

Transformational partnerships

National Station
Improvement Programme

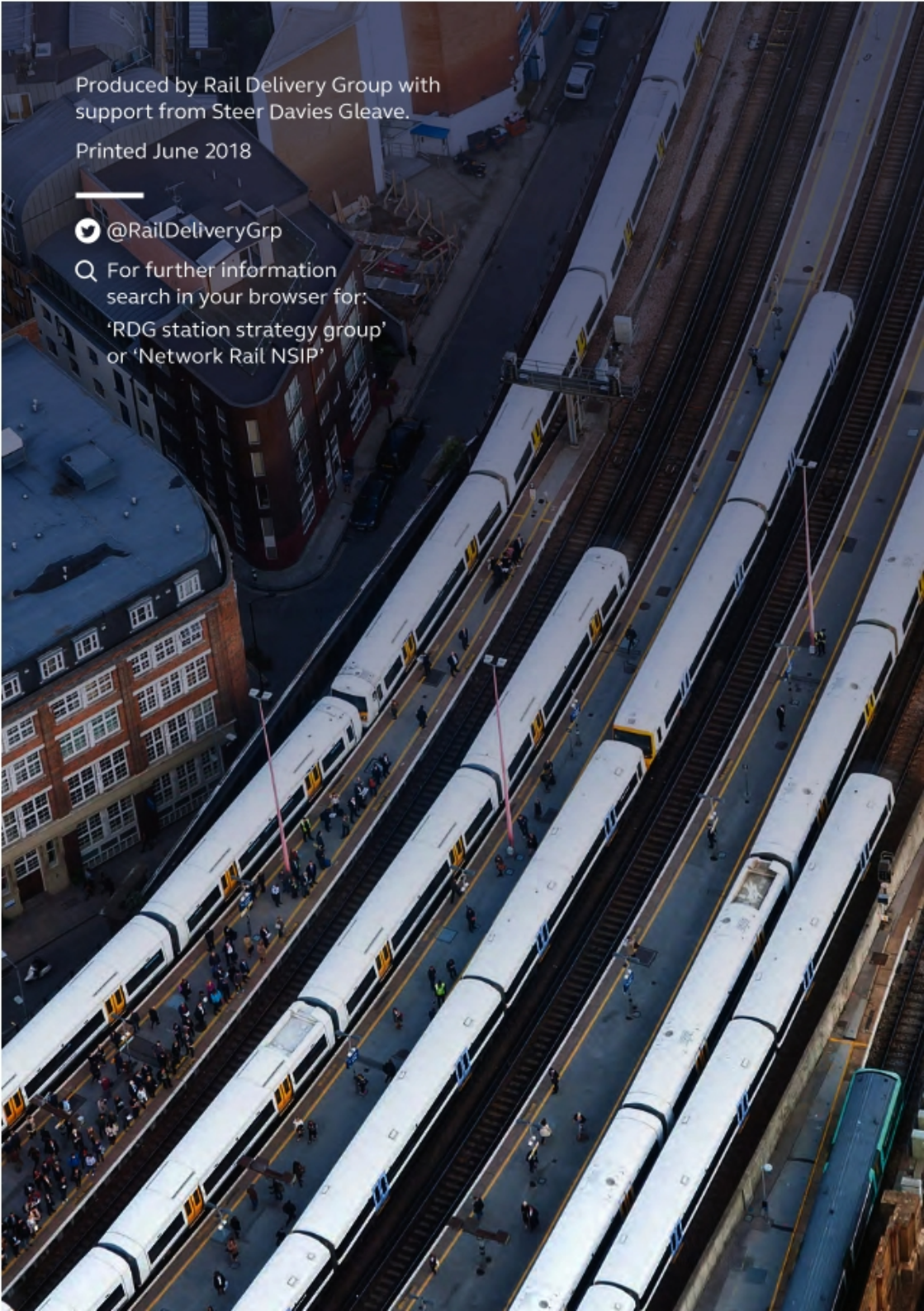
Rail Delivery Group



National Rail





BRITAIN
RUNS
ON RAIL



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'RDG station strategy group'
or 'Network Rail NSIP'

Foreword



Jeremy Long

CEO European Business
of MTR Corporation,
Chair of RDG Station
Strategy Group

Originally built as the gateways to the rail network, stations are increasingly recognised as being at the heart of our towns and communities as well. By looking at both aspects and bringing together in partnership those with such mutual interests, we can create opportunities to transform the station estate for passengers, communities, and businesses.

With well over 2,500 stations of all sizes in Britain, the challenge of maintaining and improving the station estate in a rapidly changing world is significant. That is why the National Stations Improvement Programme (NSIP) is so important. Introduced in 2005, NSIP has already provided investment for over 600 'everyday' stations in England and Wales and continues to do so. They are considered 'everyday' because they are just that – stations which are well used on a daily basis by people travelling to and from work and education or for leisure trips and days out.

NSIP's focus on 'everyday' stations complements that of other funds such as the New Stations Fund or 'Access for All', which exists to improve accessibility. NSIP also sits alongside major investment programmes by Network Rail into its Managed Stations which has recently seen transformational change at Birmingham New Street and London Bridge.

The NSIP fund has demonstrably improved the ease of use, safety and facilities of many hundreds of stations, benefiting passengers and local communities alike. The industry is keen to tell this story and I therefore have pleasure introducing here 16 case studies from across England and Wales which illustrate the benefits of NSIP. These examples underline how a substantial, transformational impact can be achieved for a relatively modest investment, when delivered in partnership.

Introduction

The National Stations Improvement Programme (NSIP) aims to make noticeable improvements to the environment of everyday stations.

Improvements can include upgrades to security measures, passenger information, and facilities which add to the comfort, convenience and attractiveness of stations. Improvements can also extend to making it easier to travel to and from the station (the ‘first and last mile’), for example through secure cycle parking provision.

Stations are selected for inclusion in the programme on the basis of maximising the impact for the travelling public, with investment concentrated on locations where passenger and stakeholder feedback has highlighted specific issues. Drawing together the insights and experience of Train Operator station managers alongside Network Rail’s freeholder perspective allows solutions to be developed to meet local needs and expectations.

Value from NSIP investment is maximised by working in partnership with key stakeholders to leverage best value from all available funding pots in the wider public and private sector. Transformational and radical

improvements are therefore delivered using a blend of NSIP funding alongside identified funding for asset maintenance and renewals, Local Authority and commercial investments either in financial terms or in complementary and neighbouring works.

In this way, a feature of NSIP projects is that they involve often disparate parties coming together to achieve a common set of goals. These partnerships can include a bespoke combination of Network Rail, train operators, local authorities, private companies and third sector organisations. They focus on the existing and potential passengers and improving their experience both in the station itself as well as around its entry points in order to help integrate the station with its surrounding area.

Furthermore, working with station improvement funds and Access for All which aims to make stations accessible to all users, including those with a disability, NSIP adds significant value to other programmes.

Impacts

Partnerships between rail operators, government agencies, and local third parties to improve stations with far reaching benefits.



The economy

It has been estimated that the value of the railways to our **economy** is



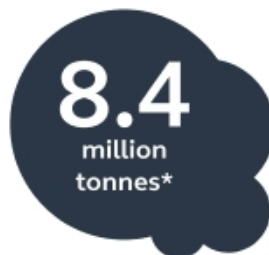
**£10.4
billion***

a year, with stations being essential to realising this value.

* The contribution of rail to the UK economy 2017 Prepared by Oxera for the Rail Delivery Group

The environment

Rail delivers environmental benefits, reducing **CO2** by up to



Everyday life

The local partnerships inspired and facilitated by the NSIP programme also generate wider benefits for **local communities**, as highlighted in the following case studies.



Continue →

Do you benefit from station improvements?

Every dot • on the map is a station that has been improved by NSIP:

26.7m

of the population benefit from NSIP stations

40%

 (1.2 billion)

of rail trips benefit from NSIP each year

Station improvements include:



accessibility



bicycle facilities



bridges



cafe



canopy



CCTV and security



concourse



customer information



forecourt



interchange



lighting



parking



retail



seating



staircases



ticket office



toilets



waiting areas



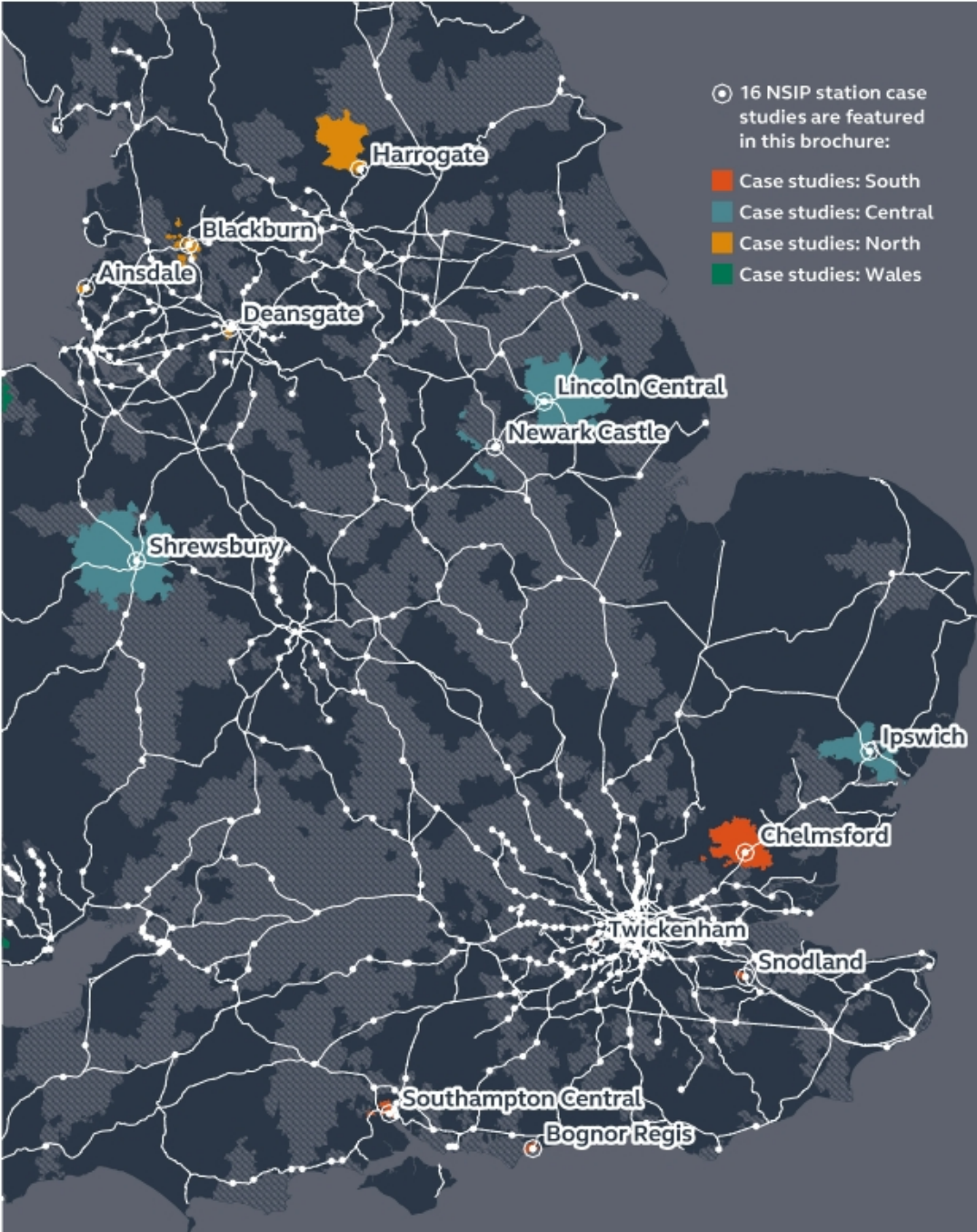
and are award winning

If you live in a hatched or coloured area* you benefit from station improvements!

Colwyn Bay

Llanelli

Bridgend



* Station catchments are from the RSSB Sustainable Stations Framework.

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Case Studies

South

5

1

1 Snodland

Upgrading the station to accommodate service improvements.

Background

In January 2015 high speed services via Snodland were introduced from Maidstone West to St Pancras so there was a desire to leverage the service enhancements by improving the station and its links to the local community.

Solution

The enhancements, part funded by Kent County Council, included the re-opening of the ticket office and the creation of a multi-modal transport interchange. This has linked the rail services with local buses, while improving access by foot, bicycle and car. Accessibility within the station was also improved with step-free access provided, improved passenger information, and more seating.

Benefits

Since the introduction of the new train services and the station enhancements, passenger numbers have increased by around 30% and the station investment has meant this growth has been readily accommodated, with further potential for increased usage by local people given the improved connectivity between the town centre and the station.

Budget £1.2m

Funding NSIP: £606k,
Kent County Council: £485k,
Network Rail: £40k,
Railway Heritage Trust: £48k

Partners Network Rail,
Southeastern,
Kent County Council,
Railway Heritage Trust

Improvements



Outside Snodland station

2 Twickenham



Platform improvements at Twickenham station

Twickenham made World Cup ready with increased capacity and new facilities.

Background

The Rugby World Cup brought thousands of extra visitors through Twickenham station, a partnership between NSIP, London Borough of Richmond upon Thames and the Department for Transport came together to make the station ready.

Solution

A £6.5m investment package was deployed, focussing on two aspects:

1. Ensuring the station can cope with the extra demand while maintaining a high standard of safety and comfort;
2. Improving the facilities so passengers could enjoy a positive World Cup experience. Specific improvements were to Customer Information Screens, CCTV, toilets, seating, a new footbridge and new retailing options.

Benefits

The investment not only helped the rugby spectators but also the 6m passengers a day who use Twickenham, who awarded the station a 21% increase in satisfaction.

Budget £6.5m

Funding NSIP: £1.4m,
TfL, Network Rail
Discretionary Fund: £1.7m

Partners Network Rail,
South Western Railway,
TfL, Network Rail
Discretionary Fund,
London Borough of
Richmond upon Thames

Improvements



“

The work at Bognor station is a shining example of the rail industry working in partnership with other organisations to deliver a better, more modern railway for passengers while having also protected railway heritage.”

– Lucinda Valentine, Network Rail



Bognor Regis station

3 Bognor Regis

Celebrating the past while looking to the future.

Background

Since 1864 the station has been bringing visitors to the Edwardian seaside resort of Bognor Regis, but the station hadn't been upgraded since 1902. At the same time, the town itself was looking to revitalise itself and bring it into the 21st century.

Solution

Working in partnership, a comprehensive package of improvements were delivered including new retail and ticket purchase facilities, an improved waiting room, upgraded passenger information, improved lighting and security, and the replacement of windows and floors.

Benefits

Working with the Railway Heritage Trust, the station has been completely refurbished in a manner which pays tribute to the heritage of the building while creating a much improved environment for the visitors and local people who use the station every year.

Just as importantly the station is acting as a catalyst for the revitalisation of the town with a creative digital hub with ultra-fast internet connection for start-up businesses and freelancers located in a part of the station that would otherwise be disused.

Budget £2.65m

Funding NSIP: £1.85m,
Coastal Communities Fund:
£700k, Railway Heritage
Trust: £100k

Partners Network Rail,
Southern, Butlins,
Railway Heritage Trust,
West Sussex County Council

Improvements



Bognor Regis station after renovation

4 Southampton Central



Southampton Central station new forecourt

New forecourt to help integrate the station with the town centre.

Background

Southampton Central station plays a pivotal role in the economic vitality of Southampton by providing easy access to the town, and via the local bus network to the wider area. However, the links between the station and its immediate environment were not conducive to easy access or interchange.

Solution

The solution was to create a completely new forecourt area, together with improved shelter facilities.

Benefits

The forecourt project has provided a step change in the integration of the station with its surrounding area, including the bus and coach interchange. This has made travelling to and from the station more pedestrian and cycling friendly, while also improving the integration of the rail and bus services.

Budget Forecourt project: £1.2m, new canopy: £240k

Funding Forecourt project: NSIP: £375k, Third party: £825k, New canopy: NSIP: £100k, Third party: £140k

Partners Network Rail, South Western Railway, Southampton City Council

Improvements



5 Chelmsford

“

The station is now much brighter and more appealing: it's much more fitting for a city like Chelmsford”

Transforming the station to reflect the ambitions of the city.

Background

Chelmsford City Council had a desire for the station to better reflect their aspirations for the city, with the station looking tired and unwelcoming.

Solution

The City Council worked with Network Rail and the train operator, Greater Anglia, to enhance the look and feel of the station, and upgrade many of its facilities. NSIP funding was crucial in enabling the resulting transformation.

Benefits

The investment programme has radically improved the environment in and immediately around the station, making it more attractive while improving its functionality. The scale of the transformation is reflected in customer feedback, such as a 61% point increase in satisfaction with the quality of shops, eating and drinking facilities.

Budget £3.4m

Funding NSIP Funding: £2m,
Third party: £1.4m

Partners Network Rail,
Greater Anglia,
Chelmsford City Council

Improvements



Before and after: Chelmsford station ticket office



Case Studies

Central

1

Bringing an important county town station into the 21st century.

Background

Ipswich is an important county town (for Suffolk) with the station having an important role both for local people wishing to travel to London and elsewhere in East Anglia, and visitors to the historic Saxon town of Ipswich. To serve these markets and the 3m+ daily users more effectively, an improved environment and additional facilities were needed.

Solution

A partnership between the train operator, Greater Anglia, and the local authorities, Suffolk County Council and Ipswich Borough Council delivered a new station concourse and redeveloped station forecourt. Specific customer service enhancements included a customer services desk, new ticket office and new retail facilities.

Benefits

The investment has made the station more attractive to use and easier for passengers to find help and advice.

Budget £2.95m

Funding NSIP: £2.2m,
Third party: £750k

Partners Network Rail,
Greater Anglia,
Suffolk County Council,
Ipswich Borough Council

Improvements



New ticket office and waiting room in Ipswich station

2 Shrewsbury

At your convenience.

Background

Analysis of rail passengers' priorities by Transport Focus has shown that toilets are the second priority for improvement after seating on platforms.

Solution

At Shrewsbury this issue was acknowledged and a comprehensive refurbishment programme implemented to improve the toilets.

Benefits

The toilets weren't just refurbished, but extended and made more accessible.

Budget £365k

Funding NSIP: £365k

Partners Network Rail,
Arriva Trains Wales

Improvements



Renovated toilet in
Shrewsbury station



Revitalised cafe inside Newark Castle station

3 Newark Castle

A station brought back from the brink.

Background

The station was originally opened in 1846 but closed in the mid 1970's. It was then used as a wine bar for some years before falling into disrepair.

Solution

A six month refurbishment programme was implemented with the help of NSIP funding, and the support of the Railway Heritage Trust.

Benefits

The station now has a ticket office operated by a third party, together with a cafe and event venue. The station had 750,000 users in 2016/17, a 31% increase over the previous year. It received a National Railway Heritage Operational Enhancement Award in recognition of the sensitive transformation achieved.

Budget £540k

Funding NSIP: £460k,
Railway Heritage Trust: £79k

Partners Network Rail,
East Midlands Trains,
Railway Heritage Trust

Improvements



4 Lincoln

Bringing the station up to date while supporting cycling ambitions.

Background

Lincoln station lies at the heart of the historic city of Lincoln but hadn't been updated since 1985 so was badly in need of improvement.

Solution

A partnership between City of Lincoln Council, Network Rail, East Midlands Trains, Rail Delivery Group and Railway Heritage Trust, supported by NSIP funding, was put together to bring the station up to date while maintaining its historic features.

Benefits

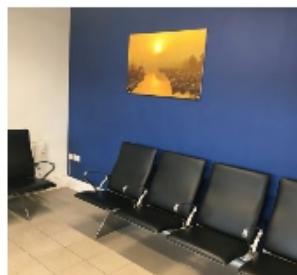
As well as refurbishing the station to make it more attractive and comfortable, a number of new elements were added to improve access to the station for visitors and locals alike. This included a new cycle hub which is supporting the city's ambitions to encourage cycling and a more healthy lifestyle.

Budget £980.5k

Funding NSIP: £675k,
Railway Heritage Trust: £55.5k,
Rail Delivery Group: £250k

Partners Network Rail,
East Midlands Trains,
Railway Heritage Trust,
Rail Delivery Group,
City of Lincoln Council

Improvements

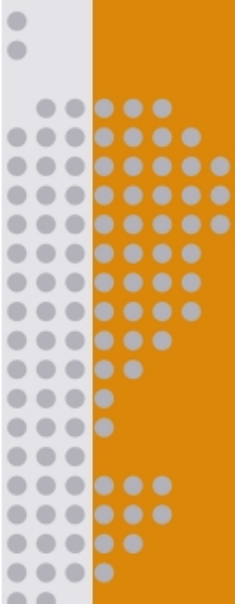


New waiting room
in Lincoln station



Case Studies

North





Updated concourse in Blackburn station



1 Blackburn

A new concourse to provide a more welcoming environment.

Background

The station concourse was uninviting and dated, however, since the building is Grade II listed, care was needed to maintain the station's heritage while also modernising the passenger experience.

Solution

Improvements made during the 20 week programme included new floor tiling, new glazing for the station roof, new wall cladding and LED lighting.

Benefits

The station in Blackburn plays a pivotal role in the town, connecting it to the Ribble Valley, Bolton and Manchester to the north and south, and also to Blackpool, Preston, Leeds and York to the east and west. It is well connected to local bus services and hosts the towns police station. The new canopy can therefore be seen as a final element of a significant regeneration project.

Budget £632k

Funding NSIP and Railway Heritage Trust: £632k

Partners Network Rail, Northern, Railway Heritage Trust

Improvements





Refurbished waiting area in Harrogate station

2 Harrogate

Making a station fit for today's rail user.

Background

The original station building from the 1860's was replaced by a more utilitarian structure in 1960's and this now needed bringing up to date.

Solution

The overall solution involved refurbishment and modernisation of the main station concourse, improved waiting rooms and toilet facilities and provision of new entrances to the far platform to enable gating provision.

Benefits

The station is now regarded as fit for today's rail customer. Aside from the contemporary environment, there have been significant improvements to the feeling of safety and security at the station though much improved lighting and modern CCTV and Customer Information Screens.

Budget £1.35m

Funding NSIP; £1.35m

Partners Network Rail, Northern

Improvements





Harrogate Station platform



3 Deansgate

Working with local people to make the station more inviting.

Background

Deansgate station (originally Knot Mill station), is located in Manchester city centre and serves the Manchester Central convention centre, amongst other attractions. It is linked to Deansgate-Castlefield Metrolink stop.

The station, dating originally from 1849, was unwelcoming and difficult to access so Transport for Greater Manchester sought funding from NSIP to help improve the station.

Solution

The investment package included improvements to entry and exit routes, improved lighting, additional seating, and new finishes for the floors, walls and ceilings. Given the listed status of the building an important aspect of the project was the involvement of local people to ensure the renovations were undertaken sensitively.

Benefits

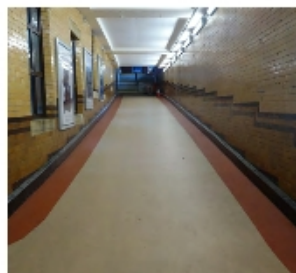
The investment has been successful in making the station more inviting, and making the station environment feel safe and secure.

Budget £523k

Funding NSIP: £473k,
Transport for Greater
Manchester: £50k

Partners Network Rail,
Northern, Transport for
Greater Manchester

Improvements



New lighting to improve safety in Deansgate station

4 Ainsdale

An eco-friendly investment.

Background

Ainsdale is a village three miles from Southport in Lancashire, and falling within the Merseytravel network. It was one of a number of stations identified by Merseytravel as needing refurbishment work to make the station safer, easier to access and navigate between platforms, and to improve passenger information.

Solution

A package of improvements were designed with input from local people, including new booking hall, enhanced customer information screens, CCTV, carpark re-modelling (including cycle parking), additional accessible toilets, police facilities within the building, and the refurbishment of an existing overbridge to improve its safety.

Benefits

A feature of the improvement package was the desire to keep the station eco-friendly, and as a result it features LED lighting, an energy usage board, metered rainwater harvesting and solar panels.

Budget £3m

Funding NSIP: £1.5m, Network Rail (bridge refurbishment): £530k, Network Rail (additional): £150k, Merseytravel: £800k

Partners Network Rail, Merseyrail, Merseytravel

Improvements



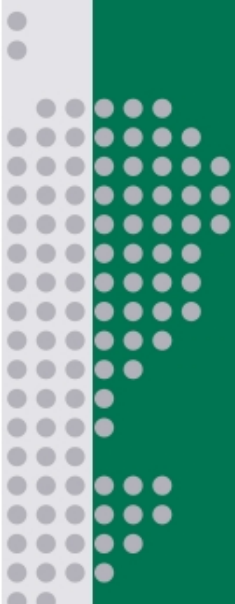
Source: Guy Corlien, Flickr

Planting and refurbished footbridge at Ainsdale station



Case Studies

Wales



1 Llanelli

Attending to the basics.

Background

Llanelli station was lacking many of the basics that passengers would wish to use and needed investment to address these deficiencies.

Solution

Focussing on the kinds of facilities which passengers say they want improved (as highlighted by Transport Focus), improvements included the provision of a new waiting room, the refurbishment of an existing waiting room, and the enhancement of the passenger toilets.

Benefits

The investment, although small in scale, has helped to make Llanelli station somewhere that people are happy to wait for a train.

“

I very much welcome the investment in improved facilities at Llanelli station - state of the art toilets, waiting rooms and public announcement facilities. This will inspire us in the Friends of Llanelli Train Station group to redouble our efforts to develop the station garden and get some welcoming signage for visitors to Llanelli.”

Nia Griffith MP

Budget £574k

Funding NSIP: £574k

Partners Network Rail,
Arriva Trains Wales,
Welsh Government

Improvements



Renovated toilets and waiting room in Llanelli station

2 Colwyn Bay

Making it easier for everyone to use the station.

Background

Access to Colwyn Bay station and car park was not step-free, and segregation of pedestrians and cars needed improvement. The waiting facilities at the station also needed refreshing and enhancing.

Solution

The creation of a dedicated step-free walking route for pedestrians, dedicated pick-up and drop-off area and new car park lighting. The customer toilets, waiting rooms and ticket hall were completely refurbished and all fitted with automatic doors. In addition, an accessible ramp was installed to provide step-free access to the waiting room.

Benefits

Research for the Department for Transport by Steer Davies Gleave with WSP on the value of step free access provided evidence of the wider benefits of investment in accessibility. In economic terms, the Benefit Cost Ratio could be as high as 11.3), while many non-economic benefits were also identified. For example, there are major benefits for people with luggage or pushchairs.

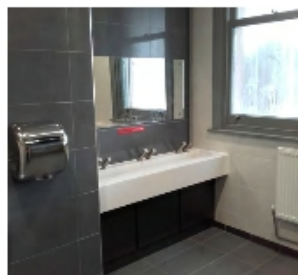
This illustrates the point that while accessibility improvements may be designed primarily with disabled passengers in mind, everyone benefits from them. This is reflected in a 40% increase in passenger satisfaction at Colwyn Bay following the investment.

Budget £661k

Funding NSIP: 535k,
Third party: 126k

Partners Network Rail,
Arriva Trains Wales,
Welsh Government,
Taith, Conwy CBC,
Mid Wales Trunk Road Agency

Improvements



Before and after: Toilets in Colwyn Bay station

3 Bridgend

Station improvements to complement investment in step free access.

Background

Bridgend is Wales' fifth busiest station and in 2016/17 saw more than 1.5m people passing through. In 2012 Bridgend received Access for All funding to install lifts and a new footbridge to provide step free access to all platforms. Following this there was a desire to improve other aspects of the passenger experience and to reduce congestion for passengers on major event days.

Solution

The concourse was completely re-designed, including a new customer information point and an additional wide-aisle gate on the gateline, creating enhanced circulation space. Waiting facilities and toilets were also improved and a new Changing Place facility was installed, including a height-adjustable changing bench and hoist, becoming the fourth on the Wales network.

Benefits

The NSIP investment has greatly improved the ease with which passengers can navigate through the station, as well as making waiting for a train at the station more comfortable.

Budget £1.535m

Funding NSIP: £1.535m

Partners Network Rail,
Arriva Trains Wales,
Welsh Government

Improvements



New concourse at
Bridgend station



“

We are so pleased that the National Stations Improvement Programme sees the importance of changing places facilities in opening up access to our country for disabled people and their families. Without the provision of facilities like this at Bridgend station, many disabled people and their family carers can find travelling on public transport limited. Congratulations NSIP.”

– Wayne Crocker, Director Mencap Cymru



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