



Station To Station Steering Committee Meeting
Tulse Hill Hotel
15th January 2024

Present:

Stephanie Correia	Chair, formerly SRA
John Price	Portico Gallery
Melissa Chubb	Andrea Felice Furniture
Cllr Olga Fitzroy	Lambeth
Domani Beer	Otter Trading
Stuart Williams	Northwood Estate Agents
Aytekin Yelden	Odak
Jessica Hailstone	Abbotstone Law
Tom James	Parasel
Daniella Vanesco	The Shala Centre
Steve Murphy	London Decorators Merchants
Dean Toomey	London Decorators Merchants
St John Bram	Arriva
Guy Bridger	Taxfile
Bronwen Rice	S2S
Charlotte Ashworth	S2S
Alison Gibbs	S2S

Apologies:

Damion Viney	Co-Accounting
Sherine Vassel	My Skin
Cllr Fred Cowell	Lambeth

Item	Notes	Action
1.0 Crime Meeting Update, 12/01/24	JP and GB attended the Knights Hill Safer Neighbourhood Team meeting on Friday 12/01, following the recent spate of robberies with guns last week. JP said the meeting was not specifically to discuss those incidents, but that the police were aware and would be putting more patrols on duty to reassure people. JP believes the police know who is responsible and that crimes are likely to be drug-related, as are 95% of shoplifting cases in the area.	

		<p>The police are keen for businesses to report crime, but the sense remains that police are not interested in low-value crime. CA confirmed that the 'rule' of no investigation for a theft below the value of £200-250 was never a firm rule, and the police will respond: she outlined the Operation Retail plans which will streamline the process of submitting CCTV footage.</p> <p>JP added that gun crime will immediately go to the Flying Squad and is taken seriously, so local police may not have immediate answers. This suspect is clearly targeting quiet shops with only 1 employee present, so different from the chain stores' shoplifters.</p> <p>GB said that the police were disappointed more businesses do not attend their walk & talk sessions (usually 2 or 3 turn up) and are considering moving to Zoom to see if this encourages more interaction. SC added that the more that crime is reported, the better our chances of getting more resources, but CA noted that the issue is complex and with more efforts like Operation Retail going on behind the scenes, she hopes there will be more visible support for businesses available soon.</p>	
2.0	CPZ and LTNs	<p>MC invited businesses to give their views on the potential impact of the West Dulwich CPZ and LTN on their trade.</p> <p>London Decorators Merchant (LDM) outlined the impact on their delivery yard: the LTN will force people on a longer trip to turn into the yard; this will impact both deliveries and customers. They have already seen the impact of more traffic on Norwood Road on other businesses, e.g. Sorrento used to open for breakfast at 6.30am, but passing trade has dropped due to gridlocked traffic, they now open at 8.30. LDM feel that side roads due to be part of the LTN are not particularly busy during the day, so the rationale to push more traffic onto Norwood Road does not seem strong. MC agreed, as a resident of the area, she feels one road in particular is a rat run, but other residential roads are generally quiet.</p> <p>In terms of forecasting the impact on their business, LDM feel that one parking ticket would be enough to deter a customer from returning – so every ticket given out is a potential lost sale who will take their business elsewhere.</p> <p>Arriva are already undergoing changes and restructuring, and recruitment will be more of a challenge with LTNs/CPZs, as has already happened at Brixton bus garage (in Streatham); the garage is at risk of closure due to staff retention issues.</p>	

The first shift of the day starts at 4.20am, and by the time a driver has finished a 6hr shift, their vehicle is likely to have fallen into the CPZ time zone (this already affects staff in Brixton). At the WN garage, around 80 parking spaces are needed, 3 shifts over the course of the day, 200 staff in total. Outside of the early shift, some staff may arrive on public transport, but Arriva also try to ensure all staff (esp female) get home safely after late shifts, so with support of unions are exploring alternative routes home (e.g. via Uber) for those who don't drive to work/unable to find parking on site.

Otter Trading's main impact from the LTN is increased traffic on Knights Hill. They are unlikely to renew their pavement licence as the road is so much more polluted, making outside seating less pleasant, and they have noticed additional dirt residue inside the shop and on their stock. The question of how and where pollution is being measured, and whether there will be a clear before and after picture, was raised.

Abbotstone Law at Parkhall, outlined the travel requirements of their team: many work from home regularly, but need to do client visits at home or in hospital/care homes; they are supporting people with mental health needs, so is this a protected characteristic? Solicitors in legal aid are more typically women, and many staff also have to factor in school runs as well as getting to appointments. In addition, clients visit on site, couriers have to pick up recorded documents, shredded paperwork must be disposed of securely – all of which requires essential travel.

Odak also confirmed their business attracts footfall from outside the immediate area (printing shop), and customers may be picking up large/bulky orders. Parking in the immediate vicinity of the shop is already very limited, so a CPZ on Lancaster Ave will make this even harder.

MC added that the residential feedback was overwhelmingly against the CPZ and LTN, but the Commonplace tool did not reflect this accurately (every time a person 'liked' a negative comment, this was recorded as a 'supportive' response). OF confirmed this feedback had been given to officers. MC also confirmed that CPZs would have to be approved on a street by street basis, and streets would have the option to vote against, but if a single street remained the only free parking one in the area, it would become inevitable that they'd opt for CPZ eventually, rather than get choked with non-residents parking.

The Shala has no parking spaces allocated, and key teaching/ senior staff travel in from a distance. As a yoga training centre, trainees travel in from a wide area, and spend a whole day there. For a staff member travelling in to teach 2 classes back to back, for instance, 2 hrs parking would not be enough. The question of encouraging bike usage was raised: both crime and road safety are a deterrent; if the police were more interested in investigating bike crime, people might be more likely to cycle.

Northwood Estate Agents: have a property range as far as Merton and Wimbledon, and the recent roadworks on the South Circular have seriously impacted their access to Dulwich. Agents often need to visit properties for more than just viewings: site management, letting in trades, often at short notice. They have tried to shift some contact with tenants to Zoom, but for repairs, etc, visits in person are necessary. LTNs will impact journey times, and the CPZ will be a cost they'll need to absorb.

LDM commented that they'd also tried to switch meetings to Zoom where possible, reduce costs and carbon footprint, switch to electric vehicles, but this is a choice that is being forced on them. Can the council be transparent about where funds raised by the CPZ and LTN will go?

MC asked for specific examples of footfall/revenue impacted by changes, which can be used as case studies. LDM gave examples of their Wandsworth and Acre Lane businesses which have seen reduction in customers/revenue after an LTN was introduced, and roadworks, respectively. The Acre Lane store dropped 34% in revenue. 1 hr parking limit would not be enough if a customer had a complex order, needed to mix paint, or visit several shops.

LDM used to be busiest early morning, but now trade is much more spread across the whole day, and they deliver to customers much more, rather than customers travelling to them. The quietest period is 3-5pm, but they are extending opening hours to 6pm to try and attract more trade. They were classed as an 'essential' business and stayed open during Covid, did emergency work in local hospitals, supported local residents, etc, but now feel they are being treated as 'just' painters and decorators.

Parasel (Parkhall based) are struggling with recruitment, as the location is already tricky to reach via public transport, and now even harder to reach by car. A neighbouring business at Parkhall has relocated to central London as they found the location increasingly isolated. It is particularly hard for employees who also have to drop children to school and travel on to work; one of

		<p>their team is a single parent and they'd like her to increase her hours, but she cannot manage this and the school run.</p> <p>GB commented that the overall withdrawal of labour in the area – handymen unwilling to travel in, businesses struggling to recruit staff – will impact the whole community, but it is more likely to be women who bear the load of childcare management and school runs. LDM added that they are also keen to support flexi working and offer roles to women who want to work during school hours only, but the difficulties of travel make these work opportunities much less attractive.</p> <p>CA explained that S2S have made the case to Lambeth that SE27 is a special case due to the comparatively larger presence of manufacturing businesses in Parkhall and the Norwood Works industrial area. Arriva is our biggest local employer, and the case for their recruitment challenge is compelling. Abbotstone confirmed their working model might be likely to change due to the CPZ: with the lack of increase in legal aid, it is already a struggling sector, and they'd have to consider pivoting to a more profitable area of law with less local travel needed. OF said that more info about profiles of their clients: mental health needs, community support orders, might help make a case for protected characteristics. Teachers/care workers in the local area could also be consulted.</p> <p>MC has been trying to source more evidence about the Rosendale Road businesses, who Lambeth said had been consulted about the plans, but many claimed to know nothing about it. S2S were not actively involved in the initial consultation either, although the documents cited that some WN businesses had been involved. MC is trying to trace the paper trail to find out which businesses were informed and when.</p> <p>MC feels that our survey should focus on companies where transport is intrinsic to business needs; this was initially phrased as 'manufacturing transport', but clearly other sectors (law, public transport) would also be affected. Paying for 5 business parking permits would be a huge impact on a firm like Abbotstone, but MC's goal would be to have exemption permits which are closer to the cost of a residential permit. OF feels there is a strong case for exemptions, and recommends we continue to pursue this.</p> <p>What other solutions would support businesses? Upgrading vehicles to electric vans would be financially challenging for MC's business right now, plus lack of charging points on their road.</p>	
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3.0	Date of next meeting/event	Monday 11th March, 10 – 11.30am. Location TBC	