

**From:** Mahmad Hyder <[REDACTED]@tfl.gov.uk>  
**Sent:** 31 July 2023 15:11  
**To:** Darren Mckenna [REDACTED]@tfl.gov.uk>; Dean Phelps [REDACTED]@tfl.gov.uk>  
**Cc:** Network Sponsorship Correspondence [REDACTED]@tfl.gov.uk>  
**Subject:** RE: Streets-18565257- For Investigation (TfL Restricted) CRM001:0817000506395

Hey Darren  
Agree, resolving driver behaviour is tricky.  
What are your thoughts on going back to Engineering and asking for appropriate measures (including signage), as they approved the design?

**Regards**

**Mahmad**

Mahmad Hyder  
Asset Operations Manager – Croydon & Sutton  
Network Management and Resilience | Tfl Operations  
NMR – Asset Operations  
E: [REDACTED]@tfl.gov.uk



EVERY JOURNEY MATTERS

If you have an **urgent safety concern** you MUST send this to the Asset Ops 24/7 Response Desk or Streetcare if non-urgent, details below.

**Asset Operations Response Desk** - [REDACTED] or [REDACTED]@tfl.gov.uk **Streetcare Website** - [Streetcare@tfl.gov.uk](mailto:Streetcare@tfl.gov.uk)

**TfL RESTRICTED**

**From:** Darren Mckenna [REDACTED]@tfl.gov.uk>  
**Sent:** 31 July 2023 09:42  
**To:** Dean Phelps [REDACTED]@tfl.gov.uk>  
**Cc:** Mahmad Hyder [REDACTED]@tfl.gov.uk>; Network Sponsorship Correspondence [REDACTED]@tfl.gov.uk>  
**Subject:** RE: Streets-18565257- For Investigation (TfL Restricted) CRM001:0817000506395

Many thanks for this Dean. Very helpful.

So, we can confirm that smaller vehicles navigate the area fine, it is just the heavies that are causing the issues.

The new proposals did have tracking completed, and this seemed fine. It is just poor driver behaviour possibly, which really cannot do anything about?

There is an LC in close proximity, I am wondering if we could perhaps introduce a sign warned larger vehicles to slow down and to navigate the area with caution due to pedestrians?

Regards,

Darren.

## TfL RESTRICTED

**From:** Dean Phelps [REDACTED]@tfl.gov.uk>  
**Sent:** 28 July 2023 12:29  
**To:** Darren Mckenna [REDACTED]@tfl.gov.uk>  
**Cc:** Mahmad Hyder [REDACTED]@tfl.gov.uk>; Network Sponsorship Correspondence [REDACTED]@tfl.gov.uk>  
**Subject:** RE: Streets-18565257- For Investigation (TfL Restricted) CRM001:0817000506395

Hi Darren

For you I thought I would give some photos to mule over the weekend 😊

There are some evidence of large vehicles overriding the kerb on the southern side of the junction. I did hang around to see if I could witness this happening, but all were small cars, vans ect... navigating the junction perfectly.

I think care should be taken whether a bell bollard should be used. St Dunstan's Hill is 40mph approaching the junction so you would expect drivers to approach at speeds faster than a normal 30mph highway. Any consideration for a bell bollard would I suspect need a safety audit. Also as you will see from the attached photos footway space here is a little limited and there is a risk the solution may become a hazard itself.

Regards

**Dean Phelps**

South Area Asset Operations Officer

🚇 TRANSPORT FOR LONDON

Network Management and Resilience | TfL Operations

NMR-Asset Operations

[REDACTED] | Beddington Lane | Croydon CR0 4TH

[REDACTED] | E: [REDACTED]@tfl.gov.uk

If you have an **urgent safety concern** for a road, bus or river asset you **MUST** send this to the Asset Ops 24/7 Response Desk or please use Streetcare for anything non-urgent. **NMR-Asset Operations Response Desk** - [REDACTED] or [\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk). **Streetcare Website** - <https://streetcare.tfl.gov.uk/>



EVERY JOURNEY MATTERS

**From:** Darren Mckenna <[REDACTED]@tfl.gov.uk>  
**Sent:** 27 July 2023 10:23  
**To:** Dean Phelps [REDACTED]@tfl.gov.uk>  
**Cc:** Mahmad Hyder [REDACTED]@tfl.gov.uk>; Network Sponsorship Correspondence [REDACTED]@tfl.gov.uk>  
**Subject:** RE: Streets-18565257- For Investigation (TfL Restricted) CRM001:0817000506395

Brilliant, thanks Dean.

Regards,

Darren.

## TfL RESTRICTED

**From:** Dean Phelps [REDACTED] <[REDACTED]@tfl.gov.uk>  
**Sent:** 27 July 2023 10:07  
**To:** Darren Mckenna [REDACTED] <[REDACTED]@tfl.gov.uk>  
**Cc:** Mahmad Hyder [REDACTED] <[REDACTED]@tfl.gov.uk>  
**Subject:** RE: Streets-18565257- For Investigation (TfL Restricted) CRM001:0817000506395

Hi Darren

I should be able to get down to Lumley Road on Monday

### Dean Phelps

South Area Asset Operations Officer

 TRANSPORT FOR LONDON

Network Management and Resilience | TfL Operations

NMR-Asset Operations

1<sup>st</sup> floor – TfL Offices | Beddington Lane | Croydon CR0 4TH

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If you have an **urgent safety concern** for a road, bus or river asset you **MUST** send this to the Asset Ops 24/7 Response Desk or please use Streetcare for anything non-urgent. **NMR-Asset Operations Response Desk** - [REDACTED] or [NMR-\[REDACTED\]@tfl.gov.uk](#). **Streetcare Website** - <https://streetcare.tfl.gov.uk/>



EVERY JOURNEY MATTERS

**From:** Darren Mckenna <[REDACTED]@tfl.gov.uk>  
**Sent:** 26 July 2023 11:23  
**To:** Network Sponsorship Correspondence [REDACTED] <[REDACTED]@tfl.gov.uk>; Zoe Vidion [REDACTED] <[REDACTED]@tfl.gov.uk>  
**Cc:** Mahmad Hyder [REDACTED] <[REDACTED]@tfl.gov.uk>; Dean Phelps [REDACTED] <[REDACTED]@tfl.gov.uk>; Colm Mcallister [REDACTED] <[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