

**From:** Hilton Saunders [REDACTED]@TfL.gov.uk>  
**Sent:** 27 July 2023 10:16  
**To:** Zoe Vidion [REDACTED]@tfl.gov.uk>; Network Sponsorship Correspondence [REDACTED]@tfl.gov.uk>; Darren McKenna [REDACTED]@tfl.gov.uk>  
**Cc:** Mahmad Hyder [REDACTED]@tfl.gov.uk>; Dean Phelps [REDACTED]@tfl.gov.uk>; Colm Mcallister [REDACTED]@tfl.gov.uk>; Kedish Makumire [REDACTED]@tfl.gov.uk>  
**Subject:** RE: Streets-18565257- For Investigation (TfL Restricted) CRM001:0817000506395

Hi Zoe,

You could request CPOS to undertake an Environmental Visual Audit (EVA) – they would send an on-street down there to observe, take photos and produce a report advising on enforcement and other options.

I've attached an example of a recent report they did to investigate dangerous driver behaviour at Vauxhall Bus Station.

Regards  
Hilton

#### TfL RESTRICTED

**From:** Zoe Vidion [REDACTED]@tfl.gov.uk>  
**Sent:** 27 July 2023 10:09  
**To:** Hilton Saunders [REDACTED]@TfL.gov.uk>; Network Sponsorship Correspondence [REDACTED]@tfl.gov.uk>; Darren McKenna <[REDACTED]@tfl.gov.uk>  
**Cc:** Mahmad Hyder [REDACTED]@tfl.gov.uk>; Dean Phelps [REDACTED]@tfl.gov.uk>; Colm Mcallister <[REDACTED]@tfl.gov.uk>; Kedish Makumire [REDACTED]@tfl.gov.uk>  
**Subject:** RE: Streets-18565257- For Investigation (TfL Restricted) CRM001:0817000506395

Thanks. I guess I was thinking less enforcement and more picking up how much of an issue it is? As not sure how effective it will be for us to just randomly turn up on site to look at it?  
Any advice please  
Z

#### TfL RESTRICTED

**From:** Hilton Saunders [REDACTED]@TfL.gov.uk>  
**Sent:** 27 July 2023 09:32  
**To:** Network Sponsorship Correspondence [REDACTED]@tfl.gov.uk>; Zoe Vidion [REDACTED]@tfl.gov.uk>; Darren McKenna <[REDACTED]@tfl.gov.uk>  
**Cc:** Mahmad Hyder [REDACTED]@tfl.gov.uk>; Dean Phelps <[REDACTED]@tfl.gov.uk>; Colm Mcallister [REDACTED]@tfl.gov.uk>; Kedish Makumire [REDACTED]@tfl.gov.uk>  
**Subject:** RE: Streets-18565257- For Investigation (TfL Restricted) CRM001:0817000506395

Hi Zoe,

The planned cameras will only be able to enforce the No Right Turn.

DECs can be configured to enforce civil moving traffic offences including Banned Manoeuvres, YBJs, and Bus Lanes. DEC would not be able to enforce vehicles overrunning the cycle lane and pedestrian tactile.

Regards  
Hilton

### TfL RESTRICTED

**From:** Network Sponsorship Correspondence [REDACTED]@tfl.gov.uk>  
**Sent:** 27 July 2023 08:17  
**To:** Zoe Vidion [REDACTED]@tfl.gov.uk>; Darren Mckenna [REDACTED]@tfl.gov.uk>  
**Cc:** Mahmad Hyder <[REDACTED]@tfl.gov.uk>; Dean Phelps [REDACTED]@tfl.gov.uk>; Colm Mcallister [REDACTED]@tfl.gov.uk>; Kedish Makumire [REDACTED]@tfl.gov.uk>; Hilton Saunders <[REDACTED]@TfL.gov.uk>  
**Subject:** RE: Streets-18565257- For Investigation (TfL Restricted) CRM001:0817000506395

Hi Zoe

Thanks for the update.

Regards

Mildred

### TfL RESTRICTED

**From:** Zoe Vidion <[REDACTED]@tfl.gov.uk>  
**Sent:** 27 July 2023 08:14  
**To:** Darren Mckenna [REDACTED]@tfl.gov.uk>; Network Sponsorship Correspondence [REDACTED]@tfl.gov.uk>  
**Cc:** Mahmad Hyder [REDACTED]@tfl.gov.uk>; Dean Phelps [REDACTED]@tfl.gov.uk>; Colm Mcallister [REDACTED]@tfl.gov.uk>; Kedish Makumire [REDACTED]@tfl.gov.uk>; Hilton Saunders [REDACTED]@TfL.gov.uk>  
**Subject:** RE: Streets-18565257- For Investigation (TfL Restricted) CRM001:0817000506395

Hi Darren

Sorry I have everything to respond to this – I just need to redact the RSA.

Mildred – apologies for the delay, I had to take a couple of emergency days leave. I will get you this by the end of the week.

Hilton – can you just respond to my query on whether the planned cameras would also be able to pick up this safety issue?

Thanks  
Zoe

### TfL RESTRICTED

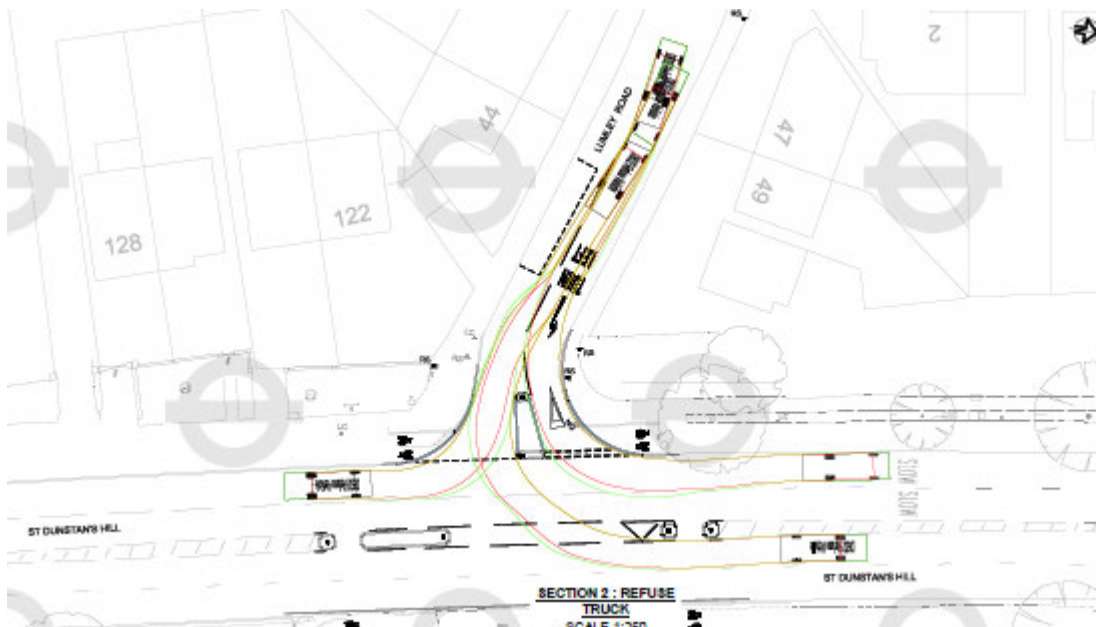
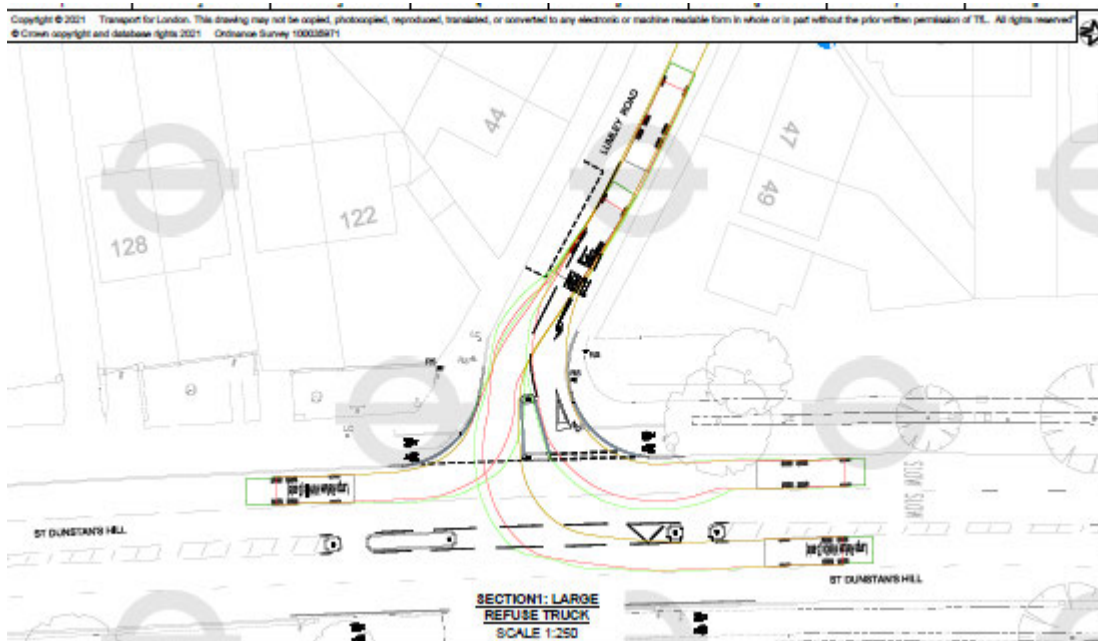
**From:** Darren Mckenna [REDACTED]@tfl.gov.uk>  
**Sent:** 26 July 2023 11:43  
**To:** Network Sponsorship Correspondence [REDACTED]@tfl.gov.uk>; Zoe

Vidion [REDACTED]@tfl.gov.uk>

**Cc:** Mahmad Hyder <[REDACTED]@tfl.gov.uk>; Dean Phelps [REDACTED]@tfl.gov.uk>;  
Colm Mcallister [REDACTED]@tfl.gov.uk>; Kedish Makumire  
<[REDACTED]@tfl.gov.uk>; Hilton Saunders [REDACTED]@TfL.gov.uk>

**Subject:** RE: Streets-18565257- For Investigation (TfL Restricted) CRM001:0817000506395

Tracking was completed prior to the design / implementation. Is the complaint regarding HGV's possibly?





Colm Mcallister [REDACTED]@tfl.gov.uk>

**Subject:** RE: Streets-18565257- For Investigation (TfL Restricted) CRM001:0817000506395

Hi Darren

Yes, we did - see highlighted below.

Regards

Mildred

### TfL RESTRICTED

**From:** Darren McKenna [REDACTED]@tfl.gov.uk>

**Sent:** 26 July 2023 11:23

**To:** Network Sponsorship Correspondence [REDACTED]@tfl.gov.uk>; Zoe Vidion [REDACTED]@tfl.gov.uk>

**Cc:** Mahmad Hyder [REDACTED]@tfl.gov.uk>; Dean Phelps <[REDACTED]@tfl.gov.uk>; Colm Mcallister [REDACTED]@tfl.gov.uk>

**Subject:** RE: Streets-18565257- For Investigation (TfL Restricted) CRM001:0817000506395

Hey Mildred,

There was a safety scheme delivered in April 2022. Banned the right turn out of Lumley Road onto A217 St Dunstan's Hill following several collisions involving vehicles doing this manoeuvre. Most documentation is in place for SG6 with the exception of the Final Account, which PPD are still finalising with the contractor.

A resident is requesting bollards to help with regards to protection. I am not familiar with the site.

Dean / Mahmad, would the crossing area benefit from Bell Bollards, or any other type of bollard in your opinion?

Mildred – Have we received complaints previously with regards to this location?

Thanks for any assistance here all.

Regards,

Darren.

### TfL RESTRICTED

**From:** Network Sponsorship Correspondence [REDACTED]@tfl.gov.uk>

**Sent:** 25 July 2023 10:16

**To:** Zoe Vidion [REDACTED]@tfl.gov.uk>; Darren McKenna [REDACTED]@tfl.gov.uk>

**Subject:** RE: Streets-18565257- For Investigation (TfL Restricted) CRM001:0817000506395

Good morning Darren

Would you be able to assist with an update on the below?

Kind regards

Mildred

**TfL RESTRICTED**

**From:** Network Sponsorship Correspondence

**Sent:** 18 July 2023 12:33

**To:** Zoe Vidion [REDACTED]@tfl.gov.uk>; Darren McKenna [REDACTED]@tfl.gov.uk>

**Subject:** FW: Streets-18565257- For Investigation (TfL Restricted)  
CRM001:0817000506395

Hi Zoe/Darren

We've received correspondence below from Sutton council on behalf of a resident.

Resident is concerned about ped safety at the jctn of A217/Lumley Rd.

This is similar to ref 18202237 where we advised that cameras were going to be installed by July.

Resident is requesting traffic bollards to be placed on either side of the tactile paving and cycle lanes .

Kindly advise if this would be possible?

A response is due by 25/07.

Regards

Mildred

**TfL RESTRICTED**

**From:** CCOInfoRequired [REDACTED]@tfl.gov.uk>

**Sent:** 17 July 2023 14:23

**To:** Network Sponsorship Correspondence <[REDACTED]@tfl.gov.uk>

**Subject:** Streets-18565257- For Investigation (TfL Restricted) CRM001:0817000506395

**TfL RESTRICTED**

Dear Network Sponsorship,

Dear Network Sponsorship,

LB Sutton

Please see the below request. Kindly advise.

This morning I met a resident of Lumley Road [REDACTED] (cc'd) who has raised a valid safety concern at the above location.

The left turn movement by large vehicles from the A217 into Lumley Road are presenting a danger to pedestrians waiting on the tactile paving to cross Lumley Road. The kerb here is flush with the carriageway surface to accommodate the two-way cycle lane adjacent to the pedestrian footway.

Whilst on site for 30mins, two large vehicles turning left into Lumley Road were observed to overrun the cycle lane and pedestrian tactile by a significant amount.

The resident has asked this to be considered as an urgent matter and perhaps traffic bollards on either side of the tactile paving and cycle lanes can be installed as an immediate solution to mitigate the risk.

Please also advise if an independent Road Safety Audit (RSA) of the recent change to this junction is available to review. And whether a post implementation RSA has been completed.?

Kind regards

n/a

Please open the link to view the full details of the enquiry:

[image.png](#)

[Streets Hand-off.docx](#)

A response is due by 24/07/2023 14:22

Kind regards,  
Christopher John  
Customer Service Advisor  
Streets Correspondence  
Customer Experience, Contact Centre Operations