



Harold Wood Station Complementary Works

LB Havering

Public Consultation Report

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1. Introduction

This report presents a summary of the proceedings and outcomes of London Borough of Havering's Public Consultation on proposed interventions in and around Harold Wood station under the Crossrail Complementary Measures (CCM) works.

Prior to the public consultation event, the project team consulted with a number of key stakeholders. Members of local disability groups were invited to a workshop event to discuss the concept design and identify improvements that could be made.

The public consultation was advertised in the local press the week before starting as well as on-line and on social Media.

The public consultation was held over a two-week period 15-29th February 2016 at Harold Wood Library, Arundel Road, Harold Wood, RM3 0RX. The event consisted of a stand with consultation boards showing the design principles, layout plans and visualisations and feedback questionnaires were provided to capture the public's comments. The stand was manned by members of the project team between 09:00am and 20:00pm on 18th February 2016. In addition, the consultation material was provided on-line on LB Havering's official site (www.havering.gov.uk) along with an on-line copy of the questionnaire.

1.1 Attendance list

This consultation event stand was attended by the following people on 18th February 2016:

LB Havering: Chris Smart (CS), Bob Flindall (BF)

Jacobs: John Greensted (JG), Ismail Gajia (IG), James Joseph (JJ)

Network Rail: Stephen Deaville (SD)



Images from the Public Consultation Event

2. Design Feedback

2.1 Harold Wood Station

The majority of people that attended the event believed that the current appearance and layout of the area was in need of a significant upgrade and that the new scheme would enhance the overall view of the area.

The following issues were highlighted to be considered for the detailed 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	Designers Response
1	Access to the station needs upgrading.	The access from Station Road down to the secondary entrance at the car park will be improved.
2	There is a concern that the design of the gradient of the slope and the unguarded "scoop" would be dangerous for disabled people including those with impaired vision as well as small children.	This has been considered by the design team and the 'scoop' has been carefully designed to the Disability Discrimination Act (DDA) compliance. This is to ensure that it is fit for purpose and the gradient is acceptable.
3	Consideration required for drop-off point for disabled users.	Disabled parking spaces have been provided in the plaza area.
4	Some concerns that the area will become a meeting place for not only local hoodlums but those from other areas as well as skateboarders and stunt cyclists.	We have been developing the design in collaboration with the council's crime and safety officer. We also intend to discuss the design further with local police, TfL community safety team and Local Safer Neighbourhoods Team. The design proposals intend to open out views into the plaza from Station Road and Gubbins Lane. In addition, lighting levels will be designed such that dark areas are limited. This should allow plenty of surveillance into the space and deter anti-social behaviour.
5	Plaza area needs to be greener – some flower/shrub beds would create this.	The trees proposed to be removed as part of the current designs are self-seeded trees.
6	The need for more trees in the plaza area.	Opportunities to provide more trees and landscaping are being explored. Any such additions will need to be confirmed with the maintenance team.
7	There is a concern that too many trees are being lost around the entrance at Station Road.	
8	There is a big concern regarding traffic flows and congestion occurring on Station Road due to buses.	Noted.
9	Entrance to the car park needs some improvement.	The design of the entrance has been reviewed and current proposals are being considered.
10	There are concerns about the need for graffiti cleanable paint being used around the plaza area.	Noted.
11	Safety issues being raised as commuters are frequently walking	The purpose of widening the zebra crossing is to make it easier for pedestrians using Station Road and accessing

	across Station Road from all angles at peak hour periods.	the plaza and to encourage them to use it. The layout of the widened zebra crossing should provide an improved crossing facility along key pedestrian desire lines.
12	Safety concerns raised by drivers approaching zebra crossing with people crossing away from it close to taxi rank.	
13	Consider the need for traffic signals to be installed at Station Road.	
14	Try and ensure that people use the zebra crossing.	
15	A major concern being raised is the decrease in car parking spaces inside the station.	There are approximately 12 parking spaces that would be lost to provide the new plaza. While we understand car parking is an issue in and around Harold Wood, we believe the benefits for the vast number of people using the station will outweigh the loss of car parking.
16	Consider having parking outside the station for shops on the station side of Station Road.	There is already provision for taxis and loading being provided. This is being further discussed with the TfL private taxi hire team.
17	Consider floor coverings, as they are deemed to be dangerous when the weather is wet.	It will be designed within the Network Rail guidelines to ensure the potential for slips are minimised. Covers for boxes in the ground will have infilled covers to match surrounding paving.
18	Consider having seats with back rests rather than benches.	Current proposals are to have a mixture of perched seating and single armed chairs with back rests.
19	Concerns that signs may not be clear and easy to read.	Noted.
20	Legible London for directing people to polyclinic.	Noted, this point will be kept in mind when designing signage.
21	Improvements to the junction at St Clements Avenue.	This has been considered but has recently been removed from the Crossrail Complementary Measures scope of works, however, proposals have been discussed with Havering Council's Streetcare team
22	Consider some improvements to St Clements Avenue (Zebra Crossing).	

During the day, there was overwhelming support for the scheme from those attending and many believed it would have a positive impact on Harold Wood. Some of the positive feedback is as follows:

- A definite improvement to the car park
- Cladding the substation is good
- Widening crossing on Station Road is important
- Lovely, can't wait for the work to be finished
- It will certainly be an improvement
- It is good to see provision of thought for pedestrians – which outweighs the loss of car parking

2.2 Comments for Crossrail/TfL

- There are several questions being raised about ticketing halls and ticketing facilities.
- Concerns regarding access from train on to the platform (gap).
- Concerns with public toilets and waiting areas being taken away.

- Enquires on whether works to the main station building are to be carried out.
- Queries with regards to lifts and stairs for access to platforms.
- A question on lifts for buggies and disabled access on all platforms being provided.
- Step-free access to and from both platforms.
- There is a concern that there are not enough ticket barriers as it is gets very busy during the rush hour period.
- Exit at Queens Park Road would be useful for many users.