



**Station To Station Board Meeting
Queen of the South
15th November 2023**

Present:

Stephanie Correia	Chair, formerly SRA
John Price	Portico Gallery
Melissa Chubb	Andrea Felice
Dan Galloway Green	Lambeth
Domani Beer	Otter Trading
Natasha Wahl	Michael Ruh Studio - Glassblowers
Rose Moulton	Queen of the South
Guy Bridger	Taxfile
Bronwen Rice	S2S
Charlotte Ashworth	S2S
Alison Gibbs	S2S

Apologies:

Item	Notes	Action
1.0	<p>Waste Collection</p> <p>Lambeth Gold bags: DB outlined the issues with bags: too small, open at both ends, had to get new smaller bins but the bags still don't fit. Others have experienced issues with direct debits, no bags delivered, repeated missed collection (e.g. Nettlefold Place behind Rathbone gets overlooked).</p> <p>Communication with Gregg is good, but emails or calls to other Lambeth Gold contacts go unanswered. Staff on the street are polite & helpful, but it's the systems behind the scene which break down. Large bags have been long overdue, and LG would prefer us to have a central location for us to distribute on their behalf, which S2S don't have, unless it's the Portico: JP would have space, potentially, but wouldn't be able to guarantee a permanent home for storing bags.</p> <p>CA stressed that we go right to the top when we complain about LG to Lambeth, who acknowledge there are issues, but don't seem to be able to expedite requests for more help (e.g. getting the larger bags delivered to us). Graffiti and flytipping removal are</p>	<p>Action: CA.</p>

		<p>much better, but unclear if we may get billed separately for this at some point.</p> <p>Issues with other contractors: JP has repeated issues with First Mile not collecting food waste, and CA understands FM still have issues with lack of staffing. QOTS changed from LG to FM but have many missed collections from FM so would be open to changing back. FM do come out same day when called, but QOTS also have issues with bins in public areas that are rejected/ uncollected because others put incorrect items in. QOTS discussions about more secure/discreet bins are happening, but locations near the station are difficult because of rats.</p> <p>Michael Ruh studios use Quantum Waste, are happy with the service, but do not need a daily collection so don't experience serious challenges. CA has had experience of working with Quantum in HH, but First Mile are used by so many BIDs that it made sense for S2S to use them initially. Lambeth Gold contract has been running for 6-7 months so we should let it run for a year before reconsidering. GB asked whether S2S could have subsidised contracts with multiple suppliers: CA responded that as one goal was to reduce rubbish trucks on the road, multiple trucks and pick ups at different times would be more disruptive. We could only afford to subsidise the bag scheme initially, wheely bins a second option but businesses must have somewhere off street to store a bin otherwise it is a pavement obstruction. CA experience in HH was that businesses don't like sharing bins. MC pointed out that if Lambeth Gold have failed to deliver on the bags, repeatedly, there should be some grounds for compensation.</p>	
2.0	CPZ and Traffic Congestion	<p>Impact of LTN: CA confirmed that the InStreatham BID survey about impact of LTNs on businesses can be completed by S2S businesses too: they can filter by location so will be able to isolate responses from Streatham businesses vs surrounding areas.</p> <p>MC had also seen the 'LTN Watch' survey which she felt had insightful questions about the impact on businesses, but was not clear who was behind the survey so she did not feel comfortable sharing it. MC and DB have both seen additional congestion on the high street/South Circular, and when combined with temp roadworks there can be long tailbacks. BR highlighted that other LTNs usually do settle down and it is still early days, and the complex layout of the Str Wells filters will take time to get used to. Dan confirmed that residents with additional needs in the area can apply for passes for 2 vehicles which can pass through 1 filter.</p>	<p>Action: AG to ask Kim Hart from Norwood Forum for more info.</p>

	<p>GB commented that connectivity on main/boundary roads are what will affect businesses most, e.g. for deliveries, and premises with outside table space will suffer with increased pollution. DB is considering giving up her pavement licence as she feels people won't sit on such a polluted road. Have the bus garage reported an impact? CA says that communication is difficult, we rarely get responses. AG said that a response from Abellio (responsible for the 315) had been shared on Twitter, and added that the unexpected nature of utility roadworks means that there may be little prior warning of disruption on boundaries.</p> <p>CPZ: MC has been liaising with Helen Hayes regarding the West Dulwich CPZ and impact on Parkhall. She has had a response from an officer outlining the reasons for extending double yellow lines, to allow bus (322) to pass more easily, and also outlining details of businesses which had been consulted – many on Rosendale Rd/South Croxted Rd who say they have not heard anything about it. 150 businesses within Parkhall did not get consulted, and the feedback was that Parkhall is just outside the area so no need to consult (MC points out that one entrance IS in the proposed CPZ area, and the response treats Parkhall as if it is one business rather than many).</p> <p>MC explained that the parking spaces within Parkhall are 80/90% occupied by businesses who pay an annual fee, but often do not use the space daily. This leaves maybe 4 or 5 free. A Parkhall annual parking space costs about the same as equivalent on-street parking. She estimates that there are perhaps 30 businesses who use a vehicle/van for transporting their products (ie who use Parkhall space for manufacturing rather than office/desk space, and deliver from Parkhall).</p> <p>S2S proposed to Cllr Fred Cowell that Parkhall should be treated as a manufacturing zone and for it to be treated as such by council officers putting in CPZs and LTNs. E.g. in the Streatham CPZ area, timings are set so that bus drivers on the early shift can arrive and park before they are caught by it. MC will create a survey for the businesses affected, to feed back their views to Fred. Her suggested solutions are to give these businesses an exemption to be able to have the equivalent of a residential parking permit rather than a more expensive business permit, or discretionary parking permit relief which could be administered via Lambeth's business rates system, as this system would know which businesses really need to use vehicles to transport goods, rather than just for commuting. It would not be a 'guaranteed' space reserved for a business, just the right to be able to use a space if it is free.</p>	<p>Action: AG to share Abellio feedback with CA</p>
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3.0	AOB	<p>Natasha spoke about urination in Parade Mews, and DB has the same issue with the alley next to Otter. Are there any legal consequences for public urination? Yes, you can be fined, but very rare for it to be enforced.</p> <p>Children access Parade Mews for pottery classes, and issues are not only at night, so it's not simply a question of installing better lighting. Urinals are used in Vauxhall, Clapham, etc but aimed at the night-time economy: do we know how other BIDs manage? Streatham are publicising an accessible toilet on Gracefield Gardens but no equivalent space in WN.</p> <p>The cheapest solution is to 'design it out', ie block/obstruct areas where urination happens, hydrophobic paint. In the case of Otter, the corner is fully visible from their windows but is within L&Q's control, and L&Q unlikely to do anything. If we presented L&Q with a solution to block the corner and proposed to pay for it, would they agree?</p> <p>CA has been speaking to Engaged, an organisation who lobby for better toilet access, and turn unused spaces into toilets: many vulnerable people choose to stay indoors all day, as there are so few accessible toilets. Women are much more likely to be happy to pay for access to a good toilet, but men who choose to urinate in public probably less likely to pay to use a 'good' toilet.</p> <p>Karma Kitchens: Application was refused, CA confirms they are considering an appeal. MC would like more info on reasons for refusal: for example, KK had told her there would be charging spaces for e-bikes, but lack of e-bike charging facilities was one reason given for refusal, similar feedback re rest room and toilet facilities.</p> <p>The planners seem to have listened closely to the 'residents' of the industrial estates' complaints about noise/smell, but as S2S have pointed out, 'residents' should not be living in Norwood Works, and noise and smell should be expected in industrial zones. S2S have to be seen to be actively supporting Lambeth in its protection of Norwood Works under its Article 4 Directive, and resisting government changes to planning to chip away at manufacturing and industrial zones, which (as JP pointed out) are less about creating affordable homes and more about making money for developers.</p>	<p>Action:CA to research options</p>

		<p>MC thinks we should be asking for impact statements from other businesses near Karma Kitchens existing premises (which are not in a BID area). JP has had difficult conversations with local artists or smaller enterprises, but we cannot afford to be NIMBYs about this. Southwark Metals on Windsor Grove are a levy-paying business, and we will have to represent their interests too. DB and MC both felt Karma Kitchens were a much better prospect than other businesses which could have moved into the space.</p> <p>Effra Womens Business Network event is happening Thursday evening at Queen of the South.</p> <p>Electric Van: MC has experienced issues with charging: the van is often only at 15% which is not enough to get into town and back, it would need to be 25% at least, also difficulties with accessing the cable. CA will pass any feedback on email to the van team.</p>	
4.0	Date of next meeting/event	<p>S2S Christmas drinks/social: Knowles of Norwood, 1st December Christmas market with support of Feast: 9th December Tulse Hill Tombola event: Queen of the South, 21st December Next S2S meeting: TBC</p>	Action: BR and AG to review and share 2023 meeting dates