
Query 1: Statistics on Penalty Charge Notices Issued

S. Britain (resident) asked for the numbers of Penalty Charge Notices (PCN) issued, the numbers of vehicles moved on and the number of vehicles displaying blue badges.

Response from Steve Leftwich – Parking Section Manager, Street Services

The information provided by the Councils Parking contractor NSL Services Ltd with regards to the query raised is as follows:

- a) Since April 2009 – 1PCN
- b) Since April 2009 – None
- c) On average 12 in the area per patrol

We have and will continue to patrol the area during the Friday lunch time period. On average we are now removing two - three vehicles a week which are displaying lost, stolen or photocopied blue badges. However the ones used in the Edinburgh Road area have not fallen into these categories but as stated the patrols will continue.

Query 2: Failure of Signage to limit Access to Lea Bridge Road / Overton Road

Cllr Afzal stated that despite the signage to limit access by heavy goods vehicles to Lea Bridge Road /Overton Road, an elderly resident had brought in photographs he had taken on several occasions which showed that the signs were not working. This was because sat-nav systems still directed drivers through these roads. Cllr Afzal explained that residents of Lea Bridge Road /Overton Road are asking for urgent consideration regarding narrowing the road as heavy goods vehicles going through Lea Bridge /Overton Road were causing disruption and damage in the area.

Response from Peter Kelly - Senior Project Engineer, Traffic & Project Design

Officers have been aware of a problem in the Buwell Road Area following the closure of Wellington Road and Overton Road in 2001.

Following complaints from local residents, the Council consulted on the introduction of a weight restriction in the area, however, the businesses in Burwell Road and Wellington Road objected on grounds that it would detrimentally affect their livelihoods. This was discussed with residents and it was decided that officers should consult on a width restriction in Burwell Road between Overton Road and Wellington Road.

I stated to the residents that this would require another consultation and a traffic order being made which would take some time to implement. I suggested that as an interim measure new signage should be erected in an attempt to make it clear to drivers that there is no access to the estate via these roads. These signs incorporated the "No Through Road" pictogram in an attempt for them to be understood by foreign drivers.

These signs were erected in mid 2008. I spoke some time later to resident Mr Nutt, who said that things had improved since the introduction of the signage and it was agreed that the Council would monitor the situation to see if the width restriction was still required. Mr

Nutt agreed to convey this decision to the local residents and to contact me if there were further problems.

Until recently there has been little contact from the residents regarding the problem. However, as it is clear that the situation has not improved, we will consult on the proposed width restriction.

It should be understood that the consultation and order making progress will take approximately four months and implementation of the restriction cannot be progressed if any objections remain unsolved.

Query 3: EMD Cinema Site

A resident of Hoe Street stated that she has noticed how the Arcade is looking very good but that the EMD looked appalling from the outside and feels the Church (owners of the property) should be prosecuted. She asked Gareth Jones (Head of Enforcement) to speak to the Planning Officers about it.

Response from Gareth Jones – Head of Enforcement

I have spoken to the Planning Enforcement Officers and can confirm that the condition of the building is such that it would not warrant prosecution. We are trying to work with the owners to have the graffiti and fly posting removed, which should improve the look of the building.

Query 4: Waiting List for English Learners

S. Sullivan (resident) stated there is a waiting list for people wanting to learn English and asked to know why and what is being done about it.

Response from Anne Perez - Head of Community Learning and Skills Service (CLaSS)

I have been involved in English for Speakers of Other Languages (ESOL) since the late seventies and there has never been a time when there has not been waiting lists.

There are several reasons why meeting the need for ESOL is a challenge. There has never been enough government funded ESOL provision to meet the demand - which is especially high in London. In recent years this has got more challenging as central government policy has been to move away from funding general ESOL particularly at the lower language levels to funding only what is viewed as priority ESOL - at the higher levels and employment related matters. This may ease following the introduction of the new government paper 'A new approach to ESOL', in which responsibilities for ESOL is being shifted to the Local Authorities.

The waiting lists do not show a true picture of the demand as it is well known that learners and potential learners put their names down on several waiting lists in the hope that something will be offered to them or indeed that several places in different organisations will become available. Most ESOL courses are part time and learners often express a wish for more hours.

There are eligibility criteria for the centrally funded ESOL particularly around this time in the UK. Those who do not meet these criteria sometimes keep their names on the waiting list until such time as when they do meet the eligibility criteria.

ESOL had previously been free however the government introduced fees for ESOL in September 2007. This has affected take up less than we initially feared but some groups have undoubtedly been adversely affected and that is mainly women who rely on their husbands or partners income (most women will put the needs of other family members first anyway). Their ESOL needs are very real but they struggle to meet the fees. Most providers do offer some support for fees for those on low incomes.

London Borough of Waltham Forest has invested recently in an ESOL study as it is concerned as to do what it can do to ensure a full and coherent programme offer for ESOL in Waltham Forest, however funding currently is from central government and not the Local Authority.

It may also help if S. Sullivan makes representations to his/her Member of Parliament (MP).

UPDATES

a) Bus Route From Markhouse Road Through Queens Road to Walthamstow Central Update from Neil Bullen – Transport Planning Manager

The response from Transport for London (TfL) is that they do not consider there would be a business case for such a bus route. The projected fare income/operating cost ratio would be very poor such that the route would require an unreasonably high level of subsidy and thus would be unsustainable.

***Initial Query:** M Cave asked to know if TfL would provide a bus route from Markhouse Road, through Queens Road to Walthamstow Central.*

***Initial response:** Neil Bullen – Transport Planning Manager*

The planning of bus routes in the borough is the responsibility of TfL London Buses. I will contact TfL's borough liaison officer to request that they investigate the possibility of providing a bus service in Queens Road.

b) Blocked drains and gullies

Update from Sarath Ranasinghe - Highways Maintenance Manager

All issues raised have now been attended to.

a) Drainage problem outside 261 Boundary Road - resolved.

b) Queries about Shortland Road, Whitney Road, Manor Road, Melbourne Road and Church Lane - investigations and some works have been carried. These sites will be monitored for future problems.

Initial query:

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a) C. Stephenson (Boundary Road) reported that the drain in front of 261 Boundary Road was still blocked.

b) M. Holmden and L. Sage also reported that drains were an issue in Shortlands Road (Capworth Street end), Whitney Road, Melbourne Road (near the crossing), Manor Road (Lea Bridge end) and Church Lane.

Last Update: Chris Warner - Street Lighting & Responsive Maintenance Manager
Capworth Street and Boundary Road were having lots of work carried out. Cllr Akram asked about disruption at Leabridge Road, Chris reassured this was not the case and confirmed works to drains had already been carried out.

Last response: Andy Lyon - Environment Manager, Greenspace Services

a) Re C Stephenson's query concerning 261 Boundary Road: There is a blockage in the pipe leading to the main sewer that requires excavation in order to be cleared.

b) Re M Holmden and L Sage's query about Shortland Road (including Capworth Street): These drains are historical, having visited them on numerous occasions. There is damage to the pipe work in the road leading to the main sewers; this work will be scheduled as urgent. It has been ongoing for over 2 years. Other works include:

- Whitney Road which has a broken pipe.
- Manor Road which also has pipe damage that only occurred after the cycle lane was introduced so I suspect underground damage to the connection pipe work.
- Melbourne Road - We have had extreme difficulty stopping at this location as the gully is situated inline with a staggered pedestrian crossing with a large refuge in the road. The gully Tanker completely blocks the west bound carriageway on Lea Bridge Road. There will need to be substantial traffic management to carry out work at this location. The traffic lights and crossing will also require closing and a possible traffic order put in place. A site visit is being undertaken to determine the best way forward in managing the blocked gully.

An officer from the Public Realm Directorate will attend the meeting on 27th April 2009 to provide updates on the blocked gullies.

c) Links between Walthamstow Central and Queen Road Station

Update from Neil Bullen – Transport Planning Manager

Following the successful outcome of the Council's court case against the developer we, London Borough of Waltham Forest, anticipate securing the introduction of the pedestrian link between Walthamstow Central and Walthamstow Queens Road stations by the end of this financial year.

Initial Query: P Wilding (Turner Road) asked: "when is the link being installed between Walthamstow Central and Queens Road station? This should have been done years ago when the flats were built. Will it be ready for the Olympics?"

Last Update: Cllr Broadley informed the meeting that events had occurred which had subsequently become the subject of a court case. The Council had taken the developers to court and had won the case. The developers however have time to appeal, though it is highly unlikely to be successful, and it is hoped that work will resume soon. Cllr Broadley also explained that she would submit the question at the next Transport Liaison meeting.

Initial Response: Neil Bullen – Transport Planning Manager

The Council does indeed still intend to implement the link between the two stations, hopefully this year. The proposed bridge between the Exeter Road housing estate and

Queens Road station was a condition of the original planning consent for the estate but the developer failed to construct this. The Council has taken legal action against the developer and the case was heard in the High Court on 8 May of this year. We are awaiting the outcome which is expected within the next two weeks.

d) Speed Humps and Wrongly Replaced Lines

Update from Steve Halter – Sign & Street Furniture Client Officer, Street Services

I had taken a look at this request originally when it came through to ascertain the exact problems. At the time I was unable to find any problems relating directly to the road markings on the newly replaced bridge in Albert Road. The newly resurfaced section of road had presumably had its correct road markings replaced by the time I visited.

As to the speed humps in the nearby area, I found a number were indeed in poor condition with the road surface breaking up around and under them. This observation was passed on. I have now been told that several temporary repairs have been carried out in the area and that there also may be some ongoing works to the speed cushions in the future.

Update also from Sarath Ranasinghe - Highways Maintenance Manager

In the minutes of meeting on 27/04/09 (Query 7) - As at 4th September 2009, "Line markings corrected and repairs to speed humps have been carried out".

***Initial Query:** P King (Edinburgh Road) raised the issue of the terrible state of the roads – he pointed out that speed humps were falling apart. He said that once the bridge had been repaired, the lines were replaced wrongly.*

***Initial response:** Vala Valavan – Highways Network Manager, Street Services*

A special inspection of this area was carried out shortly after the receipt of this enquiry. Arrangements have been made to carry out the necessary work to make safe the damaged speed cushions and to replace the missing road markings. This work will be undertaken as soon as possible.

e) Kelmscott Centre Transport Scheme

Update from Simon Rollinson – Senior Engineer, Project Development, Street Services

P King is correct in saying that some work has already taken place at this Bus Stop. Last financial year, a Local Safety Scheme was designed and residents / businesses (including Kelmscott School and Leisure Centre) and Councillors were consulted. This scheme is currently being implemented.

At the time Linda Webb referred to Councillors only having seen the proposals, I believe she may have mistaken it for another scheme that was being investigated at the Markhouse Road / South Grove Roundabout.

With regards to the issue raised by Mr King, I would like to reiterate the final paragraph of Linda's e-mail. In addition, there are some construction related issues which would greatly affect the introduction of a lay-by. These mainly being the effect on statutory undertakers equipment (gas, water, electric) and the cost of diverting this equipment to introduce a lay-by.

Site visits were undertaken with London Buses to see if an alternative location could be found for the Bus Stop, however due to restrictions on site regarding road layouts and sight lines this was not achievable.

Nevertheless, to try and improve the footway area for pedestrians, we did agree to set back the Bus Shelter to within the Kelmscott Leisure Centre land so that the full footway width was maintained for pedestrians. The inset has been constructed to accommodate a new shelter position and is awaiting Transport for London to relocate the shelter which they own.

Initial Query: *P King (Edinburgh Road) stated: about Kelmscott Centre transport scheme: "I feel a bus lay bay should be installed. The existing bus stop is by a busy road junction. When the centre is used during pick up time, combined with the traffic signals, there is a big bottleneck. The latest improvements did not address this problem.*

Initial Response: *Linda Webb - Senior Transport Planner, Transport Planning*
P King seems to be suggesting that some work has already taken place although this does not seem to be the case. In fact there is design work taking place at the moment on a local safety scheme, which will be looking at the junction with Markhouse Road and Queens Road but the preliminary proposals for this have only just been seen by ward councillors.

Generally though, bus lay-bys present operational problems to buses and so are not recommended. They make it difficult for the bus to stop adjacent to the kerb and then for the bus to pull out into the traffic. Filling in lay bys has been shown to reduce delays to buses. With this in mind we would not recommend the implementation of a new bus lay-by.