



PUBLIC TRANSPORT LIAISON COMMITTEE

Date: TUESDAY, 13 JUNE 2023 at 7.00 pm

**Committee Room 1 + 2
Civic Suite
Lewisham Town Hall
London SE6 4RU**

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MEMBERS

Councillor Edison Huynh
Councillor Louise Krupski
Councillor James Royston

L
Labour Co-op
Labour Co-op

Members are summoned to attend this meeting

**Jeremy Chambers
Director of Law, Elections and Corporate
Governance
Lewisham Town Hall
Catford
London SE6 4RU
Date: Monday 5 June 2023**



INVESTOR IN PEOPLE

ORDER OF BUSINESS – PART 1 AGENDA

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Lewisham



INVESTOR IN PEOPLE

The public are welcome to attend our committee meetings, however occasionally committees may have to consider some business in private. Copies of reports can be made available in additional formats on request.

MINUTES OF THE PUBLIC TRANSPORT LIAISON COMMITTEE

PRESENT: Councillor Royston, Councillor Huynh, and Councillor Krupski

Also Present: William Knighton (Network Rail), Josh Freestone (TfL), Andrew Chillingsworth (GTR), Nick Hill (Stagecoach) and Angeline Verillo (Go Ahead)

In attendance virtually: Councillor Curran

1. Minutes

The Minutes of the last meeting were agreed.

2. Declarations of Interest

No interests were declared

3. Responses from the cancelled meeting on 8 December 2022

The responses from the cancelled meeting were included in the agenda and tabled at the meeting.

It was noted that there were questions from the Telegraph Hill Society that had not been received by transport providers and therefore not answered. It was agreed that the questions would be resubmitted and should be answered at the next meeting.

Councillor Krupski stated that as a Cabinet Member for Environment and Climate Action she is also a ward councillor for Rushey Green and therefore particularly interested in what is quite poor enforcement of the A21. She stated that the data TfL provided over a 3-year period, in response to Councillor Walsh's question on the enforcement of red routes, becomes meaningless as the data is not divided into annual segments so there is no clear pattern of activity. The TfL representative stated that the access of this data has been tricky, but he said he would take this away and communicate with both Councillors Krupski and Walsh with a continuous update.

4. Transport Questions

The questions submitted by Members, Councillors and guests were discussed.

The Chair noted that Southeastern were absent from the meeting and therefore unable to respond to the questions asked.

The transport organisations provided written responses that were also considered by the Members. As well as the written responses provided, the transport representatives, local amenity groups, members and guests advised as follows:

Questions to Network Rail

Question 1

In relation to the long-term site for Lower Sydenham: The Bell Green Neighbourhood Forum (BGNF) representative asked Network Rail and TfL their perspective on what can be safeguarded to ensure a network rail or Bakerloo Line station so that the land cannot be used for anything else. The NR representative responded that he understands the importance of transport connectivity in this part of the borough; NR can only deliver what they are funded to do and are not at present funded to deliver a station on this line. As a publicly funded body, public finances must be managed in a sensible way so in terms of incurring any costs, NR would need to be working with funding partners. If LBL had an interest in this and wanted to discuss on NR or adjacent land, NR could engage in the appropriate way. Based on the strategies and policies for the area, this discussion would need to be led by the Council.

The TfL representative echoed NR's response. He stated that at the moment it is not in TfL's current business plan and funding deal with the government.

Question 2/3

The BGNF representative also highlighted that the station is totally inaccessible and requires step-free access and has narrow pathways leading to the bridge. She highlighted that the walk can be unsafe at night as well as lack of buses that head to the station. NR responded that they own, maintain, and operate the rail infrastructure and the train company lease the station from NR; NR is funded by the government to maintain the asset and in some instances are funded to improve it- at the current time they are not funded to deliver improvements at the station. He stated that there is an established process through which parties can work with them on station improvements i.e., local authorities or developers. Step-free access would be NR's responsibility but its not something they are funded to do. If NR are approached by a potential investor for a new station, they would first have to consider moving or improving the existing station, particularly improving the area around it. He concluded by saying NR have a duty to engage with LBL and potential funders where there might be interest in delivering those sorts of funds.

Southeastern questions:

Southeastern provided some written responses to the questions submitted to them. Given their absence, the Committee discussed the responses briefly.

The Blackheath Society representatives stated that they had consulted with Blackheath residents, and it was found that the current timetable fails to meet the needs of passengers. They said they do not understand why Southeastern has not engaged with residents and users; the issues include overcrowding, excessive journey times and accessibility for customers wanting to go to Charing Cross. It was asked that Southeastern provide evidence for the demand of the diversion of trains from Charing Cross to Cannon Street.

Councillor Huynh announced that there will be a meeting on April 4th at St Anne's Church pertaining to Lewisham Station which Southeastern and Network rail have committed to attending.

The Telegraph Hill Society representative stated that there also used to be a through route from New Cross to Charing Cross on the Southern rail when that was stopped for the rebuilding of London Bridge Station and it was assured that the service would be reinstated but it has not yet happened. He asked that this is considered as soon as possible.

Questions to TfL

Question 1

The TfL representative said he has passed the question on to relevant colleagues and will get back to BGNF on it.

Councillor Krupski asked about TfL's announcement that there will be some investments in bus routes in outer London and if this would reach as far as some of the more southern areas of the Borough or if they could be considered to help build a sustainable transport plan. The TfL said he would pass this on to the relevant colleagues for consideration.

Question 3

The TfL representative noted the suggestion of a 24-hour bus plan for the 202. He stated that colleagues were willing to investigate this.

Question 4

Route 450 has been identified to be converted later in the year, but there are currently no specific plans for the other routes mentioned.

Question 6

The TfL representative responded that they would not be able to arrange APR cameras to monitor the problem, but TfL engineers are looking to arrange a

site visit and will provide a concrete date and time to the Committee for when that will be.

Councillor Krupski asked if TfL were able to have a direct conversation with Sainsbury's about the matter to possibly make some suggestions. The TfL representative said that he is not sure if that is TfL's role but is aware that the consideration has come up in discussion. The Committee will be made aware if this is possible.

5. AOB

The following supplementary question was submitted:

Kidbrooke Park Road bridge is on the A2213 and links directly to the A2 in Greenwich borough. The imposition of the temporary 7.5T weight limit on the bridge pushes HGVs through Blackheath village, Lee Road and other routes within Lewisham causing congestion, pollution, and road safety concerns through inappropriate routes within Lewisham. Network Rail have confirmed the repair work has been carried out so there should be no reason to delay removing the ban.

Now that Network Rail have confirmed that the bridge on Kidbrooke Park Road in Kidbrooke is structurally sound when will TfL be lifting the 7.5T weight restriction on the bridge?

The TfL representative responded that the conversation is being had between the Council and TfL colleagues and the Committee will have a response when a conclusion has been reached.

He then gave an update on the South-Circular Rd to improve Catford Town Centre:

He said that the road would move to a new position to the south of Laurence House. The Council will be working with TfL to provide a better experience for pedestrians and road users- this is part of a wider framework to improve the centre. The consultation materials are being finalised and once signed off there will be a concrete date provided for the consultation launch. Key stakeholders will be consulted, and briefings will be offered to groups around the borough.

The Chair asked what safety works will be made for cyclists and pedestrians- the TfL representative said he will note the consideration and update LBL officers.

The Telegraph Hill Society asked why passengers are not allowed to board the buses in cold weather prior to the scheduled departure. It was responded by the present Stagecoach bus operators that there are sometimes health and safety checks and measures that are done during this period. TfL stated that the issue can be raised again to provide more of a sufficient answer.

Agenda Item 2



Public Transport Liaison Committee

Declarations of Interest

Date: 13 June 2023

Key decision: No

Class: Part 1

Ward(s) affected: All

Contributors: Chief Executive

Outline and recommendations

Members are asked to declare any personal interest they have in any item on the agenda.

1. Summary

1.1. Members must declare any personal interest they have in any item on the agenda. There are three types of personal interest referred to in the Council's Member Code of Conduct:

- (1) Disclosable pecuniary interests
- (2) Other registerable interests
- (3) Non-registerable interests.

1.2. Further information on these is provided in the body of this report.

2. Recommendation

2.1. Members are asked to declare any personal interest they have in any item on the agenda.

3. Disclosable pecuniary interests

3.1 These are defined by regulation as:

- (a) Employment, trade, profession or vocation of a relevant person* for profit or gain
- (b) Sponsorship –payment or provision of any other financial benefit (other than by the Council) within the 12 months prior to giving notice for inclusion in the register in respect of expenses incurred by you in carrying out duties as a member or towards your election expenses (including payment or financial benefit from a Trade Union).
- (c) Undischarged contracts between a relevant person* (or a firm in which they are a partner or a body corporate in which they are a director, or in the securities of which they have a beneficial interest) and the Council for goods, services or works.
- (d) Beneficial interests in land in the borough.
- (e) Licence to occupy land in the borough for one month or more.
- (f) Corporate tenancies – any tenancy, where to the member’s knowledge, the Council is landlord and the tenant is a firm in which the relevant person* is a partner, a body corporate in which they are a director, or in the securities of which they have a beneficial interest.
- (g) Beneficial interest in securities of a body where:
 - (a) that body to the member’s knowledge has a place of business or land in the borough; and
 - (b) either:
 - (i) the total nominal value of the securities exceeds £25,000 or 1/100 of the total issued share capital of that body; or
 - (ii) if the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which the relevant person* has a beneficial interest exceeds 1/100 of the total issued share capital of that class.

*A relevant person is the member, their spouse or civil partner, or a person with whom they live as spouse or civil partner.

4. Other registerable interests

4.1 The Lewisham Member Code of Conduct requires members also to register the following interests:

- (a) Membership or position of control or management in a body to which you were appointed or nominated by the Council
- (b) Any body exercising functions of a public nature or directed to charitable purposes, or whose principal purposes include the influence of public opinion or policy, including any political party
- (c) Any person from whom you have received a gift or hospitality with an estimated value of at least £25.

5. Non registerable interests

- 5.1. Occasions may arise when a matter under consideration would or would be likely to affect the wellbeing of a member, their family, friend or close associate more than it would affect the wellbeing of those in the local area generally, but which is not required to be registered in the Register of Members' Interests (for example a matter concerning the closure of a school at which a Member's child attends).

6. Declaration and impact of interest on members' participation

- 6.1. Where a member has any registerable interest in a matter and they are present at a meeting at which that matter is to be discussed, they must declare the nature of the interest at the earliest opportunity and in any event before the matter is considered. The declaration will be recorded in the minutes of the meeting. If the matter is a disclosable pecuniary interest the member must take not part in consideration of the matter and withdraw from the room before it is considered. They must not seek improperly to influence the decision in any way. **Failure to declare such an interest which has not already been entered in the Register of Members' Interests, or participation where such an interest exists, is liable to prosecution and on conviction carries a fine of up to £5000**
- 6.2. Where a member has a registerable interest which falls short of a disclosable pecuniary interest they must still declare the nature of the interest to the meeting at the earliest opportunity and in any event before the matter is considered, but they may stay in the room, participate in consideration of the matter and vote on it unless paragraph 6.3 below applies.
- 6.3. Where a member has a registerable interest which falls short of a disclosable pecuniary interest, the member must consider whether a reasonable member of the public in possession of the facts would think that their interest is so significant that it would be likely to impair the member's judgement of the public interest. If so, the member must withdraw and take no part in consideration of the matter nor seek to influence the outcome improperly.
- 6.4. If a non-registerable interest arises which affects the wellbeing of a member, their, family, friend or close associate more than it would affect those in the local area generally, then the provisions relating to the declarations of interest and withdrawal apply as if it were a registerable interest.
- 6.5. Decisions relating to declarations of interests are for the member's personal judgement, though in cases of doubt they may wish to seek the advice of the Monitoring Officer.

7. Sensitive information

- 7.1. There are special provisions relating to sensitive interests. These are interests the disclosure of which would be likely to expose the member to risk of violence or intimidation where the Monitoring Officer has agreed that such interest need not be registered. Members with such an interest are referred to the Code and advised to seek advice from the Monitoring Officer in advance.

8. Exempt categories

- 8.1. There are exemptions to these provisions allowing members to participate in decisions notwithstanding interests that would otherwise prevent them doing so. These include:-
- (a) Housing – holding a tenancy or lease with the Council unless the matter relates to your particular tenancy or lease; (subject to arrears exception)
 - (b) School meals, school transport and travelling expenses; if you are a parent or

guardian of a child in full time education, or a school governor unless the matter relates particularly to the school your child attends or of which you are a governor

- (c) Statutory sick pay; if you are in receipt
- (d) Allowances, payment or indemnity for members
- (e) Ceremonial honours for members
- (f) Setting Council Tax or precept (subject to arrears exception).

Report author(s) and contact

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Agenda Item 3

Public Transport Liaison Committee Meeting- QUESTIONS

13 June 2023

Hybrid Questions

TfL, Network Rail + Southeastern

1. Recently we re-launched the Lewisham Station User's Group (LSUG). Can you commit to attending all future LSUG meetings (quarterly) to ensure that residents views are taken into consideration whenever considering changes to scheduling or services at Lewisham? (Councillor Huynh)

Network Rail, Southern

2. Can the train operators responsible and Network Rail give information on the performance and any plans in relation direct services to London Bridge from New Cross Gate, Brockley, Honor Oak Park, Forest Hill & Sydenham? (Councillor Hall)

Network Rail, South Eastern, Southern

3. Are there any consultations to timetable changes planned for rail services affecting Lewisham borough? (Councillor Hall)

All networks

4. How are you working to improve the quality and amenities of stations across the borough and ensure they are adequate for an inner London Borough. Can you share with us future station improvement roadmaps? (Councillor Walsh)

Network Rail + TfL

5. Transport for the South East (TfSE) has recently published its aspirations to deliver 'Direct passenger rail services from London to Brighton via Tunbridge Wells and Uckfield'. Can you share with us (if any) any conversation with TfSE from yourselves, and the thinking for the portion of the line that runs from London Bridge to the South East, and whether there is scope for LB of Lewisham interchanges on this route. (Councillor Walsh)
6. Southeastern has recently reintroduced its peak-hours one-way system at Lewisham station, first introduced in 2018 but suspended during covid. Passenger numbers are building back towards the 10m+ entries and exits a year and 2.5m+ interchanges a year reported for each of the two years before covid, which triggered the need for the one-way system and made it even more clear that the station was no longer fit for purpose. Two costly feasibility studies have been undertaken (in 2017 and 2022) on user trends and options for a major upgrade of Lewisham station, but neither

has been made public or acted on. Nearly 1,000 new homes and much new town centre retail/leisure space is due for completion close to the station in 2023 (Gateway Phase 2 and Tesco Conington Road). Hundreds more homes are also under construction in Kidbrooke, just two stops down the Bexleyheath line. (Public question)

Southeastern + Network Rail + Lewisham Council

7. What is Southeastern doing, in concert with Network Rail and Lewisham Council, to urgently improve capacity, safety and comfort for existing and new rail users starting or interchanging on their journeys at Lewisham station? Who are the official leads at Southeastern (and at Network Rail and Lewisham Council) driving forward much needed upgrades to the station, rolling stock and services to meet user needs and legitimate demands? What are their names, roles, and contact details? Will they undertake to work together to push forward much needed improvements and to make regular public reports on initiatives and actual progress to improve the rail infrastructure and services for Lewisham rail users? (LSUG + Blackheath society)

TfL + Thameslink (Southern)

8. At a previous meeting, the written response of South Rail to our question on the re-establishment of a service to East Croydon was that did not have any plans to restore the service and sought to justify that by providing journeys into Crystal Palace, Clapham Junction and Victoria. There is no demand for trains to Crystal as this is served by the TfL service. For the northern section (including New Cross Gate and Brockley) there are faster services to Clapham Junction and Victoria either via central London or via TfL. There is no direct route any longer to East Croydon as neither Southern nor TfL services call there. Can we have statistics showing (a) how many passengers now have to change at Norwood Junction compared with those who would, if the previous service was re-introduced, need to change at Crystal Palace for Clapham Junction and Victoria? (Telegraph Hill)

Individual Transport Questions

Southeastern:

9. What plans are there to reopen the access on platform 4 (rampway) at Lewisham Station and what are the timescales? (Councillor Huynh)
10. Will South Eastern Railway provide an update on their performance this year to date? (Councillor Hall)
11. SouthEastern are aware from Petitions and hundreds of individual letters and emails of the anger at the withdrawal of off peak and weekend services to Charing Cross. SouthEastern's Managing Director has conceded many times, on the record, that passenger demand is for services to Charing Cross, not to Cannon Street (for which there is almost no demand).

While SouthEastern have in their May timetable added an hourly service to Charing Cross this is a token response to passengers' anger as it fails to meet the needs of Metro passengers.

SouthEastern have stated that there is capacity at the Lewisham Junction Cross Over for an additional service to and from Blackheath (and services up the line) but that an additional service needs to be cost justified.

Why can a Charing Cross service not be introduced immediately by transferring off peak and weekend services from Cannon Street to Charing Cross. Such a change would be at no extra cost? Future consultation on timetables has been promised by the Rail Minister in Parliamentary Debate and in Meetings. Before the next December timetable review will SouthEastern carry out a public consultation, for which there is ample time, on passengers' needs on the Bexleyheath line, as was done in 2017? (Public question)

12. Can Southeastern please report on how delays and punctuality have been affected by the December timetable change to the Bexleyheath line including in relation to historical benchmarks, and identify what processes are underway to consider whether or not to redistribute trains between the Cannon Street and Charing Cross lines? (Councillor Warner)
13. At a previous meeting (where Southeastern were not present) we asked the following question:
Given the current poor service from Southern Rail into Charing Cross, residents using New Cross Gate station would sometimes walk to New Cross station (6 to 10 minutes) in order to make their journey or, on the reverse journey take a train from Charing Cross to New Cross and walk. However all New Cross services now run to Cannon Street. All Charing Cross services now seem to run fast to Deptford or Lewisham creating significant inconvenience to those living in the New Cross/New Cross Gate

area. Is there a possibility that Southeastern services through to Charing Cross, stopping at New Cross, will be restored?
The question was not answered. The written reply simply stated the current position. Can we have an answer please?

14. Can SouthEastern please explain why, given the number of employees in their management teams, nobody was available to be briefed and to represent SouthEastern at the last meeting of this committee? (Telegraph Hill)

Network Rail:

15. Are there any plans to use the railways tunnels near Lewisham Station as commercial units (similar to Deptford Railway Station) e.g. mini coffee shops? If not, would there be openness to develop these sites? (Councillor Huynh)
16. Can you give us a specific date as to when we can expect the lifts at Catford Station to be operational? (Councillor Walsh)
17. At a previous meeting (where Network Rail were not present) we asked the following question:
Are there any plans to install lifts at Nunhead Station? (Nunhead Station is just in the Borough of Southwark but used by a significant number of residents in Telegraph Hill and Brockley in Lewisham.)
The question was not answered. Can we have an answer please? (Telegraph Hill)
18. Can Network Rail please explain why, given the number of employees in their management teams, nobody was available to be briefed and to represent Network Rail at the last meeting of this committee? (Telegraph Hill)

TfL

19. There is a 7.5 tonne weight restriction on Kidbrooke Park Road. It no longer needs to be in place as the bridge has now been repaired. When will Kidbrooke Park Road be reopened? (Councillor Royston)
20. Does TfL have any update on the schedule to build a station at Surrey Canal Road? What is the funding available for this? (Councillor Hall)
21. Are there any plans to consult on bus frequencies and timetabling across Lewisham? (Councillor Hall)

22. Residents regularly raise concerns regarding the use of Sangley Road by buses. Many on the doorstep raise speeding and a suspicion of wing mirror clipping. There are often I'm told stand offs between road users along this stretch. What more can you do to monitor and ameliorate these issues and give confidence to residents that TfL is doing it's fair part? (Councillor Walsh)
23. Speeding buses are causing severe vibration of houses along Sandhurst Road; many complaints have recently ben submitted to Councillor Burgess. An FOI has shown that Lewisham Council and TfL have never communicated about this problem; but TfL's head of operations Rosie Trew recently promised to open an investigation. Can Lewisham Council be raise the matter with TfL in an attempt to solve the issue? (Public question)
24. Are all buses in the area now ULEZ compliant? (Forest Hill)
25. Are there any plans for the 63 bus route to be extended as far as Honor Oak Park station in order to support public travel to the station from the Peckham Rye Park area to reduce car usage and local parking (in support of the Sustainable Streets Initiative)? (Forest Hill Society)
26. This morning (11th May 2023) I had to cycle across that junction and was very nearly knocked down by a white van which had gone straight through the red light travelling west-east on New Cross road. My light (travelling south from Avonley Road) had turned green and if I'd been quicker off the mark he would have hit me.

I know you said that the enforcement team have been made aware that drivers jump reds at this junction but it needs more action. I've thought of some immediate and longer term goals for this junction:

Immediate asks:

- 1) Visible enforcement at the traffic lights, either through patrols or through cameras and more signage about cameras
- 2) Add 3 seconds to the "green man" crossing phase to support pedestrians
- 3) Adjust the lights to include the "green man" pedestrian phase in every cycle, rather than only if the button is pressed (this would save a lot of people on foot a lot of waiting time on a polluted roadside)

Medium term asks

- 1) additional pedestrian light and painted crossing from outside Hong Kong City restaurant to Kender Street - ie a crossing on the 4th side of the junction. Hundreds of people already cross here daily so we should make it safer for them.

Long term asks

- 1) new pedestrian friendly junction redesign that enables diagonal crossing and cycle priority
- 2) protected 2-way cycle lane on New Cross Road (A2) like the one on Jamaica Road and Blackfriars Bridge Road (Councillor Shrivastava on behalf of resident)

27. At the last meeting we sought to explain our concerns over the inadequate passenger information at Whitechapel and certain other stations. The TfL represent said he would put in a request for TfL to contact the Society directly in order to discuss the issue. As we said, we would be happy to meet at Whitechapel with a member of TfL staff to explain those concerns (contact via our website at www.telegraphhillsociety.co.uk or direct at ths@baccma.co.uk) but, as yet, have heard nothing. Can this be followed up please?

Thameslink

28. Catford Station was recently voted worst in SE London. Apart from the DfT/Network Rail Access for all funded lift investment and the monies you were fined as a rail operator that were to be invested in station upgrades, could you detail what investment you have optionally made as a business in the last five years and what you plan to make in the next 3? (Councillor Walsh)
29. 2 trains an hour from London Bridge to Forest Hill is not enough, particularly in the evening. 30 minute service gaps (and cancellations / fast running) make this too risky an option to use for passengers, leading to overcrowding on the Overground Service. Can this service be extended back to 4 trains, ideally including services that connect to East Croydon directly (as we had before cancellation) as this also has many other benefits for Lewisham residents. (Forest Hill Society)
30. There are massive gaps (15 mins) in the Thameslink timetable between London Bridge and Farringdon including morning peaks. Thameslink from London Bridge should be running every 4 minutes at peak times to encourage more use of trains and avoid Overground overcrowding. (Forest Hill Society)
31. Will train operators consider running services earlier and later to East Croydon from Brockley, Honor Oak Park, Forest Hill & Sydenham stations to provide a convenient public transport link to London Gatwick Airport? (Councillor Hall)
32. The previous meeting queried the response of Southern Rail (who were not at the meeting) and who stated that the full services from West Croydon/Crystal Palace into London Bridge would not be restored at present as the loading was low. It was pointed out that the loading was low because of the infrequent service and that travellers were being forced to

take the more frequent TfL services instead which was leading to overcrowding of those services and at Canada Water station where travellers were having to change to the Jubilee line to continue their journey.

TfL stated: "The reduction in service frequencies on Southern during peak periods has caused an increase in crowding levels on this route on Overground services, specifically East London services running via Forest Hill Trains are currently very crowded by the time they reach New Cross Gate at the height of the morning peak period.

"We have spoken informally to Southern about this through our operator (Arriva Rail London) to see if they can reinstate some services to alleviate the situation, but there is no guarantee that they will be able to do so. Our view is that National Rail services should be maintained broadly at pre-Pandemic levels to support the ongoing recovery from the Pandemic and encourage the use of the public transport network; that is what we have done on the Overground network." In the light of this can Southern Rail please reconsider their response. The TfL representative (who was at the meeting) said that they would continue to seek talks with Southern Rail. Can Southern Rail please indicate how far those talks have got and, if they have not progressed, why not. (Telegraph Hill)

33. At the last meeting, the written response of South Rail to our question on the re-establishment of a service to East Croydon was that did not have any plans to restore the service and sought to justify that by providing journeys into Crystal Palace, Clapham Junction and Victoria. There is no demand for trains to Crystal as this is served by the TfL service. For the northern section (including New Cross Gate and Brockley) there are faster services to Clapham Junction and Victoria either via central London or via TfL. There is no direct route any longer to East Croydon as neither Southern nor TfL services call there. Can we have statistics showing (a) how many passengers now have to change at Norwood Junction compared with those who would, if the previous service was re-introduced, need to change at Crystal Palace for Clapham Junction and Victoria? (Telegraph Hill)
34. If Southern is determined to keep the current services, when the additional missing trains are re-introduced (see q above) could those be routed to go to East Croydon, thereby satisfying both objectives? (Telegraph Hill)
35. The question asked at the last meeting about running trains off-peak through to Charing Cross was not answered. We were told in the written reply that there were no (current) plans do so. However the question asked was whether, when the franchises came up for renewal, they would consider doing so. If not, why not? This was not explained. We were only told that we had to live with the inconvenience and extended travel time without giving any explanation as to why we would have to. (Incidentally we were also told that the station upgrade at London Bridge has made it easier to change at London Bridge. For disabled passengers, this is true. For all other passengers, the removal of the bridge between

lines has meant that the time required to change platforms is now considerably more than it used to be. Furthermore, even if it were easier, that is not a reason for doubling journey times to the West End.)
(Telegraph Hill)

36. Can Southern Rail please explain why, given the number of employees in their management teams, nobody was available to be briefed and to represent Southern Rail at the last meeting of this committee? (Telegraph Hill)

Stagecoach

37. There is a no smoking sign at Grove Park bus Station, yet bus drivers ignore this, why should public obey this notice? (Public question)
38. When Drivers pull out, on number occasions they pull out, without picking up passengers at the official bus stop. (Public question)

Lewisham Council

39. There are proposals for hundreds of new (car free) apartments in Bell Green. What upgrades has Lewisham requested to the bus services between Bell Green and Forest Hill / Catford / Sydenham to meet demand, or are existing services sufficient? (Forest Hill)

Agenda Item 4

Network Rail:

TfL, Network Rail + Southeastern

- 1. Recently we re-launched the Lewisham Station User's Group (LSUG). Can you commit to attending all future LSUG meetings (quarterly) to ensure that residents views are taken into consideration whenever considering changes to scheduling or services at Lewisham? (Councillor Huynh)**

I can commit to making my best endeavours to attend (or, if that is not possible, to sending a deputy to attend) future LSUG meetings.

I cannot commit to ensuring Network Rail attendance at every quarterly session. You will appreciate that across the Southern Region (Wessex, Sussex and Kent routes) there are a substantial number of Rail User Groups and other representative groups of various kinds meeting at a variety of intervals. It is not practical to attend every event held by every group given the resource available in the team, particularly when meetings are held in the evenings.

Nevertheless, I can commit to attend future LSUG meetings, and I would welcome a conversation with you and the group about your objectives and terms of reference so that we can find an appropriate and sustainable level of engagement to make sure that your voices are heard.

Network Rail, Southern

- 2. Can the train operators responsible and Network Rail give information on the performance and any plans in relation direct services to London Bridge from New Cross Gate, Brockley, Honor Oak Park, Forest Hill & Sydenham? (Councillor Hall)**

The train operating company is best-placed to discuss service patterns on this line.

On performance, one specific way that we're focusing on performance and reliability on the Sussex route is through our 'Golden Corridors' plan. We developed the Golden Corridors plan to identify critical locations where we have a higher frequency service and therefore a huge impact when things go wrong.

The London Bridge to Anerley (via Sydenham) corridor is one of the five Golden Corridors that we have identified. Together, these account for up to 22% of delay minutes, while only covering 10% of the network, making these areas twice as problematic as the network average. That means we need to work twice as hard here. We've created new rules, things we know will impact passenger journeys, to make sure we go above and beyond in these areas, whether that's increased maintenance, targeting flooding hotspots or installing cameras to warn us of potential hazards before they occur.

Some of these rules include having no trespass and fatality incidents, cleaning up the railway, reducing wet beds and gaining appropriate access for work to take place.

The exciting thing about this project is that by really honing in on the Golden Corridors, we are reducing delay minutes and improving performance issues across the network – not just on the corridors themselves.

We're pleased that in Period 1 (01 – 28 April) we exceeded all of our performance targets for the Sussex Route, with 75.2% of trains arriving at station stops within 59 seconds of timetable. Our work in close collaboration with our partners at GTR and the other Train Operating Companies continues; for example, we have commenced a workshop to collectively prioritise critical switch & crossing points (the parts of the railway that move trains from one track to another) on the Sydenham corridor to better-manage our response to incidents so that we can continue to safely provide a high-performing railway on the crucial rail link along the Sydenham corridor into London Bridge.

Network Rail, South Eastern, Southern

3. Are there any consultations to timetable changes planned for rail services affecting Lewisham borough? (Councillor Hall)

Network Rail does not undertake consultations on timetable changes, which are a matter for the train operating companies.

All networks

4. How are you working to improve the quality and amenities of stations across the borough and ensure they are adequate for an inner London Borough. Can you share with us future station improvement roadmaps? (Councillor Walsh)

We do not hold future station improvement roadmaps, as future improvements will be dependent on the level of funding made available as part of our financial settlement. Our next five-year spending period commences in April 2024 and will run until April 2029. Total investment levels including for stations are being determined as part of the regulatory process and will be confirmed in due course.

We do have work at a number of stations in Lewisham to improve the quality of the stations and customer experience of using them. For example, we have funding for a canopy refurbishment at Lewisham and at Blackheath stations. We also have funding for a project to improve capacity at Lewisham station by relocating the DLR gateline.

- 5. Transport for the South East (TfSE) has recently published its aspirations to deliver 'Direct passenger rail services from London to Brighton via Tunbridge Wells and Uckfield'. Can you share with us (if any) any conversation with TfSE from yourselves, and the thinking for the portion of the line that runs from London Bridge to the South East, and whether there is scope for LB of Lewisham interchanges on this route. (Councillor Walsh)**

We have worked with Transport for the South East on their Strategic Investment Plan and we meet with them regularly. The proposals to reopen closed lines would need a strong business case to attract the large amount of necessary funding to progress. To date, there has been limited consideration of potential services and stopping patterns (there are existing services that terminate at Tunbridge Wells) and nothing specifically on connections in LB Lewisham.

- 6. Southeastern has recently reintroduced its peak-hours one-way system at Lewisham station, first introduced in 2018 but suspended during covid. Passenger numbers are building back towards the 10m+ entries and exits a year and 2.5m+ interchanges a year reported for each of the two years before covid, which triggered the need for the one-way system and made it even more clear that the station was no longer fit for purpose. Two costly feasibility studies have been undertaken (in 2017 and 2022) on user trends and options for a major upgrade of Lewisham station, but neither has been made public or acted on. Nearly 1,000 new homes and much new town centre retail/leisure space is due for completion close to the station in 2023 (Gateway Phase 2 and Tesco Conington Road). Hundreds more homes are also under construction in Kidbrooke, just two stops down the Bexleyheath line. (Public question)**

Lewisham has seen significant population growth which has increased footfall within the station, creating overcrowding and congestion during both the morning and evening peak periods.

The existing infrastructure at the station is not suitable to cater for the number of passengers currently using the station. This has led to increased train dwell times for services calling at the station, impacting the overall performance of the route, as well as raising potential safety concerns.

Our works at Lewisham station will address safety and operational concerns due to congestion and crowding on platforms and improving passenger experience at the station. As a short-term intervention, we have secured funding to relocate the gateline on the DLR concourse that will help to mitigate against overcrowding. This project will also improve the passenger experience by installing digital wayfinding at the station and installing an additional waiting shelter on platform 4.

We do not currently have funding for other enhancements to Lewisham station.

Southeastern + Network Rail + Lewisham Council

7. What is Southeastern doing, in concert with Network Rail and Lewisham Council, to urgently improve capacity, safety and comfort for existing and new rail users starting or interchanging on their journeys at Lewisham station? Who are the official leads at Southeastern (and at Network Rail and Lewisham Council) driving forward much needed upgrades to the station, rolling stock and services to meet user needs and legitimate demands? What are their names, roles, and contact details? Will they undertake to work together to push forward much needed improvements and to make regular public reports on initiatives and actual progress to improve the rail infrastructure and services for Lewisham rail users? (LSUG + Blackheath society)

Lewisham has seen significant population growth which has increased footfall within the station, creating overcrowding and congestion during both the morning and evening peak periods.

The existing infrastructure at the station is not considered suitable to cater for the number of passengers currently using the station, leading to concerns over safety. This has also led to increased train dwell times for services calling at the station, impacting the overall performance of the route.

The works at Lewisham station will address safety and operational concerns due to congestion and crowding on platforms and improving passenger experience at the station.

As a short-term intervention, we have secured funding to relocate the gateline on the DLR concourse that will help to mitigate against overcrowding. This project will also improve the passenger experience by installing digital wayfinding at the station and installing an additional waiting shelter on platform 4.

We have also been engaged in significant work in the Lewisham area (but outside the station itself) to deliver more reliable journeys. Most of the current track and signalling systems in the Lewisham area were originally designed and installed in the 1960s and 1970s, which means this infrastructure is more prone to faults because of its age as well as obsolete designs.

Over half of Southeastern's daily train services pass through the Lewisham area on their way into London – so we're committed to **improving the infrastructure in this area**:

- 2020: replaced 2.5km of track in the St Johns area
- 2021: replaced key junctions at St Johns and Parks Bridge

- 2022: Christmas closure to fully rebuild the very complex junction north of the platforms at Lewisham Station (£10m strategic investment)
- 2023: 1300m rail renewal and crossing replacement between New Cross and Lewisham, and a further 2100m in 2024.

In total, between 2019-2024 we are investing £250 million in upgrading the track and signalling of the Lewisham area.

We will continue to work closely with our partners at Southeastern to deliver safe and punctual passenger journeys.

Network Rail:

- 8. Are there any plans to use the railways tunnels near Lewisham Station as commercial units (similar to Deptford Railway Station) e.g. mini coffee shops? If not, would there be openness to develop these sites? (Councillor Huynh)**

I am assuming that this relates to the railway arches under the platform at Rennell Street, to the south of the station, that are currently used as public realm? We do not have plans to utilise this space for commercial units at present, but we are always open to dialogue with potential promoters and funders of schemes to improve the use of railway assets where appropriate.

- 9. Can you give us a specific date as to when we can expect the lifts at Catford Station to be operational? (Councillor Walsh)**

The new lifts at Catford station came into public use on 29 May 2023. This has been a £3.7 million investment in the station, to improve accessibility by providing for lift access to and between all platforms.

We intend to hold an 'official' opening and ribbon-cutting ceremony towards the end of summer once snagging work has been completed, and local stakeholders including Lewisham Borough Council will be invited to participate in that event to officially inaugurate the new lifts. You can expect to receive an invitation shortly.

- 10. At a previous meeting (where Network Rail were not present) we asked the following question:
Are there any plans to install lifts at Nunhead Station? (Nunhead Station is just in the Borough of Southwark but used by a significant number of residents in Telegraph Hill and Brockley in Lewisham.)
The question was not answered. Can we have an answer please?
(Telegraph Hill)**

We do not have plans currently to install lifts at Nunhead station.

In our spending period that runs between 2019-2024 approximately £350 million was allocated for the current round of the Access for All scheme, which delivers step-free access to and between stations through (in almost all cases) the provision of lifts.

We expect there will be another round of Access for All to run from 2024 – 2029, but whether this will occur and if so how much will be invested is a decision for the Department for Transport.

I can confirm that Nunhead station has been nominated for inclusion in a potential Access for All programme round that would run from 2024 – 2029. Whether the scheme receives funding will be determined by the Department for Transport, who undertake an exercise to rank and prioritise nominated schemes against the objectives of the fund and according to set criteria, in order to maximise the impact of the fund across the network. We are expecting an announcement on this in due course.

If Nunhead were to be selected to receive funding under this scheme, Network Rail would then be responsible for the design and delivery of the project.

11. Can Network Rail please explain why, given the number of employees in their management teams, nobody was available to be briefed and to represent Network Rail at the last meeting of this committee? (Telegraph Hill)

Network Rail was represented by the Senior Public Affairs Manager for the Southern Region at the last meeting of this committee, that took place on 09 March 2023.

London Borough of Lewisham:

39. There are proposals for hundreds of new (car free) apartments in Bell Green. What upgrades has Lewisham requested to the bus services between Bell Green and Forest Hill / Catford / Sydenham to meet demand, or are existing services sufficient? (Forest Hill)

The Livesey Hall development and the Bell Green development are undergoing pre-app discussions with the Council regarding their development and the transport implications of the developments. While assessments are being undertaken independently by the developers, considerations will be taken where transport related proposals impact both sites and where the best solution will need to be taken for the benefits of the future occupiers and in accordance with local policies. Therefore we are awaiting the Traffic impact Assessment (TA) studies from the developer along with proposals for improvements to bus services alongside improvements to connections routes.