

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

Item no	How collected	Theme	Issue	Response \ proposed action	Status
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 (PBF) money is being spent on tangible deliverables for station users.</p> <p>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.</p> <p>GTR UPDATE 13/01/21: The changes above to platform 3 are not feasible or desirable. Instead GTR are looking into spending the PBF on improved wayfinding and internal painting.</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>NR UPDATE 09/09: Will be considered within design process</p>	Open

				NR UPDATE 13/01/21: Emerging designs have shown lifts and improved gateline cannot be delivered sooner than the main scheme, owing to the changes required. The future location of toilets depend on the future option funded by government.	
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

Item no	How collected	Theme	Issue	Response \ proposed action	Status
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 & 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

Item no	How collected	Theme	Issue	Response \ proposed action	Status
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>NR UPDATE 09/09: Will be considered within design process</p> <p>NR update13/01/21: Emerging designs have shown lifts cannot be delivered sooner than the main scheme, owing to the scale of changes required to make them possible.</p>	Closed - No Further Action
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?	<p>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.</p>	No Further Action

Item no	How collected	Theme	Issue	Response \ proposed action	Status
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>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.</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>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</p> <p>GTR UPDATE 13/01/21: GTR station team are sweeping the forecourt in front of the station entrance every day as part of the station clean. Churchill's jet washed the forecourt and passageways on 2nd January.</p> <p>Southwark: In the medium term, this area will be upgraded as par of the Station Square Project (by 2022)</p>	Closed - No Further Action

Item no	How collected	Theme	Issue	Response \ proposed action	Status
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>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.</p>	No Further Action

Item no	How collected	Theme	Issue	Response \ proposed action	Status
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 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.	Closed - 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

Item no	How collected	Theme	Issue	Response \ proposed action	Status
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.	<p>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.</p> <p>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 dedicated webpage to publish minutes and share presentations.</p>	Closed - 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.	<p>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.</p> <p>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</p>	Closed - 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

Item no	How collected	Theme	Issue	Response \ proposed action	Status
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

Item no	How collected	Theme	Issue	Response \ proposed action	Status
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>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.</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 & 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

Item no	How collected	Theme	Issue	Response \ proposed action	Status
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>GTR UPDATE 09/09: Clear bins are placed in the station, placing bins outside the station would be a security risk. The Arch Company & LB Southwark are responsible for bins in the forecourt and access passageways. LB Southwark are reviewing their provision of bins locally</p>	Closed - No Further Action

Item no	How collected	Theme	Issue	Response \ proposed action	Status
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>GTR UPDATE 09/09: GTR seek more direction on these comments ?</p> <p>GTR UPDATE 13/01/21: GTR seek to use the Passenger Benefit Fund moneys to improve signage inside the station in coming months</p> <p>LB Southwark: Will review signage as part of the Station Square scheme.</p> <p>LB Southwark UPDATE 13/01/21: LB Southwark will not be changing any signage ahead of the delivery of the Station Square Scheme</p>	Open

Item no	How collected	Theme	Issue	Response \ proposed action	Status
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>NR UPDATE 09/09: Will be considered within design process, recognising that space is at a premium at the site</p> <p>NR UPDATE 13/01/21: Network Rail's emerging designs aim to provide fully accessible toilets and baby change facilities on the paid side of the station. The Old Waiting Room will remain an Arch Company lease and it is for them to decide how to develop and use this space.</p>	Closed – No Further Action
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>NR UPDATE 09/09: Will be considered within design process</p> <p>NR UPDATE 13/01/21: Network Rail's emerging Do-Mid & Do-Max designs feature new retail on the ground floor where use and can be maximized. One of the retail units will be ideally located for the stairs to platform 3. Alas there isn't sufficient space for an appropriately sized café on platform 3 itself.</p>	Closed – No Further Action

Item no	How collected	Theme	Issue	Response \ proposed action	Status
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 NR UPDATE 09/09: NR have cleaned the station building and the archways leading to Blenheim & Holly Grove. Network Rail and funding LB Southwark to inspect and remove graffiti every fortnight. When suggested, the Arch Company declined to add cleaning of their properties on these passageways. 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.	Closed - 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
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

Item no	How collected	Theme	Issue	Response \ proposed action	Status
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>GTR UPDATE 09/09: Additional validator would cost c.£40,000, GTR will progress a business case with the Department for Transport.</p> <p>GTR UPDATE 13/01/21: Proposal submitted to DfT and shortlisted. Now dependent on GTR's franchise extension.</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 & 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
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

Item no	How collected	Theme	Issue	Response \ proposed action	Status
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 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	Closed - 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. NR UPDATE 09/09: These boxes contain telephone equipment and are owned by BT	No further action
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

Item no	How collected	Theme	Issue	Response \ proposed action	Status
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 NR UPDATE 13/01/21: Following a review structural integrity was found to be sound. The lighting issues were resolved by upgrading lighting on platform 4 before Christmas	Closed - No further action
46	Raised Public Workshop 21/10/20	Windows	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 NR UPDATE 13/01/21: Exterior fabric of station building including windows will be upgraded as part of the major scheme. If scaffolding is required to remedy drainage issues, this <i>may</i> be an opportunity to renovate the front of the station sooner.	Open
47	Raised in Public workshop 13/01/21	Train Stopping Position	During the presentation the Architect stated the trains do not stop between the stairwell and former lift shaft on platform 1/2. This is misinformed as an 8-car Southern train does open its doors between the stairwell and the platform edge.	NR 13/01/21: The Architect apologised for the slight error and corrected himself at the end of the presentation. The purpose of raising this critical restraint is due to current platform design standards we need to seek a derogation for wheel chair space to get access to the platform 1/2 lift, if not we will need to impose a barrier and change where the train stops on the platform which may require a small platform extension at the western end.	No further action

Item no	How collected	Theme	Issue	Response \ proposed action	Status
48	Raised in Public workshop 13/01/21	Engagement	Can the historical presentation or material going to be made available to the public?	NR 13/01/21: The full presentation will be published on dedicated Network Rail webpage (www.networkrail.co.uk/peckhamrye)	No further action
49	Raised in Public workshop 13/01/21	Lifts	Could the lift for platform 3 have a side door, allowing for more space in front of the lift doors on the interchange level (saving the Coal Rooms' Kitchen)?	NR 18/01/21: The platform 3 lift is only shown within the Coal Rooms premises within the 'do-minimum' option only. The do-minimum option is developed upon remaining within the station building footprint at interchange level therefore we are restrained to tying into existing levels of critical areas such as existing landing levels and the landing level at the base of platform 1 / 2 stairs. Due to regrading floor levels at interchange level to comply with current legislations, a ramp will be formed at the location of where the 'medium and maximum' platform 3 lift is shown and as a level landing is needed at the location of the lift unfortunately the viable location for the platform 3 lift for the minimum option is within the location shown during the workshop.	No further action
50	Raised in Public workshop 13/01/21	Toilets	No toilets at the station or they are always locked, with no staff who can offer access.	Covered by Item 33 above	No further action
51	Raised in Public workshop 13/01/21	One-way system	Ease of navigation has been especially difficult with the 'one way' system introduced since the pandemic - more could be done to enforce this system.	GTR 13/01/21: GTR to provide comment here	Open

Item no	How collected	Theme	Issue	Response \ proposed action	Status
52	Raised in Public workshop 13/01/21	Width of platform 4	Concern about the lift placement reducing the already narrow width of Platform 4 (Do-Min option).	NR 18/01/21: In the D-Min option, the platform 4 lift will be installed as far to the rear of platform 4 as possible however this is restricted by land available behind platform 4. The lift will be constructed to comply with current platform widths standards and complemented by the removal of platform 4 buildings therefore the narrower width will be minimal compared to existing length of narrow platform	No further action
53	Raised in Public workshop 13/01/21	Engagement	How can interested parties stay informed of key developments and future consultations.	NR 13/01/21: please visit our dedicated webpage www.networkrail.co.uk/peckhamrye and fill in the survey, at the end of the survey it will ask you to place your email and automatically put you on the emailing list.	No further action
54	Raised in Public workshop 13/01/21	Construction time frame.	Concerns about the length of time to complete each option and whether they will implicate the use of the station.	NR 13/01/21: We don't have construction programme durations at the moment; however, a benefit of the current medium and maximum options is that the atrium on the back can be built separately, whilst the station is used similarly as today. Once the atrium allows access for all the platforms, for a limited period the station can be accessed through Dovedale Court whilst the front of the station is closed off for construction.	Open
55	Raised in Public workshop 13/01/21	Lifts	Why do we need access for lifts on the first floor other than emergency reasons?	NR 13/01/21: if we have access on the first floor it will improve interchange between the platforms, especially for wheelchair or parents with pushchairs.	No Further Action

Item no	How collected	Theme	Issue`	Response \ proposed action	Status
56	Raised in Public workshop 13/01/21	Impact on Local Businesses	<p>Concerns about the following businesses -</p> <ul style="list-style-type: none"> • If Local retail space is required, local businesses need to be relocated. • Motown Café needs to be guaranteed a prominent space in the redevelopment. • Tara Fabrication should be relocated. 	<p>NR 13/01/21: One of the key objectives is to retain as many businesses as possible, however to deal with the flows within the station we will need to look into reappropriating space. Plans for leases retail on the paid side of the station, so there is an opportunity for relocation.</p> <p>In response to Tara’s situation, we will need to work with LB Southwark to understand where they can be suitably relocated to.</p> <p>There is an impact on holly grove and the Hannah Barry Gallery building which includes the old Iceland building. We are looking at how we could relocate that operation whilst building. We are not planning to take up all the space and only require a small amount of the building, so we are looking to relocate the Gallery inside the building or look at a possible relocation to the old Iceland building.</p> <p>GTR 13/01/21: Motown Café is very popular in Peckham and will be considered for relocation revised station footprint. GTR have liaised with Ali the owner.</p> <p>The Arch Company 13/01/21: It’s too early to discuss individual business's circumstances but of the 5,200 rental spaces we inherited from Network Rail in 2019, only 3,800 were occupied. So, when businesses need to relocate for some reason, we will try to find them one of our vacant spaces.</p>	Open

Item no	How collected	Theme	Issue	Response \ proposed action	Status
57	Raised in Public workshop 13/01/21	Option selection	How will the project weigh up/assess which option is the most appropriate for the station?	<p>NR 13/01/21: The project will produce a high level business case for each option, to help identify the option with the strongest case to put to government. Its noted that the Do-Min could lead to more problems solving the other existing problems in the future.</p> <p>Network Rail are working very closely with the DfT to promote the scheme. However, the public finances are known to be tight and could be an issue.</p> <p>The project will need to minimise the cost but maximize the benefits and maximise the support from the stakeholders.</p>	No Further Action
58	Raised in Public workshop 13/01/21	Construction time frame.	The decision making of how much the station is out of use for the passengers in terms of the 3 options, considering how the station is used now and how it will be used in the future?	Constructability and minimising impact to the existing station operations is being considered within each option. The design potentially allows the rear extension to be built first, which when complete could make the new rear entrance the temporary entrance while the booking hall side is renovated.	No Further Action
59	Raised in Public workshop 13/01/21	Delivery Timescales	Do you have anticipated (delivery) time lines for each option?	At this stage we do not have anticipated timelines for each option however depending on funding availability construction is aiming to be 2023 – 2024	No Further Action
60	Raised in Public workshop 13/01/21	Decision Making	Who makes the decision and when, so the local public can be informed and publicity can be undertaken	NR 13/01/21: in terms of date, it will most likely be in the summer 2021 once a single option has been selected.	No Further Action
61	Raised in Public workshop 13/01/21	Unused arch	The unused arch is currently a fire escape for Honest Burger. What are the provisions to redirect the emergency exit?	NR 13/01/21: we are aware off the fire exit and will need to be considered within the design. An exit will need to be maintained, into the station itself if need be	No Further Action

Item no	How collected	Theme	- Issue	Response \ proposed action	Status
62	Raised in Public workshop 13/01/21	Customer Information	Can you explain what will happen if you get to the station not sure exactly which train to get in to central London depending on latest info about time of departures, so which platform to go for? We can take those decisions on the landing at the top of the first steps at the moment. Where would this decision have to be made in the three options you have outlined? How do we know which platform is for each destination? As some of the trains change platform between 2 and 3 and this doesn't allow enough time for passengers to change platform and get the train. Idea - place a departure board outside the main entrance.	NR 13/01/21: We will appraise the information to be provided in the station on each floor and platform. In such a scenario, the last decision point will be the first level. We also expect to provide customer information under any external canopy to help travellers Currently there is a lack of customer information regarding trains on the first floor level. The future design will provide information at key decision points	No Further Action
63	Raised in Public workshop 13/01/21	Dovedale Court	Pedestrianisation of the Dovedale court affecting the vehicle access to existing businesses - how will the station get deliveries?	NR 13/01/21: all pedestrian and vehicular access to Dovedale Court will be maintained in all options. At current there is no pavement in the arch way from Blenheim Grove, however with the width of the arch, both pedestrians and vehicles can access Dovedale court and it should be possible to provide pavement We are working with Arch Company to provide a design which works both for the station and the existing businesses.	Open
64	Raised in Public workshop 13/01/21	Dovedale Court	Are there provisions to improve the safety of the rear Dovedale Court if a new station entrance is provided?	NR 13/01/21: CCTV cameras will be placed at the rear and with the refurbishment of the station it will make the area feel a lot safer.	No Further Action

Item no	How collected	Theme	Issue	Response \ proposed action	Status
65	Raised in Public workshop 13/01/21	Dovedale Court	The court out the rear, how will it impact the rest of the area and how much of it relies on external company approvals?	NR 13/01/21: Most of Dovedale Court contains leases owned by The Arch Company. The project is currently working with the Arch Company to identify how the station entrance and supporting infrastructure be best accommodated. The project wants to protect and enhance the current businesses in Dovedale Court.	Open
66	Raised in Public workshop 13/01/21	Transport Interchange	How will the station interact with other public transport (e.g. buses)?	NR 13/01/21: The new square Southwark are building in front of the station will make access to Rye Lane much easier. LB Southwark 13/01/21: There is a plan to reintroduce bus services to Rye lane where bus stops would be provided.	No Further Action
67	Raised in Public workshop 13/01/21	Government Funding	Who do we have to lobby to get the government funding?	NR 13/01/21: Once the project is in a position to make a case to government for funding the next stage (expected this Summer), it is at this point that the community should lobby councillors, MP's and the Mayor's office to support Network Rail's funding request to government	No Further Action
68	Raised in Public workshop 13/01/21	Do-Min Option	Worried that the do min is still not good enough and how do they express their concerns to push for the Do Mid.	NR 13/01/21: The Do-Min option does deliver access for all but does have to make compromises on other challenges at the station (e.g. narrow corridors and stairways). The Do-Min option exists given concerns about the case for a bigger scheme and so, affordability. The Do-Min option does though recognise that step free access is the most important item to deliver. NWR- if you wish to express the concern please email NRSouthernProjects@networkrail.co.uk with your comment.	No Further Action

Item no	How collected	Theme	Issue	Response \ proposed action	Status
69	Raised in Public workshop 13/01/21	Old Waiting Room	Usage of the Old Waiting Room (OWR).	<p>NR 13/01/21: The old waiting room is a commercial lease owned by the Arch Company. The project cannot find a purpose in its designs for the station, for such a large open space. That said, The Arch Company have confirmed they are looking to develop the space alongside the renovation of the station itself. To accommodate this, the project design leaves space for the provision of a lift to provide accessibility to the OWR. The project hopes that Arch Co can find a way to continue for the space to be used for community purposes, as well as commercially.</p> <p>Benny O'Looney commented that Listed Consent has been granted to place toilets within the lease area for the OWR.</p>	Open
70	Raised in Public workshop 13/01/21	Lifts	Equality Act- Lifts are mandatory for the station.	NR 13/01/21: Any scheme must provide lift access/access for all.	No Further Action
71	Raised in Public workshop 13/01/21	Local Businesses	Concern about La Careta Mexican Food restaurant and a concern that leaflets haven't been given to all the local businesses, as La Careta restaurant didn't receive the leaflet.	<p>LB Southwark 13/01/21: In the near future there will be a personal visit to offer information and answer questions. In the meantime business are asked to refer to the station square project's website.</p> <p>NR 13/01/20: 250 leaflets were distributed to local houses and businesses prior to Christmas. A further 250 were handed out at the station. Alas many businesses were closed due to the pandemic. In future NR will increase the distribution of leaflets and newsletters</p>	No Further Action

Item no	How collected	Theme	Issue	Response \ proposed action	Status
72	Raised in Public workshop 13/01/21	Local Businesses	Will there be a rent control for the new local units and local retailers? What is the aimed businesses retention?	NR 13/01/21: Throughout the workshop we have listed the local business that are affected and looking to relocate them around the station (such as Motown Café, Hannah Berry Gallery). With regard to retention of local businesses, given those affected, the project aims to retain over 90% in situ. Rent control is a matter for The Arch Company. Businesses are asked to consider benefits such a scheme will have for Peckham and thus their businesses in the future	No further action
73	Raised in Public workshop 13/01/21	Local Businesses	There are a lot of opportunities in Dovedale which could increase local business opportunities. Signage and such can be incorporated into the rear of the station. How are we merging the Peckham Rye station and the Peckham Square ideas, as they relate to each other?	NR 13/01/21: If Tara is relocated the Arch's can be used for new retail and there is a lot of yard space which could be used by stools and markets etc. Want to avoid lots of cooperate businesses and encourage local businesses.	No Further action
74	Raised in Public workshop 13/01/21	Workshop	Is the workshop being recorded?	NR 13/01/21: The session is recorded and a copy of it with supporting transcript will be available on our dedicated webpage (www.networkrail.co.uk/peckhamrye) in coming weeks	No Further action
75	Raised in Public workshop 13/01/21	Local Businesses	Will there be new business spaces?	LB Southwark 13/01/21: the new station square will feature new opportunities in the arches. These will focus on local businesses (such as free food and existing traders). NR 13/01/21: There will also be opportuinties in the future station design, should the Do-Mid or Do-Max option be chosen.	No Further Action

Item no	How collected	Theme	Issue	Response \ proposed action	Status
76	Raised in Public workshop 13/01/21	Customer Information	Can a departure board be placed outside the front of the station?	NR 13/01/21: As part of the station design for do-min and do-max, we hope to include a canopy outside the station facing the square which would contain customer information screens for travellers. We have to be mindful the station building is Grade II listed, so there are limits to what is acceptable.	Open
77	Raised in Public workshop 13/01/21	Customer Information	There are no screens above the sales windows, and no screen on level of platform 3.	NR 13/01/21: we will look at how we reconfigure customer information in the future station concourse and elsewhere in the station, so that is easy to use and doesn't create crowding problems.	Open
78	Raised in Public workshop 13/01/21	Do-Min Option	In the Do-Min option there could be a pinch point around the lifts, and it might make a corridor at the back which is low usage, kinked, and potentially uninviting	NR 13/01/21: The provision of lifts in the do-min option for platform 4 is compromised for space. We do not believe any rear walking route would be uninviting	No Further Action
79	Raised in Public workshop 13/01/21	Engagement	How do you expect to update local residents and businesses in Dovedale Court?	NR 13/01/21: The project provides a dedicated webpage which will contain plans and updates. The projects hopes to share news through leaflets and newsletters to local people. Representatives from both Holly and Blenheim Groves have been invited to the Focus Group. The Arch Company 13/01/21: Alan from The Arch Company here (attending in a dual role as I'm also an interested local resident and, in normal times, station user). Just to reiterate that we are keeping in close touch with Network Rail on this and want to minimise disruption to our tenants and help relocate any who need to move. We are the largest landlord of independent small businesses in the country (many of them in Peckham) and if the station redevelopment brings opportunities for more diverse and independent local businesses then all the better.	No Further Actions

Item no	How collected	Theme	Issue	Response \ proposed action	Status
80	Raised in Public workshop 13/01/21	Homelessness	A consideration for the future regarding canopy over the existing front doors - homeless people sheltering / sleeping there.	NR 18/01/21: The increase of homelessness around the station has been raised to Southwark during previous focus group meetings to further discuss with the relevant department to support the homelessness. The consideration of homelessness will be considered where the canopy is proposed to be reinstated to the front of the station.	Open
81	Raised in Public workshop 13/01/21	Engagement	When is the next consultation/meeting dates	NR 13/01/21: next public workshop is 21/04/2021 This will be updated on posters and the website.	No Further Actions
82	Raised in Public workshop 13/01/21	Views towards central London	Is there any possibility to utilize the view toward central London from the platform, whilst of course respecting privacy of the adjacent residents?	NR 13/01/21: The privacy of line side neighbours is paramount above views which may be protected	No Further Actions
83	Raised in Public workshop 13/01/21	Local Businesses	Will there be additional costs for relocation of the local businesses	NR 13/01/21: Network Rail will work with LB Southwark and Arch Company to relocate those businesses affected.	No Further Actions
84	Raised in Public workshop 13/01/21	Engagement	Are the proposed plans going to be put on display in the local area?	NR 13/01/21: The project has use of a noticeboard in the station forecourt which it will use to display plans and images.	Open
85	Raised in Public workshop 13/01/21	Local Businesses	If a section of Hannah Barry gallery is taken, is an extension to her building an option in terms of making up the space that she has lost?	NR 13/01/21: The project is refining its design options. To improve access to platform 4 under the Do-Mid and Do-max option, some space will be required from the site used by the Hannah Barry Gallery site. If such an option is chosen, Network Rail will work with the Arch Company to relocate the tenant to a suitable property. Given that only a portion of this site is required at most, the remainder can be released for further development.	No Further Actions