel more balanced, attractive and people-friendly—while still supporting local businesses and access. Improvements could include better surfacing, lighting, planting and signage, as well as clearer links to adjacent areas like Queens Walk, Railway Approach and the High Street. In the longer term, we're considering ways to reduce traffic speeds and prioritise pedestrian movement, making London Road feel more integrated with the rest of the town centre and safer for all users.

Potential Improvement Ideas

Existing raised crossings could be upgraded to zebra crossings



The carriageway could be narrowed where possible to increase footpath width, comfort and improve the streetscape



Trees and planting could be added where space allows



The entrance to Queens Walk could be improved with murals, wayfinding, planting or lighting

The access, entrance and movement on Queensway Car Park could be reassessed

Precedent Imagery



Murals & Wayfinding



Zebra crossing



Street trees



Tightened carriageway



Planting & Rain gardens

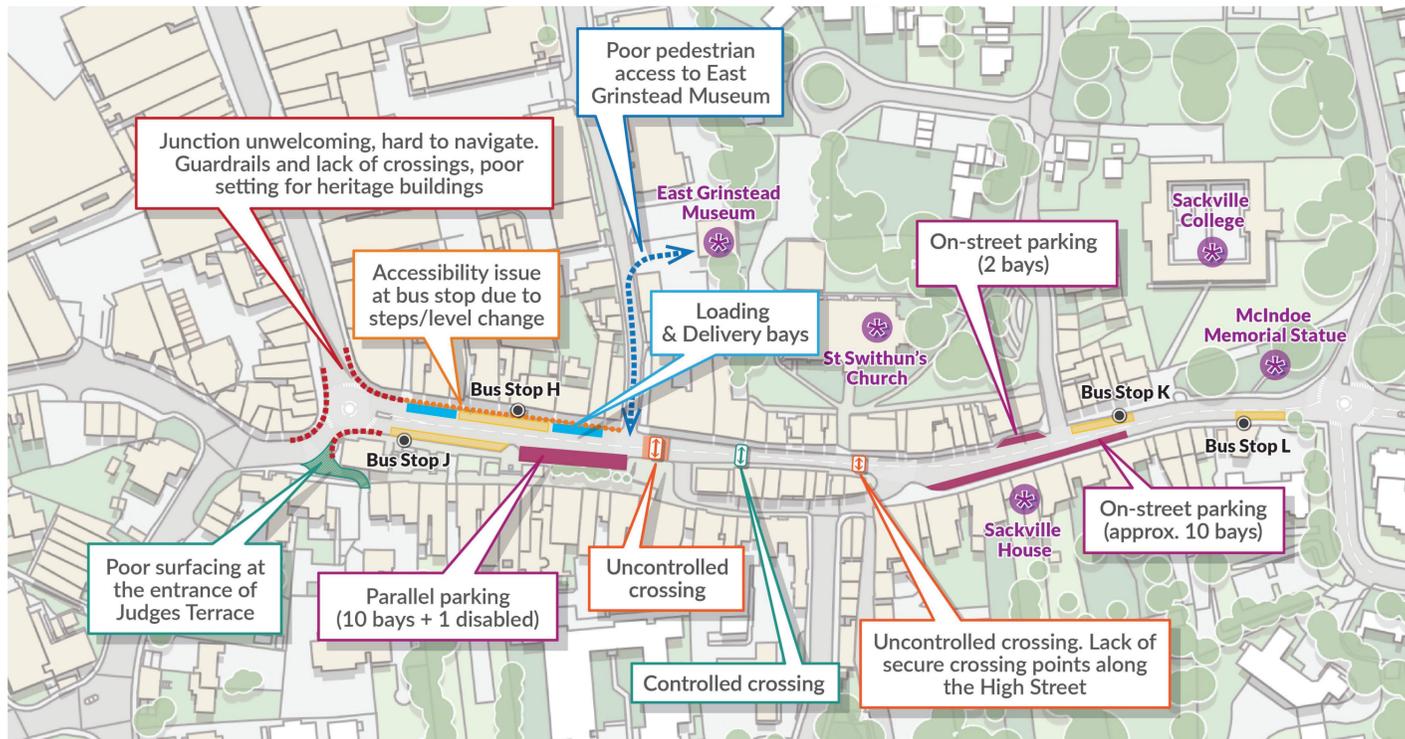
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High Street

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➔ High Street Issues & Opportunities



East Grinstead's historic High Street is one of its strongest assets, home to a unique mix of independent shops, historic architecture and local character. It's a place to experience, encouraging visitors to spend time and explore. However, it currently struggles with traffic dominance, limited pedestrian space, and weak connections to surrounding areas. In the long term, there is potential to introduce timed access, giving priority to buses, emergency vehicles and deliveries—while creating a safer and more enjoyable space for people. Enhancements to surfacing, lighting, furniture and crossings could help support a growing evening economy and encourage greater dwell time throughout the day.

➔ Potential Improvement Ideas

The junction could be improved by adding pedestrian crossings, removing the guardrails and tightening the road where possible



Assess how to better use the public spaces on the High Street and how they can be expanded for heightened use and events



A timed access could be created on the High St for general traffic, giving priority to buses, emergency vehicles and deliveries



The existing raised crossings could be upgraded to zebra crossings

The level changes could be better integrated to create more accessible and usable public realm

A better setting could be created for the incredible heritage of the High Street by rationalising car parking, reducing vehicle dominance and traffic and widening the footpaths.

➔ Precedent Imagery



Spaces to dwell



Enhanced Public Realm



Zebra crossing



Spaces for events

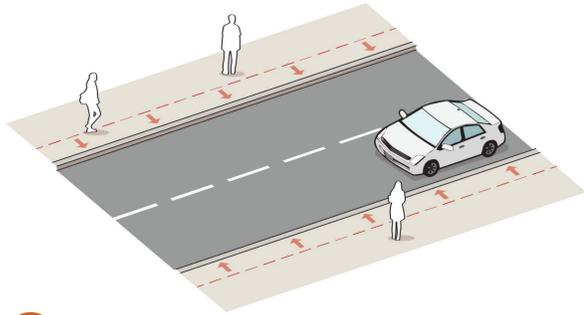


Outdoor dining

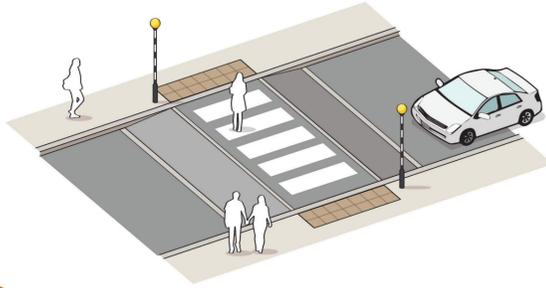
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Possible Components of Streetscape Improvement

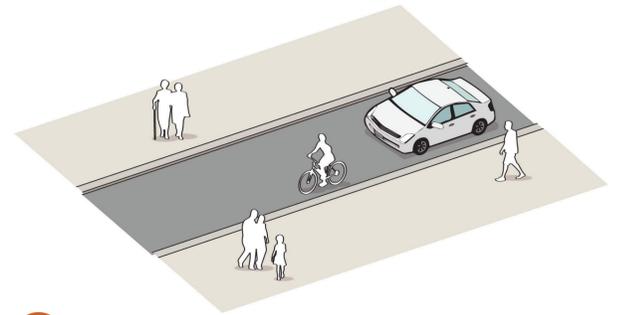
➔ What elements can improve the Town Centre?



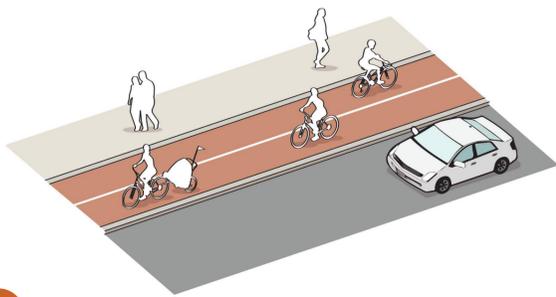
01 Road tightening for traffic calming
Traffic calming measure that encourages vehicles to reduce their speed and gives more space to pedestrians.



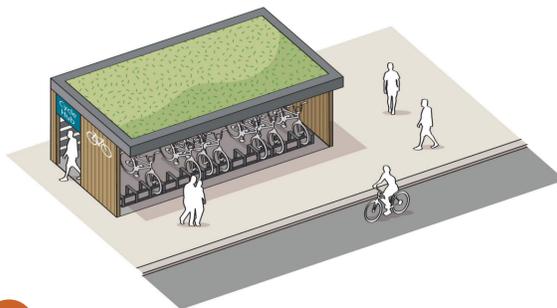
02 Zebra crossings on raised table
Regular crossing points which makes it easier and more comfortable to walk around the town, also helps slow down traffic speeds.



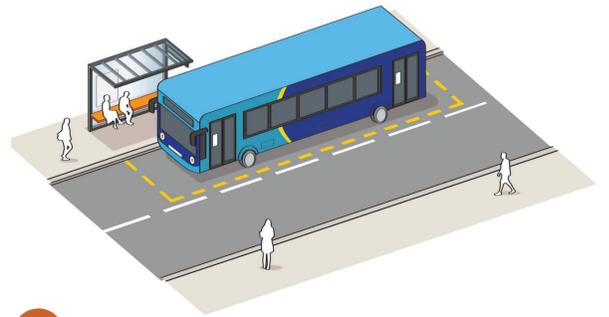
03 Pedestrian friendly one way street
Where possible removing traffic which provides more space for pedestrians and businesses.



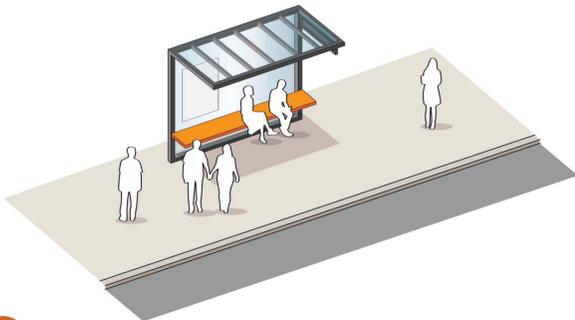
04 Segregated cycle lane
Where possible providing a safe and dedicated space for cyclists.



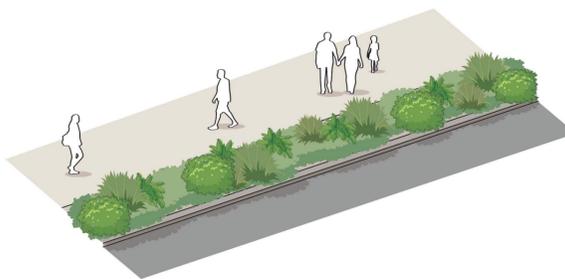
05 Cycle hub
Provision of a central facility to park cycles whilst within the town centre.



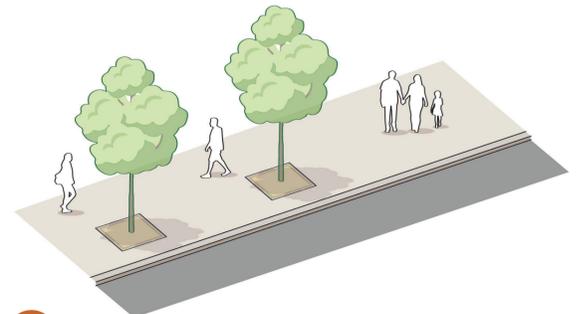
06 Bus kerbs and levels
Ensuring the pavement levels are at the correct height to easily board and alight buses in the town centre.



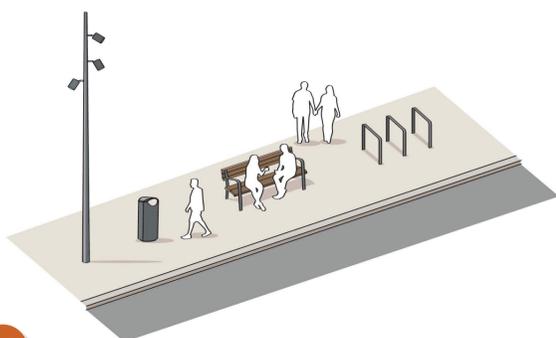
07 Upgrade to bus facilities
Improving the bus stops and shelters to encourage more use of the bus infrastructure.



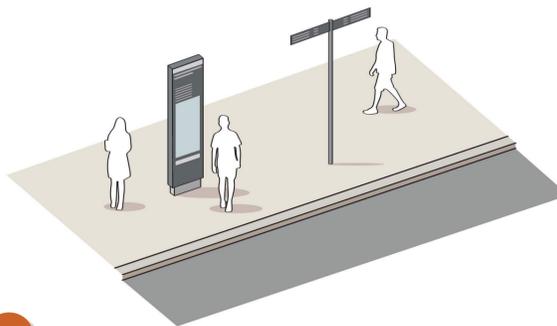
08 Planting & Vegetation
Introducing more planting and vegetation where appropriate along streets and in spaces.



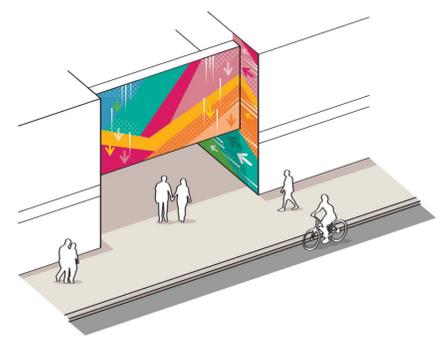
09 Street trees
Adding in appropriate tree species to the town streets to improve the street scene both visually and environmentally.



10 Coordinated furniture palette
Recognising a range of street furniture to be used throughout the town centre and positioned so not to impede movement.



11 Wayfinding
Building on the existing signs to ensure all the key places are legible and providing information and interpretation.



12 Art & Murals
Using art to enliven blank walls and facades and placing sculptures in key spaces to provide identity and link to culture.