



HIGHWAYS ADVISORY COMMITTEE

11 August 2015

Subject Heading:

**BUS STOP ACCESSIBILITY
Clockhouse Lane
Outcome of public consultation**

CMT Lead:

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Policy context:

**Havering Local Development
Framework (2008)
Havering Local Implementation Plan
2014/15 – 2016/17 Three Year Delivery
Plan (2013)**

Financial summary:

**The estimated cost of £35,000 for
implementation (all sites) will be met
by Transport for London through the
2015/16 Local Implementation Plan
allocation for Bus Stop Accessibility.**

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

Havering will be clean and its environment will be cared for	<input checked="" type="checkbox"/>
People will be safe, in their homes and in the community	<input checked="" type="checkbox"/>
Residents will be proud to live in Havering	<input type="checkbox"/>

SUMMARY

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

The scheme is within **Havering Park** ward.

RECOMMENDATIONS

1. That the Committee having considered the report and the representations made recommends to the Cabinet Member for Environment that the bus stop accessibility improvements on Clockhouse Lane set out in this report and shown on the following drawings (contained within Appendix I) are implemented;
 - QO001-OF-A170&A171-A (both directions)
 - QO001-OF-A172 Opt 2-A (alternative northbound option)
 - QO001-OF-A172&A173-A (southbound only)
 - QO001-OF-A174&175-A (both directions)
 - QO001-OF-A176&A212-A (both directions)

2. That it be noted that the estimated cost of £35,000 for implementation (all sites) will be met by Transport for London through the 2015/16 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 2015.
- 1.8 Of these stops, 66% 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 Clockhouse Lane as set out in the following table;

Drawing Reference	Location	Description of proposals
QO001-OF-A170&A171-A BS29906 Chase Cross Road	Opposite North Romford Community Centre (southbound)	140mm kerb and associated footway works provided at bus boarding area Remark bus stop clearway
QO001-OF-A170&A171-A BS18421 Chase Cross Road	Outside North Romford Community Centre (northbound)	140mm kerb and associated footway works provided at bus boarding area Remark bus stop clearway
QO001-OF-A172&A173-A BP18419 Burland Road	Outside 95 Clockhouse Lane (northbound)	35metre 24 hour bus stop clearway 140mm kerb and associated footway works provided at bus boarding area Section of footway parking to be removed
QO001-OF-A172&A173-A BP18420 Burland Road	Outside 70-72 Clockhouse Lane (southbound)	35metre 24 hour bus stop clearway 140mm kerb and associated footway works provided at bus boarding area Section of footway parking to be removed

<p>QO001-OF-A174&175-A</p> <p>BS20545 Larchwood Close</p>	<p>Outside 110-112 Clockhouse Lane (southbound)</p>	<p>29metre 24 hour bus stop clearway</p> <p>140mm kerb and associated footway works provided at bus boarding area</p> <p>Tighter kerb radius leading into Larchwood Close with uncontrolled crossing facility</p>
<p>QO001-OF-A174&175-A</p> <p>BS20546 Larchwood Close</p>	<p>Outside 125-127 Clockhouse Lane (northbound)</p>	<p>37metre 24 hour bus stop clearway</p> <p>140mm kerb and associated footway works provided at bus boarding area</p> <p>Section of footway parking to be removed</p> <p>Tighter kerb radius leading into Larchwood Avenue with uncontrolled crossing facility</p>
<p>QO001-OF-A176&A212-A</p> <p>BS18418 Hunter's Close</p>	<p>Outside 172-174 Clockhouse Lane (southbound)</p>	<p>51 metre bus stop clearway.</p> <p>140mm kerb and associated footway works provided at bus boarding area.</p> <p>Lay-by entry/ exit tapers adjusted</p>
<p>QO001-OF-A176&A212-A</p> <p>BS18417 Hunter's Grove</p>	<p>Outside 1 Hunter's Grove (northbound)</p>	<p>17metre 24 hour bus stop clearway</p> <p>140mm kerb and associated footway works provided at bus boarding area</p>

1.13 Approximately 36 letters were hand-delivered to those potentially affected by the scheme on 8th June 2015, with a closing date of 29th June 2015 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.

2.0 Outcome of Public Consultation

2.1 By the close of consultation, 5 responses were received as set out in Appendix I to this report. 2 responses were from the same address.

2.2 London Travelwatch supported the proposals.

2.3 A resident of Hunters Grove (Drawing QO001-OF-A176&A212-A) asked if a discounted vehicle access could be provided as part of the works and expressed anticipation that the works would not damage their garden wall.

2.4 The Collier Row Methodist Church requested that the stop currently outside 95 Clockhouse Lane (Drawing QO001-OF-A172&A173-A) be relocated outside the church between the car park access and No.77 with footway parking removed to improve access to the church, move the stop away from the Burland Road junction and allow footway parking at 91/95.

2.5 A resident objected to the proposals outside 95 and 70/72 (Drawing QO001-OF-A172&A173-A). They could not see why the stops had been chosen when others needed consideration first. They questioned the need for the length of clearway proposed. They were concerned about vehicles displaced by the clearway blocking accesses. They also suggested that kneeling buses did not need the footway remodelled. They asked who was paying for the works and commented that the scheme was inappropriate for a residential area. They also made comments to matters un-related to the bus stop accessibility scheme under consultation.

3.0 Further Public Consultation

3.1 Following the response from by the Collier Row Methodist Church, Staff undertook to amend the proposals for the northbound stop currently outside 95 Clockhouse Lane (Drawing QO001-OF-A172&A173-A) and consult further.

3.2 Drawing QO001-OF-A172 Opt 1 –A shows the original layout as consulted and Drawing QO001-OF-A172 Opt 2 –A shows the alternative arrangement proposed by the Church. An additional letter was hand-delivered to those potentially affected by the options on our just after 25th June 2015, with a closing date of 17th July 2015 for comments (8 premises).

3.3 In addition, ward councillors, HAC members and standard consultees (London Buses, emergency services, interest groups etc) were sent a set of the consultation information.

3.4 By the close of consultation, 3 response where received. London Buses indicated that the alternative location was preferable. A resident objected to the accessibility works at the existing and alternative location. They suggested that the stop is barely used and the destruction of parking spaces is detrimental to residents of Clockhouse Lane, the surrounding streets and coaches and delivery vehicles servicing the school. Another resident preferred the alternative location as they considered the current site not having parking issues outside of school times. They considered the clearway for the alternative to be too long.

3.0 **Staff Comments**

4.1 With regard to the proposals for the stop at Hunters Grove (Drawing QO001-OF-A176&A212-A), because there is no proposal to make changes to the footway where the resident should be providing a vehicle crossing, a discounted rate is not available. There is no expectation that the garden wall would be damaged.

4.2 With regard to the proposals for the stop currently outside No.95 (Drawing QO001-OF-A172&A173-A – northbound), taking into account the request made by Collier Row Methodist Church from the first consultation and the comments received by London Buses from the second consultation, Staff recommend that the alternative proposal shown on Drawing QO001-OF-A172 Opt 2-A be implemented. The comments made by the resident objecting to the proposals at both the existing and alternative location are noted, but bus stops need to be accessible to all and the level of usage is not a consideration.

4.3 With regard to the comments made by the resident in response to the stops outside 95 and 70/72 (Drawing QO001-OF-A172&A173-A), the northbound stop is dealt with in the previous paragraph as it is proposed to be relocated. The clearways, compatibility with kneeling buses and design issues are explained under Paragraphs 1.1 to 1.8 above. Staff would suggest that the proposals are appropriate and given that buses serve areas of population, accessible stops are required in residential areas.

4.2 Staff recommend that the proposals be implemented as consulted, including the alternative option for the stop outside the Collier Row Methodist Church as shown on Drawing QO001-OF-A172 Opt 2-A. The alternative presents a better layout in terms of proximity to the junction, although some parking would have to be removed for an appropriate length of Clearway.

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 £35,000 for implementation will be met by Transport for London through the 2015/16 Local Implementation Plan allocation for Bus Stop Accessibility. The funding will need to be spent by 31st March 2016, to ensure full access to the grant.

The costs shown are an estimate of the full costs of the scheme, should all proposals 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: QO001, Bus Stop Accessibility

**APPENDIX I
CONSULTATION RESPONSES
SCHEME DRAWINGS**



Respondent	Drawing Reference & Location	Response and Staff Comments (where required)
Vincent Stops London TravelWatch	All sites	<p>London TravelWatch represents all transport users in London. Thank you for consulting with us and seeking our views.</p> <p>We support these works to improve the accessibility of buses.</p>
Resident 1 Hunters Grove	QO001-OF- A176&A212-A Hunters Grove (northbound)	<p>I live at 1 Hunters Grove and had a driveway done last year, I also applied for a crossover last year but didn't have enough funds to go ahead with it. My funds are about better this year so I was wondering if you would be able to carry out my crossover while you are improving the bus stop and as you are altering the bus stop would the crossover be cheaper at all as your workmen will already be working outside my house. Also when you carry out the improvements I hope it won't affect or damage my garden wall.</p>
Collier Row Methodist Church	QO001-OF- A172&A173-A Outside 95 Clockhouse Lane (northbound)	<p>We would like to give comments on the proposed changes to the bus stop outside number 95 Clockhouse Lane. Our Church members are always struggling to turn into and out of our church car park, due to parked vans and cars on the pavement. We would like to suggest that the bus stop is repositioned to outside our church grounds, between our car park entrance and number 77 Clockhouse Lane. (Please see your original drawing amended in red to show our suggested position)</p> <p>This would then allow the owners of 91 - 95 Clockhouse Lane to have unrestricted parking outside their houses. It would also stop the parking of vans on the pavement outside the church, given better viewing lines for easier entry and exit.</p> <p>It would also reduce the risk of accidents occurring at the junction of Burland Road/Clockhouse Lane when a bus has stopped opposite this junction.</p> <p>I hope you will seriously consider the changes we have suggested, which will benefit</p>

		the residents at 91-95 Clockhouse Lane and also Collier Row Methodist Church.
Resident 78 Clockhouse Lane 1 st response	Drawing QO001-OF-A172-A173-A Outside 91/95 (northbound) and Outside 68/78 (southbound)	<p>I am responding to the recent correspondence regarding the Bus Stop Accessibility Programme Havering Council are proposing, especially those outside No 95 (QO001-OF-A172) and No's 70-72 Clockhouse Lane, (QO001-OF-A173.)</p> <p>Firstly:-</p> <ol style="list-style-type: none"> 1. I can not see why these particular bus stops have been chosen? Others along the route need consideration first? 2. Why does the bus stop clearway need to be 35m long when the bus stop itself is only 9m? Surely the bus can get close to the kerb within a shorter distance? 3. The proposals take away 4 No. footway parking bays, this will lead to parked vehicle's parking outside of the clearway and blocking other residents access. 4. Parked vehicles in the footway are a constant danger, these block a visual sight line along the carriageway of oncoming vehicles, especially close to be bend in Clockhouse Lane by Dominion Drive, more will be parking outside our property (78) as this has not been removed and will cause greater inconvenience and disruption. 5. The current raised tables introduced last year are "ineffective," vehicle speeds have only slowed over the raised tables, from Burland Road heading North and South, speeds are rarely under 30mph. 6. The buses used by Stagecoach have the capabilities of raising and lowering to allow access, so why the need for extensive re-modelling of the footway? 7. Who is paying for these works - Havering Council or the Bus Company? 8. Is this scheme extending to all bus stops along this route, if so the majority of the footway parking will need to be removed, why not remove the facility completely?

		<p>Clockhouse Lane used to be just that, a tree lined grass verged “Lane.” The 165 (as it was back then) still run the same route and no issues at any of the bus stops. This is a residential road, not a main highway!</p> <p>Within this residential area I believe this proposal is inappropriate and badly thought through, in many respects similar to the speed calming measures. Many residents are going to be inconvenienced by the proposals through the lose of amenities.</p>
<p>Resident 78 Clockhouse Lane 2nd response</p>	<p>Drawing QO001-OF-A172-A173-A</p> <p>Outside 68/78 (southbound)</p>	<p>With reference to the recent letter sent through outlining planned works to improve access improvements in Clockhouse Lane, especially QO0001-OF-A173.</p> <p>In a previous e-mail we expressed concern about the possible repercussions of the loss of footway parking and the effect it would have on our property at No. 78, difficulty in viewing up the street, sight lines etc etc.</p> <p>If these proposals are to go ahead, and I assume they will be granted, we would ask that the footway parking bay outside 78 is removed as well.</p> <p>This will allow our safe access and exit from our property and extend the access routing into the bus stop. We hope you will take this point into consideration.</p>

Alternative proposals

<p>Matthew Moore London Buses Infrastructure</p>	<p>QO001-OF-A172 Opt 2-A</p> <p>Outside Methodist Church (northbound)</p>	<p>I would prefer option 2 as it will give better access to front and rear doors.</p>
<p>Resident</p>	<p>QO001-OF-A172 Opt</p>	<p>Thank you for your consultation letter dated 25 June 2015 concerning the 2 options</p>

<p>95 Clockhouse Lane</p>	<p>1-A</p> <p>Outside 95 (northbound)</p> <p>and</p> <p>QO001-OF-A172 Opt 2-A</p> <p>Outside Methodist Church (northbound)</p>	<p>for the bus stop clearways outside 95 Clockhouse Lane and the Collier Row Methodist Church.</p> <p>Whilst the proposals would improve accessibility for buses and passengers they would of course affect residents by removing on-street parking and servicing facilities (loading and deliveries). Most of the parking problems at the bus stop outside 95 Clockhouse Lane are caused by parents parking for Clockhouse I & J School at school start and finish times and at other day / evening functions. The proposed 24 hour no- stopping restrictions would appear excessive to address a problem that occurs for about 1 hour per day, Monday to Friday. I would suggest option 2 outside the Methodist Church is the better solution if a clearway is to be provided. At present the existing bus stop is directly opposite the junction with Burland Road and close to the southbound bus stop outside 70/72 Clockhouse Lane. In option 2 the bus stop would be resited further away from the junction and the southbound bus stop improving road safety for overtaking vehicles and reducing traffic congestion and conflicts at the junction with Burland Road.</p> <p>The proposed length of bus stop clearway appears long at 36 metres. Could this be shortened to 24 metres as only one bus uses the stop at any one time and this would be sufficient for the bus to access the stop. In Option 2 could the footway parking bay outside the church be retained as this is not within the proposed limits of the clearway.</p>
<p>Resident 73 Clockhouse Lane</p>	<p>QO001-OF-A172 Opt 1-A</p> <p>Outside 95 (northbound)</p> <p>and</p> <p>QO001-OF-A172 Opt</p>	<p>I write to object to the resiting of the bus stop in Clockhouse Lane and, or, the construction of a super bus stop at its current location. This bus stop is barely used and very few people board a bus there. The only children who seem to board a bus there are children who after getting free passes have lost the ability to walk anywhere.</p> <p>A freedom of information request has been submitted to TfL to ask confirm usage at that point.</p>

	2-A Outside Methodist Church (northbound)	The destruction of parking spaces at that location would be detrimental to the residents of Clockhouse Lane, the surrounding streets and coached and delivery vehicles serving the school. I intend to speak at your meeting on 11/8/15.
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