

Item no	How collected	Theme	Issue	Response \ proposed action	Status
1	Q&A Session	Queenstown Road Peckham	Queenstown Road Peckham has step free access but feels congested. Are there any plans for relieving pressure at Queenstown Road Peckham? E.g. widening platform.	GTR: No further works are proposed by the Rail Industry following recent upgrade works done to the station. All stations are continually monitored by the industry for a safe operational railway and the industry has a priority list of stations to address for capacity upgrades / performance improvements etc. NR: Widening platform requires track re-alignment that would be very expensive and would have a business case that could secure funding.	No further action
2	Q&A Session	London Overground frequency	Are there any plans for increasing the frequency of London Overground services via Peckham Rye station to Clapham Junction?	TfL: TfL received HIF funding to improve London Overground services. There is a planned increase from 4 trains per hour (tph) to 6tph for the Crystal Palace services and a future increase in London Overground services via Peckham Rye to Clapham Junction.	No further action

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3	Q&A Session	Speed up delivery	Can we speed up delivery of improvements to Peckham Rye rather than having to wait four years? For example, can painting, more ticket gates, lifts be installed sooner?	<p>GTR: GTR will identify options how the £30,000 fund can be spent at Peckham Rye (e.g. painting) alongside the deliverables proposed with the station capacity scheme. Where required GTR will seek stakeholder endorsement to ensure that DfT (scheme funder) is satisfied that the Passenger Benefit Fund money is being spent on tangible deliverables for station users.</p> <p><b>GTR UPDATE 09/09: A Change Control has been agreed by the DfT to change the scope of the PBF works to provide an additional waiting facility on Platform 3 (note the PBF fund is DfT's fund to administer and agree scope items on, not DfT), as the scale of the works for painting etc would be greater than the £30k following initial assessments at the station. DfT have accepted the change control last period and design works for shelters will continue.</b></p> <p>NR: Network Rail will examine what upgrade works can be delivered at the station sooner. We will examine whether lifts can be delivered and toilets relocated earlier, however this will rely on understanding their final location in the future station layout. Network Rail will examine whether the existing gateline can be improved as a 'quick-win' earlier.</p> <p><b>NR UPDATE 09/09: Will be considered within design process</b></p>	Open
4	Q&A Session	Lifts	Why do we have to wait for another 4 years for works to be done to the station. The community need things to make journeys possible (lifts, toilets) and not on nice to have items.	Covered by item 3 above	No Further Action

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5	Q&A Session	Planning	Why isn't the rail industry planning incrementally for passenger increases at the station?	<p>NR: The number of passenger journeys on the UK's rail network has more than doubled since the early 1990s. As a result, there are more journeys on the UK's rail network than ever before – exceeding the previous busiest point in the 1950s. Growth of the levels observed at Peckham Rye was in excess of levels expected, particularly the considerable uplift in users of the London Overground, largely reflecting trends of growing interest in Peckham more generally.</p> <p>Whilst the rail industry can and has provided some incremental improvements (such as the removal of obstructions on Platform 1 &amp; 2 undertaken several years ago, and the recommissioning of an additional stairway to Platform 4 this year), Peckham Rye station is challenging to incrementally improve further. The width of subways, stairs, and platforms are very busy in peak times; even if you added more gatelines (or removed them entirely), the constraint to growth would shift to the stairs or platforms where further congestion would provide a greater safety risk than the ticket hall.</p> <p>The case has been made to Govt. funders that there is no easy 'Do Minimum' solution. Peckham Rye's current congestion and projected future growth indicates a need for investment in a station upgrade. This said, if funded, the project team will consider opportunities to phase, or accelerate, works where possible so that passengers can receive the benefits as soon as possible.</p>	No Further Action

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6	Q&A Session	Lifts	There is an existing disused lift shaft on platforms 1/2. Can a lift be installed in this shaft ahead of the bigger development for Peckham Rye.	<p>NR: Network Rail will review whether this lift could be delivered sooner, however there are two key issues. Firstly, access to this lift shaft on the platform is narrow between the platform edge and the stairs. Any future use would require major alternations to make access safe. Secondly the lift shaft exits into the staff ticket office area, so future use would need to provide security for staff and users.</p> <p><b>NR UPDATE 09/09: Will be considered within design process</b></p>	Open
7	Q&A Session	Funding	Why is extra funding needed for Peckham Rye when there's been an increase in passengers and the associated ticket revenue? Why can't this additional ticket revenue fund improvements at Peckham Rye?	NR: Ticket Revenue is collected in different ways dependent on the train operator. For Southern & Thameslink all revenue passes back to Central Government. For Southeastern this passes to the train operator to fund train services. For London Overground, revenue passes to TfL. Major enhancements on the network such as what is proposed at Peckham Rye station are funded mostly by Central Government and TfL, with smaller enhancements funded by Train Operators based on priorities. Priorities for major investment are influenced by Network Rail and TfL's planning. This planning has confirmed Peckham Rye as a priority for investment.	No Further Action

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8	Q&A Session	Station Forecourt	Who is responsible for the station forecourt area? Is it GTR, NR or Southwark Council? This area suffers from poor surfaces with broken tiles and is prone to flooding, litter, urine, faeces and graffiti. Improvements to this area cannot wait until the redevelopment.	<p>NR: Network Rail has checked ownership of this land, which falls between the operator of the station (GTR) for the area immediately in front of it, and The Arch Company who are responsible for the passageway between Hazel and Blenheim Groves. Network Rail will progress maintenance and cleaning with those identified owners.</p> <p><b>NR UPDATE 09/09: Network Rail has replaced the broken and troublesome forecourt surface with a porous asphalt thus eliminating the concerns. This surface will itself be replaced by permanent tiling in 2023 by LB Southwark in their Station Square scheme.</b></p> <p>GTR: GTR will also request for their cleaning contractor to review their maintenance schedules and provide a price for a regular clean of this area in any case to improve cleanliness in this area and can be picked up with cost ownership determined at a later date.</p> <p><b>GTR UPDATE 09/09: GTR's contractor Churchills' undertook first water jet clean on 7th September, to be repeated every 4 weeks, stepped up to fortnightly if needed. GTR have also asked their station team to include clearing rubbish from the forecourt as part of the ongoing station cleaning</b></p> <p>Southwark: In the medium term, this area will be upgraded as par of the Station Square Project (by 2022)</p>	No Further Action

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9	Q&A Session	Gateline	The gateline needs to be changed now, this cannot wait until the redevelopment of the station. Can the gates be removed, and people can just validate their Oyster cards? If the gates cannot be removed, can an Oyster touchpoint be added to the manual gate when this is left open?	<p>GTR: The ticket gate lines provide a safety management tool to control access into and out of the station, particular during overcrowding and disruption scenarios, complete removal of the ticket barriers could resolve in a worsenment of crowd management during these times as there will be no alternative to hold customers in areas of safety. GTR continues to monitor the effectiveness of the ticket barrier through our station specific risk assessment with interventions such as opening the ticket barrier paddles or side entrance to support.</p> <p>NR: In addition, the BTP confirm that a gateline is needed for crime and security reasons at Peckham Rye station. The new station enhancement aims to provide a much larger gate line with ITSO validators to support the improved station capacity at the station. Network Rail and GTR will examine whether it is possible as a 'quick-win' to add additional ticket barriers which its noted are on a long lead time from Cubic / TfL.</p> <p><b>NR UPDATE 09/09: Adding additional barriers to the existing gate line, alas would require the whole concourse to be re-configured and the ticket office relocated to provide space. Moving the ticket office is not possible in the short term and must wait the major project.</b></p>	No Further Action

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10	Q&A Session	Funding	What happens if NR's funding request to Central Government isn't approved? Is there a backup plan if this funding request is declined?	NR: Network Rail submitted the request for Development stage funding in early January which has since been approved by DfT, we now only await HM Treasury approval. Our team has recent success in winning funds for Denmark Hill and Lewisham station enhancements. There is no alternative funding source for the scale of investment that Peckham Rye needs.	No Further Action
11	Q&A Session	Design	One year for NR to come back with a design to the community feels like a long time. We also want to be part of the design process (not just presented with plans) and want more regular dialogue with the project team for the development (and progress) of Peckham Rye.	NR: Noted. Network Rail will work with the community to develop and engagement process featuring regular involvement <b>NR UPDATE 09/09: Network Rail has developed and issued a proposed engagement process that will cover the development stage. There are no objections to it so far.</b>	No Further Action
12	Q&A Session	Timetabling	Trains from Peckham Rye terminating at Blackfriars appear not to connect with trains to St Pancras (in the other direction). Can there be better connections between the services at Blackfriars?	GTR: It is GTR's intention from Dec 2020 to extend the existing Sevenoaks - Blackfriars Thameslink service, through the Thameslink core to Welwyn Garden City. Train services have been retimed to create many new journey opportunities across central London as part of the Thameslink Programme. Train Planning teams regularly monitor customer loadings on a demand basis and where appropriate will aim to tweak \ adjust the timetable to accommodate. Today, the frequency through the Thameslink core is every 4-5 mins, whereas services on the Catford loop run every 15 minutes.	No Further Action

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13	Q&A Session	Community panel	Will you be including the community as part of the project panel? We request that any dates are published in advance with appropriate notice.	NR: Once the project is funded by government, Network Rail aims to work with the community to devise a process for regular engagement, that will feature round tables attended by community leaders and more public events. We will ensure sufficient notice is given. <b>NR UPDATE 09/09: Network Rail has developed and issued a proposed engagement process that will cover the development stage. This includes a regular focus groups interspersed with public workshops. NR has set up a website to publish agenda, minutes and will eventually be used to share designs, images etc</b>	No Further Action
14	Q&A Session	Lifts	Before lifts are installed can there be additional staff to help people in need on the stairs.	GTR: GTR to review staffing levels at the station and prepare a proposal to trial temporary additional staff to support customer movements around the station. <b>GTR UPDATE 09/09: Additional staff were placed in the station and gateline from May 2020 to support passenger movement during the pandemic. From 7th September additional GTR staff have volunteered to assist passengers travelling as people return to work</b>	No Further Action
15	Q&A Session	Station Square	How will you know what is being done to the station square is compatible with the longer-term station redevelopment?	NR: Network Rail's intends that its plans will be mindful of LB Southwark's plans for the new Station Square which will be delivered ahead of the station, as well as other developments locally. Network Rail will be in regular dialogue with LB Southwark; indeed the latter will need to review and approve any listed building planning consent that is required.	No Further Action



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16	Q&A Session	Arch Co	We understand that some of NR's commercial tenants now have a new landlord (the Arch Co). How does this affect your development plans for the station?	NR: Following a request by Central Government, Network Rail sold its commercial estate to the Arch Company in 2017. Network Rail and the Arch Company are in monthly dialogue about each others plans.	No Further Action
17	Q&A Session	Platform	There was another platform at Peckham Rye, could this be reinstated?	NR: This will be considered as part of the future station scheme. We will work with the local community to develop and share our design options.	No Further Action
18	Q&A Session	Delivery	What commitment is there from NR \ the rail industry to deliver the redeveloped station?	NR: Network Rail has written a Strategic Outline Business Case for enhancing Peckham Rye station. This has been approved by the DfT We await confirmation of funding from Treasury, which is expected in the next few weeks. Once this funding is secured our commitment is to work with you to develop options for the station and then to choose the best option as part of this funding. Once an option is chosen Network Rail is committed to producing an updated Business Case as part of a request to secure the next tranche of funds for detailed design.	No further action

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19	Q&A Session	Toilets	The issue of toilet availability at Peckham Rye was raised.	<p>GTR: This was raised as a concern that whilst the station has toilets they are regularly locked with key access required from staff. GTR made a decision to do this as a result of repeated vandalism / anti-social behaviour within the toilet area. GTR will review to determine how this situation can be improved for customers.</p> <p><b>GTR UPDATE 09/09: All stations in Metro are open only for peak usage due to vandalism and other unsociable abuse. We were prior to lock down going to change this with the introduction of a cleaning regime but due to Covid we have not been able to be in the position to get this started. The cleaners are carrying out additional work throughout the Network. Once they are released back to normal working practices we will be able to revisit Toilet opening hours.</b></p>	Open
20	Q&A Session	Passenger Benefits Fund (PBF)	Use of PBF funding for improvements at the station	Covered by Item 3 above	No further action
21	Written on A1 Sheet	Lifts	When can we expect disabled persons to be able to reach the trains - including assistance on/off the trains?	<p>NR: At this moment, prior to funding being awarded and any design having been done, Network Rail believes the station enhancement could be delivered by 2024. If we are able to deliver the enhancement earlier, we will. As mentioned in Item 3, Network Rail will look for opportunities to deliver elements of the scheme faster, if that is possible &amp; practical.</p> <p>With regard to providing assistance on and off the trains, provision varies by train operator, but the general rule is this assistance is available now by booking with the Train Operator 24 hours in advance.</p>	No further action

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22	Written on A1 Sheet	Increased train service	More trains are needed to keep people moving quicker	<p>GTR: In May 2018, the Thameslink service increased from 2 to 4 trains per hour, with 2 of these terminating at London Blackfriars and the other two passing through Central London in the Thameslink core. In December 2020 all 4 trains will pass through the Core, the additional two continuing to Finsbury Park and Welwyn Garden City.</p> <p>LSER: There are aspirations to increase the number of Victoria services from 2 to 4 per hour in the future.</p> <p>TfL: TfL are proposing to increase the number of London Overground trains from 4 to 6 per hour in the next 5 years.</p>	No further action
23	Written on A1 Sheet	Station Forecourt	Drainage, bins, and recycling is inadequate	<p>NR: Note the response to Item 8 for forecourt drainage.</p> <p>GTR: GTR will review with its bin/recycling contractor Biffa. If there is a need to mask the bins or locate in a bin store then this could be considered as part of the £30k fund mentioned above - need to determine if this is a tangible benefit to stakeholders.</p> <p><b>GTR UPDATE 09/09: Clear bins are placed in the station, placing bins outside the station would be a security risk. The Arch Company &amp; LB Southwark are responsible for bins in the forecourt and access passageways. LB Southwark are reviewing their provision of bins locally</b></p>	Open

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24	Written on A1 Sheet	Wayfinding	Signage and wayfinding is inadequate	<p>NR: The future scheme will replace and upgrade wayfinding throughout the station.</p> <p>GTR: GTR can review wayfinding signage further within the station demise, if this is felt a priority by stakeholders. Suggest this should be a temporary low-cost solution if taken forward as the layout of the station is likely to change as a result of the capacity scheme.</p> <p><b>GTR UPDATE 09/09: GTR seek more direction on these comments ?</b></p> <p>LB Southwark: Will review signage as part of the Station Square scheme.</p>	Open
25	Written on A1 Sheet	Community Spaces	Is there an opportunity for community spaces within a big building poorly utilised?	<p>NR: Network Rail will consider whether redundant space can be provided for community purposes, as part of the design. That said, the future station will require larger public concourses for the growing volumes of people that will be using the station, which is likely to use most of the ground floor space. The leasehold for the impressive former Billiard Room on the second floor of the station as well as the Coal Rooms property, are now owned by The Arch Company, following the nationwide sale of commercial leases by Network Rail in 2017. The Arch Company are considering the future use of the Billiard Room space</p> <p><b>NR UPDATE 09/09: Will be considered within design process, recognising that space is at a premium at the site</b></p>	Open
26	Written on A1 Sheet	Retail	What about a café and coffee shop on platform 3?	<p>NR: The provision of retail at the station, such as the provision of coffee shops, will be considered as part of the future design for the station.</p> <p><b>NR UPDATE 09/09: Will be considered within design process</b></p>	Open

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27	Written on A1 Sheet	Station Forecourt	The station needs a clean and graffiti removed.	NR: NR Property will organise the cleaning of graffiti from the external fabric of the station building <b>NR UPDATE 09/09: NR have cleaned the station building and the archways leading to Blenheim &amp; Holly Grove. When suggested, the Arch Company declined to add cleaning of their properties on these passageways.</b> GTR: Note the response to Item 3, where the community will be engaged regarding the use of £30,000 passenger benefit fund, <u>inside</u> the station.	No further action
28	Written on A1 Sheet	Increased train service	Frequency on Overground needs improvement.	Covered by Item 22 above	No further action
29	Written on A1 Sheet	Additional Access	Why can't there be access at both ends of the platform?	NR: The future design is focused on increasing the capacity of the existing station and entrance. The provision of an additional entrance to the west of the station (e.g. at Bellenden Road), would be a very expensive undertaking, given the platforms do not extend far enough and a lot of land would need to be purchased to make this possible. The project believes attention is best focused on making the existing entrance fit for purpose for the future.	No further action
30	Written on A1 Sheet	Seating	More seating is needed on platforms, especially for disabled persons.	NR: In the future station design Network Rail will improve the amount of the seats available both on all of the platforms and in the future station concourse.	No further action

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31	Written on A1 Sheet	Station Forecourt	Dog mess is disgusting, can we fine people who foul the station with pets?	Covered by Item 8 above	No further action
32	Written on A1 Sheet	Gateline	We need more validators near the gate in/ out of the lobby.	<p>GTR: Additional validators are expensive to procure and requires TfL approval as they own the Oyster product. GTR will consider alongside the provision of additional barriers to determine an optimum solution.</p> <p><b>GTR UPDATE: Additional validator would cost c.£40,000, GTR will progress a business case with the Department for Transport.</b></p> <p>NR: In the future station design, Network Rail will ensure the gateline is sufficiently large enough for the volumes that are expected to use it in the future</p>	Open
33	Written on A1 Sheet	Toilets	Why aren't the toilets open?	<p>GTR: The toilets have been subject to abuse in the recent past, so their opening times have had to be restricted to peak times. SEE ITEM 19 FOR RESPONSE</p> <p>NR: Network Rail aims to relocate the toilets on platform 3 &amp; 4 to a better location, to free up space on these platforms. We will try to deliver this early if we can.</p>	No further action
34	Written on A1 Sheet	Customer Information	We need more electronic signs on platforms.	NR: As part of the future station design, Network Rail will increase the provision of customer information screens on all platforms	No further action
35	Written on A1 Sheet	Customer Information	We need to keep staff at the station, we want to speak to people not machines.	NR: The future station design will provide a ticket office and staff on the gateline	No further action

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36	Written on A1 Sheet	Additional Access	Could we have a second entrance and an access bridge to all platforms?	NR: In the future station design, Network Rail will consider how access can be improved to the platforms and how best to provide access into the station building	No further action
37	Written on A1 Sheet	Platform 4 Access	Staircase to platform 4 is very congested, effectively only one-way operation	NR: The access to platform 4 is recognised as a key constraint in the station, that the project must seek to resolve <b>NR UPDATE 09/09: In April Network Rail re-opened an old second staircase to platform 4, which improves access but doesn't eliminate the crowding issue in the PM peak where people wait to exit from the western end of the platform</b>	No further action
38	Written on A1 Sheet	Wayfinding / Gateline	We need more barriers and better signage	NR: The future station design aims to provide a gateline sufficiently large enough to handle future demand Covered by Item 9 above	No further action
39	Written on A1 Sheet	Toilets	Inadequate toilet provision	Covered by Item 33 above	No further action
40	Written on A1 Sheet	Gateline	Inadequate number of barriers at the station.	Covered by Item 38 above	No further action
41	Written on A1 Sheet	Station Forecourt	Pavement outside the station is too busy, cluttered with green electricity boxes - why are they there?	NR: Network Rail will try to establish what these are for and who owns them. <b>NR UPDATE 09/09: These boxes contain telephone equipment and are owned by BT</b>	No further action

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42	Written on A1 Sheet	Customer Information	We need better announcement systems and improved boards on the platforms.	NR: In the future station design, Network Rail will increase the provision of customer information at the station. Network Rail has a plan to replace the Public Address and CCTV system over the next few years. This will be further improved in the future station design. GTR: The existing customer information screens were upgraded to a better design in 2019.	No further action
43	Written on A1 Sheet	Lifts	Lack of lifts.	Covered by Item 4 above	No further action
44	Written on A1 Sheet	Station Forecourt	Better drainage inside and outside the station needed.	Covered by Item 8 above	No further action
45	Raised Public Workshop 21/10/20	Platform 4 Issues	Lineside neighbours on Holly Grove report concerns over the integrity of the platform 4 structure, issues with screens shielding daylight and lighting glare	NR 21/10/20: Contact made with resident to identify issues, with offer made of engineer visit to inspect and survey issues	Open
46	Raised Public Workshop 21/10/20	Passenger Benefits Fund (PBF	Station building windows have seemingly not been painted for at least a decade or more	NR 21/10/20: Establish responsibility for painting and identify rectification plan	Open