



# HIGHWAYS ADVISORY COMMITTEE

16 September 2014

# REPORT

**Subject Heading:**

**BUS STOP ACCESSIBILITY  
MAWNEY ROAD  
Outcome of public consultation**

**Report Author and contact details:**

Mark Philpotts  
Principal Engineer  
01708 433751  
mark.philpotts@havering.gov.uk

**The subject matter of this report deals with the following Council Objectives**

Clean, safe and green borough	<input checked="" type="checkbox"/>
Excellence in education and learning	<input type="checkbox"/>
Opportunities for all through economic, social and cultural activity	<input type="checkbox"/>
Value and enhance the life of every individual	<input checked="" type="checkbox"/>
High customer satisfaction and a stable council tax	<input type="checkbox"/>

## SUMMARY

This report sets out the responses to a consultation for the provision of fully accessible bus stops along Mawney Road and seeks a recommendation that the proposals be implemented.

The scheme is within **Brooklands** and **Mawneys** wards.

## RECOMMENDATIONS

1. That the Committee having considered the representations made recommends to the Cabinet Member for Environment that the bus stop accessibility improvements on Mawney Road set out in this report and shown on the following drawings (contained within Appendix I ) are implemented;
  - QN008-OF-A26-A
  - QN008-OF-A27-A
  - QN008-OF-A28-A
  - QN008-OF-A29-A
  - QN008-OF-A30-A
  - QN008-OF-A31-A
  - QN008-OF-A32-A
  - QN008-OF-A33-A
  - QN008-OF-A34-A
  - QN008-OF-A35-A
  
2. That in relation to the proposed relocation of the bus stop from outside No.365 to the common boundary of nos. 361 & 363 as shown on Drawing QN008-OF-A25-A, the Committee having considered the representations made either;
  - (a) Recommends to the Cabinet Member for Environment that the bus stop accessibility improvements are implemented; or
  - (b) The proposal is rejected and the Head of Streetcare investigates any other possibilities, notwithstanding that an alternative arrangement is unlikely.
  
3. That it be noted that the estimated cost of £42,000 for implementation will be met by Transport for London through the 2014/15 Local Implementation Plan allocation for Bus Stop Accessibility.

## REPORT DETAIL

## **1.0 Background**

- 1.1 People with mobility problems, the elderly and people travelling with young children find it difficult to board or alight from buses, unless the vehicle is able to pull in close to the kerb (within 200mm). The difficulty of gaining kerbside access is often caused by indiscriminately parked vehicles, or lack of high kerb space adjacent to stops.
- 1.2 Improvements to the bus stop environment such as raising kerbs, relaying footway surfaces, providing short footway links to stops and (in exceptional circumstances) providing pedestrian crossing facilities can help with making bus stops fully accessible to all people. In some situations, it may be appropriate to build the footway out into the road to provide an accessible bus stop, although this will only be appropriate where carriageways are very wide.
- 1.3 The introduction of bus stop clearways improves the accessibility of bus stops by providing sufficient space for buses to pull in close to the kerb. It is important with the provision of buses in London that are fully wheelchair accessible, because the benefits of low-floor/ kneeling buses are considerably reduced (if not removed) if the bus cannot be positioned next to the kerb.
- 1.4 Drawing QB109/00/01B shows a standard bus stop layout where the bus stop is within a length of parked vehicles. In such a situation, a 37 metre long bus stop clearway is required to enable buses to meet the kerb so that both loading doors can be used. Where local conditions allow, this length can be reduced and so any design work will consider needs on a case by case basis.
- 1.5 In some situations, it is recognised that buses stopping on the carriageway can have an impact on traffic flows, especially on narrow roads. However, bus stops which are fully accessible to all people allow for buses to use stops more efficiently, minimising the length of time a bus is stationary. This will have the positive effect of reducing disruption to traffic flows to a minimum.
- 1.6 Where buses cannot fully access the kerb, then there may be delays in the loading or unloading of passengers leading to buses stopping longer than necessary. In some cases, certain passengers may not be able to access buses at all or the bus driver will simply need to pass the stop by where access to the kerb is not possible.
- 1.7 There are 690 bus stops in Havering. 663 are on borough roads, 20 are on the Transport for London Road Network and 7 are in private areas (e.g. Queen's Hospital). Data as of March 2014.
- 1.8 Of these stops, 56% are fully accessible. In order for a stop to be fully accessible, it must meet the following basic criteria;

- The kerb to the footway must be between 125mm and 140mm in height to be compatible with the front and rear loading doors of the bus and the ramp deployed from the rear loading doors;
- The bus stop should be restricted from parking and stopping by a bus stop clearway so that the stop is always available for buses to be able to pull into tightly to the kerb.

1.9 For Havering, funding for Bus Stop Accessibility works has mainly come from the Transport for London Local Implementation plan (LIP), but occasionally funding is secured as part of the development process.

1.10 Staff from StreetCare work with TfL London Buses and the Police (where required) on a programme of mainly route-based Bus Stop Accessibility improvements, although individual sites are investigated from time to time where there are particular passenger access problems.

1.11 The route approach allows for comprehensive review of existing bus stop positions for accessibility, convenience, safety etc. and sometimes requires stops to be moved away from points of conflict such as where parking or proliferation of vehicle crossings prevent stops being accessible in their existing positions.

1.12 Proposals for accessibility improvements have been developed for various bus stops along Mawney Road as set out in the following table;

<b>Drawing Reference</b>	<b>Location</b>	<b>Description of proposals</b>
QN008-OF-A25-A	Outside 357 to 365	Bus stop flag relocated from outside No.365 to common boundary of nos. 361 & 363.  Tree to be removed from new location of bus stop and new tree to be planted in the old location  29 metre bus stop clearway.  140mm kerb and associated footway works provided at bus boarding area.
QN008-OF-A26-A	Outside 293 to 297	23 metre bus stop clearway.  140mm kerb and associated footway works provided at bus boarding area.
QN008-OF-A27-A	Outside 298 to 300	27 metre bus stop clearway.  Bus Stop flag to be relocated 5.90m southeast (towards 298)

		<p>Shelter to be turned around</p> <p>140mm kerb and associated footway works provided at bus boarding area.</p>
QN008-OF-A28-A	Outside 236 to 242	<p>Clearway restriction to change from 7am – 7pm to 24 hours</p> <p>Shelter to be turned around</p> <p>140mm kerb and associated footway works provided at bus boarding area.</p>
QN008-OF-A29-A	Outside 165 to 167 and Tesco	<p>Clearway to be extended to 27m</p> <p>Clearway restriction to change from 7am – 7pm to 24 hours</p> <p>140mm kerb and associated footway works provided at bus boarding area.</p>
QN008-OF-A30-A	Outside 170 to 174	<p>Clearway to be extended to 17m</p> <p>Clearway restriction to change from 7am – 7pm to 24 hours</p> <p>140mm kerb and associated footway works provided at bus boarding area.</p> <p>Relocate existing cycle stands</p>
QN008-OF-A31-A	Outside 121 to 125	<p>25 metre bus stop clearway.</p> <p>Bus stop flag to be relocated to rear of footway.</p> <p>140mm kerb and associated footway works provided at bus boarding area.</p>
QN008-OF-A32-A	Outside 90 to 96 and Queenside Court	<p>Bus stop to be relocated from outside No.96 to outside Queenside Court.</p> <p>31 metre bus stop clearway.</p> <p>140mm kerb and associated footway works provided at bus boarding area.</p>
QN008-OF-A33-A	1 to 8 Orton	<p>41 metre bus stop clearway.</p>

	Court	140mm kerb and associated footway works provided at bus boarding area.
QN008-OF-A34-A	Outside Mawney School	37 metre bus stop clearway. 140mm kerb and associated footway works provided at bus boarding area Centre line markings to be adjusted
QN008-OF-A35-A	Outside 15 to 21	37 metre bus stop clearway. 140mm kerb and associated footway works provided at bus boarding area. Centre line markings to be adjusted

1.13 Approximately 60 letters were hand-delivered to those potentially affected by the scheme on 28<sup>th</sup> July 2014, with a closing date of 18<sup>th</sup> August 2014 for comments.

1.14 In addition, ward councillors, HAC members and standard consultees (London Buses, emergency services, interest groups etc) were sent a set of the consultation information. Public notices were also placed within bus stop timetable display units.

## **2.0 Outcome of Public Consultation**

2.1 By the close of consultation, 7 responses were received as set out in Appendix I to this report. In addition, a 19 signature petition was received in objection to one of the proposals.

2.2 London Buses raised no concerns with the proposals and Cllr Frost supported the proposals.

2.3 With regard to the proposals for the relocation of the bus stop from outside No.365 to outside No.361/363 (Drawing QN008-OF-A25-A), this attracted 4 objections from frontagers, plus a 19 signature petition against the proposal. The concerns were;

- Impact on ambulances stopping,
- Impact on deliveries/ loading,
- Loss of large tree,
- Antisocial behaviour connected to bus stop,
- Devaluation of property,

- Resident was affected by existing bus stop and then moved to the proposed location,
- Loss of privacy,
- Bus drivers leaving engines running when running ahead of timetable,
- Works not needed as stop is not used by disabled people or people with reduced mobility,
- New location would prevent extension of vehicle crossing,
- Proposed tree is too close to existing lamp column,
- Proposed tree would block driveway.

2.4 With regard to the proposals for the relocation of the bus stop from outside No.96 to Queenside Court (Drawing QN008-OF-A32-A), 1 objection was received with the concerns as follows;

- Resident would not be able to stop to reverse onto driveway,
- Impact on deliveries/ loading,
- New location is too close to Vine Street and would cause accidents.

### **3.0 Staff Comments**

3.1 With regard to the proposed relocation from No.365 to outside No.361/363 (Drawing QN008-OF-A25-A), Staff would comment that the existing location has buses stopping and passengers boarding/ alighting onto a grass verge and vehicle crossings. The existing verge could be paved to improve accessibility, but it is of insufficient length to be made fully accessible as set out in the background to this report above.

3.2 Anti-social behaviour is often raised as a concern and although it is not doubted that this is significant for those affected, bus stops need to be placed somewhere and in an urban area, it is reasonable to expect them to be placed near residential premises.

3.3 Delivery access is often cited as a concern and while loading would be prevented within the Clearway, it is reasonable to expect those making deliveries to stop outside the restricted area and to carry goods or use a trolley. This is no different to a delivery being made where there is a pedestrian crossing or other impediment to loading such as within a signalised junction. Emergency vehicles are not subject to the clearway restriction if responding to an incident or emergency.

3.4 There are no realistic alternative locations. To the north, there is a bend and to the south, a pedestrian refuge. Further south would be too close to the preceding stop.

3.5 Staff recognise the value placed on mature street trees by residents and Staff are reluctant to remove them. However, there are occasions where removal is required if an engineering scheme is to proceed.

- 3.6 With regard to the proposed relocation of the bus stop from outside No.96 to Queenside Court (Drawing QN008-OF-A32-A), the resident would be permitted to stop within the clearway to reverse onto their premises. The loading issue is covered above and Staff are content that the location does not present an unsatisfactory impact on the safety of the junction with Vine Street.
- 3.7 Staff are generally reluctant to propose the relocation of a bus stop because of the impact on frontagers not currently affected and likely objections arising, but where accessibility is considered better at an alternative location, such an alternative will be explored.
- 3.8 The Committee will need to consider the various issues raised and make a recommendation based on balancing all of the relevant factors.

## IMPLICATIONS AND RISKS

### **Financial implications and risks:**

This report is asking HAC to recommend to the Cabinet Member the implementation of the above scheme

The estimated cost of £42,000 for implementation will be met by Transport for London through the 2014/15 Local Implementation Plan allocation for Bus Stop Accessibility. The funding will need to be spent by 31st March 2015, to ensure full access to the grant.

The costs shown are an estimate of the full costs of the scheme, should it be implemented. It should be noted that subject to the recommendations of the committee a final decision then would be made by the Lead Member – as regards actual implementation and scheme detail. Therefore, final costs are subject to change.

This is a standard project for StreetCare and there is no expectation that the works cannot be contained within the cost estimate. There is an element of contingency built into the financial estimate. In the unlikely event of an overspend, the balance would need to be contained within the overall StreetCare Capital budget.

### **Legal implications and risks:**

Bus Stop Clearways do not require traffic orders, but Department for Transport guidance suggests that local consultations should take place as has been the case with the proposals set out in this report.

### **Human Resources implications and risks:**

None.



**Equalities Implications and Risks:**

The Council has a general duty under the Equality Act 2010 to ensure that its highway network is accessible to all users. Where infrastructure is provided or substantially upgraded, reasonable adjustments should be made to improve access. In considering the impacts and making improvements for people with protected characteristics (mainly, but not limited to disabled people, the young and older people), this will assist the Council in meeting its duty under the Act.

The provision of fully accessible bus stops assists with making public transport more inclusive to all sectors of the community, but most especially disabled people and people using pushchairs. Accessible bus stops will be of benefit to people using wheelchairs, but also people who have walking, balance and dexterity difficulties; and blind and partially-sighted people.

**BACKGROUND PAPERS**

Project file: QN008, Bus Stop Accessibility 2014/15

**APPENDIX I  
CONSULTATION RESPONSES  
SCHEME DRAWINGS**



<b>Respondent</b>	<b>Drawing Reference &amp; Location</b>	<b>Response and Staff Comments (where required)</b>
Matthew Moore London Buses	General	These plans look ok to me.
Cllr Frost	General	I am happy to lend my support to the roll out of this programme.
Resident 90A Mawney Road	QN008-OF-A32-A Outside 90 to 96 Queenside Court	<p>I live at 90A Mawney Road, I disapprove of the new placement of the Bus Stop. It means I will not be able to stop outside my own Property, to reverse into my drive. Nor will I be able to have anything delivered to me.</p> <p>The new Bus Stop is also too near the junction with Vine Street. I can see this causing many accidents.</p>
Resident 357 Mawney Road	QN008-OF-A25-A Outside 357 to 365	<p>I strongly object to your proposed bus stop scheme outside my house.</p> <p>I am a 86 year old woman and can't get about like I used to and this has made me terribly worried about how I will get out if you put parking restrictions outside my house, I will find life extremely difficult. I need ambulance, mobility buses and deliveries to park outside my house. I don't know if Tesco will still deliver my groceries if you do this.</p> <p>I also object to you chopping down the large lime tree outside my neighbour's house at 361. It would be a great shame as I have watched this grow from a sapling almost all my life. It is one of the biggest and oldest trees in the road, goodness knows why you want to cut it down.</p> <p>I have lived in this house a very long time and would like some peace and quiet at my time of life but I have heard the noise and seen the mess from teenagers at the bus stop up the road, late at night keeping me awake and antisocial behaviour please don't move it closer to my house.</p>

		<p>I know my neighbour at 365 has had damage to his car and property by people waiting for a bus, I am terribly worried about this. I am told it will also devalue my property, will you be offering me compensation if you do this?</p>
<p>Resident 361 Mawney Road</p>	<p>QN008-OF-A25-A Outside 357 to 365</p>	<p>I object to your proposal to move the bus stop to outside my house at 361 Mawney Road.</p> <p>I have read all of the proposals and objections discussed at the councils meeting of 12th August, but I have a rather unique situation which I hope you will take into consideration as I have read that the council staff are generally reluctant to propose the relocation of a bus stop because of the impact on residents not currently affected. I have previously been affected, but not currently.</p> <p>I have lived with the misery of a bus stop directly outside my house for the last eighteen years at 365 Mawney Road the site of the current bus stop. I have only recently moved my family to 361 Mawney Road in order to escape the bus stop.....and now you are proposing to move the bus stop to 361. You can understand me thinking this was a prank.</p> <p>You may laugh at this irony but this is a very serious issue for me and my family and to anyone who has lived close to a bus stop. At 365 for eighteen years I have had to endure, from bus passengers, constant littering, damage to my car and fences, shouting at 3am, arguments and fights, drunks urinating on my fence, vomit on my car and driveway and broken glass, noise vibration and pollution from the buses who sometime stop for ten minutes or more with engine running if they are running early, loss of privacy as the bus is at the same level as my front bedrooms, congestion, waiting to get in or out of my driveway while waiting for the bus to go and parking and waiting restrictions.</p> <p>With such a long clear zone some delivery drivers wont unload and take our</p>

		<p>deliveries back, but you've heard this all before.</p> <p>At 365 I moved there with the bus stop (but not the clear zone) already there, so I accepted it without complaint, but I would never buy a house with a bus stop nearby again.</p> <p>I have been trying to sell 365 since January 2014, it is in perfect condition with no problems but the main reason people state for not buying it is the bus stop directly outside. I have reduced the price by £40,000 since then, so you see I have direct evidence that a bus stop will make a property less desirable and lower its value. My situation is that I am damned if you don't move the bus stop and even more damned if you do, unless you do away with it altogether, please!!</p> <p>Other objections.</p> <p>Unique to your proposals so far in this programme is the intention to remove the 100 year old lime tree fronting 361 to make way for the bus stop. This is a lovely established lime tree which in the opinion of all my neighbours on both sides of the road would be pure vandalism to hack it down to make way for a bus stop, we have all signed a petition to this effect. The elderly lady at 357 has said this tree was well established when she moved to Mawney Road and has watched it grow for approximately 70 years. I have previously applied for a tree preservation order on this tree but as the council is responsible for TPO's they wont apply one on their own tree.</p> <p>This is one of the oldest tree's in Mawney road, a tree lined road, please don't chop it down for a bus stop.</p> <p>Trees in Mawney Road are well spaced, if you remove this tree and plant one in front of 365 it will be completely out of proportion to the others, it will be too close to the lamp standard which is not shown on your plan, will soon engulf the lamp and grow too close to a nearby tree.</p>
--	--	--

		<p>I have had eighteen years to study who gets on or off the bus at this bus stop and apart from teenagers and drunks in the evening/night it is rarely used during the day. It is an alighting stop for workers from Romford but I have never seen a disabled or reduced mobility person get on or off from this stop. I know this is an accessibility programme but does it justify the expense and more importantly the destruction of a very old tree. You don't need the length of high kerb here as it is very unlikely that a reduced mobility person will get on the bus and another get off at the same time.</p> <p>The drivers are not that accurate either, I have witnessed many times buses stopping to let passengers on forward of the bus stop and the back doors end up beside the wet or muddy grass verge.</p> <p>Since moving to 361 I have been renovating and improving this property. I have full width parking but only a small crossover. My improvements include a new driveway and application for a wider crossover but you have chosen this site because of the length of the high kerb, this proposal would negate my application for a longer crossover. This is unfair because if I had the crossover already you would not have chosen this site.</p> <p>Buses often come along at the same time on opposing sides of the road. Your proposal is moving the bus stop much closer to the stop on the other side of the road, I have observed the distance between them and the length of the buses. At present there is room for cars to overtake the stationary buses, but with the stop moved to 361 there will be very limited room for overtaking, causing even more congestion, pollution, noise, delays to people entering/leaving their property and further compromising road safety.</p> <p>Parking and loading will be very difficult under your proposal. The long clear zone will overlap and be opposite the clear zone on the other side of the road as the respective bus stops will be so close. There will be no parking or</p>
--	--	---

		<p>loading on both sides of the road for a very long distance.</p> <p>I urge you to improve the bus stop where it is, or explore an alternative site, to save our lovely old tree and to stop the bus stop following me down the road. 19 signature petition against removal of the tree at 361 enclosed. (PETITION ATTACHED)</p>
<p>Resident 363 Mawney Road</p>	<p>QN008-OF-A25-A Outside 357 to 365</p>	<p>I would like to object to your proposal to put a bus stop outside my house. My main objection is that it will definitely devalue my property and make it much harder to sell as the owner of 365 where the present bus stop is, is finding now.</p> <p>There are concrete disabled wheelchair ramps at the front of my property and further parking restrictions and a bus stop will make parking and access even more difficult.</p> <p>I object to you cutting down the beautiful tree out side to make way for this bus stop and I strongly question weather this proposal is necessary or needed. The proposal will cost a lot of money, destroy a beautiful tree for no or very little gain.</p> <p>The bus stop is not used much in the daytime and in many many years I have never seen any people that this scheme is aimed at, get on or off a bus there. These people simply do not use this bus stop.</p> <p>The present bus stop is however used by teenagers at night and drunks getting off the bus late and the extra loss of privacy, noise and mess from litter, chip paper, beer cans and even vomit outside my house is very objectionable, you really cant know how difficult it is to live by a bus stop unless you do.</p> <p>The owner of 365 where the present bus stop is has had damage to his property and sometimes finds teenagers sitting or leaning on his car, has aeralis and wipers stolen or broken and for fun tyres let down by kids waiting for a bus.</p>

		<p>If the proposal is approved will the council compensate me for all of these losses and for the devaluation to my property?</p> <p>Please do not approve these proposals.</p>
<p>Resident 365 Mawney Road</p>	<p>QN008-OF-A25-A Outside 357 to 365</p>	<p>Mawney Road is a busy main road but never the less a very nice tree lined road and I take pride in the outlook from my house including looking after the street furniture.</p> <p>I have replaced the grass verge with turf on five occasions over the eighteen years I have lived here after inconsiderate drivers ruined it by stopping or reversing over it in wet or winter weather. This is documented by a councillor who alights at the bus stop who enquired why this verge was in such good condition as opposed to all the others nearby.</p> <p>I love trees but the new tree to be planted under this proposal as shown on your plan appears to be located directly in the middle of my driveway. This proposal is unfair and I strongly oppose it. I support the planting of new trees but they should be on a common boundary or other convenient place, but not in the middle of a driveway.</p> <p>I do not support the planting of a sapling at the destruction of a large beautiful healthy 100 year old established tree as you propose.</p> <p>I have full width parking on my driveway but only a small crossover, planting a tree in this position will make parking on my driveway more difficult, especially reversing on, it will compromise road safety.</p> <p>A tree in this position will complicate and add to the cost of my application for a larger crossover. This new tree will be only 1.5 metres from a lamp standard which is not shown on your plan and which the existing bus stop is mounted on. It is less</p>



		<p>than 10 metres from an existing large established tree, where as the tree spacing is generally 30 to 40 metres. it will be too close and entirely out of proportion to the rest of the street and it will block the reduce speed sign for the bend located adjacent to 367 which will reduce road safety.</p> <p>If the new tree is allowed to grow as large as the others in the street it will soon engulf the lamp standard and will make contact with the nearby tree. This part of the proposal has not been well thought through and should not go ahead. I respectfully ask for this proposal to be refused or revised.</p> <p><b>Staff Comment:</b> The proposed tree would be within an existing verge and would not block existing lawful vehicle access. Should the bus stop be relocated, the resident would be free to apply for an extension to the vehicle crossing and the tree not planted.</p>
--	--	---