



## **28 February 2024 Red Routes Petition Response**

### **Summary**

This appendix advises the Committee of the full response by the Council to the Red Routes petition.

### **Petition: No Medway Red Routes**

Thank you for submitting the petition (e-petition and paper petition).

We appreciate the keen interest you have shown in our proposal to introduce red routes to Medway. This statement is in response to the petition submitted on 21/12/2023.

The Red Routes proposals are part of the Safer, Healthier Streets programme, which is a key initiative in helping to deliver our Medway Council Strategy 2023 to 2024 and Local Transport Plan. With the increased regeneration, housing and population growth in Medway vehicle numbers and traffic has continued and will continue to grow. To help us meet council policy and the aims set out in the Local Transport Plan it is vital that initiatives and programmes like red routes are implemented if we are to keep a safe and efficient highway network.

### **Building a better-connected transport network to keep Medway Moving**

As part of the Safer, Healthier Streets programme it is proposed to implement five red routes on key strategic transport links across the network. This involves replacing existing double yellow line restrictions with double red lines across the five routes. All formal parking bays on the routes are maintained, with 5 additional bays proposed following requests from the community.

Installing these restrictions will provide several benefits including more effective enforcement of indiscriminate parking which will help to improve road safety, contribute to reducing congestion, and create less delays on essential bus routes.

We are aware traffic congestion is created by multiple factors, including temporary problems like roadworks as well as longer-term issues like the growing number of vehicles on our roads. The existing double yellow lines were originally put in place to stop vehicles parking in locations which would lead to road safety issues and causing unnecessary delays reducing the capacity of the road network.

However, from the public consultation we were told by 804 respondents that they had experienced dangerous and inconvenient parking along these sections of carriageway despite the presence of double yellow line restrictions. Removing these occurrences from the network will aid towards improving road safety and the flow of traffic. Introducing red routes is an effective traffic management tool which allows us to better enforce traffic restrictions more efficiently by using ANPR technology. This means we can increase compliance, without needing physical presence all the time.

### **Working with our community**

Medway prioritises meaningful engagement to ensure our community is involved in the decisions that impact them. Engagement was built into the design process from the beginning and in July, we commenced public engagement to gather community feedback and understand any concerns with the proposed scheme.

This feedback enabled us to consider possible changes to improve the scheme for residents and businesses, where concerns were raised. One of the main concerns from businesses was a lack of loading and unloading opportunities within key locations on the main routes. This made it difficult for them to be serviced by their providers while keeping to the existing restrictions. We have taken this on board and redesigned the scheme to help provide better facilities including an additional 5 loading bays.

In the future, we will continue to provide residents with opportunities to shape their community. In the new year we will be starting to consult on our Local Cycling and Walking Infrastructure Plan to help understand what active travel will look like in Medway over the next decade.

We acknowledge your concerns about ensuring the character of Medway is retained, and please be assured, that if implemented the council will make every effort to preserve the look and feel of the area alongside the existing traffic infrastructure. As part of any implementation, we shall look to co-exist signage and equipment to declutter footways.

You (the lead petitioner) may ask for the matter to be reviewed by the relevant Overview and Scrutiny Committee if the petitioner feels that the Council has not dealt with the petition properly. You should do this by giving notice to the Head of Democratic Services at the postal address above or by email ([democratic.services@medway.gov.uk](mailto:democratic.services@medway.gov.uk)) within 10 working days of receiving the response. It would be helpful if you could provide reasons should you decide to request a review.

Yours sincerely,  
Adam Bryan  
Director of Place

Steve Dickens Democratic Services Officer,  
Telephone: 01634 332051 E-mail: [steve.dickens@medway.gov.uk](mailto:steve.dickens@medway.gov.uk)

Sent on the  
8th August 2022

Mr Richard Hicks  
Director of Place & Deputy Chief Executive  
Director's office  
Regeneration, Culture & Environment  
Medway Council,  
Gun Wharf, Dock Road,  
Chatham, Kent ME4 4TR

complaint to  
Democratic  
services

Before 10 days

ie: before

18th of August 2022

8<sup>th</sup> August 2022

Dear Mr Hicks

**REF: Response to your letter ref: 10/22 with regard to Petition Lambourn way**

Thank you for your relatively prompt reply; I might add the most optimistically worded but unfortunately inconclusive reply we have had in the last ten years.

That being said I feel due to this it would be inappropriate for me to reiterate all the frustrations of having raising these issues over that period, as I would assume having read our extensive letter( almost a report and not the first one we have sent in the last decade ) you would have read that part as well .

However you failed to mention anything about the traffic calmers commonly known as humps to most of us, which is surprising as they were listed along with resurfacing and closing knole. Road and would be far easier and cheaper to install than a full resurface.

Further you mention the LTN which would be created by closing Knole road, and you mention these were trialled in London, but you didn't say wherever or not the trials were a success? You then go on to say (words to that effect)that while these are supported by the government Medway council would probably not entertain such a measure without a massive consultation of an unspecified number of residents! Which you only refer to as "extensive" what in fact does extensive mean? 300 people or 12000

All this just means to residents another way of saying NO! as of course being a very local issue the numbers of residents effected is much smaller than "Extensive" as you can clearly see from the petition forms, I can tell you now that many more people would signed this petition but declined as a waste of time, stating that" the council ,quote "won't do anything "especially for people in large houses , going on to say a lot more about how they have tried in the past and were just ,at worst ignored ,at best sent the same kind of letter with the same kind of response!

However I have to believe that your heart is in the right place.

Further you go on to point out that "responsibilities under traffic management act etc." presumably meaning ,will the waste trucks moan because they have to open a gate making them late for their breakfast appointment in admirals walk .

**We are not asking for an LTN ,just a gate to stop rat runners , a gate that would be fully openable for their access and all other council contractors and police and emergency series alike ,it would be illegal for everyone else, residential traffic would then be slowed down to 10 miles per hour by the installing of humps in Lambourn way .**

Next up : please explain technical perspective and how it would work with our responsibilities under the traffic management act or do you mean the following: ?

Quite why this is so difficult and needs "careful consideration and analysis" is beyond me ? Here's why : as stated in our report and petition, there are at least 4 other routes that ballens area traffic can access lords wood lane and beyond 1/. Ballens rd itself at the junction of lordswood lane ,2/. Coppice road via court field rd. then Lynton drive 3/. Coppice ,courtfield then ballens road. How many outlets access points do these residents need?

In addition was the closure of ballens road at the Albemarle end subject to careful consideration & analysis , plus and including a technical perspective on how it might affect the residents of knole road and lambourn way, when it was carried out without consultation nearly 35 years ago?

Plus of course blocking the councils own waste trucks from entering Ballens from Albemarle road and forcing them and everybody else to use lambourn way and knole road as an access point?

I think NOT!

Further on or around 2015 or 16 I forget , when works were being carried out by vokes highways in Albemarle road ,the junction with Lambourn way was closed , was there large scale protests at gun wharf because people could not exit or access their properties , was there complaints from residents all over the area that traffic was blocking their roads.?

NO!! how do I know this ?because I live here and I myself drive around these very same routes and as we were already complaining about rat run traffic as far back as 2014 you can imagine I made it my business to drive down these roads to access what the effect if any was? Of course there was no inconvenience to anybody ,they simple used the other routes !

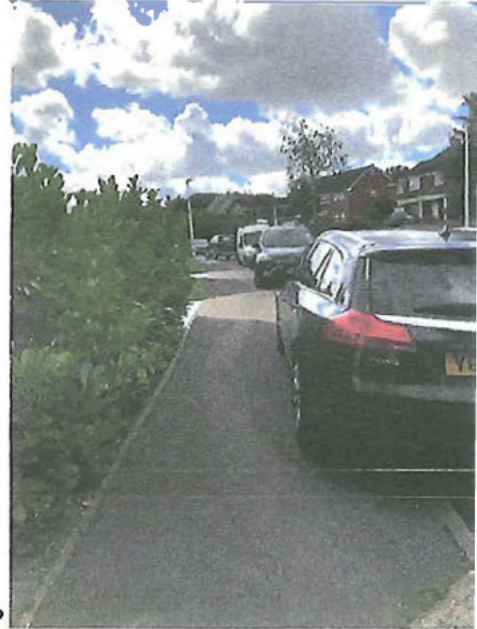
In the meantime lambourn and knole experienced for a few days the quietest and most peaceful period in decades.

School parking and yellow lines : After clearly stating in our petition that we will not accept the council making this a issue of road safety , you of course state road safety ??Which with respect seems to indicate that you didn't read the whole document with "care and consideration" .

Further I would respectfully remind you that the council has a duty of care to pedestrians as well if you insist on making it so , the below picture shows the entire footpath blocked by school traffic



endangering both residents children, the schools children, and passing mothers with prams and



push chairs , as well as dog walkers, or is this not a problem ?

Conclusion:

Whist the residents welcome your comments as to providing an inspector to consider the proposals they remain sceptical that anything will come of any of these proposals as your letter seems to be stating in a roundabout way exactly that, of course correct me if I am wrong .?

So unless you can convince us by return within five days that this is a genuine attempt by the council to solve these issues after ten years of complaints and letters then, and as the lubricious time limit of 10 days has been imposed for a response, then we have no choice but to complain to democratic services, as you suggest, forthwith five days after this letter is posted to you?

I am sorry if you find this letter vexatious as this also appears to be against council rules but being a very multicultural area (around 45% are Indian, Nigerians and others)as you maybe be able to see from the signatures on the petition documents I sent you? (please advise if you did not see them and I will forward them to you again)? the residents are at a loss to understand why in a so called democratic local council we can never get anything implemented, least of all a few humps and/or a road closure, or even a few double yellow lines when the school has theirs repainted every year YET there is no road safety issue at the entrance to the school, **but there is one outside our homes .**  
**Appalling double standards!!!**

Anyway thank you for your reply, we will of course go to appeal and keep doing so until we get a real action and not just the same old excuses.

[REDACTED]

For residents of Lambourn way & Knole road residents committee

[REDACTED]

Our ref: ME/Lambourn2  
Date: 18 August 2022



Transport and Parking  
Regeneration, Culture & Environment  
Medway Council  
Gun Wharf, Dock Road  
Chatham, Kent ME4 4TR  
Telephone: 01634 331113  
Email:  
michael.edwards@medway.gov.uk

Dear [Redacted]

**Proposals Following Petition – Lambourn Way, Chatham**

Thank you for your letter dated 8 August 2022 following the Director of Place and Deputy Chief Executive’s letter setting out the Council’s proposed way forward in response to your detailed petition.

Firstly, I would like to reassure you that the nature of our response to your petition is not simply another way of rejecting your request for changes at and around Lambourn Way. Rather, the Council is committing to properly assess your request for a closure point at Knole Road. We have taken on board your views and that of local residents supporting this petition.

It may be helpful for me to set out that any changes to the highway are not just simply carried out, without due regard for the many related factors. This includes the technicalities around road design, safety of all road users, and impact upon local users such as residents and businesses, to name a few. I would hope that our residents would be reassured that we work in this way. Properly considering the many aspects of highway changes, as well as giving those affected the opportunity to share their views on any proposed local changes. This is the way in which all highway alterations take place. So this is formally the first necessary step towards potential changes at this location.

I of course note your comments around the desire for physical calming measures such as road humps to be included within any highway changes. Whilst it is possible that a local closure may negate the need for further measures to mitigate the resulting traffic use, I would not like to prejudge the outcome of the formal assessments I mention. In order to ensure this point is taken into account, I can confirm that physical calming measures will receive formal consideration as part of the work that the Council is committing to complete.

It remains that the Council holds duties with regard to tackling road safety problems on its roads, along with duties under the Traffic Management Act to support the expeditious movement of traffic on its network. This also relates to the way that we make changes to the highway; having regard for the impact of any changes on the wider road network. We must also engage with key stakeholders, such as the emergency services, for example. Again, I would reiterate that this is the current standard approach taken to any notable changes to the highway.

I also note your comments around school relating parking. It is of course recognised that parking behaviour around schools can present a number of challenges. It is also recognised that this can at times be particularly frustrating for local residents. Mercifully, as we have seen, the local safety record does not indicate the presence of a safety problem here.

I hope you will see that the Council has taken the views within your petition seriously and has proposed a suitable and appropriate way forward to seek to address them.

We will press on with the piece of work to assess a closure request, this will also include consideration of local traffic calming measures. As has been set out, we expect to conclude initial assessment work within the current financial year.

Thank you for your further letter and we will contact you again in relation to the above following completion of the assessment work.

I hope you will find the above to be in order.

Yours sincerely,

**Michael Edwards**  
**Head of Transport and Parking**

Head of Democratic services  
Medway council  
Gun Wharf  
Chatham  
Kent, ME4 4TR

15<sup>th</sup> August 2022

Dear Mr Steve Platt or to whom it may otherwise concern?

**REF: Lambourn Way & Knole Road Petition and reply letter from RCE ref10/2022 Richard Hicks**

I am writing in response to the letter sent to us regarding the above 10 yearlong issues facing Lambourn way & Knole road residents by the D of PD chief executive on the 22<sup>nd</sup> July 2022 (copy attached )

Our response letter to Mr Hicks is also attached, so needs no further explanation as the comments and content speak for themselves, ***I would respectfully request you read both in detail.***

While some of our concerns seemed to be addressed at the start of the letter by its conclusion it was clear that the comments made by Mr Hicks were nothing that we had not heard before, and indeed from them it was clear that our whole letter (really a report) was not read in detail and was as usual just glanced over .

It is very easy for us for after a nearly a decade to decode politically ambiguous obfuscatory replies from various council officials.

So as a result even before any such oversight committee has had sight of this case which these letters, but presumably not our replies, will be tendered as evidence of any need for action the whole thing will be rejected out of hand.

The objections raised are as follows:

1/. Mr Hicks in his letter failed to mention humps, which was a principle part of the remedies contained and voted on by the residents in the petition. *(and the solution most easily implemented and changed little in the way of "statutory obligations or traffic management issues"*

2/. Tried to use statutory obligations as an excuse why he could do nothing without explaining WHICH statutory obligations precluded from doing so ?.

3/. Claimed that installing double yellow lines outside the residents homes to prevent illegal kerb parking ,loitering school parents, and blocking drives and pavements alike ,was a road safety issue even though the school ( st benedict's primary )has double yellow lines installed in a 60 metre long cul de sac which forms their entrance to the school, and to add insult to injury has them repainted by the council every year .How there can be a road safety issue in a 60 metre long cul de sac he fails



to explain *.while trails of cars parked over half the pavements all the way up lambourn way are a road safety issue for pedestrians, dog walkers , prams, and push chairs and residents children*

4/. Implying that a “parking enforcement team” will deal with people parking over drives when anybody with a functioning cortex knows that they would be long gone before the council even woke up to residents complaints and even then only if such parking enforcement team actually existed outside Chatham town centre ! (*Possibly showing little knowledge of the area or the area of operations of traffic enforcement*).

5/. Quoting the Traffic Management Act as an excuse to do nothing about the residents request to have a gate installed in Knole road to ban rat run non-residential traffic ,which makes up 60 % of the noise & other pollution in Lambourn way & Knole Road ,without quoting which part of the traffic management act precludes him from doing so , further and in addition having been explained to him the ten year long research the residents have carried unilaterally that clearly shows that no traffic management issues or “inconveniences “would be experienced by any Ballens or adjacent roads residents,. *Should humps be installed or even if Knole road was closed to private vehicles?*)

In conclusion: more traffic management issues have been caused by the local authority as an example:

1/. The unnecessary humps in lordswood lane that have a tendency to deter traffic if they can from using the road ,and use ballens , lambourn and knole road instead, why are they unnecessary? Because the school, Lords wood lane primary, is set so far back from the road, and there is a pedestrian crossing and restrictions already in place plus the road and garage plus the shopping centre are so busy most of the day that speeding is almost impossible!

2/. The restriction installed at the entrance to Lynton drive which precludes heavy vehicles such as delivery , skip and repair services from using the road so have to use lambourne and knole road to access properties in court field road, Lynton , and upper Ballens or use the Ballens lords wood lane junction instead .

3/. The closure of Ballens road at the Albemarle end which means all residents and their deliveries have to use Lambourn and knole to get to them or else take a long detour to Ballens at the lords wood lane end ,which they just don't do, probably due to sat navs which show this as the shortest route!

So quoting the Traffic management act with this record hardly fills the residents of Lambourn and knole roads with blistering confidence in either the council or the management act itself.

The residents in this petition only ask that real concrete reasons ( if any)be expressed by the council as to why the measures petitioned for cannot be implemented with a full and truthful explanation as to why AND if not ? an alternative solution be proffered by the council that will cure these problems **IE ; Humps in lambourn way and knole road ,six in number in each of a suitable size to deter rat runners over time, and to slow down speeding motorcycles, quad bikes, boy racers, and residential traffic alike .**

**This solution would change nothing that would affect the status que as it stands to today, as all traffic rat runners and residential could still use the roads but would deter ALL rat run traffic non-residential traffic that did not have a viable excuse to use these roads( or at the very least slow them down to 15 MPH) IE deliveries, skips etc.**

So we the residents of Lambourn way and Knole seek to appeal any negative decision made by any oversight committee in advance if such a decision has already been made or not ,and will in such a scenario have to seek help from the council ombudsman in such an outcome, or legal representation if that too fails , we have been enduring this for ten years now ,most cannot afford to move house so have no option but to continue this fight until we get a resolution to these issues whatever and however long it takes ?

[REDACTED]

For residents of Lambourn Way & Knole Road residents committee

[REDACTED]

CC: Councillor Vince Maple

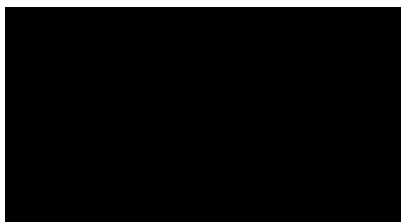
[REDACTED]

Please contact: Stephen Platt (01634 332011)

Your ref:

Our ref: 10/2022.

Date: 24 August 2022



Democratic Services  
Gun Wharf  
Dock Road  
Chatham  
Kent ME4 4TR

Email: democratic.services@medway.gov.uk

Dear 

**Petition: Lambourn Way and Knole Road**

Thank you for your letter of 15 August requesting a review of the Council's response to your petition by the relevant Overview and Scrutiny Committee. I have also received a copy of the letter of 18 August sent to you by Michael Edwards, Head of Transport and Parking, further explaining the proposed way forward.

As you have not yet received a final response to your petition and Mr Edwards has undertaken to contact you again following completion of the initial assessment work, you may wish to consider waiting until you have received that response before deciding whether to refer the matter to the Overview and Scrutiny Committee.

However, should you still wish to refer your petition at this stage, rather than at a later date, it will be discussed at the Regeneration, Culture and Environment Overview and Scrutiny Committee at the meeting to be held at the St George's Centre, Pembroke Road, Chatham Maritime, Chatham ME4 4UH at 6.30pm on Thursday 13 October 2022.

A copy of the Committee report will be sent to you for your information a week before the meeting date. Should the Committee decide that the response to your petition is inadequate, it may use any of its powers to deal with the matter. These powers include instigating an investigation or making recommendations to the Cabinet.

With the permission of the Committee, yourself as the lead petitioner or your nominated representative may speak at the meeting. It is important if you are hoping to speak to keep your speech brief - a maximum of 5 minutes is the guideline. The Committee members will have received the report as part of the agenda, which will give them the background and the initial facts. It would be very helpful if you would confirm who will be attending the meeting to speak on the petition.

Please could you let me know how you wish to proceed. Should you wish to continue with the referral, I would be grateful if you could let me know by 2 September. The best way to contact me is by email, using the email address at the top of the page.

Yours sincerely,

Stephen Platt

Democratic Services Officer

Head of Democratic services  
Medway council  
Gun Wharf  
Chatham  
Kent, ME4 4TR

27<sup>th</sup> August 2022

Dear Mr Steve Platt

**REF: your letter dated 24<sup>th</sup> August 2022 Lambourn way & Knole Road.**

**Your letter attached:**

Thank you for the response let to our let of complaint against some of the comments made in Mr Hicks letter of 8<sup>th</sup> Aug 2022.

We have indeed received a very informative letter from Mr Edwards dated 18<sup>th</sup> Aug 2022 in which he made some reassurances as to the nature of how the council procedure in these cases will work , however although he probably assumed that this letter would be rhetorical in nature ,the residents still had some misgivings over a few of the statements in made in said letter, so a further letter was sent to him by us dated 24<sup>th</sup> August 2022 requesting some clarifications for which of course we are still awaiting a response ?

I have attached the letter for your perusal!

**Until such response is made however we think it prudent to wait before taking any further action or going to appeal over this decade long issue/s .**

Of course upon receipt of a negative outcome to our petition through the channels and or procedures borne out by Mr Edwards, which given our past experience of ten years of complaints while the issues complained about become progressively worse year on year , we are inclined as you may imagine to be cynical about the outcome !.

As already stated in our numerous letters to the authority over the years we are not prepared to give up on these matters which make our lives a noise ridden hell for 24 hrs 7 days a week and of course in such circumstances we will go on to an immediate appeal should none of the proposals be implemented or ALL are rejected out of hand .

We do not, given the level of council tax we pay, which rises year on year, currently at £229.00 PM intend to just roll over and accept a total rejection of our long and unilateral researched proposals to solve these issues for which the council has been furnished numerous in depth reports from ourselves, including flash drive videos of the problems,.

We have at all times stated we would be willing to work with the council to solve these problems but first the council has got to take our propositions seriously, so far this has not been the case, when and if they do we would be willing to listen to any alternative recommendations they or the relative depts. May make to solve these issues.

Until that time comes, OR a positive outcome comes from our petition and the council procedure which is now underway? we feel that we have to keep open any appeals procedure that we can under the council rules in order that we can move forward to the next stage, which is of course the scrutiny committee, a negative result from them however will result in an appeal to the local authority ombudsman, and then if necessary if that fails legal representation .

**We the residents hope of course that it will not come to that, and all of our Proposals OR at least one of the three proposals will be implemented.**

In the meantime we will wait for Mr Edwards assessment and response after which if negative we will contact you once again to go to appeal as stated above, and if necessary I will prepare a written speech no longer than five minutes to present to the oversight committee, and of course we will see what the outcome of that brings. Before moving on to as stated, legal representation and ombudsman etc.

[Redacted]

[Redacted]

For residents of Lambourn Way & Knole Road residents committee

[Redacted]

[Redacted]



Mr Steve Platt & Richard Hicks and to it may concern  
Head of Democratic services  
Medway council  
Gun Wharf  
Chatham  
Kent, ME4 4TR

21<sup>st</sup> November 2022

Dear Sirs,

**REF: Last letters.**

Despite replying to the last letter from Mr Warner & a letter unsigned and simply stamped Head of Transport & Parking , in which we expressed some concerns over the way in which the petition and its proposed outcomes would be accessed we once again have to report that we have received NO response to these queries.

In addition we have recently noticed works to be carried out in a similar road /s to ours in the Medway which we would regard as far less important than our own roads ,and would require some explanation as to why this road is being given priority over our roads problems .

Please see enclosed.

We are sorry if you access are letter as being a nuisance or badgering ,but after nearly ten years of campaigning for something to be done about our problems., which are very real to us and which we have to endure every day ,365 days per year ,when we fail to get legitimate replies to our enquires from our local authority it is of course hardly surprising that we would become annoyed, especially when we see other roads with less problems than our own being given favourable treatment as is the case with the Ridgeway.



Lambourn way & Knole Road residents committee.

## A tale of two roads

One road named **The Ridgeway** is a wide road connecting Pattens lane with city way Rochester, it comprises of mainly large detached self-built houses ,it has no schools or community centres of any kind and is purely residential .



Note the large humps at 20 metre intervals .despite no school or any access needed other than residential !

The next road is named **Lambourn Way** in Lords wood ,it is a wide road connecting Albemarle road with local streets and knole road and onwards to Ballens road . it comprises of mainly large detached self-built houses, it has one school in which there is an entrance .



Note the absence of any speed restrictions in Lambourn way despite a school road and local access needed.

**The Ridgeway** has had for over a decade installed large axle busting humps at 20 metre intervals to slow any rat run traffic to a max of 15 mph which has been a great success completely eliminating rat runners and non-essential traffic from using this as a route.

**Lambourn way** despite campaigns for over ten years has failed to persuade the council to install the same type of humps in its road, no reasonable explanation has ever been given .The road also has a school whose parents frequently park and block residents drives ,despite protests and requests for double yellow lines no action has ever been carried out .

Recently **the Ridgeway** has been awarded a resurface to be carried out on the 25<sup>th</sup> November 2022 .

**Lambourn way** despite constant requests has been refused low noise tarmac installation as the council states it is a low priority road.

So **the ridgeway** that has no school nuisance parking ,has had large humps for over a decade now gets a resurface even through for all intents and purposes it is a private road for access to residents only and serves no other access for any other part of the local area .

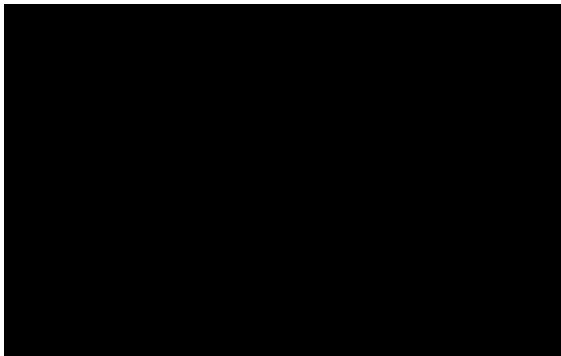
YET **Lambourn way** gets none of these things ,is refused even the basic installation of humps and yellow lines in order to mitigate its problems with high speed rat run traffic and nuisance parking coupled with parent loitering for hours outside its residents properties .

Just another example of favouritism and double standards on the part of local authorities.

*Issued with the agreement of all members of the Lambourn way & Knole road residents committee. in line with its recent desperate petition for action including a road closure, humps ,and yellow lines to be taken to eliminate these problems !*

21<sup>st</sup> November 2022

Our ref: ME/Lambourn5  
Date: 28 November 2022



Transport and Parking  
Regeneration, Culture & Environment  
Medway Council  
Gun Wharf, Dock Road  
Chatham, Kent ME4 4TR  
Telephone: 01634 331113  
Email:  
david.warner@medway.gov.uk

Dear [REDACTED],

**Response to your letter dated 29 October 2022 – Lambourn Way, Chatham**

Thank you for your letter dated 29 October 2022. The below has been prepared in response to your letter of 29 October. I am sorry it has not been possible to respond to you any sooner.

I have today also received a copy of your most recent letter dated 21<sup>st</sup> November 2022, in which you raise a query regarding some planned maintenance in connection with The Ridgeway, Chatham. I will therefore cover this first, then continue with a reply to your previous letter.

I have spoken with my Highway Maintenance colleagues who are responsible for the upkeep of Medway's roads. They have confirmed to me that a section of the road surface at The Ridgeway had been identified for repair. This road has not received wholesale resurfacing nor favouritism, but necessary repair. All roads are assessed appropriately, and carriageway repairs directed to where they are needed most in order to maintain the roads. I understand from my maintenance colleagues that the last carriageway inspection undertaken at Lambourn Way did not identify a priority need for carriageway repair. I hope this clearly explains the current surfacing repair.

I note your wider comments in relation to The Ridgeway. Whilst I am unable to comment firmly on the reasoning behind the current calming measures that are in place owing to the time that has passed since their installation. I expect that they are intended to deter rat running traffic on this route. I would however raise a couple of observations.

One being that these measures completely eliminate through traffic as you suggest. It can be seen during peak time that through traffic continues to utilise this route. I suspect this is owing to its position within the road network.

Secondly, the suggestion that The Ridgeway serves no other access for any other part of the local area. The Ridgeway connects directly to the A road

network at the A230 Maidstone Road, provides an alternate to Maidstone Road via its connection to Walderslade Road, and lies directly on a route to Chatham via Magpie Hall Road. It can therefore be seen that its position within the network makes it an attractive alternative to the main roads.

Returning to your letter dated 29<sup>th</sup> October 2022. In note your comments in relation to keeping communications in writing, which I of course understand. I offer a conversation via telephone simply as it may allow swifter clarity on some of the key points without the need for reference to various parts of detailed correspondence.

That said, I am of course more than happy to respond to your queries in writing.

In reference to your comments in relation to letter reference ME/Lambourn 4. Your comments are noted. The only clarification I would wish to make would be that the Council indeed takes all concerns for safety seriously, and as stated, aims to support safe road use wherever possible. We cannot however ignore those locations which continue to record injury to road users. Clearly it would not be appropriate to do so.

In reference to your comments relating to letter reference ME/Lambourn 3. Your comments are also duly noted, thank you.

I would make the following clarifications if I may. I have followed the same paragraph referencing as you have within your letter, for ease of reference.

#### Para (6)

The observation I would make is that the opening up of Ballens Road would clearly create a local bypass of the nearby roundabout junction of Albemarle Road and Lordswood Lane. Keeping traffic on the main roads would of course be the appropriate course of action. I appreciate that the subject of your concerns is removing that traffic which is simply passing through your road as part of an onward journey. Creating a shorter, more convenient route however closer to the roundabout junction of Albemarle Road and Lordswood Lane would likely see greater through use for that road, bypassing the roundabout junction. I of course appreciate that this may not be of significant concern to you. The highway authority does however need to take these network matters into account. There is regrettably rarely an ideal answer that meets the needs of everyone, and I do of course acknowledge that. At present, we are progressing on the basis of consideration of a closure point at Knole Road, as set out as part of the petition response.

#### Paras (7&8)

Hopefully I can clarify this point. When designing a road layout alteration, the final completed layout on the ground must be clear for all road users to understand. As in, when any type of road user, regular user or first time user, arrives at the alteration, the layout conveyed by signs, lines, and layout must be clear and understandable.

It is a separate point, that, when we are planning a road alteration, we would as a matter of course consult the local community representatives and those affected by the proposal first. I will leave that point there as we are not at a stage yet to



consider this. We need to complete the assessment work first, to investigate what may be possible here. Should a scheme to make alterations to the highway develop following this, consultation with the local community would then take place. I hope this explains this point.

Para (9)

Thank you for your comments. The point here is that any designed layout needs to be able to cater for any vehicles needing to turnaround. As you say, this may be no issue at all. The point being made is simply that we need to ensure these types of things receive due consideration as part of any design work.

Similarly, in reference to the method of closing off/gating the connection at Knole Road. This would receive due consideration as part of the assessment work.

Paras (10&11)

Thank you for your comments here, which I do of course understand. This would be considered further once a proposal was on the table so to speak, but the principle remains that we would, at the appropriate time, take on local views. At this stage I am unable to set out what that may look like as there isn't yet a proposal, but it is reasonable to take on the views of those who could be affected by an alteration. This doesn't mean the entire travelling public, but rightly, we need to understand the potential impacts of alterations on the network.

Para (12)

I can reiterate that, as set out, please rest assured that the potential for physical calming measures will be taken into account. I should offer a point of clarification. The speed bumps at The Ridgeway, whilst effective, would not I believe meet current design standards. Current standards limit the severity of raised calming measures to a lower level than those at The Ridgeway. This being the situation nationally. This will mean that there are a mix of older installations on the network which predate current design standards and less severe features. Also, standards do not apply retrospectively, so highway authorities are not required to alter historic installation. I thought it would be helpful to clarify this point.

Paras (14&15)

Hopefully my response is of assistance and goes some way towards explaining to points that you have raised. The Council is taking action in light of your petition but I do of understand your feeling on the matter. As I mention previously, I would be more than happy to have a conversation if there remain any points requiring clarification. Otherwise we will be in contact with you again following completion of the assessment work.

I hope that you will find the above to be in order.

Yours sincerely,

**David Warner**  
**Transport Engineering Manager**

Head of Democratic Services,  
Medway Council,  
Gun Wharf,  
Dock Road,  
Chatham,  
Kent, ME4 4TR.

19<sup>th</sup> October 2023

Dear Democratic services

**REF: : Lambourn Way and Knole road (only) petition to improve residents environment and safety both road and environmental noise, noxious gas pollution from non-residential vehicles and nuisance parking endorsed and encouraged by St Benedict's Primary school and the local authority. With the voted for road closure ( of Knole road) and installation of speed humps in both Lambourn way & Knole road .**

The petition above was being investigated by the transport dept. , the petition involved some 30 households, cameras were installed for one day only out of school term time ( which of course was unhelpful), a meeting took place between the residents committee and the two transport dept. officials on the 7<sup>th</sup> June 2023 ,in which was promised that soon after the camera footage was examined the proposals put forward in the said petition would be looked at and implemented , it was also promised that the residents committee would be informed pf its progress .

The result , NO such updates have been received by the residents committee the promise of an answer to the petition in April was NOT met ,and was delayed then the excuse was by the end of the calendar year, then when this seemed unlikely at the end of the financial year.

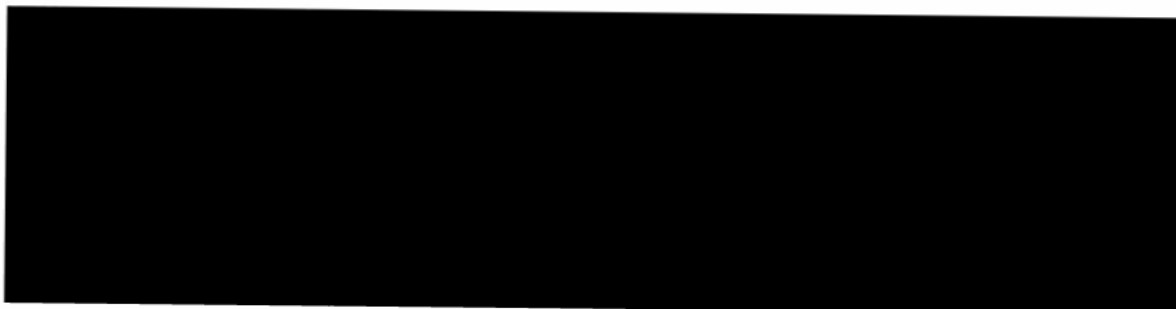
As of October 2023 we are still waiting for the outcome of this democratic petition taken by the local residents for an end to the rat run traffic in our roads. And the school nuisance parking.

The two individuals charged with investigating this petition and coming up with proposals have failed miserably in their duty to the residents and taxpayers and all confidence in these two clowns has now evaporated, with residents believing that they never really had any attention in implementing anything let alone investigating the problems, and the residents feel that a formal complaint about their activities should be undertaken.

Residents have pressed me the undersigned to send the whole case to the council ombudsman together with over ten years of letter and pleas for something to be done about these problems especially now that a whole resident's petition has been ignored. Needless to say all the petition documents will be sent as well together with letters of support and recommendation s from councillors and the local MP . in the past.

I will be doing this forthwith after receiving no formal response from you within the next month .?

We the residents have after ten years had quite enough of this nonsense from clock watching bureaucrats waiting for retirement. and escalation to the ombudsman and formal complaints now seems the only way forward ,even if only to hold people accountable for their actions, or in this case Inactions .



Our ref: WH/Lambourn  
Date: 13 November 2023



Wayne Hemingway  
Democratic Services  
Medway Council  
Gun Wharf, Dock Road  
Chatham, Kent ME4 4TR  
Telephone: 01634 332509  
Email:  
wayne.hemingway@medway.gov.uk

Dear [REDACTED]

### **Response to your letter dated 19 October 2023 – Lambourn Way, Chatham**

Thank you for your letter dated 19 October 2023 in relation to your petition to improve the environment for residents at Lambourn Way, Chatham. I am sorry that you are dissatisfied with the progress in relation to the work that the Council has been undertaking in response to your petition.

In previous correspondence with Democratic Services, you indicated that you wished to consider referral to the relevant Overview and Scrutiny Committee following the completion of the ongoing works. Although the works are not yet complete if you now wish for the petition to be referred to Overview and Scrutiny at this stage it could be considered at the Regeneration, Culture and Environment Overview and Scrutiny Committee scheduled for 14 December at St George's Centre, Pembroke Road, Chatham Maritime, ME4 4UH at 6.30pm.

I will send you a copy of the Committee report for your information a week before the meeting date. Should the Committee decide that the response to your petition is inadequate, it may use any of its powers to deal with the matter. These powers include instigating an investigation, or making recommendations to the Cabinet.

With the permission of the Committee, yourself as the lead petitioner or your nominated representative may speak at the meeting. It is important if you are hoping to speak to keep your speech brief - a maximum of 5 minutes is the guideline. The Committee members will have received the report as part of the agenda, which will give them the background and the initial facts. It would be very helpful if you would confirm, either by telephone or email, who will be attending the meeting to speak on the petition.

However, as your concerns relate to the work of the Transport and Parking Team who were undertaking the relevant work related to your petition, I had passed a copy of your letter to them for comment and their response is included below. If the update provided by the Transport and Parking Team is satisfactory you may wish to refer the matter to Overview and Scrutiny following the completion of the

works. I would be grateful if you could let me know your preference. My number is 01634 332 509 or you can email me at [wayne.hemingway@medway.gov.uk](mailto:wayne.hemingway@medway.gov.uk)

**The Parking and Transport Team note that you emailed the Council in relation to the ongoing petition assessment work on the 30 September 2023, and that whilst we responded to your email on 24 October 2023, your most recent letter (dated 19 October 2023) was already on its way to us. They apologise that we were unable to respond to your email in a timelier manner, and prior to your further correspondence. For reference, I have attached this most recent exchange of emails. Hopefully the attached is of use, and I can respond to your current letter as follows.**

**The Parking and Transport Team would like to further confirm that the study/assessment work has been continuing to progress since we met on 7 June 2023. As you mention within your letter, the Council has been, and is continuing to investigate the subject of your petition. As has been previously indicated to you, the Council is taking your petition seriously and has been progressing a piece of work to appropriately assess a potential closure point at Knole Road, including the potential for traffic calming measures at Lambourn Way.**

**For the avoidance of doubt, and in keeping with previous communications and the meeting with Council officers in June 2023, we are on course to report back to you as lead petitioner within this calendar year. The team note that this project has been delayed, notably with a delay to the necessary traffic surveys owing to roadworks in the area. They believe however we have provided a clear timescale to conclude this work as discussed with you at our meeting in June of this year.**

**In addition I understand that the Project Engineer, Mike Ward, has also continued to provide updates. We of course appreciate and understand your desire for further details. However, I hope that you will appreciate that we are unable to provide you with an outcome in advance of the agreed assessment work that the Council has commissioned being concluded.**

**I trust that the email of 24 October 2023, along with this letter, clearly re-confirms that we are progressing with the study related to your petition as agreed, and we plan to update you as to the outcome of this work within the current calendar year. Please rest assured that this work is progressing, and the Project Engineer will update you again in the coming weeks as indicated within the attached email.**

I hope that you will find the above to be in order and the Council will be in touch in due course as set out above. I would be grateful if you could confirm whether you would wish to refer this matter to the Regeneration, Culture and Environment Overview and Scrutiny Committee scheduled for 14 December no later than 27 November.

Yours sincerely,



[REDACTED]

Wayne Hemingway  
Head of Democratic Services  
Medway Council

**From:** [REDACTED]  
**Sent:** Tuesday, October 24, 2023 3:28 PM  
**To:** [REDACTED]  
**Subject:** RE: Automatic reply: Lambourn way and knole road residents further enquiry. 1st Oct. 2023

[REDACTED]

Many apologies for the delayed response, firstly I would like to re-confirm for absolute clarity that we will come back to you with the final outcomes of the study by the end of the calendar year and not financial year. I am not sure where you got this information all I can do is apologies for any misunderstanding.

The reason I cannot provide more information at the moment, on the possible solutions is because until the study has been completed, I cannot provide a robust response. All I can do is assure you that the study is progressing as programmed and outlined in our original face to face meeting. We are in fact reviewing the first draft which details the in depth traffic survey data, potential options and traffic calming measures and the impact these will potentially have.

I am happy to provide you with another update in a months' time, however the information I can issue will still be limited, unless the study has been completed by then. I am expecting the study to be complete by the second week of December though, so will be able to provide much more clarity then.

Kind regards

**Michael Ward** | Project Engineer| Transport & Parking Services | Medway Council| Gun Wharf, Dock Road, Chatham, ME4 4TR



**From:** [REDACTED]  
**Sent:** Saturday, September 30, 2023 2:53 PM  
**To:** [REDACTED]  
**Subject:** Re: Automatic reply: Lambourn way and knole road residents further enquiry. 1st Oct. 2023

Dear Mr ward

despite promising to furnish us with updates to our petition for the closure of knole road and humps to be installed to both roads ,we have failed to receive any updates or notifications as to its progress , first we were going to receive an answer by April 2023 , then it was gas works which turned out to be Internet works that nobody wanted because everybody is already on ultra high speed with virgin .

Then it was an answer by the end of the calendar year , NOW its by the end of the financial year?

we consider that more than enough time has been allocated to you to come up with some proposals which in my last email i asked for more specifics which we did not receive .

Quite why you make these promises then fail to keep them is beyond unless you just hope that all this is just going to go away, which it is not!

Further to our conversation on the 7th June this year i decided to send details of our petition to the school which included photocopies of all the signed petitions, an explanation of the petition and letters of support .

the letter was very polite and even sycophantic asking for their cooperation on the parking issue , needless to say the very socially responsible catholic school failed to even issue a reply or acknowledgment of our letter .

So much for whose being socially responsible then ?

We feel than unless are concerns are addressed by the council forthwith with concrete proposals we will have to take the council ombudsman route and

escalate this matter to them ,also reporting the school to their local religious authority or diocese on the basis of their endangerment of their children with the lack of humps speed traps signs and school warning signs .

**I am sure you can see from this that there is nothing we as residents will not resort to in order to get our petition choices implemented, how ever long it takes and may even widen the petition to include a proposal to close the school altogether and provide an alternative site on Gibraltar farm land together with new playing fields and car parks appropriate to a modern school ,. with the existing land that the school occupies being sold off to property companies to build new housing stock appropriate to the area, not only solving our problems but providing the school with much needed extra land , playing fields and classrooms to accommodate more pupils, and accommodation for new buyers or tenants in the houses that will be built on the land the school now occupies .**

This is what we call a socially responsible programme for all concerned! when you can stop wasting residents money on cycle paths and kiddies playgrounds that are never used .

*Copies of letter sent to school attached sent be email and post ( snail mail)*

Yours Sincerely

Kind regards

