

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.	Closed - 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.	Closed - 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>GTR UPDATE 21/04/21: GTR have replaced the platform signage and added direction signage and painted main</p>	Closed - No Further Action

				<p>stairway at the station which had become quite tatty. The remainder of the funds will be spend painting windows with the façade restoration.</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> <p>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.</p>	
4	Q&A Session	Lifts	<p>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.</p>	<p>Covered by item 3 above</p>	<p>Closed - No Further Action</p>

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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 & 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</p>	Closed - No Further Action

				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.	
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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>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</p>	Closed - No Further Action

				planning has confirmed Peckham Rye as a priority for investment.	
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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>	Closed - No Further Action

				<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>	
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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>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>	Closed - 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.	Closed - 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.	Closed - 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. 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.	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.	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. 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	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	Closed - No Further Action

				will need to review and approve any listed building planning consent that is required.	
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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.	Closed - 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.	Closed - 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.	Closed - 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>GTR UPDATE 09/09/20: 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> <p>GTR UPDATE 08/09/21: GTR will review toilet cleaning contract, however struggling to get cleaners at this time, will provide an update</p>	Open
20	Q&A Session	Passenger Benefits Fund (PBF)	Use of PBF funding for improvements at the station	Covered by Item 3 above	Closed - No Further Action

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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>	Closed - No Further Action
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>	Closed - No Further Action

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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
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>GTR UPDATE 21/04/21: GTR have replaced platform directional signage within the station in April</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>	Closed - No Further Action

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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

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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 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	Closed - 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.	Closed - 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.	Closed - 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	Closed - No further action

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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 beyond September 2021</p> <p>GTR UPDATE 08/09/21: This is something that GTR cannot commit too as an investment to Peckham Rye right now, until GTR is awarded its National Rail Contract from March 2022. GTR will continue to look at opportunities in existing/future funding workstreams for the possibility of additional validators supplied by Cubic, even if they are spare devices that have been removed from other stations</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>	Closed - 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	Closed - No further action

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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	Closed - 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	Closed - 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 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	Closed - No further action
39	Written on A1 Sheet	Toilets	Inadequate toilet provision	Covered by Item 33 above	Closed - No further action
40	Written on A1 Sheet	Gateline	Inadequate number of barriers at the station.	Covered by Item 38 above	Closed - 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	Closed - 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.	Closed - No further action
43	Written on A1 Sheet	Lifts	Lack of lifts.	Covered by Item 4 above	Closed - No further action
44	Written on A1 Sheet	Station Forecourt	Better drainage inside and outside the station needed.	Covered by Item 8 above	Closed - 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. NR UPDATE 13/01/21: Windows will be painted as part of the proposed restoration of the station building façade, funded by GTR.	Closed - No further action

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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
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)	Closed - 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.	Closed - 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	Closed - No further action

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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 GTR UPDATE 21/04/21: There is no one-way system in operation at the station owing to singular means of access & egress	Closed - No further action
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	Closed - 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.	Closed - 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. NR UPDATE 21/04/21: Emerging forward plan indicates construction may start at the back of the station in late 2022. This is dependent on planning permission & acquisition of land.	Closed - No further action
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.	Closed - No further action

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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 and their landlord The Arch Company to understand where they can be suitably relocated to.</p> <p>NR UPDATE 21/04/21: NR is liaising directly with Arch Company who are speaking with the impacted tenancies what they would like to do</p> <p>NR UPDATE 08/09/21: NR and Arch Co are meeting tenants before every Focus Group and public workshop. Meeting being arranged with Motown Café and Bike repair shop</p> <p>GTR 13/01/21: Motown Café is very popular in Peckham and will be considered for relocation within the new 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>	Closed - No further action

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>	Closed - 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.	Closed - 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	Closed - 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.	Closed - 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	Closed - 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	Closed - 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.	Closed - No Further Action
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.	Closed - 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. NR UPDATE 21/04/21: The project has proposed an arrangement for the leases it hopes to acquire. Further discussions are being held with affected leaseholders. NR UPDATE 08/09/21: The project confirmed which leases it needs to acquire to permit the chosen 'Partial' scheme to be built. This has been shared with Arch Co leaseholders.	Closed - No Further Action
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.	Closed - 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	Closed - No Further Action

Item no	How collected	Theme	Issue	Response \ proposed action	Status
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.	Closed - No Further Action
69	Raised in Public workshop 13/01/21	Old Waiting Room	Usage of the Old Waiting Room (OWR).	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. Benny O'Looney commented that Listed Consent has been granted to place toilets within the lease area for the OWR.	Closed - No Further Action
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.	Closed - No Further Action

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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.	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. 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	Closed - No Further Action
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	Closed - 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.	Closed - 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	Closed - No Further Action

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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 opportunities in the future station design, should the Do-Mid or Do-Max option be chosen.	Closed - No Further Action
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-mid 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.	Closed - No Further Action
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.	Closed - No Further Action
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	Closed - No Further Action

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

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80	Collected	DIA		NR 21/04/21: A Diversity impact Assessment will be	Closed - No
83	Raised in Workshop 21/04/21 13/01/21	Local Businesses	Will there be additional barriers for relocation of the shops (eg racism), and also people with luggage and children. All the images show people in young ages, no impairments, and the proposed. Better images which display all local areas? please.	NR 13/01/21: The Network Rail will work with local businesses and groups to ensure that those affected groups of the community to understand what we should be doing as part of the	Closed - No Further Action
84	Raised in Public workshop 13/01/21	Engagement	Have any Equability impact statements been done? As Peckham has a lot of ethnicities etc., would this help at all with funding?	NR 13/01/21: The project will be a diverse and inclusive one. We will be consulting with all groups of the community to ensure that the station is bright, has perching places for all and is accessible to all. We will be consulting with all groups of the community to ensure that the station is bright, has perching places for all and is accessible to all.	Closed - No Further Action
88	Raised in	Platforms	Curious how management of the sheer	NR 21/04/21: The design options, platform buildings	Closed - No
85	Raised in Workshop 21/04/21 13/01/21	Local Businesses	If a bus stop is to be built on the platform, will it be a problem for the platform? Will it be a problem for the platform? Will it be a problem for the platform?	NR 13/01/21: The project will be a diverse and inclusive one. We will be consulting with all groups of the community to ensure that the station is bright, has perching places for all and is accessible to all.	Closed - No Further Action
89	Raised in Public workshop 21/04/21	Cycling	Would the existing cycle service centre and the tenant be moved to the hub as well? Will his rent remain the same?	NR 21/04/21: The location of the site is required at the moment. It is too early to discuss the details.	Closed - No Further Action
86	Raised in	Local	Will National Rail commit to maintaining	NR 21/04/21: The responsibility of landlord The Arch	Closed - No
90	Raised in Workshop 21/04/21 21/04/21	Businesses	Will the lift be a problem for the platform? Will it be a problem for the platform? Will it be a problem for the platform?	NR 21/04/21: pedestrian Flow modelling is currently being undertaken to review effectiveness of the lift provision. Lobby areas will be provided for all lifts that will feature seats at each.	Closed - No Further Action
91	Raised in Public workshop 21/04/21	CCTV	Definitely need a lot of good quality security cameras	NR 21/04/21: Full CCTV provision will be provided in the station upgrade.	Closed - No Further Action

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92	Raised in Public workshop 21/04/21	Brick Brewery	Will Brick Brewery lose their rear access and outdoor seating? This is well used and popular, or is there is enough room where "stair 1 and 2" is written on the slide to provide space for tables etc.?	NR 21/04/21: We will probably need to move the rear door from Brick Brewery over a bit, but it will open out on a paved area, which could potentially provide space for tables. Additionally, having this new entrance at the back is likely to provide more footfall to brick brewery too as more people will see it.	Closed - No Further Action
93	Raised in Public workshop 21/04/21	Tenants	The scheme should not disadvantage any tenant, it would be nice to see this on future drawings	NR 21/04/21: Unfortunately, the station cannot be upgraded without disruptive impact to some existing tenants. NR will work with Arch Company and Southwark to help relocate affected tenants	Closed - No Further Action
94	Raised in Public workshop 21/04/21	Platforms	Will platform one and two still be crowded in peak times?	NR 21/04/21: For the Do 'Min' option that is correct. For the Do 'Mid' the additional set of stairs leading to the mezzanine level will assist with alleviating the congestion on the platform 1&2, additionally, the project team are looking to relocate the current stopping point for the London Overground Trains further west away from the head of the new stairs therefore again further alleviating the crowding on the platform. with this relocation of the stopping point an extension to the canopy will also be provided to provide additional dry area for passengers to wait and the platform furniture will be reviewed to ensure none is located near the head of the stairs. new passenger information screens will be located further west along platform 1&2 to further again alleviate the congestion at the head of the stairs. For the Do 'Max', the addition of a new Platform 2 will further address the congestion issue on the current platform 1&2.	Closed - No Further Action

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95	Raised in Public workshop 21/04/21	Tenants	Is there a list of the affected businesses and the solutions found for each of them? It would be good to have complete transparency on this.	NR 21/04/21: A drawing was presented at a later stage of the presentation to highlight the identified impacted tenancies. Discussions have commenced and are on-going with the impacted tenancies as the project develops, with the project team providing updates at key stages.	Closed - No Further Action
96	Raised in Public workshop 21/04/21	Access to platform 4	It appears platform four will go down from two to one staircase. Will the new one staircase be bigger in capacity than the existing two staircases	NR 21/04/21: The new staircase will provide a substomatal increase of area for accessing / existing the platform, additionally, the eastern of the existing stairways on platform 4 are now looking to be retained to provide an additional means of accessing / exiting the station. Note that a passenger capacity modelling assessment will be undertaken to prove the design can accommodate current and forecasted passengers flows during operation and emergency.	Closed - No Further Action

Item no	How collected	Theme	Issue	Response \ proposed action	Status
97	Raised in Public workshop 21/04/21	Gentrification	<p>Could these designs look any more generic and less Peckham?</p> <p>I agree the decoration/finish needs to be more 'Peckham' - ask the locals. It need not affect the fabric proposed perhaps.</p> <p>Look at the designs and colours in Rye Lane for inspiration. These designs are very reminiscent of what has happened to Deptford station/market, which are in reality just as generic as the proposals seemed, and have led to widespread local alienation and an acceleration of gentrification.</p> <p>at what point does the kind of consultations around the aesthetics of the design start to become reality, as the community would like to help shape this. The more the design can reflect the local community the better. It would also be good to hear how to get the community involved.</p>	<p>NR 21/04/21: We are looking at outline design at the moment, we will need to get funding before starting the detail design which looks closer at the aesthetics of the design.</p> <p>We want to create a narrative that's particular around the history and the culture of the station. We acknowledge not everyone will like the design; however, we are hoping for people to understand why we have designed the way we have. Additionally, we have Southwark design offices and Network Rail's architect team looking at this, which will promote design quality. There are a lot of people involved and we also need to look into functionality of the station, as it needs to work in a particularly way and has fire constraints. It is hard to accommodate what everyone wants; however, our attitude is to make a very particular to this part of Peckham whilst explaining and sharing our thoughts.</p> <p>The station is wonderfully documented with the historical drawings. Its not hard to do a well-researched restoration., which isn't just looking at the station but a number of stations to put together a whole narrative. It was a serious artistic achievement in the 1860s. Additionally, we found out that in the old waiting room many of the original finishes remain, and we are doing research into the paint to find the original colour scheme, which was pretty spectacular.</p> <p>The project team also we have the intention of involving local artists to get involved with the station. we want to avoid gentrification we want to avoid corporate look.</p>	Closed - No Further Action

Item no	How collected	Theme	Issue	Response \ proposed action	Status
98	Raised in Public workshop 21/04/21	Cleaning	Has thought been given to the cleaning of the glass roof? From experience of other transport providers this has sometimes been overlooked. I like the openness created though	NR 21/04/21: A maintenance regime will be prepared as the design develops and issued to Network Rail and the Train Operator Company at completion of the works. Fall arrest systems will require to be installed for all areas where maintenance and inspections will be required at height.	Closed - No Further Action
99	Raised in Public workshop 21/04/21	Platform 4 access	Why does platform 4 lose red in do-max vs do-mid, when there is no difference in the plan?	NR 21/04/21: The Do-Min option features no change to the stairways, only the additional of a narrow lift. The Do-Mid & Max features new much larger stairway access which will eliminate crowding.	Closed - No Further Action
100	Raised in Public workshop 21/04/21	Tenants	Will the project CPO HB building?	NR 21/04/21: Network Rail will explore options to deliver the improved access to platform4, this includes the option of Compulsory Purchase through a Transport & Works Act Order.	Closed - No Further Action
101	Raised in Public workshop 21/04/21	Tenants	Not the whole Hannah Barry building is needed?	NR 21/04/21: The whole of the current Hannah Barry Gallery site will not be constructed on for the enhancement works however, sufficient area for storage, compound, construction activities, lay down areas etc will be required for the delivery of the project. The remaining area on the Hannah Barry site may be available for development by current lease holder depending on all permissions being sought and granted	Closed - No Further Action

Item no	How collected	Theme	Issue	Response \ proposed action	Status
102	Raised in Public workshop 21/04/21	Tenants	I noted somewhere, can't remember where but I think on Instagram, that Tara said that no one had spoken to them about their tenancy. It was a recent comment. Can someone reassure that they are fully aware of the proposed relocation of their business... Arch Co feedback pls?	<p>NR 21/04/21: We have set up an agreement to communicate with the Arch company and tenants prior to each of the public meetings, however at present there is only a certain amount of information we can share at this point as no clear route has been determined. However, when we have secured funding, we will set up a suitable way of contact and route of contact.</p> <p>The Arch Company: we had a meeting with the tenants on the Monday (19/04/2021), which took the tenants through the presentation. We agreed to take the presentation through with tenants before making it public. We have acknowledged that more communication should have been made with the tenants, as only emails and letters had been sent out so far. We should have had formal engagement earlier.</p> <p>Also, as there is uncertainty about the option being taken through at this moment, therefor it is challenging to talk about the when, where and who will need to be relocated as of yet. However, we will keep in touch and have personal conversations as each tenancy has different needs etc.</p> <p>We have Arches available at present however we will need to think about whether they will be available in the future.</p>	Closed - No Further Action

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103	Raised in Public workshop 21/04/21	Gate Lines	There are many design constraints due to perceived necessity to have gate lines. Could these constraints be freed up by using a different system that would not require gate lines, as on the DLR?	<p>NR 21/04/21: We have to plan for ticket barriers, as it's the normal process for heavily used rail station, however we are looking at innovation.</p> <p>We don't have any information on stations without ticket barriers, there are some in European countries. However, we are looking at starting to introduce barcoding and smartphone traveling. Leading to smoother and quicker traveling. We will keep looking at innovative solutions throughout the design and life of the project.</p> <p>The gateline also does other things than protect revenue, it also provides safety.</p> <p>Additionally, working for DLR, and the reason there wasn't gateline is because the stations weren't large enough.</p>	Closed - No Further Action
104	Raised in Public workshop 21/04/21	Disruption during construction	Would any train services be running whilst the development is happening? What is the anticipated disruption?	<p>NR 21/04/21: The station will remain operational throughout the works, except for when trains are temporarily suspended to enable high risk tasks (high risk relating to effecting the operation of the station) to be completed. The project team are currently working on phasing and highlighting when the likely high risk tasks are being planned to be carried out, which is looking around March 2023. as the design and construction methodology are developed we will be able to present our proposals at future workshops. Note that during the works the current entrance will require to be closed and all passengers and staff utilise the new western entrance from within Dovedale court. Phasing and progress will be shared with the station staff, passengers and public during the delivery stage of the project.</p>	Closed - No Further Action

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105	Raised in Public workshop 21/04/21	Disruption during construction	How will the construction traffic be routed now that Rye lane is pedestrianised?	<p>NR 21/04/21: In the next stage of the project, once we have worked how we would build the chosen option, we will need to produce a Construction Management Plan, detailing arrangements for deliveries and collections to/from site. Our expectation at this stage is that deliveries will be made from Rye Lane end (as that is expected to reopen before we start work), to the proposed compound on Holly Grove. That plan will need to identify air quality impact of deliveries and construction. We will look at what material could be moved by rail to and from the station, rather than by road, although its complicated by the need to keep this busy station open for passengers.</p> <p>NR UPDATE 08/09/21: With the 'Partial' option chosen, the project will now prepare planning applications. This will include plans for construction traffic routing, which will be known by end November.</p>	Open
106	Raised in Public workshop 21/04/21	Ticket Office	Can't you add another ticket office at the back?	NR 21/04/21: The use of ticket offices have been reducing as technologies have been evolving. Ticket vending machines will be accessible from within Dovedale court.	Closed - No Further Action
107	Raised in Public workshop 21/04/21	Information	Information panels about the history of the design would be fab! The old designs and pictures showing the thinking behind the refurb?	NR 21/04/21: Showcasing the historic building and numerous modifications is an item the project team are keen to promote. As the design devlops locations for these pictures and information panels can be determined, keeping in mond minimising impact to the flow of passengers into, around and existing the station.	Closed - No Further Action
108	Raised in Public workshop 21/04/21	Lifts	Re lifts in congested points - is there such a thing as a diagonal lift that would reduce congestion?	NR 21/04/21: Diagonally moving lifts do exist, however there isn't the space or need to employ one at Peckham Rye	Closed - No Further Action

Item no	How collected	Theme	Issue	Response \ proposed action	Status
109	Raised in Public workshop 21/04/21	Lobbying	How can residents lobby government for the scheme ?	NR 21/04/21: through their MP and Southwark Council	Closed - No Further Action
110	Raised in Public workshop 21/04/21	Sensitive Development	Are we able to see how the material develop internally so they more sympathetically match the old style of the building?	NR 21/04/21: This will be during the detailed design stage of the project. Detailed designs to be presented at future workshops once this stage has been completed	Closed - No Further Action
111	Raised in Public workshop 21/04/21	Advertising	What is being done to ensure these sessions are representative of everyone who shops in Peckham, I live very near the station and Rye Lane but it does not seem that well-advertised when I am walking up Rye Lane	NR 21/04/21: Leaflets have been produced and distributed at the station and locally. A large poster has been put up outside the station. The project has advertised the session son Social Media. Going forward, the project will hand out leaflets to local businesses to offer for collection, keep the poster site updated, share information in Peckham Peculiar & Southwark Life magazines	Closed - No Further Action
112	Raised in Public workshop 21/04/21	Advertising	Don't forget those that don't have online access, Royal Chapel have large spaces which could be used for signage. Also, a survey is currently being carried out at the chapel and concerns about the station has been popping up, such as wheelchair access etc. There needs to be people out on the streets to communicate to the public. Also, I would be happy to hand out leaflets for this.	See answer to item 111	Closed - No Further Action
113	Raised in Public workshop 21/04/21	Mailing List	I think the mailing list is only for the public events, not the focus group?	NR 21/04/21: We have used the mailing list for all public events, including the focus group sessions. We've also promoted via Twitter @NetworkRailSE which local partners have shared. We'll keep adding names to the list as they come in. Thanks!	Closed - No Further Action
114	Raised in Public workshop 21/04/21	Advertising	There are over 15,000+ residents in Rye Lane Ward. What has been done to keep them informed of the Peckham Rye Station project?	See answer to item 111	Closed - No Further Action

Item no	How collected	Theme	Issue	Response \ proposed action	Status
115	Raised in Public workshop 21/04/21	Advertising	Could information about how to engage go up in the station? Then users may see it more immediately?	GTR 21/04/21: Yes, we'll look at any notice board areas / ticket desks for leaflets. We have already had posters at the station to advertise these events.	Closed - No Further Action
116	Raised in Public workshop 21/04/21	Consultation	Will there be consultation on the actual designs? I recognise earlier comments about design by committee and its pitfalls, but engagement at different stages, once the approval has been given for min/mid/max?	NR 21/04/21: That is the purpose of the public session tonight and the information that is share don our website (www.networkrail.co.uk/peckhamrye)	Closed - No Further Action
117	Raised in Public workshop 21/04/21	Advertising	If you can say something on one social media platform you're capable of using others?	NR 21/04/21: We will ask our national team to share an update on an Instagram page when possible. NR 08/09/21: NR uses Twitter and Facebook only.	Closed - No Further Action
118	Raised in Public workshop 21/04/21	Advertising	Maybe info on platforms then or other places where people linger more??	GTR 21/04/21: Train Operators are required to have COVID related / safety posters on platforms (as well as other materials) but as soon space is freed up we will work with them to make this happen.	Closed - No Further Action
119	Raised in Public workshop 21/04/21	Reflecting Diversity	Please make sure your next computer generated images reflect the variety of age groups, ethnicities, and mobility issues etc all reflected in the images. Make sure there eg is a wheelchair and a blind-aid dog!	NR 21/04/21: the Computer Generated Images of the designs will be updated to reflect local society in Peckham, including those with disabilities. These may need to be cut and paste images as the CGI people are taken from the gaming industry. NR 08/09/21: The CGI images have been amended to feature the broad range of ethnicities, ages and mobility issues that are experienced in Peckham	Closed - No Further Action
120	Raised in Public workshop 21/04/21	Future Meetings	why can't there be meetings in the Old Waiting Room (covid aside) or in the Holly Grove park (under covid)	NR 21/04/21: The project will look to hold face to face workshops as soon as it is safe to do so, until then we will have to use Zoom to keep people safe.	Closed - No Further Action
121	Raised in Public workshop 21/04/21	Future Meetings	Is there we can sign up so that we get notification for the future? Suggest that there should be a separate item on the webpage to get on the mailing list.	NR 21/04/21: The project asks everyone to complete the survey on our dedicated webpage, which at the end asks if you wish to be included in the mailing list	Closed - No Further Action

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122	Raised in Public workshop 21/04/21	Sensitive Design	Thinking about the historic references, it would be good to be mindful of the dynamics of the existing historical building and the contrast of the modernity. We don't want it to become over cluttered, simplistic or designed by committee. There is something nice about a contrast between the modern and the old.	NR 21/04/21: Noted, the projects approach is to blend and juxtapose the historic with the new	Closed - No Further Action
123	Raised in Public workshop 21/04/21	Future Capacity	we should think ahead for a few decades when designing, as there have been many issues with past changes of the station	NR 21/04/21: Our remit from government is 2038, which has been amended to 2040, plus an additional 30% on top to ensure that it can cater to future volumes. Similar to what has previously been mentioned, we should look to the future such as if there weren't any ticket machines, although it has yet to be implemented there is nothing to say it won't be in the future. We should look at making the station work with these changes. We have been thinking about this such as looking at placing the lift at the back, we have decided this wouldn't be a good idea as it would stop any chances of improving the circulation routes in the future (if the do min option was taken) I believe we are designing for a sensible time frame, also I don't think we're doing anything that would make the station work worse.	Closed - No Further Action
124	Raised in Public workshop 21/04/21	Platform 4 Access	For the do min option, the cramped access to Platform 4 is totally unsafe, especially for individuals in wheelchairs	NR 21/04/21: We hope to make this point to government	Closed - No Further Action

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125	Raised in Public workshop 21/04/21	Consultation	There has been concern about the images being circulated by Peckham vision earlier (people are disliking it). There is a concern that the designs will alienate the community and its sad to see not all these comments have been seen for this, it's been very technical. These comments maybe lost when we are talking about the specifics of a particular design and maybe a platform could be set up to mention these concerns. There could be a general consultation	NR 21/04/21: There will always be a difference in views and design preferences, however we are trying our best to create the right balance. We are not doing these projects for commercial reasons and its extremely complicated and we are very committed. It won't be the case that everyone will like the way we treat aesthetics, but that is down to personal decisions, however we do want to make it very specific to Peckham that wouldn't work in other places.	Closed - No Further Action
126	Raised in Public workshop 21/04/21	Depicting Design	to what extend are the images produced so far depicting what the design will look like in the future?	NR 21/04/21: We have to produce an image which gives a sense of what it will look like, however the detail design at the next stage will further depict what it will actually look like. We need to reiterate there are many considerations going into this design, such as designing for future capacity. Also, we need to look at the station being secure, from a safety point of view, from a terrorism point of view, from a fire safety point of view. We have a number of strict guidelines we must follow, and we also want to make sure that the station is nice to use but also maximizes daylight, reduces energy usage. We want to maximize solar panels on the platforms, to minimize the impact on the environment. The images so far are to give a sense of what it will look like.	Closed - No Further Action
127	Raised in Public workshop 21/04/21	Tenants	The local retailers need to be encouraged to join the zoom meetings and if not possible need to have a in depth discussion and not to be told last minute about the movement of there businesses.	NR 21/04/21: The Arch Company has agreed to do this going forward. We agree its very important going forward, we have been trying for the last few months to sort out communications with the companies.	Closed - No Further Action

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128	Raised in Public workshop 21/04/21	Tenants	Do cravings know that they are safe? The businesses running just need to be kept informed and told how they can run going forward.	NR 21/04/21: We have had contact with the project manager which will be doing the works in the summer and they are planning to have communications with the individual business to ensure the businesses are protected. We have talked to; Tara, Brick Brewery, Rye Tattoo Parlor, Coal Rooms etc. The Arch Company are now involved and have acknowledge they should have been more involved.	Closed - No Further Action