

**From:** Darren Mckenna [REDACTED]@tfl.gov.uk>  
**Sent:** 22 December 2023 12:57  
**To:** Dean Phelps [REDACTED]@tfl.gov.uk>  
**Cc:** David Wells [REDACTED]@tfl.gov.uk>; NM Asset Operations FOI Requests [REDACTED]@tfl.gov.uk>; Gary Oliver [REDACTED]@tfl.gov.uk>; Mahmad Hyder [REDACTED]@tfl.gov.uk>; Network Sponsorship Correspondence [REDACTED]@tfl.gov.uk>; Zoe Vidion [REDACTED]@tfl.gov.uk>  
**Subject:** RE: St Dunstons / Lumley Road Bollard Introduction

Hi Dean,

This is fantastic news. Thank you for all your help on this.  
Merry Christmas to you too.  
Can this information be relayed to the MOP by way of an update?

Thanks again.

Regards,

Darren.

**From:** Dean Phelps [REDACTED]@tfl.gov.uk>  
**Sent:** 22 December 2023 12:11  
**To:** Darren Mckenna [REDACTED]@tfl.gov.uk>  
**Subject:** FW: St Dunstons / Lumley Road Bollard Introduction

Hi Darren

I have just been able to instruct the order for Lumley Road, FMC has given me a target date of 12 January 2024, so would suggest any response to enquiries "works due to be completed in January 2024".

Hopefully there will not be any unforeseeable delays

Merry Christmas

**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

Tel: +[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]  
[REDACTED]@tfl.gov.uk **Streetcare Website** - <https://streetcare.tfl.gov.uk/>



EVERY JOURNEY MATTERS

**From:** Dean Phelps  
**Sent:** 22 December 2023 12:05  
**To:** [REDACTED]@fmconway.co.uk) [REDACTED]@fmconway.co.uk>

**Cc:** Mahmad Hyder [REDACTED]@tfl.gov.uk>  
**Subject:** RE: St Dunstons / Lumley Road Bollard Introduction

Cheers [REDACTED]

Order has now been approved with a target date of 12 January 2024

Dean Phelps

South Area Asset Operations Officer

🚇 TRANSPORT FOR LONDON

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NMR-Asset Operations

[REDACTED] | Beddington Lane | Croydon CR0 4TH

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

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[REDACTED]@tfl.gov.uk. **Streetcare Website** - <https://streetcare.tfl.gov.uk/>



EVERY JOURNEY MATTERS

**From:** Long Wu [REDACTED]@tfl.gov.uk>  
**Sent:** 22 December 2023 12:00  
**To:** Dean Phelps [REDACTED]@tfl.gov.uk>  
**Cc:** Rafudin Bacchus [REDACTED]@tfl.gov.uk>; Mahmad Hyder [REDACTED]@tfl.gov.uk>  
**Subject:** RE: St Dunstons / Lumley Road Bollard Introduction

Hi Dean,

It is RTIed now.

Regards,

Long

**From:** Dean Phelps [REDACTED]@tfl.gov.uk>  
**Sent:** 22 December 2023 11:25  
**To:** Long Wu [REDACTED]@tfl.gov.uk>  
**Cc:** Rafudin Bacchus [REDACTED]@tfl.gov.uk>; Mahmad Hyder [REDACTED]@tfl.gov.uk>  
**Subject:** FW: St Dunstons / Lumley Road Bollard Introduction  
**Importance:** High

Hi Long Wu

Please can you review order 2869012, this has become high sensitive and political, I have the new budget code and a target date for completion.

Just need order released for instruction.

Kind Regards

Dean Phelps

South Area Asset Operations Officer

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Network Management and Resilience | TfL Operations

NMR-Asset Operations

█ | Beddington Lane | Croydon CR0 4TH

Tel: █ | E: █@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** - █ or █  
█@tfl.gov.uk **Streetcare Website** - <https://streetcare.tfl.gov.uk/>



EVERY JOURNEY MATTERS

**From:** █@fmconway.co.uk>

**Sent:** 22 December 2023 11:17

**To:** Dean Phelps █@tfl.gov.uk>

**Subject:** Re: St Dunstons / Lumley Road Bollard Introduction

Hi Dean

Lead time for these are 2-3 days, but it's unlikely I get the order raised today. Instruct This to be done by 12/1/24. We should have the bollards in by the 8th or 9th at the latest.



█  
Phone: Mobile: █  
Email: █@fmconway.co.uk  
Address: FM Conway, Beddington lane, CR0 4TH  
Website: [www.fmconway.co.uk](http://www.fmconway.co.uk)



On 22 Dec 2023, at 10:48, Dean Phelps █@tfl.gov.uk> wrote:

**External Message:** Do not click or open links or attachments unless you recognise the sender and know the content is safe.

Hi █

Order 2869012 is ready to instruct could you investigate the lead time to order and install two streetscape type bell bollards

<image013.png>

In addition please take the two points in to account

1. Ensure the bollards have adequate contrast to the surrounding surface. This may require additional reflective/contrasting banding on the bell part (don't want cyclists to clip the flared base which sticks out).
2. The orientation of the "wand" part should be such that it has maximum clearance to the cycle track.

Kind Regards

Dean Phelps

South Area Asset Operations Officer

<image005.gif>

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Network Management and Resilience | TfL Operations

NMR-Asset Operations

■ | Beddington Lane | Croydon CR0 4TH

■ | ■ [@tfl.gov.uk](mailto:■@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** - ■ or ■  
■ [@tfl.gov.uk](mailto:■@tfl.gov.uk) **Streetcare Website** - <https://streetcare.tfl.gov.uk/>

<image006.png>

## TfL RESTRICTED

**From:** Simone Brown ■ [@tfl.gov.uk](mailto:■@tfl.gov.uk)>

**Sent:** 21 December 2023 15:31

**To:** Dean Phelps ■ [@tfl.gov.uk](mailto:■@tfl.gov.uk)>

**Cc:** Mahmad Hyder ■ [@tfl.gov.uk](mailto:■@tfl.gov.uk)>; Gary Oliver ■ [@tfl.gov.uk](mailto:■@tfl.gov.uk)>;  
Rafudin Bacchus ■ [@tfl.gov.uk](mailto:■@tfl.gov.uk)>; Alex Pearce ■ [@tfl.gov.uk](mailto:■@tfl.gov.uk)>

**Subject:** RE: St Dunstons / Lumley Road Bollard Introduction

Di Dean

The maximo code is S\_AD025

Regards

Simone Brown

Budget Control Officer

<image003.jpg>

TRANSPORT FOR LONDON

Network Management & Resilience Directorate

TfL Operations | NMR-Asset Operations

Palestra House | ■ | 197 Blackfriars Road | London SE1 8NJ

Email: ■ [@tfl.gov.uk](mailto:■@tfl.gov.uk)

Web: <https://streetcare.tfl.gov.uk>

<image004.png>

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 [NM-AssetOperationsResponseDesk@tfl.gov.uk](mailto:NM-AssetOperationsResponseDesk@tfl.gov.uk). **Streetcare Website** - [Streetcare@tfl.gov.uk](mailto:Streetcare@tfl.gov.uk)

## TfL RESTRICTED

**From:** Dean Phelps [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
**Sent:** 21 December 2023 13:44  
**To:** Simone Brown [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Alex Pearce [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
**Cc:** Mahmad Hyder [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Gary Oliver [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Rafudin Bacchus [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
**Subject:** FW: St Dunstons / Lumley Road Bollard Introduction

Hi Simone

Please can you provide a budget code for order 2869012 for the value of £3,591.72

WBS code provided is SC.3773.300.004

Please can you advise when ready as the works are urgent

Kind Regards

[Dean Phelps](#)

South Area Asset Operations Officer

<image005.gif>

TRANSPORT FOR LONDON

Network Management and Resilience | TfL Operations

NMR-Asset Operations

[REDACTED] | Beddington Lane | Croydon CR0 4TH

Tel: +[REDACTED] | E: [REDACTED] [@tfl.gov.uk](mailto:[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]  
[REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk). **Streetcare Website** - <https://streetcare.tfl.gov.uk/>

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## TfL RESTRICTED

**From:** Darren Mckenna [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
**Sent:** 21 December 2023 13:40  
**To:** Dean Phelps [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
**Cc:** Mahmad Hyder [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Gary Oliver [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; David Wells [REDACTED] [@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
**Subject:** RE: St Dunstons / Lumley Road Bollard Introduction

Thanks Dean.

Please use SC.3773.300.004

Thanks for all your help.

Darren.

## TfL RESTRICTED

**From:** Dean Phelps [REDACTED]@tfl.gov.uk>  
**Sent:** 21 December 2023 12:17  
**To:** Darren McKenna [REDACTED]@tfl.gov.uk>  
**Cc:** Mahmad Hyder [REDACTED]@tfl.gov.uk>; Gary Oliver [REDACTED]@tfl.gov.uk>  
**Subject:** FW: St Dunstons / Lumley Road Bollard Introduction  
**Importance:** High

Hi Darren

Order 2869012 value has now come in at £3,591.72 can you provide a WBS code and Budget code so I can progress this with FMC

Cheers

Dean Phelps

South Area Asset Operations Officer

<image005.gif>

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Network Management and Resilience | TfL Operations

NMR-Asset Operations

■ [REDACTED] TfL Offices | Beddington Lane | Croydon CR0 4TH

Tel: +[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] [REDACTED]@tfl.gov.uk. **Streetcare Website** - <https://streetcare.tfl.gov.uk/>

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## TfL RESTRICTED

**From:** [REDACTED]@fmconway.co.uk>  
**Sent:** 21 December 2023 10:29  
**To:** Dean Phelps [REDACTED]@tfl.gov.uk>  
**Subject:** RE: St Dunstons / Lumley Road Bollard Introduction

Hi Dean,

Ironically, I'm in the process of doing the quote at the moment.

Regards

Paul

<image007.png>

██████████  
████████████████████  
HMF South Contract

Phone: ██████████  
Mobile: ██████████  
Email: ██████████@fmconway.co.uk  
Address: FM Conway Depot, Beddington Lane, Croydon, CR0 4TH  
Website: [www.fmconway.co.uk](http://www.fmconway.co.uk)

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<image009.png>

<image010.png>

<image011.png>

## TfL RESTRICTED

**From:** Dean Phelps ██████████@tfl.gov.uk>  
**Sent:** Thursday, December 21, 2023 10:27 AM  
**To:** Paul Wells - TFL ██████████@fmconway.co.uk>  
**Cc:** Mahmad Hyder ██████████@tfl.gov.uk>; Damien Hewetson ██████████@tfl.gov.uk>  
**Subject:** RE: St Dunstons / Lumley Road Bollard Introduction

**External Message:** Do not click or open links or attachments unless you recognise the sender and know the content is safe.

Hi Paul

Sorry to chase, please can you review and cost order 2869012

Cheers

**Dean Phelps**

South Area Asset Operations Officer

<image005.gif>

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Network Management and Resilience | TfL Operations

NMR-Asset Operations

██████████ | Beddington Lane | Croydon CR0 4TH

██████████ | E: ██████████@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** - x ██████████ or ██████████  
██████████@tfl.gov.uk **Streetcare Website** - <https://streetcare.tfl.gov.uk/>

<image006.png>

## TfL RESTRICTED

**From:** Dean Phelps  
**Sent:** 08 December 2023 11:29  
**To:** [REDACTED] - TFL [REDACTED] <[\[REDACTED\]@fmconway.co.uk](mailto:[REDACTED]@fmconway.co.uk)>  
**Cc:** Mahmad Hyder [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Damien Hewetson [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
**Subject:** FW: St Dunstons / Lumley Road Bollard Introduction

Hi Paul

On a different note 😊 could you cost order 2869012 just raised and set to price requested

Regards

**Dean Phelps**

South Area Asset Operations Officer

<[image005.gif](#)>

TRANSPORT FOR LONDON

Network Management and Resilience | TfL Operations

NMR-Asset Operations

[REDACTED] | Beddington Lane | Croydon CR0 4TH

Tel: +[REDACTED] | E: [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>

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<[image006.png](#)>

**From:** Darren Mckenna <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
**Sent:** 07 December 2023 11:52  
**To:** Christopher Gooch [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Gary Smith [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Dean Phelps <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>; Mahmad Hyder [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
**Cc:** Network Sponsorship Correspondence [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>  
**Subject:** St Dunstons / Lumley Road Bollard Introduction

Hi All,

I hope you are well.

Just a quick one, Chris, I have completed the Non Audit Requirements, and have signed the document.

Are you happy with this?

If so, I think we are good to go on this?

Look forward to hearing from you.

Thanks for all your help on this.

Regards,

**Darren Mckenna**

Principal Sponsor | Investment Delivery Planning



Phone: [REDACTED] | Mobile: [REDACTED]

[REDACTED] Palestra, 197 Blackfriars Road, Southwark, London SE1 8NJ

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

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## TfL RESTRICTED

This message has been scanned for malware by Forcepoint. [www.forcepoint.com](http://www.forcepoint.com)

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