

**From:** [REDACTED]  
**To:** [Jassal Amrit](#)  
**Cc:** [REDACTED]; [Michael Smith](#); [Paul Nash](#); [Jake Leyser](#)  
**Subject:** FW: CS7 - Stockwell War Memorial - Cyclists Falling Off Due to Slippery Surface  
**Date:** 10 January 2017 11:12:16  
**Attachments:** [A993B606-A707-49FE-BC8A-05F507F00B46.png](#)  
[EB2FD3D8-CF9E-4649-81FD-F1C4145516E7.png](#)  
[Stockwell\\_CSH & complaint.docx](#)

---

Amrit,  
WJ Link line Have prepared a report with a temporary solution until we can carry out further investigations on site. I will request a meeting with AI Surfacing before Tomorrow before the treatment is carried out.

Regards.

[REDACTED] | PPD Construction Manager

Kier Services I Highways

M: [REDACTED] | [www.kier.co.uk](http://www.kier.co.uk)

191 Tunnel Avenue

London

SE10 0GR

(Sat Nav - SE 10 0PA)

Tel: [REDACTED]

---

**From:** [REDACTED]

**Sent:** 10 January 2017 10:07

**To:** [REDACTED]

**Cc:** Ian Burnell ; Dave Clark

**Subject:** Re: CS7 - Stockwell War Memorial - Cyclists Falling Off Due to Slippery Surface

Hi Ray

Nice to meet you yesterday, please see attached info.

[REDACTED]

Specialist Markings Business Manager

WJ South Limited,

Brook Farm, Drayton Rd.

Newton Longville, Milton Keynes, MK17 0BH.

E: [REDACTED]

T: [REDACTED]

W: [wj.uk](http://wj.uk)



---

**From:** [REDACTED]

**Date:** Monday, 9 January 2017 at 16:01

**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** RE: CS7 - Stockwell War Memorial - Cyclists Falling Off Due to Slippery Surface

Hi [REDACTED]

I will speak to [REDACTED] about it and get it over to you.

Kind regards,

---

**From:** [REDACTED]

**Sent:** 09 January 2017 15:59

**To:** [REDACTED]

**Subject:** Re: CS7 - Stockwell War Memorial - Cyclists Falling Off Due to Slippery Surface

[REDACTED]  
As per our meeting at Stockwell this morning. Could you request that Douglas prepares a detailed report on the findings and possible failures of cycle lane MMA treatment and send over as soon as possible, included with in the report if you could attach the data sheet of the product purposes to be used on the cycle lane ( polyurea) as mentioned you have used this product on other cycle route projects in London.

Regards.

[REDACTED]  
P.P.D Construction Manager

Kier

[191 Tunnel Avenue](#)

[London](#)

[SE10.0GR](#)

On 5 Jan 2017, at 10:01, [REDACTED] > wrote:

Hi [REDACTED]  
Further to our discussion about this, thought I'd send you copies of yesterday's e-mails with Amrit, so you can see what was said before you speak to him.  
Happy new year to you and let me know if there is anything else you need.

[REDACTED]  
Contracts Supervisor  
WJ South Limited, Brook Farm, Drayton Road,  
Newton Longville, Milton Keynes, MK17 0BH.  
E: [REDACTED]  
T: [REDACTED]  
W: [wj.uk](http://wj.uk)



---

**From:** [REDACTED]  
**Sent:** 04 January 2017 14:40  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: CS7 - Stockwell War Memorial - Cyclists Falling Off Due to Slippery Surface

Hi [REDACTED]  
Yes I agree, so without getting into too much of 'ing and fro'ing which won't help, let's just try and find a solution as quickly as possible.  
Kind regards,  
[REDACTED]

---

**From:** Jassal Amrit [<mailto:AmritJassal@tfl.gov.uk>]  
**Sent:** 04 January 2017 14:14  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Re: CS7 - Stockwell War Memorial - Cyclists Falling Off Due to Slippery Surface

Thanks Ian.  
I agree, there are other factors to consider from the media messages and public inquiries.

I just want to ensure that from this Stockwell, we have completed these particular sections in the correct method and the correct materials  
Thanks again for getting back to me so promptly.

Amrit  
Sent from my iPhone

On 4 Jan 2017, at 13:39, [REDACTED] > wrote:

Hi Amrit,  
Didn't expect to hear back from you.....  
I will speak to you again on Tuesday after the crew has been. Fingers crossed the forecast doesn't deteriorate.  
Just so you know, I have/had instructed the crew to re-treat any bends or areas that look like potential slips could occur, as a belt and braces approach to hopefully overcome any future issues. I will get them to also add the locations highlighted in the media messages to this as a priority.  
There could be other reasons as to the slips, but this doing the above will also help to negate other factors that may be contributing to this issue.  
Kind regards,  
[REDACTED]

---

**From:** Jassal Amrit [<mailto:AmritJassal@tfl.gov.uk>]  
**Sent:** 04 January 2017 13:32  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Re: CS7 - Stockwell War Memorial - Cyclists Falling Off Due to Slippery Surface  
Great, many thanks for the update.

Yes please keep me updated and let me know if there any issues.

Happy new year to you!  
Regards  
Amrit

Sent from my iPhone

On 4 Jan 2017, at 13:30, [REDACTED] > wrote:

Hi Amrit,  
I have just confirmed that we can get a crew back again on Monday night (9/01).  
Looking at the forecast, it is better as its slightly warmer so hopefully the gritters will not be out again.  
I have received an out of office for you, so when you get back tomorrow let me know if you want to discuss this any further.  
Kind regards,  
[REDACTED]  
Contracts Supervisor  
WJ South Limited, Brook Farm, Drayton Road,  
Newton Longville, Milton Keynes, MK17 0BH.  
E: [REDACTED]  
T: [REDACTED]  
W: [wj.uk](http://wj.uk)

---

**From:** Jassal Amrit [<mailto:AmritJassal@tfl.gov.uk>]  
**Sent:** 04 January 2017 12:47  
**To:** Ian Burnell  
**Subject:** Fwd: CS7 - Stockwell War Memorial - Cyclists Falling Off Due to Slippery Surface

Hi [REDACTED]  
Sorry to bother you again on this issue. It seems that the alleged 'slippery' surfaces on the Clapham road cycle lanes has now been escalated highly.  
Can you update us on whether the correct product has been laid and when you attend to go on site and reapply or treat these lanes to ensure the correct amount of anti-skid has been applied  
Thanks  
Amrit

Sent from my iPhone

Begin forwarded message:

**From:** "Hanes Jonathan (ST)" <[REDACTED]>  
**Date:** 4 January 2017 at 12:17:17 GMT  
**To:** Morillas Lara Marina <[REDACTED]>,  
Jassal Amrit <[REDACTED]>  
**Subject:** FW: CS7 - Stockwell War Memorial - Cyclists Falling Off Due to Slippery Surface

**Jonathan Hanes**  
Senior Portfolio Sponsor

**Road Space Management - Sponsorship**  
*Realising road improvements for a better London'*

Transport for London, 3Y4, 3rd Floor Yellow Zone, Palestra, 197 Blackfriars Road,  
Southwark, London SE1 8NJ

E: [REDACTED]



---

**From:** Hardy Nigel (RSM Sponsorship)  
**Sent:** 04 January 2017 12:02  
**To:** Sparkes Matthew; Moran Matthew; Fullager Richard (ST); Hanes Jonathan (ST)  
**Cc:** +PcsfPressDesk; Lewington Julie (ST)  
**Subject:** RE: CS7 - Stockwell War Memorial - Cyclists Falling Off Due to Slippery Surface  
Matt – thanks.

Jon/Graham – reading down the chain the last response of substance seems to be from Richard on 22<sup>nd</sup> December saying that the contractor/subcontractor were going to investigate and 'treat', but

with no date. This is potentially a safety issue, and clearly becoming a PR issue. We have to immediately be able to say what, if anything, we believe is the issue here, what we (TfL) are going to do about it and when. This can't now be an open ended 'in due course' type response. Please can you let Press know what the course of action will be as I don't think we can be silent on it any further.

Thanks  
Nigel

---

**From:** Sparkes Matthew  
**Sent:** 04 January 2017 11:37  
**To:** Moran Matthew; Fullager Richard (ST); Hanes Jonathan (ST); Hardy Nigel (RSM Sponsorship)  
**Cc:** +PcsfPressDesk  
**Subject:** RE: CS7 - Stockwell War Memorial - Cyclists Falling Off Due to Slippery Surface

Copying in Jon and Nigel – this seems to be rumbling on. It's likely to get picked up by media eventually if this continues; especially if there ends up being a usable picture of some injury, or something of that nature. Are we confident that we're doing all we can, and that boroughs are also? Or do we know that there are problems we're working to sort? Some falls are unavoidable, so this could just be coverage of those.

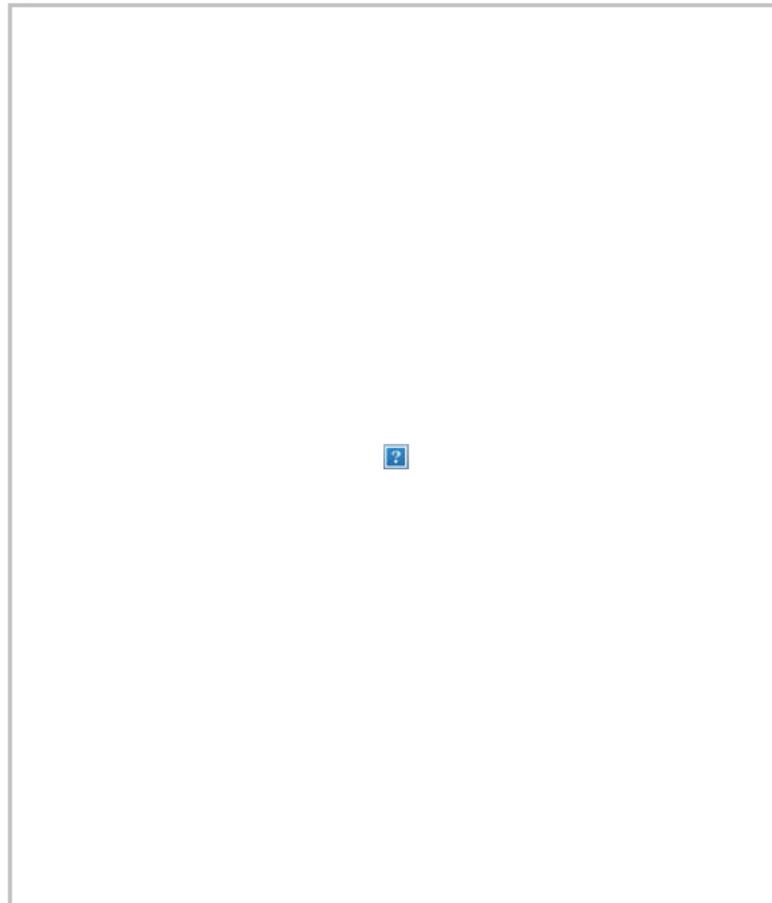
---

**From:** Moran Matthew  
**Sent:** 04 January 2017 11:31  
**To:** Fullager Richard (ST)  
**Cc:** +PcsfPressDesk  
**Subject:** Re: CS7 - Stockwell War Memorial - Cyclists Falling Off Due to Slippery Surface

**Importance:** High

Just sending a few more as FYI – have advised customers I have passed on to be looked into as a matter of urgency.

Matt



**From:** Matt Moran <[REDACTED]>  
**Date:** Wednesday, 4 January 2017 at 11:21  
**To:** "Fullager Richard (ST)" <[REDACTED]>  
**Cc:** +PcsfPressDesk <[PcsfPressDesk@tfl.gov.uk](mailto:PcsfPressDesk@tfl.gov.uk)>  
**Subject:** Re: CS7 - Stockwell War Memorial - Cyclists Falling Off Due to Slippery Surface

Richard,

More on this one – seems to be a recurring issues – copied Press in as a journalist is now tweeting about it



<https://twitter.com/rkwinvisibleman/statuses/816602469300129792>

Any firm response we can give as to what might be happening at this location and a solution>

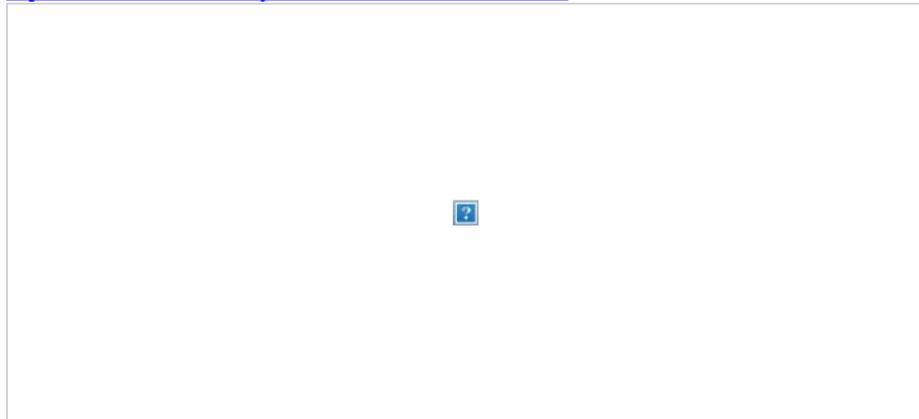
Matt

---

**From:** Matt Moran <[REDACTED]>  
**Date:** Wednesday, 4 January 2017 at 10:49  
**To:** "Fullager Richard (ST)" <[REDACTED]>  
**Subject:** Re: CS7 - Stockwell War Memorial - Cyclists Falling Off Due to Slippery Surface

Hi Richard,

Thanks for the note – this one has come up again today from Lambeth Cyclists  
<https://twitter.com/LambethCyclists/status/816582436553457664>



Just an FYI at this time pending an update from your end.

Matt

---

**From:** "Fullager Richard (ST)" <[REDACTED]>  
**Date:** Thursday, 22 December 2016 at 14:38  
**To:** Matt Moran <[REDACTED]>  
**Subject:** RE: CS7 - Stockwell War Memorial - Cyclists Falling Off Due to Slippery Surface

Hi Matt,

Please find the latest from the project manager at Stockwell as follows:

*It was confirmed that anti-skid had been applied, however there was no assurance as to whether some areas had to be retreated.*

*There was the hope to have this investigated and treated on the spot on Monday night, however due to rained this was postponed.*

*Next available date is unknown but Kier will continue to push the subcontractor on this.*

Hope that helps for now – I will let you know of any dates when they are confirmed.

Thanks,

Richard.

---

**From:** Hanes Jonathan (ST)  
**Sent:** 14 December 2016 18:39  
**To:** Moran Matthew; Fullager Richard (ST)  
**Subject:** RE: CS7 - Stockwell War Memorial - Cyclists Falling Off Due to Slippery Surface

Hi Matt,

We don't have an answer yet but I'm hoping Richard will be able to get back to you in my absence.

Regards,

**Jonathan Hanes**  
Senior Portfolio Sponsor

## Road Space Management - Sponsorship

*Realising road improvements for a better London'*

Transport for London, 3Y4, 3rd Floor Yellow Zone, Palestra, 197 Blackfriars Road,  
Southwark, London SE1 8NJ

E: [REDACTED]



**From:** Moran Matthew

**Sent:** 13 December 2016 16:12

**To:** Hanes Jonathan (ST)

**Subject:** Re: CS7 - Stockwell War Memorial - Cyclists Falling Off Due to Slippery Surface

Hi Jonathan,

Could you let me know if anything was actioned as a result of the below – would be great to be able to go back to the customer on this one.

Thanks,

Matt

---

**From:** Matt Moran <[REDACTED]>

**Date:** Monday, 12 December 2016 at 10:15

**To:** "Hanes Jonathan (ST)" <[REDACTED]>

**Cc:** +PcsfPressDesk <[PcsfPressDesk@tfl.gov.uk](mailto:PcsfPressDesk@tfl.gov.uk)>

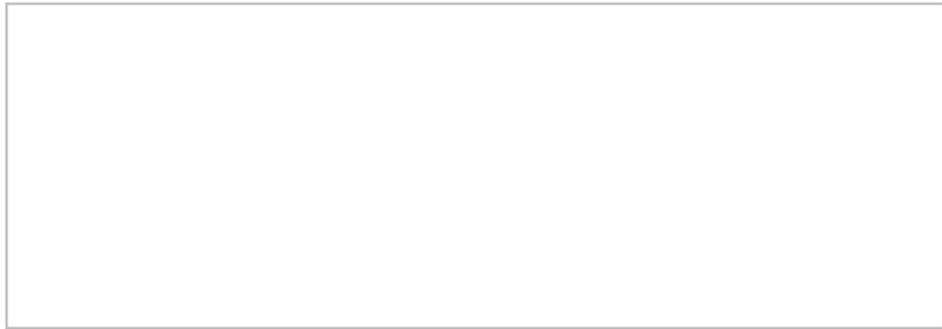
**Subject:** CS7 - Stockwell War Memorial - Cyclists Falling Off Due to Slippery Surface

Hi,

We're getting a number of reports of multiple cyclists coming off their bikes on CS7 by Stockwell War Memorial – can we get somebody out to rectify whatever is causing this? I've responded to the customer to advise I will get 'the team' to look into the issue.

<https://twitter.com/annefairweather/statuses/808240144755134464>





Thanks,

Matt

###

**Matt Moran | Online Community Manager - Cycling**

TfL Online | Transport for London

9<sup>th</sup> Floor, West Wing | 55 Broadway, London, SW1H 0BD

Mobile: [REDACTED]

E-mail: [REDACTED]

\*\*\*\*\*

The contents of this e-mail and any attached files are confidential. If you have received this email in error, please notify us immediately at [postmaster@tfl.gov.uk](mailto:postmaster@tfl.gov.uk) and remove it from your system. If received in error, please do not use, disseminate, forward, print or copy this email or its content. Transport for London excludes any warranty and any liability as to the quality or accuracy of the contents of this email and any attached files.

Transport for London is a statutory corporation whose principal office is at Windsor House, 42-50 Victoria Street, London, SW1H 0TL. Further information about Transport for London's subsidiary companies can be found on the following link: <http://www.tfl.gov.uk/corporate/about-tfl/>

Although TfL have scanned this email (including attachments) for viruses, recipients are advised to carry out their own virus check before opening any attachments, as TfL accepts no liability for any loss, or damage which may be caused by viruses.

\*\*\*\*\*

Registered in England and Wales with company number 02912949 Registered office: Brook Farm, Drayton Road, Newton Longville, Milton Keynes, MK17 0BH

This email is intended solely for the addressee and may contain confidential information If you have received this message in error, please send it back to us and immediately and permanently delete it Do not use copy or disclose the information contained in this message or in any attachment

|

Click [here](#) to report this email as SPAM.

Registered in England and Wales with company number 02912949 Registered office: Brook Farm, Drayton Road, Newton Longville, Milton Keynes, MK17 0BH

This email is intended solely for the addressee and may contain confidential information If you have received this message in error, please send it back to us and immediately and permanently delete it

Do not use copy or disclose the information contained in this message or in any attachment

[REDACTED]

Registered in England and Wales with company number 02912949 Registered office: Brook Farm, Drayton Road, Newton Longville, Milton Keynes, MK17 0BH

This email is intended solely for the addressee and may contain confidential information If you have received this message in error, please send it back to us and immediately and permanently delete it

Do not use copy or disclose the information contained in this message or in any attachment

[REDACTED]

---

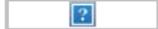
This email is sent on behalf of Kier Group. This email and any attachments are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you are not the addressee, please do not use or publish its contents, please notify Kier Group on +44 (0) 845 607 7000 immediately and then delete it. Contracts cannot be concluded with us nor services effected by email. Emails are not secure and may contain viruses, you are advised to scan all messages for viruses with your own anti-virus programme. Kier Group may monitor emails.

---

Registered in England and Wales with company number 02912949 Registered office: Brook Farm, Drayton Road, Newton Longville, Milton Keynes, MK17 0BH

This email is intended solely for the addressee and may contain confidential information If you have received this message in error, please send it back to us and immediately and permanently delete it

Do not use copy or disclose the information contained in this message or in any attachment

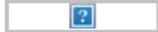


---

Registered in England and Wales with company number 02912949 Registered office: Brook Farm, Drayton Road, Newton Longville, Milton Keynes, MK17 0BH

This email is intended solely for the addressee and may contain confidential information If you have received this message in error, please send it back to us and immediately and permanently delete it

Do not use copy or disclose the information contained in this message or in any attachment



---

This email is sent on behalf of Kier Group. This email and any attachments are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you are not the addressee, please do not use or publish its contents, please notify Kier Group on +44 (0) 845 607 7000 immediately and then delete it. Contracts cannot be concluded with us nor services effected by email. Emails are not secure and may contain viruses, you are advised to scan all messages for viruses with your own anti-virus programme. Kier Group may monitor emails.

---