

**From:** Darren Mckenna [REDACTED]@tfl.gov.uk>  
**Sent:** 27 November 2023 10:47  
**To:** Hilton Saunders [REDACTED]@TfL.gov.uk>; Network Sponsorship Correspondence [REDACTED]@tfl.gov.uk>; Kedish Makumire [REDACTED]@tfl.gov.uk>; Gary Smith [REDACTED]@tfl.gov.uk>; Dean Phelps [REDACTED]@tfl.gov.uk>; Mahmad Hyder [REDACTED]@tfl.gov.uk>  
**Cc:** Catharine Mcewan [REDACTED]@tfl.gov.uk>; Zoe Vidion [REDACTED]@tfl.gov.uk>  
**Subject:** RE: 19007271 CRM001:0192000008335

RSA Team has confirmed that this site does not really require a RSA and just requires a separate sign off which is being arranged.  
We are waiting to hear back from the Highways TAA Team.

Regards,

Darren.

### TfL RESTRICTED

**From:** Hilton Saunders [REDACTED]@TfL.gov.uk>  
**Sent:** 24 November 2023 15:09  
**To:** Network Sponsorship Correspondence [REDACTED]@tfl.gov.uk>; Darren Mckenna <[REDACTED]@tfl.gov.uk>; Kedish Makumire [REDACTED]@tfl.gov.uk>; Gary Smith [REDACTED]@tfl.gov.uk>; Dean Phelps [REDACTED]@tfl.gov.uk>; Mahmad Hyder <[REDACTED]@tfl.gov.uk>  
**Cc:** Catharine Mcewan <[REDACTED]@tfl.gov.uk>; Zoe Vidion [REDACTED]@tfl.gov.uk>  
**Subject:** RE: 19007271 CRM001:0192000008335

Hi Mildred,

The enforcement camera is installed but the power issue is still not fixed. Our electrical contractor has been instructed that this is an urgent priority. I'll update you as soon as I have some news.

Regards  
Hilton

### TfL RESTRICTED

**From:** Network Sponsorship Correspondence [REDACTED]@tfl.gov.uk>  
**Sent:** 24 November 2023 12:58  
**To:** Darren Mckenna [REDACTED]@tfl.gov.uk>; Kedish Makumire [REDACTED]@tfl.gov.uk>; Gary Smith [REDACTED]@tfl.gov.uk>; Dean Phelps [REDACTED]@tfl.gov.uk>; Mahmad Hyder [REDACTED]@tfl.gov.uk>; Hilton Saunders [REDACTED]@TfL.gov.uk>  
**Cc:** Catharine Mcewan [REDACTED]@tfl.gov.uk>; Zoe Vidion [REDACTED]@tfl.gov.uk>  
**Subject:** RE: 19007271 CRM001:0192000008335  
**Importance:** High

Hi all

Any update on the below?

Regards

Mildred

## TfL RESTRICTED

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

**Sent:** 22 November 2023 11:10

**To:** Network Sponsorship Correspondence [REDACTED] <[REDACTED]@tfl.gov.uk>; Kedish Makumire <[REDACTED]@tfl.gov.uk>; Gary Smith <[REDACTED]@tfl.gov.uk>; Dean Phelps <[REDACTED]@tfl.gov.uk>; Mahmad Hyder [REDACTED] <[REDACTED]@tfl.gov.uk>; Hilton Saunders [REDACTED] <[REDACTED]@TfL.gov.uk>

**Cc:** Catharine Mcewan [REDACTED] <[REDACTED]@tfl.gov.uk>; Zoe Vidion [REDACTED] <[REDACTED]@tfl.gov.uk>

**Subject:** FW: 19007271 CRM001:0192000008335

Hi All,

Do we have any updates on this?

How are we getting on with the designs for the bollard (I appreciate we all have a lot on right now). Have these been submitted to RSA / Highways TAA?  
The complainant is continuously writing to local cllrs.

Just need an update so we can respond.

Thanks all.

Regards,

Darren.

**From:** [REDACTED] [REDACTED] <[REDACTED]@sutton.gov.uk>

**Sent:** 22 November 2023 10:56

**To:** Darren Mckenna [REDACTED] <[REDACTED]@tfl.gov.uk>

**Cc:** Catharine Mcewan <[REDACTED]@tfl.gov.uk>

**Subject:** Fwd: 19007271 CRM001:0192000008335

Hello Darren,

I am forwarding the emails below to you for information.  
Thanks,

[REDACTED]

[REDACTED]

Engagement & Commissioning (Sutton)

Highways and Transport Shared Service

Website: [www.sutton.gov.uk](http://www.sutton.gov.uk)



----- Forwarded message -----

From: [REDACTED] <[\[REDACTED\]@datasysuk.com](mailto:[REDACTED]@datasysuk.com)>  
Date: Tue, 21 Nov 2023 at 14:45  
Subject: RE: 19007271 CRM001:0192000008335  
To: Customerservice [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
Cc: [REDACTED] <[\[REDACTED\]@sutton.gov.uk](mailto:[REDACTED]@sutton.gov.uk)>

Dear Glen D'Gama

**RE Entrance to Lumley Road from Sutton By-Pass by long wheel based vehicles.**

Thank you for your reply and I appreciate your efforts and am sure you have also become frustrated in getting a timely response on action and timescale.

As the large long wheelbase vehicles are crossing up to a meter onto the path where people wait to cross the road this is a matter of urgency and TFL are always announcing safety is their priority.

It is now nearly 6 months since the London Borough of Sutton Borough Engineer brought this to the attention of TFL and the tardy response in taking action is nothing short of disgraceful.

Safety stubs or bollards on the pavement cannot be that hard to plan and implement!

If by Friday of this week we have not received an action plan and timescales I will reluctantly request this through a FOI and include the poor performance of the stakeholders in TFL in responding with a plan.

Again I thank you for your efforts but this is a potential fatality and time has run out.

Kind regards

[REDACTED]

[REDACTED]

TfL RESTRICTED

**From:** Customerservice [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
**Sent:** 17 November 2023 17:54  
**To:** [REDACTED] <[\[REDACTED\]@datasysuk.com](mailto:[REDACTED]@datasysuk.com)>  
**Subject:** Ref: 19007271 CRM001:0192000008335



TRANSPORT  
FOR LONDON

Ref: 19007271

17 November 2023

Dear [REDACTED]

Thank you for your email of 18 October about road safety concerns on the A217 / Lumley Road.

Please accept my sincere apologies for the delay in this response.

I had referred this matter to our specialist team to look into. However, it is taking longer than expected to investigate it fully. At this stage I do not have a

timescale, but I understand it will not be too long to provide you with some information. Please do bear with us.

When I have the details I will be back in touch with you.

I trust this has been of assistance and I appreciate your patience in this matter.

If there is anything else we can help you with, please reply to this email. However, for any urgent road defect queries, please log this on our website at <https://streetcare.tfl.gov.uk/?cid=streetcare>

Kind regards

Glen D'Gama  
Customer Service Adviser  
**Transport for London Customer Services**

If you wish to reply directly to this email, please click on the reply button on your toolbar. Please do not alter or delete the subject line as this may result in a delay responding to your email.

We aim to reply to all emails within ten working days.



Transport for London (TfL) will use the personal information submitted on this form to process your feedback and provide you with the information or services you have requested. We may need to share your information with our service providers, associated organisations and agents for these purposes. For further information please see our Privacy Policy.

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This email has been scanned by iomartcloud.

<http://www.iomartcloud.com>

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Disclaimers apply, for full details see :

[https://www.sutton.gov.uk/info/200436/customer\\_services/1550/london\\_borough\\_of\\_sutton](https://www.sutton.gov.uk/info/200436/customer_services/1550/london_borough_of_sutton)