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# PUBLIC TRANSPORT LIAISON COMMITTEE

**Date: WEDNESDAY, 4 OCTOBER 2023 at 7.00 pm**

**Civic Suite  
Lewisham Town Hall  
London SE6 4RU**

**Enquiries to: [sarah.assibey@lewisham.gov.uk](mailto:sarah.assibey@lewisham.gov.uk)**

## **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 & Corporate Governance  
Lewisham Town Hall  
Catford  
London SE6 4RU  
Date: Tuesday 26 September 2023**



INVESTOR IN PEOPLE

## ORDER OF BUSINESS – PART 1 AGENDA

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**Lewisham**



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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 LIASON COMMITTEE MEETING

Tuesday 13 June 2023 at 7pm

**Present, in person:** Councillor Huynh (Vice-Chair), Councillor Krupski

**Also present:** Councillor Bell, George Paterson (Southeastern), Scott Brightswell (Southeastern), Dave Davidson (Network Rail), William Knighton (Network Rail), Andrew Chillingsworth (Govia Thameslink, Southern), Josh Freestone (TfL)

**In attendance virtually:** Councillor Royston (Chair), Councillor Warner, Adams Seamus, Nick Hill (Stagecoach), Angeline Verillo (Go Ahead)

### 1. Minutes

Minutes of the last meeting were agreed as an accurate record.

As a matter arising, Councillor Krupski asked the TfL representative about a previous question she asked on the enforcement on the A21 to which she was assured a response.

It was responded that a multi-agency meeting that was organised prior, Councillor Walsh had attended and was given a response to the question, but he will send the data to both Councillor Walsh and Councillor Krupski separately.

### 2. Declarations of Interest

No interests were declared.

### 3. Transport Questions

3.1. Residents, Members and local groups had submitted questions to transport representatives, who had provided written responses to the questions (appendix).

3.2. Southeastern gave an illustrative presentation, giving further context to their responses and detailing their plans to improve the service. The following was highlighted in their presentation:

3.2.1. In November 2022, SE invited expressions of interest from the rolling stock supply market to provide options for new or cascaded/existing trains on the network. SE are drafting the desired train specification

3.2.2. Southeastern and the DfT are considering a range of options, including: Modern rolling stock which is already built and operational and that is fit for the future; Potentially new rolling stock; Improving the current fleet of Networker trains. An online survey for stakeholders is running until 27 June.

3.2.3. Network Rail, working with Southeastern, are currently delivering several targeted upgrades to Lewisham station: A new security gate

- and waiting shelter has been installed on platform; Improve signage and wayfinding; re-signing all station directional signage to ease movement of people during busy periods by end of July; relocating the gate line on platform 1 to the DLR concourse which will increase crowd flow capacity through the gate line and address safety and operational concerns due to congestion and crowding on the platform by March 2024; and refurbishing the toilets at Lewisham
- 3.2.4. SE are working to balance the needs of stakeholders: customers, colleagues and taxpayers. They are a public sector (not for dividend) company, and they operate on a taxpayer subsidy of circa £1m per day. This is driven, in part, by a revenue shortfall of circa £250m per annum versus 2019/20. The Elizabeth Line success removes £20m in revenue (to Mar 24)
  - 3.2.5. Usage of the service in 2023 is still significantly lower than pre-pandemic levels but has been increasing slowly since the start of 2023 with journeys between Oct-Dec 22 at 28.7 million and Jan-Mar 23 at 29.4 million. Demand not yet stabilised –SE continue to monitor and adapt where needed.
  - 3.2.6. SE are running 2.3% fewer trains since April 2022. Some train operators have made larger reductions in services to match demand, while others have made corresponding increases. Since Dec 2022 SE have added services where needed and where funding is available.
  - 3.2.7. Passenger forecasting since Covid has been continued challenge and is continually being reviewed.
  - 3.2.8. Funding/subsidy approval is required for additional services. Having a scalable/simple timetable is a key enabler to adding services
  - 3.2.9. Since January, demand has increased. SE have already introduced extra services in Jan and Feb and added more in May. In total there will be 179 additional trains per week in May 23 compared to Dec 22.
  - 3.2.10. There are 29 additional trains every weekday, Monday to Friday. 34 additional trains on Saturdays. In addition, every weekday 25 of SE trains will have more carriages than before, to provide extra capacity on some of our busiest services including on the Sidcup line.
  - 3.2.11. The changes introduced so far have led to fewer complaints about crowding from customers using the BXH and SID lines.
  - 3.2.12. In terms of reliability, SE was 3rd best operator nationally in May for second period running. Cancellations were at 1.5% compared to industry average 2.7%. In April cancellations were at 1.1% compared to industry average of 3.1%. This was SE's lowest level of cancellations in 6 years. Punctuality is now also above industry average.
- 3.3. Councillor Bell asked SE if the DfT had instructed them to cut the timetables after Govia lost their contract or was it a decision SE made themselves. SE responded that there was no relevance to the loss of the Govia franchise, and that it was around effectively the spending review targets that had been set.
  - 3.4. After SE's presentation, the following was discussed, in supplementary to the written responses provided by the transport networks:
  - 3.5. Question 1: no supplementary question was asked.

- 3.6. Question 2: Councillor Bell asked Southern if the taxpayer subsidy used to fund services has been reduced since the network has reduced its train services. Southern responded that the services to London Victoria and London Bridge were increased. Carriages have increased on the lines via Tulse Hill and East Croydon. Southern are matching supply to where demand was highest, the representative stated.
- 3.7. Question 3: Alan Hall asked Network Rail about the timetable change process and why there is no consultation. They responded that they are required to advertise changes 12 weeks in advance of implementation. Train operators would consult on timetable changes and part of the would include working with Network Rail around the expected reliability and punctuality improvements, for example. Alan Hall suggested a draft is published and that there is a soft consultation, before the timetables are finalised.
- 3.8. Question 4: no supplementary questions were asked.
- 3.9. Question 5: no supplementary questions were asked.
- 3.10. Question 6: The Lewisham Station User Group representative stated it appears the Council along with rail providers have stopped all work that began pre-pandemic to improve services at Lewisham station and the work towards the goal of the station becoming a major hub for users. He also asked that the results of the feasibility study that was conducted prior be shared. Councillor Krupski responded that herself and the Councillors in Lewisham Central are invested in this, although the Council would only be a coordinating partner. she stated that she will work with the Interim Director of Public Realm and the Head of Highways and Transport on the matter.
- 3.11. Network Rail added that there is currently no funding to do anymore work than the temporary work but are going into their next control period. They will look into what plans there are for Lewisham long term and will be attending this forum in the future so will bring back any relevant information as well as any feasibility studies.
- 3.12. Question 7: no supplementary questions were asked.
- 3.13. Question 8: Councillor Bell expressed concern that the answers to the questions around cut services are not being responded to accurately. The Southern representative said he will consult with those with specialised knowledge and come back with information regarding the changes.
- 3.14. Question 9: no supplementary questions were asked.
- 3.15. Question 10: no supplementary questions were asked.
- 3.16. Question 11: it was asked why there cannot be a transfer of service on the weekends from termination at Cannon Street to termination at Charing Cross, as this could be done at no extra cost and would cut down on crowding at Lewisham Station on Platform 1. SE responded that this kind of change would

affect the structure of the timetable in the wider area than Lewisham. It is key that this structure exists so services can be added or extended as needed. If the structure is changed it will have impacts on other stakeholder groups. SE will not make structural changes so significant without consulting, so are continuing to evaluate passenger numbers and how they are traveling.

- 3.17. Question 12: no supplementary questions were asked.
- 3.18. Question 13: no supplementary questions were asked.
- 3.19. Question 14: no supplementary questions were asked.
- 3.20. Question 15: no supplementary questions were asked.
- 3.21. Question 16: no supplementary questions were asked.
- 3.22. Question 17: the representative from Network Rail made an amendment to the written response to the questions stating that Nunhead station had been put forward for consideration for funding, which is incorrect. Bellingham station, however, has.
- 3.23. Question 18: no supplementary questions were asked.
- 3.24. Question 19- 27: TfL stated that they are working on providing written responses to the questions submitted by the committee and will share them. They asked for 3 weeks to respond to question in the future as they are currently short-staffed. Councillor Krupski stated that perhaps a senior representative attends the meeting who can respond to follow-up questions is necessary to better help the Council's relationship with TfL.
- 3.25. Question 28: no supplementary question was asked.
- 3.26. Question 29: Councillor Bell asked if taxpayer subsidiaries had been reduced since Southern's service had been reduced. Southern responded that hopefully services can be restored as soon as possible but it is dependent on passenger numbers and where the key demand is.
- 3.27. Question 30: no supplementary question was asked.
- 3.28. Question 31: no supplementary question was asked.
- 3.29. Question 32: no supplementary question was asked.
- 3.30. Question 33: no supplementary question was asked.
- 3.31. Question 34: no supplementary question was asked.
- 3.32. Question 35: no supplementary question was asked.
- 3.33. Question 36: no supplementary question was asked.

- 3.34. Question 37: no supplementary question was asked.
- 3.35. Question 38: no supplementary question was asked.
- 3.36. Question 39: the Bell Green Neighbourhood Forum representative asked what traffic counts were agreed with the developers in the Bell Green area to form part of the transport impact assessment. He also invited interested councillors, Highways officers, TfL and Southeastern to the Bell Green area to view some of the transport related issues in the area on 30<sup>th</sup> September. The Head of Highways and Transport responded that he would respond directly to Bell Green with a response to their question and will send a representative to the meeting.

#### **4. AOB**

- 4.1. The Vice-Chair asked Southeastern on behalf of a resident if there is any updates on Deptford station lifts on platform 2 being out of service, to which they responded that they are not aware of any.
- 4.2. The Vice-Chair asked TfL on behalf of a resident, "Cycling north on Lewisham High Street towards Lewisham station, just opposite the police station. At the north bound traffic lights into the junction there are three lanes, one for left (west) and two for straight ahead (north). The centre lane has a cycle box ahead of vehicles. The trouble is that cars and lorries use both left and centre lanes to go left (often with those using the centre lane speeding around so as to overtake vehicles in the correct, left lane). This leaves cyclists who are stationary and are waiting on the longer red light in the centre lane at risk of being hit. I have had a number of close scrapes here and am always relieved when a bus heading north ends up behind me at the lights since that provides some level of protection from the otherwise fast flowing traffic – in the wrong lane – turning left." TfL responded that they would take the question back and respond directly.
- 4.3. Councillor Bell asked if there are there any plans to increase the services on the London Overground between West Croydon and Crystal Palace. TfL responded that they would take the question back and respond directly.
- 4.4. It was asked if Lower Sydenham station could be rezoned from zone 4 to zone 3 when it is very close to zone 3 areas. Southeastern responded that there are revenue implications to this and many transport providers would be involved, but the question will be taken away and responded to.

# Agenda Item 2



## Public Transport Liaison Committee

### Declarations of Interest

**Date:** 4 October 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).

# Agenda Item 3

## TRANSPORT QUESTIONS

Wednesday 4 October 2023

### Questions for Southern and Thameslink

1. (For Southern) Is there an update on any review to increase the number of trains running from London Bridge to East Croydon, stopping at Forest Hill? 2 trains an hour from London Bridge to Forest Hill is already not enough, particularly in the evening, pushing more users onto the Overground, leading to unnecessary overcrowding on the Overground Service. We would like this service to be extended back to at least 4 trains, including services that connect to East Croydon directly in addition to the existing Victoria trains, as this has many other benefits for Lewisham residents. *(Robert McIntosh, Forest Hill Society)*

### Questions for Network Rail

2. The steps on the footbridge over Forest Hill station tracks were recently reported to be in a bad condition, creating a trip hazard. This seems to be a recurring issue. How is this monitored and could there be a more permanent solution to keeping these safe?
3. Future engineering works planned this year severely disrupt my constituents. I have attached the engineering works scheduled from 17 August to December. There are far too many incidents to type. It is particularly annoying that we had no trains after 9:15 pm from New Cross Gate in July and no trains to New Cross Gate after 9:15 pm between 9 October and 12 October.  
Why are there so many engineering works starting so early? Why does Network Rail think this is acceptable for Lewisham residents? Because I do not?  
How many such engineering works have been scheduled in 2023 that have closed the London Overground routes on the West Croydon/Crystal Palace routes when the service should operate? *(Councillor Bell)*

### Questions for Southeastern

4. The Ladywell station building, and so the ticket office, has been shut on numerous occasions over that last three months (not taking into account strike days). As the ticket machine does not dispense some travelcards/passes, this is extremely inconvenient for passengers, as is the inability to ask transport-related questions. What are the reasons for the unannounced closures please? *(Geoffrey Thurley, The Ladywell Society)*

### Questions for TfL

5. As we raised in a recent meeting with councillors and TfL, could we examine the potential of adding a right turn filter light at the junction of London Road (A205) and Honor Oak Road (northbound)? There is a need to encourage drivers to use main roads in order to reduce rat-running through residential roads in the Devonshire Road

neighbourhood. It might also improve bus flow traffic through Forest Hill around the station. *(Robert McIntosh, Forest Hill Society)*

6. With the expansion of the ULEZ beyond the South Circular, will TfL be continuing to use the existing ULEZ enforcement cameras that were placed in the local area? If so, what will be their purpose? Will the ANPR technology be used for any other forms of local enforcement? Is it possible to use them to get traffic counts on local streets? *(Robert McIntosh, Forest Hill Society)*
7. Can you please provide an update regarding the proposed changes to the South Circular Road? In particular, will TFL be reconsidering the Western end point of the proposed rerouting, since the stretch between the Council buildings and St Dunstan's College is particularly dangerous, and requires urgent improvement to make it safe for all road users, particularly cyclists? *(Cllr Royston)*
8. Can TFL please provide an update on the reopening of Kidbrooke Road to HGVs now the works which caused the temporary closure have been completed? This is having a negative effect on Lewisham's roads. *(Cllr Royston)*
9. Pedestrians, residents and road users on Sandhurst Road in Catford South suffer an outdated and inadequate street design and traffic system. While some contributing factors variously come under the Council and police's responsibilities - and I am making representations to them - TFL also has its part to play in improving the situation, particularly through ensuring that its bus drivers adhere to the 20mph speed limit and act responsibly. What measures does TFL have in place to ensure that buses on Sandhurst Road specifically (and also across Catford South), adhere to speed limits and what more will be done to ensure compliance? *(Cllr Burgess)*
10. (for TfL / Network Rail) The steps on the footbridge over Forest Hill station tracks were recently reported to be in a bad condition, creating a trip hazard. This seems to be a recurring issue. How is this monitored and could there be a more permanent solution to keeping these safe? *(Robert McIntosh, Forest Hill Society)*
11. When does Transport for London intend to consult on the proposed route of the planned SL4 - Canary Wharf to Grove Park Superloop service and what alterations to the route are they willing to consider? The lack of direct bus routes from south and eastern Lewisham into Greenwich has been an issue of local complaint for many years and the lack of stops in Greenwich Peninsula on the proposed route is a missed opportunity to correct this. *(Cllr Rathbone)*

## 12. Background

There is severe overcrowding on the London Overground at Brockley Station. TfL says there are no plans to deal with it. This is not acceptable. We have no tube, and Southern Railway has withdrawn half our hourly services, leaving just two an hour – when they can be bothered to run them.

## Questions

Will TfL reconsider its intention to do nothing about the capacity issues on the London Overground and take action? If so, when and what?

If not, why should Lewisham put up with this overcrowding and lack of investment by TfL? *(Cllr Bell)*

### 13. Background

The air conditioning on the London Overground trains on the West Croydon/Crystal Palace/New Cross routes is starting to fail. Some carriages are hot, while others are cooler.

Who is responsible for maintaining the air conditioning, Deutsche Bahn/Arriva or TfL?

If the contractor is responsible, has TfL checked the maintenance schedule to ensure Deutsche Bahn/Arriva is carrying out routine maintenance on the air conditioning units?

What evidence has Deutsche Bahn/Arriva provided that they maintain the air conditioning? If not, why not?

What records exist that the air conditioning units were checked and repaired where they were broken or not working? *(Cllr Bell)*

14. On 14 August, a broken train created even more delays. I am starting to question the maintenance provided by Arriva/Deutsche Bahn. Trains are in service that looks uncared for, and the air conditioning on carriages is hit and miss. Someone had forced open a window – usually secured shut – presumably because the air con was not working well on overcrowded carriages.

Does TfL check the maintenance routines of the London Overground? If not, why not?

Does TfL apply penalties for poor maintenance performance? If not, why not? *(Cllr Bell)*

15. From Monday, 7 August, to Thursday, 10 August, there were no London Overground trains beyond New Cross Gate to the rest of Lewisham from 11 pm. Moreover, on Monday that week, I used the Overground, and when the train terminated at New Cross Gate, there needed to be Overground staff to ask where the replacement bus services were located. There were no directions to the replacement bus services. After checking, it seemed there were no replacement bus services except those provided by Southern Railway – no sign of those buses. I witnessed a person who was confused by what was happening. English was her second language, and she didn't know where to go and why the train was not going beyond New Cross Gate. This was after 11 pm. This is a safety issue. It is not good enough there were no staff to help or replacement buses for the London Overground.

## Questions

Why were no London Overground staff visible to help passengers?

Why did TfL provide no replacement buses for the lack of two Overground routes, and Southern would only provide two buses an hour? *(Cllr Bell)*

16. On Sunday, 13 August, there were no London Overground trains to and from Crystal Palace or Southern Trains. Only the West Croydon line was operating with overcrowded carriages. The TFL Go App said there were no trains from Sydenham to Crystal Palace. It didn't say there were no trains at all on that line.

Questions

Is it standard practice to suspend the entire line but only indicate Sydenham to Crystal Palace is affected?

If so, is this misleading?

Why is the entire line suspended when the engineering work is only between Sydenham and Crystal Palace? *(Cllr Bell)*

17. Much of the Sydenham Hill area (including the Sydenham Hill Estate, Lammas Green and Otto Close) suffers from poor transport links and a low PTAL rating. With new significant residential development underway in the area, can TfL review the area's public transport accessibility and identify what options are available (including increased bus frequency or additional routes) in light of current and potential funding? *(Cllr Harding)*
18. What feasibility studies or other preparatory work needs to be done by TfL or others in order to make the Bakerloo Line Extension a possibility? What has already been carried out and what is planned, and what is the expected timeframe for that? *(Councillor Royston)*

## Questions for Southern and Thameslink

- 1. *Is there an update on any review to increase the number of trains running from London Bridge to East Croydon, stopping at Forest Hill? 2 trains an hour from London Bridge to Forest Hill is already not enough, particularly in the evening, pushing more users onto the Overground, leading to unnecessary overcrowding on the Overground Service. We would like this service to be extended back to at least 4 trains, including services that connect to East Croydon directly in addition to the existing Victoria trains, as this has many other benefits for Lewisham residents.***

As part of the timetable introduced in September last year, we replaced the East Croydon to London Bridge via Forest Hill stopping service with a London Victoria to London Bridge via Forest Hill stopping service.

The context to these changes is the continued need to respond to the gap between our costs and revenues as while demand has partially recovered, it has stabilised at around 80% of pre-pandemic levels. Revenue is reduced by similar levels, with the gap between our costs and revenues currently in the region of £150 million a year.

Our approach is to create the best fit of services to demand by making the most efficient use of the resources and the funding available to us, with the London Victoria to London Bridge service designed to provide capacity for journeys to both stations.

We know that passengers will always prefer more frequent trains, but the current two trains per hour service between London Bridge and London Victoria via Forest Hill does have enough capacity for the route, with services typically lightly loaded outside of peak times. Connections to East Croydon are available at Norwood Junction.

We will continue to keep passenger use and feedback under review, but increasing the services from two trains per hour to four trains per hour would require an increase in funding.

## Questions for Network Rail

- 2. *The steps on the footbridge over Forest Hill station tracks were recently reported to be in a bad condition, creating a trip hazard. This seems to be a recurring issue. How is this monitored and could there be a more permanent solution to keeping these safe?***

Thank you for raising this matter.

Network Rail is the owner of the station and these steps, but the bridge – together with the station – is let to TfL and day-to-day maintenance is the responsibility of Arriva Rail London (ARL, the operator of the London Overground service) under their contract.

As the owner of this structure we do have responsibilities for maintenance; but, without going in to excessive detail, day-to-day wear-and-tear and maintenance requirements such as – for example – renewing a life-expired anti-slip panels on the stair tread, would be the responsibility of ARL.

In support of delivering their maintenance responsibilities ARL undertake frequent inspections of the station including the footbridge (and report any faults that are our responsibility to resolve to our appropriate team), and ARL will be able to provide further information to respond to this question.



- 3. Future engineering works planned this year severely disrupt my constituents. I have attached the engineering works scheduled from 17 August to December. There are far too many incidents to type. It is particularly annoying that we had no trains after 9:15 pm from New Cross Gate in July and no trains to New Cross Gate after 9:15 pm between 9 October and 12 October. Why are there so many engineering works starting so early? Why does Network Rail think this is acceptable for Lewisham residents? Because I do not? How many such engineering works have been scheduled in 2023 that have closed the London Overground routes on the West Croydon/Crystal Palace routes when the service should operate?**

There is never a good time to disrupt services and I am sorry for the inconvenience caused by our engineering works to your residents, as well as customers elsewhere on the network.

On this part of the network services generally start early and finish late. This means that there is not much time overnight to undertake important maintenance or renewals work; by the time we have taken possession, isolated the electrical current and set up the site compound (if required), it's almost time to pack everything up again ahead of the start of the next morning's services. This means that working only overnight can be inefficient, and indeed may simply not give us enough time to complete some more complicated engineering tasks that we have to undertake.

As a publicly-owned organisation we do need to operate efficiently, and so this can mean when necessary extending our hours of engineering into the time when services would normally run. We are funded by the taxpayer – but we are of course extremely mindful of the importance of customer revenue for the industry as a whole, as well as the importance of providing a reliable service that customers can trust (not least so that they continue to choose to travel by train in the future). For that reason, we work very closely with the train operators to plan our possession calendar in such a way as to minimise disruption as far as possible (and advertise changes as early as possible), while also delivering our work in an efficient manner. This will generally mean a slightly earlier finish than normal on some nights where we are undertaking planned engineering work.

### **East London Line closures**

Maintenance of the East London Line is partially the responsibility of Network Rail, and partially the responsibility of Transport for London; essentially, the track is owned and maintained by TfL north of New Cross/New Cross Gate, while the lines south and west of New Cross/New Cross Gate are owned and maintained by Network Rail. The early closures that you mention for July and upcoming on 09 October – 12 October are not due to Network Rail engineering work but, rather, due to planned Transport for London engineering work in the East London Line core, where maintenance and renewals are TfL's responsibility.

Since the main Overground train depot is located at New Cross Gate, closure of the East London Line core will generally mean that no services can operate to Clapham Junction or to Crystal Palace/West Croydon over Network Rail-managed track. Transport for London will be able to provide you with further information on their access strategy for planning work on the East London Line core.

### **Planned engineering works 2023**

That said, there are planned Network Rail engineering works that will impact on your residents during the midweek. Our routine maintenance is planned on a defined cycle by line; two relevant examples in this area are:

- The New Cross Gate – Sydenham line is closed from 2350 every six weeks (upcoming example; 11-14 December 2023)
- The Norwood Junction to West Croydon route is closed from 2300 every twelve weeks (upcoming example: 4-7 December 2023).

Do note that the TfL tracker will show earlier times than these, as the published timetable shows the point at which services start to ramp down, to allow the closure to start on time.

We undertake maintenance work during overnight closures, but it is also necessary from time to time to take a full-day or even full-weekend (and sometimes longer) closure in addition to overnight working. Each year there are four planned possessions on this route, which will be supplemented by further closures where renewals work needs to take place that cannot be accommodated alongside maintenance activities.

For the calendar year 2023 we have taken or have planned the following weekend engineering work which will affect the New Cross Gate – Sydenham route:

- **4 and 5 March 2023**
  - o Saturday and Sunday – closed New Cross Gate to West Croydon / Crystal Palace
- **13 and 14 May 2023**
  - o Saturday – closed Sydenham to West Croydon
  - o Sunday – closed New Cross Gate to West Croydon / Crystal Palace
- **30 July 2023**
  - o Sunday – closed New Cross Gate to West Croydon / Crystal Palace
- **20 August 2023**
  - o Sunday – closed New Cross Gate to West Croydon / Crystal Palace until 0800 only
- **3 September 2023**
  - o Sunday – closed New Cross Gate to West Croydon / Crystal Palace until 0800 only
- **16 and 17 September 2023**
  - o Saturday and Sunday – closed New Cross Gate to West Croydon / Crystal Palace (primarily for the replacement of a crossover at Forest Hill)
  - o See pictures below for an illustration of the scale of engineering that is carried out during full closures.
- **23 and 24 September 2023**
  - o Saturday and Sunday – closed New Cross Gate to West Croydon / Crystal Palace (primarily for the replacement of a crossover at Forest Hill)
- **12 November 2023**
  - o Saturday and Sunday – closed New Cross Gate to West Croydon / Crystal Palace

I have identified the following Transport for London weekend closures for the line north of New Cross Gate – TfL will be able to provide further information;

- **4 and 5 February 2023**
  - o Saturday and Sunday – Highbury & Islington to New Cross Gate
- **18 and 19 March 2023**
  - o Saturday and Sunday – Highbury & Islington to New Cross Gate
- **11 November 2023**
  - o Saturday – Highbury & Islington to New Cross Gate
- **25 and 26 November 2023**
  - o Saturday and Sunday – Highbury & Islington to New Cross Gate

As part of our work to reduce the overall impact of closures and to minimise the amount of disruption that our engineering works cause to customers, we do have a number of initiatives

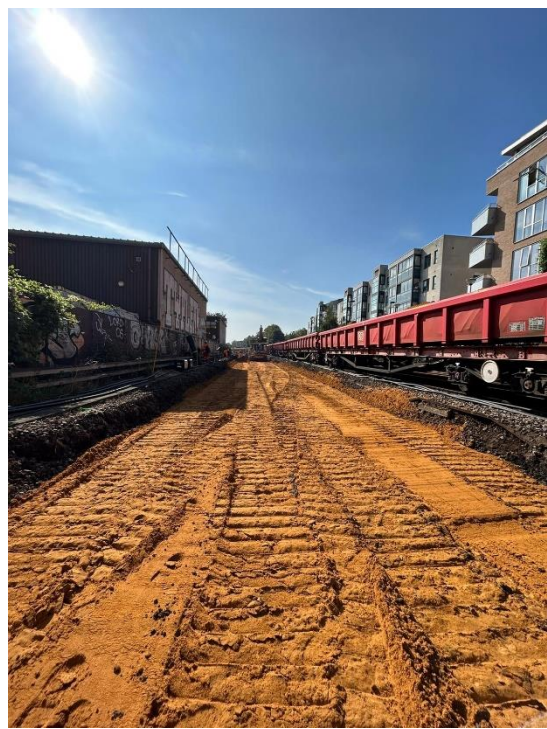
to improve how we plan and undertake maintenance. As part of our investment in the region's railway in recent years we have installed a considerable number of remote asset condition monitoring systems. These mean that we can understand the condition of key railway assets and components without having to manually inspect them, freeing up more time to perform other work on the railway. Similarly, a number of trains are fitted with thermal cameras and other equipment, which means that we can visually monitor assets without necessarily having to attend in-person.

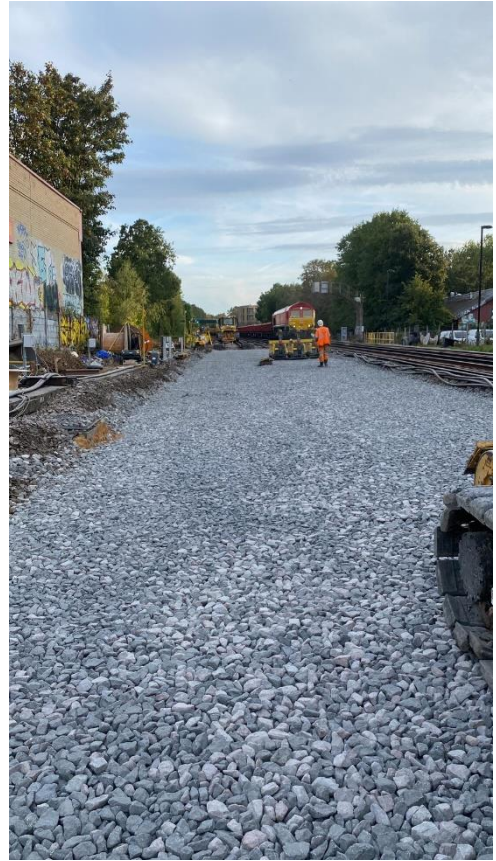
**Illustration: S&C renewal around Forest Hill Saturday 16 and Sunday 17 September**

As shown above, the route from New Cross Gate – Crystal Palace/West Croydon has been closed for a number of weekends recently, including 16/17 September. These closures have been taken so that we could undertake renewals work on the line. This included the replacement of a crossover at Forest Hill, together with renewing the track (including reballast, resleeper and rerail) as well as renewing a number of switches and crossings – these are the parts of the railway that guide trains from one track to another and like any moving part, they are subject to more wear-and-tear than the fixed parts of the railway.

I know that closures due to planned engineering works like this do cause inconvenience for customers, but this work is important to ensure that the railway is operating in a safe and reliable way.

The images below show the progress over the course of the weekend of 16/17 September in renewing the track, which involved renewing the ballast and sleepers as well as the rails themselves.









#### Questions for Southeastern

4. ***The Ladywell station building, and so the ticket office, has been shut on numerous occasions over that last three months (not taking into account strike days). As the ticket machine does not dispense some travelcards/passes, this is extremely inconvenient for passengers, as is the inability to ask transport-related questions. What are the reasons for the unannounced closures please?***

Staff shortages can be for a variety of reasons including sickness, annual leave, and turnover. In these instances, we normally cover the day-to-day activities of station staff by using a general-purpose relief. We apologise for any inconvenience this is causing.

#### Questions for TfL

5. **As we raised in a recent meeting with councillors and TfL, could we examine the potential of adding a right turn filter light at the junction of London Road (A205) and Honor Oak Road (northbound)? There is a need to encourage drivers to use main roads in order to reduce rat-running through residential roads in the Devonshire Road neighbourhood. It might also improve bus flow traffic through Forest Hill around the station.**

- We recently met with the Forest Hill Society and Lewisham councillors to understand their ideas around how to improve the road network in the Forest Hill area
- We currently we do not have a way to efficiently allow the right turn from London Road to Honor Oak Road and we do not have further capacity to investigate new

programmes of works this year, as we are currently working with Lewisham Borough officers on a full pipeline of schemes and projects to be implemented over the 2023/24 period in Lewisham

- However, if this is a priority for the borough, we are willing to carry out assessments to determine costs and benefits to bus routes and what on-street signal equipment would be required when we have capacity in the New Year

**6. With the expansion of the ULEZ beyond the South Circular, will TfL be continuing to use the existing ULEZ enforcement cameras that were placed in the local area? If so, what will be their purpose? Will the ANPR technology be used for any other forms of local enforcement? Is it possible to use them to get traffic counts on local streets?**

- Cameras within the ULEZ charging zone are used to monitor compliance of ULEZ & LEZ (and Congestion Charging in central London). A non-compliant car can be parked within the ULEZ zone and will not be charged unless it drives in the zone.

It does not have to cross out of the boundary, merely move within the charging zone – therefore, existing cameras still play an important part in monitoring compliance inside the whole ULEZ area

- In terms of additional uses, we have no plans to use ANPR for local enforcement or traffic counts

**7. Can you please provide an update regarding the proposed changes to the South Circular Road? In particular, will TfL be reconsidering the Western end point of the proposed rerouting, since the stretch between the Council buildings and St Dunstan's College is particularly dangerous, and requires urgent improvement to make it safe for all road users, particularly cyclists?**

- The public consultation for the Catford Town Centre project closed on June 12 this year

- The next steps include the publication of a consultation report this Winter 2023 and taking the project through the concept design stage to reflect feedback collected as part of the consultation

- Subject to the outcome of the consultation, approval of further design works and funding approval TfL aims to being construction in 2025. The works will take approximately two years to complete

**8. Can TfL please provide an update on the reopening of Kidbrooke Road to HGVs now the works which caused the temporary closure have been completed? This is having a negative effect on Lewisham's roads.**

*Answer to follow*

**9. Pedestrians, residents and road users on Sandhurst Road in Catford South suffer an outdated and inadequate street design and traffic system. While some contributing factors variously come under the Council and police's responsibilities - and I am making representations to them - TfL also has its part to play in improving the situation, particularly through ensuring that its bus drivers adhere to the 20mph speed limit and act responsibly. What measures does TfL have in place to ensure that buses on Sandhurst Road specifically (and also**

**across Catford South), adhere to speed limits and what more will be done to ensure compliance?**

- We have received correspondence on this issue via Councillor Burgess
- Having been made aware of this issue Stagecoach are taking this matter very seriously and they are looking for solutions above and beyond the usual activities
- Where necessary formal disciplinary processes are being utilised with the drivers
- We are also working to arrange an onsite meeting the first couple of weeks in October with local ward councillors

**10. (for TfL / Network Rail) The steps on the footbridge over Forest Hill station tracks were recently reported to be in a bad condition, creating a trip hazard. This seems to be a recurring issue. How is this monitored and could there be a more permanent solution to keeping these safe?**

TfL- Infrastructure, such as footbridges on the Overground network are owned and maintained by Network Rail

**11. When does Transport for London intend to consult on the proposed route of the planned SL4 - Canary Wharf to Grove Park Superloop service and what alterations to the route are they willing to consider? The lack of direct bus routes from south and eastern Lewisham into Greenwich has been an issue of local complaint for many years and the lack of stops in Greenwich Peninsula on the proposed route is a missed opportunity to correct this.**

- Between 16 November 2022 and 11 January 2023, we consulted on the proposed opening bus network for the Silvertown Tunnel, due to open in 2025. We received 644 responses to the consultation in total. Thank you to those who took part and shared their views
- After carefully considering the feedback we received, we have decided to proceed with the proposed opening bus network, with some amendments to the original proposals. Specifically:
  - The proposed new route X239 will run between Grove Park and Canary Wharf, Westferry Circus, with a non-stopping section between Sun-in-the-Sands roundabout and Orchard Place
- Further detail as to why we have made these decisions is included in the final consultation report. You can also read our responses to issues frequently raised, which is available on our Have Your Say page.
- The network will begin operating when the Silvertown Tunnel opens in 2025. We will continue to keep the bus network under review as the local area continues to grow and develop
- Route X239 would also form part of the Mayor of London's proposed new 'Superloop' bus network. New electric buses are another major step towards the commitment to a frequent zero-emission bus network.

**12. There is severe overcrowding on the London Overground at Brockley Station. TfL says there are no plans to deal with it. This is not acceptable. We have no tube, and Southern Railway has withdrawn half our hourly services, leaving just two an hour – when they can be bothered to run them.**

**Will TfL reconsider its intention to do nothing about the capacity issues on the London Overground and take action? If so, when and what?**

**If not, why should Lewisham put up with this overcrowding and lack of investment by TfL?**

- We acknowledge that there is severe crowding on the Sydenham corridor during the height of the AM Peak. This has been exacerbated by the reduction of the Southern service to two trains per hour, which was undertaken by Southern and their contracting authority the Department for Transport
- We are considering how best to mitigate this by providing additional capacity. Two options have been proposed so far:
  - Operating additional services during peak periods between Crystal Palace and Dalston Junction / Highbury and Islington via Canada Water. We want to ensure that the provision of such services does not have an adverse impact on performance and reliability that would negate their value. We need to do further analysis on this before deciding whether or not to proceed
  - Operating additional services during peak periods between Crystal Palace and London Bridge, replacing capacity on this routing that has been lost following the reduction to Southern services
- This would represent a new routing for London Overground services that would necessitate significant changes to operational arrangements and driver training. Further work is therefore required to establish the feasibility and business case for this change
- There are currently no confirmed timescales for the implementation of either of these options due to the further work they require

**13. The air conditioning on the London Overground trains on the West Croydon/Crystal Palace/New Cross routes is starting to fail. Some carriages are hot, while others are cooler. Who is responsible for maintaining the air conditioning, Deutsche Bahn/Arriva or TfL? If the contractor is responsible, has TfL checked the maintenance schedule to ensure Deutsche Bahn/Arriva is carrying out routine maintenance on the air conditioning units?**

**What evidence has Deutsche Bahn/Arriva provided that they maintain the air conditioning? If not, why not?**

**What records exist that the air conditioning units were checked and repaired where they were broken or not working?**

In regard to the maintenance of the air conditioning system (HVAC), all parties (Arriva Rail London / Rail for London and Alstom) monitor the air conditioning system across the fleet continuously

- Although failures are few and far between, we are not aware that it is hit and miss. Where failures are identified on particular days, the emergency hopper windows will be opened to allow for air to circulate within the vehicle and for the train to remain in service, and that night when the unit returns to depot, the air conditioning unit will be replaced



- The windows are always secured and locked and can only be released by an operational member of the team from Alstom or Arriva, unless the window has been opened by unauthorised persons. If a window is open and there is no defect, then the HVAC system will false read, and thus may heat if it sees below norm temperature measurements
- The HVAC units are subject to the same Vehicle Maintenance Schedule routine maintenance as all other components on the train and maintenance tasks are completed at the following periodicities, unless defects have been reported in the meantime:
  - Saloon Air Conditioning – Inspect – 90,000 miles (90,000 miles equates to around 2.5 months)
  - Saloon Air Conditioning – Functional Test – 90,000 miles
  - Saloon Air Conditioning – Refrigerant Leak Detection – 90,000 miles
  - Saloon Air Conditioning – Overhaul – 8 years
- All reports of HVAC defects are recorded daily under the Railway Industry reporting Systems and these are reviewed daily at the Failure Review Board meeting held daily and the rectification and mitigation actions taken are discussed and agreed by tri-party stakeholders Arriva Rail London, Alstom and TfL
- TfL's Overground performance team are happy to coordinate a visit to NXGD, should further questions arise

**14. On 14 August, a broken train created even more delays. I am starting to question the maintenance provided by Arriva/Deutsche Bahn. Trains are in service that looks uncared for, and the air conditioning on carriages is hit and miss. Someone had forced open a window – usually secured shut – presumably because the air con was not working well on overcrowded carriages.**

**Does TfL check the maintenance routines of the London Overground? If not, why not?**

**Does TfL apply penalties for poor maintenance performance? If not, why not?**

- TfL do check the maintenance routines. All maintenance tasks completed by our Maintainer of choice (Alstom) are reviewed and approved (by TfL and Arriva as part of Assurance processes) before being included in the Vehicle Maintenance Schedule (VMS). Regular Audits of maintenance take place and Alstom carry out in process checks of routine maintenance on a regular basis
- TfL penalises Alstom for failure of facilities including Air Conditioning under the terms of the Train Service Agreement
- There are operational reasons for line suspension, including lack of opportunity to turn units for reduced services to take place and these lines are shared with Southern/GTR and heavy utilised making short term perturbation mitigation very difficult

**15. From Monday, 7 August, to Thursday, 10 August, there were no London Overground trains beyond New Cross Gate to the rest of Lewisham from 11 pm. Moreover, on Monday that week, I used the Overground, and when the train terminated at New Cross Gate, there needed to be Overground staff to ask where the replacement bus services were located. There were no directions to the replacement bus services. After checking, it seemed there were no replacement**

**bus services except those provided by Southern Railway – no sign of those buses. I witnessed a person who was confused by what was happening. English was her second language, and she didn't know where to go and why the train was not going beyond New Cross Gate. This was after 11 pm. This is a safety issue. It is not good enough there were no staff to help or replacement buses for the London Overground.**

**Why were no London Overground staff visible to help passengers?**

**Why did TfL provide no replacement buses for the lack of two Overground routes, and Southern would only provide two buses an hour?**

- TfL do not procure buses for engineering works south of New Cross Gate as these are done with Network Rail and GTR (Southern)
- Posters were used around stations, signposting local bus or tram use. There were 2 replacement buses provided by GTR which would cover the last services from London Bridge
- In terms of station staff presence, we will investigate this with ARL along with how this signage is displayed and what announcements are made and how improvements can be made

**16. On Sunday, 13 August, there were no London Overground trains to and from Crystal Palace or Southern Trains. Only the West Croydon line was operating with overcrowded carriages. The TfL Go App said there were no trains from Sydenham to Crystal Palace. It didn't say there were no trains at all on that line.**

**Is it standard practice to suspend the entire line but only indicate Sydenham to Crystal Palace is affected?**

**If so, is this misleading?**

**Why is the entire line suspended when the engineering work is only between Sydenham and Crystal Palace?**

- The TfL Go App only shows information about our services, so would not show what GTR (Southern) services would or wouldn't be operating
- The app was displaying the correct information for London Overground services

**17. Much of the Sydenham Hill area (including the Sydenham Hill Estate, Lammas Green and Otto Close) suffers from poor transport links and a low PTAL rating. With new significant residential development underway in the area, can TfL review the area's public transport accessibility and identify what options are available (including increased bus frequency or additional routes) in light of current and potential funding?**

- The locations mentioned in the questions are already served by TfL's existing bus network, however our bus network is continuously under review
- TfL will work with Lewisham borough officers to review connectivity of bus services in light of residential development to encourage the use of route S106 and support car free development

**18. What feasibility studies or other preparatory work needs to be done by TfL or others in order to make the Bakerloo Line Extension a possibility? What has already been carried out and what is planned, and what is the expected timeframe for that?**

- In March 2021, Statutory Safeguarding Directions were issued by the Secretary of State for Transport to safeguard the route of the Bakerloo Line Extension from Lambeth North to Lewisham. The issuing of Safeguarding Directions recognises the benefits the scheme would deliver and is the result of constructive discussions between the Department for Transport (DfT) and Transport for London (TfL)
- TfL remain committed to delivering the Bakerloo Line Extension, but this remains dependent on putting together a viable funding package. While the issuing of Safeguarding Directions does not represent a commitment from government to fund the extension, discussions continue to develop a funding package, while also being realistic about the funding that local sources could contribute to delivering an extension
- Alongside its partners at the London Borough (LB) of Southwark and LB Lewisham, TfL continues to develop plans for the scheme, which would extend the Bakerloo line to connect an historically under-served part of London to the Tube network, unlock thousands of desperately needed new homes, and support new jobs. To this end, TfL is currently progressing feasibility designs for the tunnelled elements of the scheme, designs for the stations along the route (to be done in partnership with LB Southwark and LB Lewisham) and is updating the scheme business case. TfL has also designed the planned extension into the ongoing works at Elephant & Castle London Underground station to create a new entrance and ticket hall
- In addition, TfL is actively progressing proposals to upgrade the existing line through the purchase of new rolling stock, subject to Government funding. This upgrade is a prerequisite for any future extension
- Subject to funding the earliest we could submit a Transport & Works Act Order is 2028.