



London Ambulance Service

NHS Trust

Station/Department/Unit

Headquarters
220 Waterloo Road
London
SE1 8SD

Email: londamb.foi@nhs.net

www.londonambulance.nhs.uk

Response sent by email

20/05/2024

Dear [REDACTED]

Re: Freedom of Information request - Ref: FOI 6222

Thank you for your recent request for information under the Freedom of Information (FOI) Act. Set out below is your original request followed by the Trust's response.

I am seeking all correspondence between any the London Ambulance Service and the Royal Borough of Greenwich regarding the West & East Greenwich Traffic Management Scheme, or any Low Traffic Neighbourhoods (LTNs) across the borough of Greenwich. The time frame for this request is from November 2023 to the present day.

Please include, but not be limited to, the following types of documents:

- **Emails**
Please find the attached redacted document which contains email exchanges between LAS and RBG on the following dates:
 - 04/04/2024 – email from RBG requesting permission to share LAS response to West and East Greenwich LTN and permission given.
 - 16/10/2023 – email received from RBG providing details of proposed changes to West and East Greenwich LTN scheme
 - 17/10/2023 – LAS response to scheme proposals
- **Letters** – No letters sent or received in the period requested
- **Meeting minutes** – No meetings requested or attended
- **Memos** - None
- **Reports** - None
- **Any other form of relevant communications** – None

If you have any queries about this letter, please contact the Freedom of Information office. Please remember to quote the reference number above in any future communications.

If you are unhappy with the way in which your Freedom of Information request has been handled and wish to raise any concerns, please contact Nora Hussein, at the address above or by email nora.hussein4@nhs.net.



Should you still be dissatisfied with the outcome, you are entitled to contact the Information Commissioner at: Information Commissioner's Office (ICO), Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Yours sincerely

FOI Team
London Ambulance Service NHS Trust



From: [REDACTED] (LONDON AMBULANCE SERVICE NHS TRUST)
To: [REDACTED]
Subject: RE: West & East Greenwich Neighbourhood Management Project - Emergency Services comments
Date: 04 April 2024 17:52:00
Attachments: [REDACTED]

Hi [REDACTED]

I hope you are keeping well there would be no issue from our end sharing the information as it would be disclosed under FOI anyway.

Many Thanks

[REDACTED]
Emergency Planning and Resilience Officer South East London and Surface Transport

Emergency Preparedness Resilience and Response Department | London Ambulance Service NHS Trust



London Ambulance
Service
NHS Trust

Caring Respect & Teamwork
Together we put Caring, Respect & Teamwork
at the heart of all we do for Londoners.

AMBULANCE SERVICE
N I L O
Emergency
Preparedness
Resilience & Response
London Ambulance Service NHS Trust

From: [REDACTED] @royalgreenwich.gov.uk>
Sent: 04 April 2024 17:11
To: [REDACTED]
Subject: RE: West & East Greenwich Neighbourhood Management Project - Emergency Services comments

Some people who received this message don't often get email from [REDACTED] [Learn why this is important](#)

Good afternoon all,

I hope this email find you well.

We've received an ICO request for all correspondence between RBG and emergency services (LAS,MET, LFG) relating to the West (and potentially East) Greenwich LTN. Our Legal team have instructed we contact you to see if we have your permission to disclose these emails.

Please let me know if these email should be retained, or can be released to the requester.

Kind regards,

[REDACTED]
Royal Borough of Greenwich

📍 The Woolwich Centre, 35 Wellington Street, London SE18 6HQ
🌐 www.royalgreenwich.gov.uk

From: [REDACTED] @london-fire.gov.uk>
Sent: Tuesday, October 24, 2023 5:21 PM
To: [REDACTED]
Subject: Re: West & East Greenwich Neighbourhood Management Project - Emergency Services comments

Good afternoon [REDACTED]

Yes, I completely agree with [REDACTED] comments.: hard-stops of any nature have a detrimental impact on appliance attendance times.

Regards

[REDACTED]
Group Commander

Borough Commander – Royal Borough of Greenwich
Lee Green Fire Station
9 Ethem Road
London SE12 8ES

From: [REDACTED] >
Sent: Tuesday, October 24, 2023 15:12
To: [REDACTED]
Subject: RE: West & East Greenwich Neighbourhood Management Project - Emergency Services comments

[EXTERNAL EMAIL] Do not click links or open attachments unless you are expecting them, even if you know the sender

Good afternoon [REDACTED] and [REDACTED]

Much appreciated for taking the time to review the design options and providing detailed comments and observations.

[REDACTED] @nhs.net - I've provided some comments to some of your points which required clarification from our end.

[REDACTED] @met.police.uk thank you for your additional input to Darrens comments.

[REDACTED] @london-fire.gov.uk can you confirm if LFBs comments would be similar to that of LAS and MET.

[REDACTED] @nhs.net [REDACTED] @nhs.net good to meet you both, I will be sure to include you both in any future correspondences and consultations relating to RBG works and proposals.

Kind Regards,

[REDACTED]
Royal Borough of Greenwich

📍 The Woolwich Centre, 35 Wellington Street, London SE18 6HQ
🌐 www.royalgreenwich.gov.uk

From: [REDACTED] @met.police.uk; [REDACTED] @met.police.uk>
Sent: Thursday, October 19, 2023 9:28 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: West & East Greenwich Neighbourhood Management Project - Emergency Services comments

[REDACTED]: Thank you this has saved me a lot of writing!

[REDACTED]

I hope that you are well. Having read [REDACTED] responses, ours would be exactly the same as the London Ambulance service. I would add that both our services run pan London units meaning that local geographical knowledge may not be prevalent and time wasted through lack of this knowledge. As discussed on the previous schemes all three services attend calls where each second may make a difference between life and death. My concern is for the potential for delays in service created by the implementations.

Happy to also have a call in relation to this.

Kind regards,

[REDACTED]

METSEC SECURITY CLASSIFICATION – OFFICIAL

From: [REDACTED] (LONDON AMBULANCE SERVICE NHS TRUST); [REDACTED] @nhs.net>

Sent: 17 October 2023 11:08

To:

Subject: RE: West & East Greenwich Neighbourhood Management Project - Emergency Services comments

Good Morning

I hope you are well; thank you for sharing the details on of the new proposals with us, as you know from the previous schemes implemented in this area they caused the LAS a number of issues leading to delayed responses and conveyances to local hospitals.

General Statement

London Ambulance Service (LAS) is the busiest ambulance service in the country; our focus is on achieving the best outcomes for ill and injured patients and ensuring we reach them in response times set by the government.

On the implementation of LTN schemes it is important to highlight that we support measures to improve public health by reducing traffic and encouraging walking and cycling but we know that changes to road layouts, traffic management schemes, and road closures all have the potential to impede our response to the most critically-ill people. This is why we are asking that emergency vehicle access is properly considered in all LTN schemes, by looking at ways to implement traffic management changes that avoid introducing physical barriers, like the planters and lockable bollards/gates, in preference for automatic number plate recognition cameras (ANPR) which enable unimpeded emergency access and egress.

On 5 July 2020, LAS Chief Operating Officer formally wrote to all London Boroughs and TfL, including The Royal Borough of Greenwich, informing them of our concerns regarding hard closures and requesting that, where possible, hard closures should be avoided and camera enforced soft closures be implemented to all LTN's for unhindered emergency vehicle access and egress, due to the potential risk hard closures could have in delaying an ambulance response and therefore impacting patient safety.

Proposed Schemes

West Greenwich LTN Option 1 - Feedback

1. Modal Filter Gloucester Circus @ Crooms Hill – this currently a paved hard closure would the scheme see a complete reopening of this closure? I can confirm this option proposes reopening the hard closure in Gloucester Circus junction with Crooms Hill.
2. King George Street – no entry removal – will this then reinstate the road as bi-direction long the entire length of the road between Hyde Vale and Crooms Hill? I can confirm this option proposes removing the no entry in King George Street at the junction with Crooms Hill, turning King George Street into a bi-directional road for its entire length.
3. Planned hard closure Maidenstone Hill @ Point Hill – the LAS is unable to support hard physical closures as these have the potential to delay our responses to our most critically ill/injured patients. The planned closure also only leaves one access and egress into an area that is densely populated with multiple residential addresses. The planned closure would create significant diversions around narrow roads to access the area through the only access point off Blackheath Hill if crews were approaching from the Greenwich Town Centre side of the scheme, further potentially delaying 999 responses. These roads are very small and prone to getting blocked easily by delivery/refuge and other service vehicles or parking problems resulting in crews being unable to reach 999 calls easily. Further restrictions would only increase the likelihood of these delays occurring. Emergency ambulance crews do not carry any form of GERDA or FB keys in order to unlock bollards or gates as there is no standardised set of locks used by boroughs across London. Maintenance on locks over the years has been poor and the unlocking process significantly slows any response to or conveyance of patients in an emergency. ANPR filter required.
4. Winforton Street @ Point Hill – the LAS is unable to support hard physical closures as these have the potential to delay our responses to our most critically ill/injured patients. The planned closure would severely restrict access/egress routes into an area that is densely populated with multiple residential addresses. The planned closure would create significant diversions around narrow roads to gain access and crews would be unable to easily turn the ambulances around quickly and safely to convey critical patients to hospital in an emergency. ANPR filter required.
5. Point closure Lindsell Street – emergency vehicles have no exemption to pass through a no entry sign unless directed by a police officer in uniform. The planned no entry would leave only one access route into the area via a congested main junction potentially delaying responses.
6. Cade Road – these closures shouldn't cause a major impacts as the road does not have any properties on it however consideration needs to be given to access to the greenspace in the event some is unwell.

Thank you for your comments and points above. They have been noted and will be passed onto the design team for consideration when preparing the final design.

7. Other concerns below

Width restriction Crooms Hill @ Wellington Grove – remain open or unlocked at all times.



Width Restrictions West Grove/Hyde Vale and Cade Road – to either remain open or unlocked at all times.



Gate Closure on Circus Street @ Greenwich South Street – should remained unlocked at all times for emergency vehicle access/egress



The gates in Crooms Hill and Hyde Vale had been opened during the initial West Greenwich LTN trial. Reopening the gates at the locations mentioned above will be considered by the design team when preparing the final design.

West Greenwich Option 2 Scheme

In addition to the existing width restrictions and gates as mentioned above and Lindsell Grove access from Greenwich South Street.

1. The main issue is west to east movements – especially if the no entry remains on King George Street, the hard closures remains on Gloucester Circus and the new One Way planned for Burney Street will mean emergency crews cannot move west to east through the scheme at all without diverting, exiting and re-entering the scheme increasing running times and potentially delaying response or conveyance of patients.
2. Circus Street gate key to access/egress and would need to be left unlocked.
3. Other width restrictions and associated gates would also need to be left unlocked.

Thank you for your comments and points above. They have been noted and will be passed onto the design team for consideration when preparing the final design.

West Greenwich Minimum Scheme

Overall this scheme would create an extremely confusing and complex network of one way streets severely hindering emergency access/egress and navigation around the area, especially if approaching down Hyde Vale or Point Hill via West Grove.

Egress out of the areas west to east no possible with the existing no entry on King George Street, hard closure on Gloucester Circus and new proposed one way on Burney Street.

Thank you for your comment. This has been noted and will be passed onto the design team for consideration when preparing the final design.

East Greenwich LTN – Maximum Scheme

1. Maze Hill @ Vanbrugh Terrace – the LAS is unable to support hard physical closures as these have the potential to delay our responses to our most critically ill/injured patients. The planned closure would severely restrict access/egress routes into an area and access/egress to multiple residential addresses. The planned closure would create significant diversions around congested roads to gain access. The plan leave only one route in and out of the area for emergency crews. ANPR filter needed at locations to allow access from Maze Hill.
2. St John's Park @ Vanbrugh Terrace – the LAS is unable to support hard physical closures as these have the potential to delay our responses to our most critically ill/injured patients. The planned closure would severely restrict access/egress routes into an area and access/egress to multiple residential addresses. The planned closure would create significant diversions around congested roads to gain access. The plan leave only one route in and out of the area for emergency crews. ANPR filter needed at locations to allow access from Stratheden Road side of the scheme.
3. Langton Park @ St John's Park, hard closure would potentially delay responses by creating a long diversion around the to reach addresses the other side of the closure – ANPR required.
4. Confirm one way system currently on St John's Park @ Stratheden Road remains unchanged as arrows unclear. Otherwise it looks like accessing the area would not be possible. One way in St John's Park at Stratheden Road will remain unchanged.
5. Bus gates and filters would need to include the following wording in any associated traffic order – exemptions apply to any vehicle being used for ambulance, police or fire purposes.

Thank you for your comments and points above. They have been noted and will be passed onto the design team for consideration when preparing the final design.

6. Other points,

Vanbrugh Park @ Beaconsfield Road. Potentially signs need to change to no motor vehicle signs – if an emergency access lanes? This detail will be passed on for the design team to review. As emergency vehicles have no exemptions to pass through no entry signs unless directed by a police officer in uniform. Applies to both schemes.





Maze Hill and Vanbrugh Field width restriction – gate to remain unlocked at all times for emergency vehicles.



East Greenwich Minimum Scheme

1. Mycenae Road @ Vanbrugh Park – LAS unable to support introduction of hard physical closure for reason already mentioned, maintain emergency vehicle access at location consider ANPR model filter or school street with timed closures but access maintained for emergency vehicles at all times. As a one-way road currently (according to Google) this would also need changing to bi-directional travel.
2. Width restriction Maze Hill @ Vanbrugh Fields – gate to remain unlocked to allow 24 hour emergency vehicle access/egress. See picture above.
3. St John's Park one way from Langton Way creates very long diversions for crews and impacts on access/egress. One leaves one access and egress route into a long road.

Thank you for your comments and points above. They have been noted and will be passed onto the design team for consideration when preparing the final design.

Happy to discuss further.

Please note that [REDACTED] has retired from the LAS I have copied [REDACTED] the LAS Group Manager for Greenwich and [REDACTED] in who has taken over from [REDACTED]

Kind Regards

[REDACTED]
Emergency Planning and Resilience Officer South East London and Surface Transport

Emergency Preparedness Resilience and Response Department | London Ambulance Service NHS Trust



From: [REDACTED] <[\[REDACTED\]@royalgreenwich.gov.uk](mailto:[REDACTED]@royalgreenwich.gov.uk)>

Sent: 16 October 2023 13:44

To: [REDACTED]

Subject: RE: West & East Greenwich Neighbourhood Management Project - Emergency Services comments

Good afternoon all,

I hope you all had a pleasant weekend.

A low traffic neighbourhood was trialled in the west Greenwich area between August 2020 and December 2021, using an Experimental Traffic Order (ETO). During the trial, [we invited local people to give their feedback](#) on the changes. We received significant levels of feedback from residents in east Greenwich, saying it had pushed more traffic into the neighbourhood, particularly Maze Hill and Westcombe Park Road. We listened to this feedback and decided the trial measures should not be introduced on a permanent basis.

However, congestion and poor air quality are still serious issues for both west and east Greenwich. Many residents have told us they're concerned about safety in the local area, as both neighbourhoods have narrow streets and high footfall. With many homes, Greenwich Park, eight schools and other busy community facilities in the area or close by, it is essential these issues are addressed.

We're committed to tackling these problems, to help reduce traffic, improve air quality and make it safer and easier for people to walk, wheel, cycle and scoot through the area. The feedback received after the first trial demonstrated the need to consider both areas at the same time, to ensure both areas benefit from any changes and that the potential impacts are carefully considered. After asking residents and businesses in both areas for their ideas and feedback, we (the Council) developed designs for each neighbourhood that can be trialled later in 2024. These designs are not set in stone, and we welcome any feedback to help tailor the proposals for each area.

To note: All addresses would be accessible by vehicle at all times in every option, however drivers may have to take a different route. This includes deliveries, taxis, emergency vehicles and waste collection vehicles.

Where camera-enforced (ANPR) filters are proposed, they will allow emergency vehicles, refuse vehicles and taxis (hackney carriages) unrestricted access through the ANPR filters. Blue Badge holders, including children, who live in the restricted area would be eligible to apply for a free permit exempting their vehicle, which would allow them access through the ANPR filters.

West Greenwich Option 1 - West Greenwich Proposed Traffic Management: Remove All Through[1]Traffic

This option includes eight modal filters to prevent traffic from passing through the area, creating a quieter and safer neighbourhood. Each zone created is accessible from Greenwich High Road, Greenwich South Street or Blackheath Hill.

West Greenwich Option 2 - West Greenwich Proposed Traffic Management: Stop Most Through Traffic

This option includes four modal filters, restricting access to and from Blackheath Hill, to prevent other traffic from passing through the area. It is designed to stop most through traffic using key streets that run from north to south. The neighbourhood is accessible for other traffic from Greenwich High Road and Greenwich South Street.

West Greenwich Option 3 - West Greenwich Proposed Traffic Management: Discourage Through[1]Traffic

This option includes three model filters and some additional traffic restrictions to discourage through traffic from using some of the main north-south routes.

East Greenwich Option 1 - stopping all through traffic except public transport and essential vehicles

This option includes six model filters and two bus gates to prevent through traffic, except for public transport and essential vehicles, from passing through the area. This creates zones that other traffic can't pass through whilst allowing local access from the boundary roads of Trafalgar Road, Woolwich Road, Vanbrugh Park, Stratheden Road, Charlton Road and Old Dover Road.

East Greenwich Option 2 - East Greenwich Proposed Traffic Management: Reduce Through-Traffic

This option proposes a mix of traffic restrictions, model filters and bus gates to reduce through traffic on some of the main north-south routes, whilst prioritising bus access.

Please can I have your comments and feedback on these proposals by **COP Wednesday 25th October**. If needed, we can arrange a Teams meeting later this week to discuss these proposals further.

Thank you in advance for your time.

Kind Regards,


Royal Borough of Greenwich


The Woolwich Centre, 35 Wellington Street, London SE18 6HQ
 www.royalgreenwich.gov.uk

