

**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:** Darren Mckenna [REDACTED]@tfl.gov.uk>  
**Sent:** 22 November 2023 11:10  
**To:** 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>; Hilton Saunders [REDACTED]@TfL.gov.uk>  
**Cc:** Catharine Mcewan [REDACTED]@tfl.gov.uk>; Zoe Vidion [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]@sutton.gov.uk>  
**Sent:** 22 November 2023 10:56  
**To:** Darren Mckenna [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] [@datasysuk.com](mailto:[REDACTED]@datasysuk.com) [REDACTED] [@datasysuk.com](mailto:[REDACTED]@datasysuk.com)>

Date: Tue, 21 Nov 2023 at 14:45

Subject: RE: 19007271 CRM001:0192000008335

To: Customerservice [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]

Ends

I hope this helps.

If you require any further information, please let me know.

Kind regards

Glen D'Gama  
CCO Streets

**From:** David Wells [REDACTED] <[REDACTED]@tfl.gov.uk>  
**Sent:** 19 December 2023 11:28  
**To:** Glen D'Gama [REDACTED] <[REDACTED]@tfl.gov.uk>; NM Asset Operations FOI Requests [REDACTED] <[REDACTED]@tfl.gov.uk>; Safety, Health and Environment [REDACTED] <[REDACTED]@tfl.gov.uk>  
**Subject:** FOI-3135-2324 Road safety concerns on the A217 / entrance of Lumley Road CRM:0139652

Hi all,

Please see the FOI request below.

Glen – can you say who you've been liaising with on this issue (I presume Asset Ops and SHE – anyone else?) and can we gather all of the material requested?

I'm after input by **8<sup>th</sup> January**.

Thanks,  
David.

## TfL RESTRICTED

**From:** [REDACTED] <[REDACTED]@datasysuk.com> [REDACTED] <[REDACTED]@datasysuk.com>  
**Sent:** 16 December 2023 11:24  
**To:** FOI [REDACTED] <[REDACTED]@tfl.gov.uk>; [REDACTED] <[REDACTED]@datasysuk.com>; [REDACTED] <[REDACTED]@tony.shields@sutton.gov.uk>  
**Cc:** [REDACTED] <[REDACTED]@aol.com>; [REDACTED] <[REDACTED]@hotmail.com>  
**Subject:** RE: FOI-3135-2324 Road safety concerns on the A217 / entrance of Lumley Road CRM:0139652

Dear David Wells

The email was part of the correspondence between Glen D'Gama and myself and never intended or formatted as an FOI request so I have prepared one below.

**FOI request and statement of why an FOI is determined to be necessary.**

Because of concerns raised by local people [REDACTED], The Borough Engineer and myself had a site meeting in July where we all witnessed HGV vehicles wheels going over the pedestrian area of the pavement at the junction of Lumley Road with the Sutton Bypass. The borough Engineer then made TFL aware of the dangers including pictures and asked for urgent action such as installing a bell bollard or similar be placed on the pavement. The area of the pavement that the vehicles go over is where pedestrians and cyclist stand waiting to cross the road.

TFL state that safety matters take priority yet nearly 6 months after a potential lethal road safety issue was brought to TFLs attention from the Borough Engineer of Sutton Council there has been no action to remedy the problem. I have made regular enquiries regarding an update and schedule of works to remedy the situation via Glen D'Gama who has in turn asked the stakeholders for an update but no reply of any consequence was forthcoming from them. As far as I am aware there has not even been a site survey meeting by TFL.

Please provide a copy of all communications within TFL regarding this matter from July. Also provide minutes of stakeholder meetings regarding this danger and proposals to remedy. Please explain why such a serious situation has not been actioned in a timely manner in line with TFLs stated response to safety issues.

[REDACTED]  
Lumley Road Action Group

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**From:** FOI [REDACTED]@tfl.gov.uk>  
**Sent:** 05 December 2023 10:38  
**To:** [REDACTED]@datasysuk.com>  
**Subject:** FOI-3135-2324 Road safety concerns on the A217 / entrance of Lumley Road CRM:0139652

Dear [REDACTED],

**TfL Ref: FOI-3135-2324**

Our Customer Services team have passed over your request of 26<sup>th</sup> November 2023 – detailed below – to be handled in accordance with the requirements of the Freedom of Information Act.

Before progressing your case further please can you clarify the exact recorded information you require? Is it solely for copies of correspondence between TfL and the London Borough of Sutton about the installation of CCTV at the junction of Lumley Road and the A217, or something else? Further, over what timeframe does the request relate? The more specific you can be the more likely it is we will be able to respond positively within the costs limit for answering FOI cases.

Your case has been put on hold awaiting the clarification requested and the twenty working day deadline for response will reset once that clarification is received. If we hear nothing

further from you by 27<sup>th</sup> December 2023 your case will be closed and any subsequent response will be treated as a new request.

Yours sincerely,

David Wells  
FOI Case Officer  
**FOI Case Management Team**  
**General Counsel**  
**Transport for London**

FOI-3135-2324 [REDACTED] [REDACTED] ([@datasysuk.com](mailto:[REDACTED]@datasysuk.com)) Received 26/11/2023

Dear Glen D'Gama

Thank you for this update regarding the enforcement camera.. I thought this must be the case as although nearly all are now observing the no right turns there are a few repeat offenders and obviously they are not being penalised.

In your previous email you say that I am disappointed in your reply. I just wanted to make it clear it is the response to you from the relevant TFL stakeholders and lack of information and in particular the inaction from them is what I am disappointed with.

I fully appreciate your endeavours to get me information and can only believe you must also feel frustrated in the constant delays and inactions.

Regrettably I believe the only way going forward I have to get urgent action from those responsible at TFL is with a FOI request for the chain of events from the request from LBS to the current date including all communication. I realise this causes extra work but if it gets action could save a life.

I reiterate again for the record that currently a potentially fatality is in danger of occurring where some long wheel base HGV and PSV vehicles mount the pavement by up to a meter when entering Lumley Road from Sutton Bypass. This was witnessed at a council site meeting last July when the LBS Borough then contacted TFL asking for urgent action, safety stubs or bollard posts on the edge of the pavement was suggested.

Kind regards

[REDACTED]

**From:** Customerservice [REDACTED] ([@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk))

**Sent:** 24 November 2023 16:21

**To:** [REDACTED] ([@datasysuk.com](mailto:[REDACTED]@datasysuk.com)) [REDACTED] ([@datasysuk.com](mailto:[REDACTED]@datasysuk.com))

**Subject:** Road safety concerns on the A217 / entrance of Lumley Road  
CRM001:0192000008380

[REDACTED]



TRANSPORT  
FOR LONDON

Ref: 19211057

24 November 2023

Dear [REDACTED]

I refer to my email sent to you earlier today about road safety concerns on the A217 / entrance of Lumley Road.

I have an update for you that 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 will update you as soon as I have some further information.

I trust this has been of assistance.

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**

The customer's initial email was in response to a consultation update:

**From:** [REDACTED] [datasysuk.com](mailto:[REDACTED]@datasysuk.com) [REDACTED] [@datasysuk.com](mailto:[REDACTED]@datasysuk.com)  
**Sent:** 25 October 2021 15:06  
**To:** Haveyoursay [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)  
**Cc:** [REDACTED] [@parliament.uk](mailto:[REDACTED]@parliament.uk)  
**Subject:** RE: Consultation update - Lumley Road, Cheam safety improvements

Dear [REDACTED]

Regarding the forthcoming no right turns out of Lumley Road onto the A217 it would be prudent to install a CCTV at the same time as evidence at the junction of Churchill Road and the 217 shows that some motorists will ignore the restriction.

I note that this is mentioned in the detail of the proposals but does not confirm its installation but merely states it may be needed as enforcement. Can I suggest that as a minimum a temporary CCTV is installed once the work is completed to coincide with its commissioning to be left for a number of weeks. I understand these need to be booked ahead of time and would ask you to reserve one now.

Please acknowledge receipt of this email to your personal attention.

Kind regards

██████████

Ends

I hope this information is sufficient. When we in CCO were dealing the customer's correspondence since then, we had referred it to the area sponsors and later Asset Operations South.

Kind regards

Glen D'Gama  
CCO Streets

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<http://www.iomartcloud.com>