



Harold Wood and Romford Station Complementary Works

LB Havering

Consultation 1 Report

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Tower Bridge Court
226 Tower Bridge Road
London SE1 2UP
United Kingdom
T +44 (0)20 7403 3330
F +44 (0)20 7939 1418
www.jacobs.com

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1. Introduction

This report presents a summary of the proceedings and outcomes of the HCCM Accessibility Related Workshop for Harold Wood & Romford that took place on 18th January 2016 at the Havering Association for People with Disabilities Centre (HAD), Whittaker Hall, 1A, Woodhall Crescent, Hornchurch, Essex RM11 3NN.

1.1 Attendance list

This consultation event was attended by the following people:

Stakeholder Group: Havering Association for people with Disabilities (HAD) and Sight Action Havering

LB Havering: Chris Smart (CS)

Jacobs: John Greensted (JG), Nivedita Vijayan (NV)

1.2 Consultation Agenda

The consultation event ran from 10.30 am to 12.30 pm and was structured around the following agenda:

- Introduction to Crossrail Complementary Measures (CCM) by CS;
- Presentation of Harold Wood Station scheme/design ideas by JG,NV & CS;
- Break out discussion in groups to discuss issues and additional ideas followed by a break;
- Presentation of Romford Station scheme/design ideas by JG,NV & CS;
- Break out discussion in groups to discuss issues and additional ideas;
- Closing note by CS.



Images from the consultation event

2. Design Feedback

2.1 Harold Wood Station

The overall design concept and approach was considered as a good start for this design. There were no significant issues raised in the design concept. The following issues were highlighted to be considered for further design development of the Harold Wood Station design. The below table will be used as a live log to record actions during the design development stage.

No.	Design Issue/Comment	Action taken (Live action log)	Notes
1	Any ramp designs should be in accordance with DDA regulations. [In particular not overly steep with dual height handrails to assist wheelchair users as well as appropriate resting landings and tactiles.]		The ramp will be designed in accordance with standards. Efforts will be made to limit the length and gradient of the ramps, however, this will have to be balanced with the space restrictions.
2	The gradual ramp used as a design feature to shape the plaza considered as a good idea.		Noted
3	There is a concern that the main ramp to Station Road may become congested with disabled users, cyclists, pram and luggage users etc. Consider demarcating cycle area and also have "cyclists dismount" sign.		Will look into restricting cyclist's access onto the ramp as well as providing cycle ramps on the steps and cycle parking at the base.
4	The steps from Station Road may provide an unnecessary hazard.		The steps should help to provide a separate, more direct route and reduce congestion on the ramp.
5	Shorten steps near the ramp to the car park to reduce conflict with disabled users entering / exiting the ramp		Space to be provided as a clear landing away from the steps.
6	Increase disabled parking bays from 2 to 4 or 5. If that is not possible, then mark the disabled parking bays as wheel chair users only.		DDA requirements are that 5% of parking should be identified for disabled users.
7	Kiss and ride facilities to be marked and be close to plaza within car park. Would be useful to have a drop off area by the main station entrance		Explore potential to provide some form of drop-off closer to the main station.
8	Concerns as to the operation of the car park, and whether people using the kiss-and-ride will be charged or fined for use.		Check car park restrictions and regulations with TfL and NCP.
8	Consider additional zebra crossing across Gubbins Lane around the main station entrance.		This has been reviewed in the past, and it has not been found to be possible unless the crossing is located on the top of the bridge away from the main desire lines.
9	Anti-slip texture or a bumpy/rough		Specification at detailed design stage

	surface that facilitates ease of wheel chair use while deterring skateboarders should be considered for the ramp.		to incorporate these requirements.
10	Concrete paving considered better to walk and access by wheelchair than granite.		Paving material will need to be reviewed further at the detailed design stage.
11	Consider a more subdued paving in terms of colours of blocks used. Second example of granite paving shown in examples sheet preferred.		The colours or tones used in the paving will be specified at the detailed design stage taking account of these comments.
12	Plaza area will be difficult for visually impaired people to traverse due to its width. Consider guidance paving to provide a route to/from the station entrance.		Some form of guidance paving through either standard tactile guidance paving of textured paving will look to be provided.
13	Perch seating not preferred as it is difficult to sit on. Lower level standard height seating preferred. Provide rounded arms rest to assist with sitting and to dissuade rough sleeping.		Consider additional single seats with arm chairs in addition to perch seating.
14	More signage and lighting required, especially in the darker areas, ramp etc. No dark areas in the plaza should be a key consideration.		Lighting will be designed to comply with the design requirements for station access and forecourts. Care will be taken to ensure key access areas are well lit and that shadows and dark areas are kept to a minimum.

2.2 Comments for Crossrail Design Team

The following comments are to be conveyed to the Crossrail Station design team as they are currently out of the remit of the plaza design works:

- Will the station platforms be raised to create step free access as there is no point raising the plaza level if the platforms do not facilitate step-free accessibility to the trains;
- The disabled carriage should be marked on the station floor with a sign pointing the direction to it as one enters the station;
- Will a pull down seat be provided and marked near the wheel chair space so that the carer could accompany the person in the wheelchair during the journey;
- The lift access to the platforms should be of easy access from the station entrance to facilitate an easy access between the disabled car park spaces to the disabled access carriageway. Consider this journey carefully while designing the new station;
- Could the ticket screen and buttons be lowered for wheel chair users? Also consider braille text and talking ticket machines for the visually impaired.
- Additional works to the surrounding railings and tidying the embankment outside of the CCM project boundary should be done to improve the aesthetics of the area.
- Maintenance of the space will be very important, regular cleaning should be done to ensure rubbish does not build up in the plaza.

2.3 Romford Station

The overall design concept and approach was considered as a good start for this design. There were no significant issues raised in the design concept. The following issues were highlighted to be considered for further design development of the Harold Wood Station design. The below table will be used as a live log to record actions during the design development stage.

Sr. No.	Design Issue/Comment	Action taken (Live action log)	Notes
1.	The paving material should not be very slippery when wet. Consider anti-slip material if needed.		Specification at detailed design stage to incorporate these requirements.
2	Consider different texture at beginning and end of ramp to indicate its presence.		Tactile paving will be specified as required by standards.
3	The alleyway should be made more useable by enhancing paving, lighting, passive surveillance, CCTV surveillance, rear view mirror if needed.		Proposals are to improve the lighting of the alleyway, include seating within the plaza that looks down the alleyway and improve the appearance of the alleyway. There is CCTV currently that looks down the alleyway this may be amended to improve surveillance.
4	The paving used for alleyway should not be as high coloured and high contrast as Battis. The colour contrast should be more subdued than shown in the plan currently.		The colours or tones used in the paving will be specified at the detailed design stage taking account of these comments.
5	Provide a "cyclists dismount" sign at the alleyway so that cyclists don't ride past pedestrians and disabled users being dropped off in drop off area.		The requirement for this will need to be reviewed and balanced against the additional clutter that a sign and post would provide.
6	Consider railing along the retaining wall in the alleyway to assist disabled and elderly users that use that route.		Potential for provision will be explored, but may rely on the handrail being fixed to the existing retaining wall and therefore stakeholder approvals / agreements.
7	Perch seating not preferred as it is difficult to sit on. Lower level standard height seating preferred. Provide rounded arms rest to assist with sitting and to dissuade rough sleeping.		Consider additional single seats with arm chairs in addition to perch seating.
8	Ensure any seats and chairs are reasonable height to improve ease of getting on and off seat and add rounded arm rests.		Specifications of seats and chairs will take account of design standards and these comments.
9	Consider raising the footway at the bus stop areas to improve access on and off buses, especially at the redesigned island.		The kerbs at the bus stops will be designed with a 140mm upstand to comply with TfL's Accessible Bus Stop Design Guidance.

10	Improve signage around the station and bus interchange and examine potential to provide spoken information for bus passengers.		Explore potential to provide speaking bus shelters and additional bus information totems. Additional wayfinding and signage will be installed around the station entrance and bus interchange, including new Legible London monoliths.
11	Mid road refuge island should be provided at Atlanta boulevard and South street pedestrian crossings.		The potential to provide pedestrian refuges or reduce the crossing distance will be explored.
12	Improve lighting in and around the plaza to improve feeling of safety and dissuade anti-social behaviour.		Lighting proposals will ensure that the plaza and alleyway are well lit.
13	Provide sufficient space between street furniture corridor and shops, taking into account and removing or limiting if possible the number of a-frame boards outside the shops.		Explore with the council whether the number of boards can be limited. The exact position of the street furniture corridor will be reviewed to help provide additional clear space also.

2.4 Comments for Crossrail Design Team

The following comments are to be conveyed to the Crossrail Station design team as they are currently out of the remit of the commissioned design works:

- Consider placing the lift access and mezzanine closer to the drop off zone and alleyway to make this journey shorter and more accessible;
- Consider glazed areas in the mezzanine to facilitate more passive surveillance into the alleyway;
- Consider incorporating CCTV and lighting on the new mezzanine built form to enhance safety in the alleyway;
- Is it possible to incorporate a ramp along the landscaped area new the retaining wall to reduce the walking distance between the drop off point and the station;
- The mezzanine design along the bus stop area to be designed in such a way that it provides an aesthetically appealing backdrop to the plaza area.