

Notes

21.12.2016 08:24:39 KISHIHU

C/m called about an accident on a cycle lane CS7 -

Stockwell tube station - accident occurred at the Stockwell War Memorial

Google Maps - <https://goo.gl/maps/EdZMxy2otE72>

Wants the CS7 repainted - as the paint is high gloss but it doesn't support the traction of cycling.

TLRN details

Section Reference 0000A203_0/00040

Description A203,SOUTH LAMBETH ROAD,,(FROM NUMBER 99 TO STOCKWELL STA),SW8

LoHAC Area LOHAC CENTRAL

Carriage way Dual Carriageway

Direction

Road Type Main

Tfl Responsibility Highways Authority

Ref: 7332865

21 December 2016

Dear [REDACTED]

Thank you for your phone call today about your accident at the Stockwall War Memorial whilst using the CS7.

I'm very sorry to hear about your injuries and wish you a full recovery.

Claims are processed for us by our third party claims handler, Gallagher Bassett. If you contact them directly, they will process your request and send you the documents you need to get your claim underway.

I have listed their details below so you can contact them when you are ready to.

Gallagher Bassett
Halford House
2 Coval Lane
Chelmsford
Essex
CM1 1TD

INVU_Chelmsford@gbtpa.com

Tel: 01245 772100

Thanks again for contacting us. If there is anything else we can help you with, please reply to this email. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234, who'll be happy to help.

Kind regards

Huseyin Kishi
Customer Service Adviser
Transport for London Customer Services

FEEDBACK

Original Text

From: SMBCDTCORRESPONDENCE@TFL.GOV.UK
To: CCOInformation@pcrm.tfl.gov.uk
CC:
Sent: 11.01.17 14:48:06
Subject: FW: CS7 - Stockwell - Clapham Road

Comments for this one as below.

Kind regards

Liam Nichols
RSMS Customer Services
3rd Floor Red Zone, 14 Pier Walk
Ext: 25790

We have investigated reports of slips and falls on a short section of CS7 as a matter of urgency and anti-skid materials will be re-applied to the cycle lane surface overnight from tonight, Wednesday 11 January.

From 21:00 tonight until 05:00 tomorrow (Thursday 12 January), we plan to close cycle lane northbound on Clapham Road, between the junctions with Stockwell Road and South Lambeth Road while the works are completed.

The works should not be noisy, however there will be vehicles moving around and some machinery in use.

Though every effort will be made to complete the works as planned, poor weather conditions may mean that they need to be rescheduled at short notice.

We apologise for the disruption and inconvenience.

From: Fullager Richard (ST)
Sent: 11 January 2017 14:07
To: RSMS Customer Services

Subject: RE: CS7 - Stockwell - Clapham Road

Hi,

To be consistent with some other stakeholder comms going out on this, I'd suggest using the following:

We have investigated reports of slips and falls on a short section of CS7 as a matter of urgency and anti-skid materials will be re-applied to the cycle lane surface overnight from tonight, Wednesday 11 January.

From 21:00 tonight until 05:00 tomorrow (Thursday 12 January), we plan to close cycle lane northbound on Clapham Road, between the junctions with Stockwell Road and South Lambeth Road while the works are completed.

The works should not be noisy, however there will be vehicles moving around and some machinery in use.

Though every effort will be made to complete the works as planned, poor weather conditions may mean that they need to be rescheduled at short notice.

We apologise for the disruption and inconvenience.

Kind regards,

Etc.

Thanks,

Richard.

From: RSMS Customer Services
Sent: 11 January 2017 13:38
To: Fullager Richard (ST)
Subject: FW: CS7 - Stockwell - Clapham Road

Hi Richard

Are you bale to advise on the below as suggested by Jon. It has gone around the houses a bit, we need advice on the surface at this location.

Please accept my apologies if you've already had this one through.

Kind regards

Liam Nichols
RSMS Customer Services
3rd Floor Red Zone, 14 Pier Walk

Ext: 25790

From: Fray Jonathan (ST)
Sent: 11 January 2017 13:12
To: RSMS Customer Services
Subject: RE: CS7 - Stockwell - Clapham Road

Hello Liam

Is a response to this still required? If so, Richard Fullager is perhaps best placed to answer.

Thanks

Jon

Jonathan Fray
Senior Sponsor (Central Team - Lambeth)
Road Space Management - Sponsorship
'Realising road improvements for a better London'

Transport for London, 3Y5 3rd Floor Yellow Zone, Palestra, 197 Blackfriars Road, Southwark,
London SE1 8NJ

E:  | D: 81059 |
[cid:image001.png@01D0FB78.0A2F6570]

P Please consider the environment before printing this e-mail

From: RSMS Customer Services
Sent: 29 December 2016 14:25
To: Lafosse Robin (ST); Fray Jonathan (ST); Highways Central Correspondence
Subject: FW: CS7 - Stockwell - Clapham Road

Hi Jon, Robin and Central

Are you able to advise and collate a response on the below including the painting of the surface with a non-slip type paint.

A response is due by 6 January.

Kind regards

Liam

Liam Nichols
RSMS Customer Services
3rd Floor Red Zone, 14 Pier Walk
Ext: 25790

From: RSMS High-Priority Correspondence
Sent: 21 December 2016 10:09
To: RSMS Customer Services
Cc: Kishi Huseyin; Customerservices
Subject: RE: CS7 - Stockwell - Clapham Road

Hi,

And another one.

Huseyin, please note this inbox is for High-Priority correspondence only. RSMS Customer Services deals with standard enquiries.

Thanks,

Elsa

From:
CUSTOMERSERVICES@TFL.GOV.UK<mailto:CUSTOMERSERVICES@TFL.GOV.UK>
[mailto:CUSTOMERSERVICES@TFL.GOV.UK]
Sent: 21 December 2016 08:29
To: RSMS High-Priority Correspondence
Cc: Kishi Huseyin
Subject: CS7 - Stockwell - Clapham Road

Hi RSM,

Please see below for the customer's query. Can you investigate and provide a response?

Many thanks,

Huseyin

C/m called about an accident on a cycle lane CS7 -
Stockwell tube station - accident occurred at the Stockwell War Memorial
Google Maps - <https://goo.gl/maps/EdZMxy2otE72>
Wants the CS7 repainted - as the paint is high gloss but it doesn't support the traction of cycling.
At present it is very slippery.

TLRN details
Section Reference 0000A203_0/00040
Description A203,SOUTH LAMBETH ROAD,,(FROM NUMBER 99 TO STOCKWELL
STA),SW8

LoHAC Area LOHAC CENTRAL
Carriage way Dual Carriageway
Direction
Road Type Main
Tfl Responsibility Highways Authority

DO NOT DELETE.....
{ticketno:[7332865]}
DO NOT DELETE.....

Ref: 7332865
1 February 2017

Dear [REDACTED]

Thank you for your call of 21 December about the Cycle Superhighway 7(CS7) in Stockwell. I'm very sorry for the delay in responding to you and for the accident that occurred due to the slippery surface of the CS7. I appreciate you taking the time to bring this matter to our attention.

We investigated the reports of slips and falls on a short section of CS7 as a matter of urgency and anti-skid materials was re-applied to the cycle lane surface overnight from Wednesday 11 January.

From 21:00 on 11 January until 05:00 on 12 January, we closed the cycle lane northbound on Clapham Road, between the junctions with Stockwell Road and South Lambeth Road while the works are completed.

Thanks again for contacting us. If there is anything else we can help you with, please reply to this email. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234, who'll be happy to help you.

Kind regards

Yewande Sangowawa
Customer Service Adviser
Transport for London Customer Services

Original Text

From: [REDACTED]
To: CUSTOMERSERVICES@tfl.gov.uk
CC:
Sent: 03.02.17 16:23:55
Subject: Re: Cycle Superhighway 7(CS7) in Stockwell

Yewande Sangowawa

Original Text

From: [REDACTED]
To: customerservices@pcrm.tfl.gov.uk ; [REDACTED]
CC:
Sent: 09.02.17 15:28:12
Subject: RE: Re: Cycle Superhighway 7(CS7) in Stockwell

Hi Yewande,

I have left the Cycle Superhighways Programme since January 2016, last year.

Can you please remove my name and add my colleague, Rita Wanogho, cc'ed, who is managing this.

Hi Rita,

Another one for you?

Regards
Areti

Original Text

From: CUSTOMERSERVICES@TFL.GOV.UK
To: [REDACTED]
CC:
Sent: 14.02.17 10:50:04
Subject: RE: RE: Re: Cycle Superhighway 7(CS7) in Stockwell

Hi Rita,

I was advised by Areti Anastasiadou that you were managing the CS7 project in stockwell and you may be able to help with the customer complaint attached in this email chain.

Please see the customers comments below and kindly respond.

Kind regards

Yewande Sangowawa

Original Text

From: [REDACTED]
To: customerservices@pcrm.tfl.gov.uk ; [REDACTED]
CC: [REDACTED]
Sent: 20.02.17 12:13:21
Subject: RE: RE: Re: Cycle Superhighway 7(CS7) in Stockwell

Hi Yewande

Can you please respond to this enquiry with the response below:

[REDACTED]

As you know, we have investigated concerns regarding the surface of CS7 between Clapham Road and South Lambeth Road during January 2017. Anti-skid materials were re-applied as an interim measure while more detailed investigations were carried out.

Our tests identified an issue with the surface of the northbound cycle lane and we have now fully resurfaced this lane between Clapham Road and South Lambeth Road to prevent the issue recurring. No issues have been found with the southbound cycle lane although we will continue to monitor the area.

Thanks kindly
Jess

From: Jassal Amrit
Sent: 20 February 2017 11:21
To: Fullager Richard (ST); Taylor Jessica
Subject: FW: RE: Re: Cycle Superhighway 7(CS7) in Stockwell

Hi Both

This one has come through to me, via another route.

I think this has been replied to and managed.... But just in case it hasn't.

Amrit Jassal
[REDACTED]

From: Wanogho Rita

Sent: 20 February 2017 11:12
To: Jassal Amrit
Subject: FW: RE: Re: Cycle Superhighway 7(CS7) in Stockwell

Hi Amrit

As discussed – please see email trail below

Thanks
Rita

From:
CUSTOMERSERVICES@TFL.GOV.UK<mailto:CUSTOMERSERVICES@TFL.GOV.UK>
[mailto:CUSTOMERSERVICES@TFL.GOV.UK]
Sent: 14 February 2017 10:50
To: Wanogho Rita
Subject: RE: RE: Re: Cycle Superhighway 7(CS7) in Stockwell

Hi Rita,

I was advised by Areti Anastasiadou that you were managing the CS7 project in stockwell and you may be able to help with the customer complaint attached in this email chain.

Please see the customers comments below and kindly respond.

Kind regards

Yewande Sangowawa

Ref: 7332865
27 February 2017

Dear [REDACTED]

Thank you for your further email of 3 February about the Cycle Superhighway 7(CS7) in Stockwell.

I'm very sorry for the delay in responding to your request.

As you know, we have investigated concerns regarding the surface of CS7 between Clapham Road and South Lambeth Road during January 2017. Anti-skid materials were re-applied as an interim measure while more detailed investigations were carried out.

Our tests identified an issue with the surface of the northbound cycle lane and we have now fully resurfaced this lane between Clapham Road and South Lambeth Road to prevent the issue recurring. No issues have been found with the southbound cycle lane although we will continue to monitor the area.

Thanks again for contacting us. If there is anything else we can help you with, please reply to this email. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234 who will be happy to help.

Kind regards

Yewande Sangowawa
Customer Service Adviser
Transport for London Customer Services

Original Text

From: [REDACTED]
To: CUSTOMERSERVICES@tfl.gov.uk
CC:
Sent: 27.06.17 14:22:46
Subject: Re: Cycle Superhighway 7(CS7) in Stockwell

Good afternoon,

Please can you forward the investigation reports for these remedial works to the Stockwell Cycle Lane? I reported my accident in a timely manner on December 15th 2016 and your previous correspondence has indicated that inspections were conducted and resurfacing works completed as a result. I would like all reports and written materials relating to the investigation on this section of cycle lane.

Note that *this is a Freedom of Information request* and I expect the relevant reports and information to be returned either electronically or by post to my home address within the allocated timeframe:

[REDACTED]

Please refer to the following link for FOI guidelines if you are unsure -
<https://www.gov.uk/make-a-freedom-of-information-request/the-freedom-of-information-act>

Regards,

[REDACTED]

