

**From:** Network Sponsorship Correspondence [REDACTED]@tfl.gov.uk>  
**Sent:** Thursday, September 14, 2023 3:23 PM  
**To:** Colm Mcallister [REDACTED]@tfl.gov.uk>  
**Cc:** Darren Mckenna [REDACTED]@tfl.gov.uk>  
**Subject:** RE: Streets-18746266- For Investigation (TfL Restricted) CRM001:0817000550560

Thanks Colm

Regards

Mildred

### TfL RESTRICTED

**From:** Colm Mcallister [REDACTED]@tfl.gov.uk>  
**Sent:** 14 September 2023 14:22  
**To:** Network Sponsorship Correspondence [REDACTED]@tfl.gov.uk>  
**Cc:** Darren Mckenna [REDACTED]@tfl.gov.uk>  
**Subject:** RE: Streets-18746266- For Investigation (TfL Restricted) CRM001:0817000550560

Hi Mildred,

Regarding the safety concern around HGVs making the left turn onto Lumley Rd, highlighted by the customer; we have been in discussion with stakeholders including the A217 asset manager, and the design engineer & PM involved with the recent Dunstan's Hill scheme.

We have taken into consideration another customer's suggestion of bollards to prevent HGVs cutting across the cycle lanes and footway. This will now go through the design process, and if the bollards are suitable, we aim to deliver the changes on site as quick as TfL's resources allow.

Unfortunately we are not planning to put in a formal crossing across Dunstan's Hill by Lumley Rd, this is because the pedestrian demand is not high enough to justify the delay it would cause to the buses and general traffic. These decisions are data driven, including the recent changes that were made on Dunstan's Hill. Please note there are formal crossings either side of Lumley Road (at Sheen Rd and Church Hill Rd), which are positioned using TfL's design standards.

There is also no plan at the moment to reduce the speed limit on the A217, however this can change in the future.

Thanks,  
Colm

### TfL RESTRICTED

**From:** Network Sponsorship Correspondence [REDACTED]@tfl.gov.uk>  
**Sent:** 07 September 2023 11:37  
**To:** Colm Mcallister [REDACTED]@tfl.gov.uk>  
**Cc:** Darren Mckenna [REDACTED]@tfl.gov.uk>  
**Subject:** FW: Streets-18746266- For Investigation (TfL Restricted)  
CRM001:0817000550560

TfL RESTRICTED

**From:** Darren Mckenna [REDACTED]@tfl.gov.uk>  
**Sent:** 30 August 2023 11:23  
**To:** Network Sponsorship Correspondence <[REDACTED]@tfl.gov.uk>  
**Subject:** RE: Streets-18746266- For Investigation (TfL Restricted) CRM001:0817000550560

For now – I am asking questions but the replies are slow.  
People may be away or just busy.

I will keep chasing though.

Regards,

Darren.

TfL RESTRICTED

**From:** Network Sponsorship Correspondence [REDACTED]@tfl.gov.uk>  
**Sent:** 30 August 2023 10:49  
**To:** Darren Mckenna [REDACTED]@tfl.gov.uk>  
**Cc:** Zoe Vidion [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>  
**Subject:** RE: Streets-18746266- For Investigation (TfL Restricted) CRM001:0817000550560

Ok, thanks

Mildred

TfL RESTRICTED

**From:** Darren Mckenna [REDACTED]@tfl.gov.uk>  
**Sent:** 29 August 2023 15:14  
**To:** Network Sponsorship Correspondence [REDACTED]@tfl.gov.uk>  
**Cc:** Zoe Vidion [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>  
**Subject:** RE: Streets-18746266- For Investigation (TfL Restricted) CRM001:0817000550560

Hey Mildred,

We are still looking at this.

Do we have any feedback at all? I know Gary said that we could look at a bollard? I also know that Dean raised some concerns about that.  
We know heavies are crossing the footway at this location.

Thanks for any advice or guidance here all.

Regards,

Darren.

TfL RESTRICTED

**From:** Network Sponsorship Correspondence [REDACTED]@tfl.gov.uk>  
**Sent:** 29 August 2023 14:23  
**To:** Darren Mckenna [REDACTED]@tfl.gov.uk>  
**Cc:** Zoe Vidion [REDACTED]@tfl.gov.uk>  
**Subject:** FW: Streets-18746266- For Investigation (TfL Restricted)  
CRM001:0817000550560

Hi Darren

Can I please have your comments on the below? re: lack of safe place to cross at the junction of Lumley Rd/Dunstans Hill?

A response is due by 05/09.

Regards

Mildred

TfL RESTRICTED

**From:** CCOInfoRequired [REDACTED]@tfl.gov.uk>  
**Sent:** 29 August 2023 10:29  
**To:** Network Sponsorship Correspondence [REDACTED]@tfl.gov.uk>  
**Subject:** Streets-18746266- For Investigation (TfL Restricted) CRM001:0817000550560

TfL RESTRICTED

Dear Network Sponsorship,

There are not enough safe place to cross on the Lumley road exit to at Dunstans hill. I have witnessed two close calls with cars and pedestrians/cyclists and feel unsafe every time I have to push my baby over that road to reach the Yourspace project in sears park. Are there plans to install a new crossing/reduce the speed limit?

Location: 176 Alma Cres, Sutton SM1 2LW

Sutton

<https://goo.gl/maps/HmsoVXLdyB21XK8k7>

Section Reference 0000A217\_4/00070  
Description A217,ST DUNSTAMS HILL,N/B,(7 STAFFORD CLOSE TO JUNC CHURCHILL RD),SM3  
LoHAC Area LOHAC SOUTH  
Carriage way Single Carriageway  
Direction NB  
Road Type Main  
Tfl Responsibility Highways Authority  
176 Alma Cres, Sutton SM1 2LW, UK  
Please open the link to view the full details of the enquiry:

[Streets Hand-off.docx](#)

A response is due by 05/09/2023 10:28

Kind regards,  
Andrew Clapham  
Customer Service Advisor  
Streets Correspondence  
Customer Experience, Contact Centre Operations