

**GREATER MANCHESTER INTEGRATED TRANSPORT AUTHORITY****REPORT FOR INFORMATION**

**COMMITTEE:** Capital Projects  
**DATE:** 5<sup>th</sup> March 2010  
**SUBJECT:** Dft “Better Rail Stations” Report  
**REPORT OF:** Bus and Rail Director, GMPTE

---

**PURPOSE OF REPORT**

To provide an update to Members on the progress to date in respect of the Greater Manchester stations included in the DfT’s “Better Stations” Report.

**RECOMMENDATIONS**

Members are requested to:-

- 1 Note the contents of this report and the progress which has been made on the scheme in recent months; and
- 2 Request that a further update report be submitted to an appropriate meeting of this Committee in summer 2010, once further clarity regarding the delivery of the improvements detailed in this report have emerged.

**BACKGROUND DOCUMENTS**

Better Rail Stations: An Independent Review Presented to Lord Adonis, Secretary of State for Transport, by Chris Green and Peter Hall.

Report to the Authority dated 18<sup>th</sup> December 2009, entitled Better Rail Stations

**CONTACT OFFICERS**

Bob Morris	0161 244 1022	<a href="mailto:bob.morris@gmppte.gov.uk">bob.morris@gmppte.gov.uk</a>
Michael Renshaw	0161 244 1026	<a href="mailto:michael.renshaw@gmppte.gov.uk">michael.renshaw@gmppte.gov.uk</a>
Peter Boulton	0161 244 1411	<a href="mailto:peter.boulton@gmppte.gov.uk">peter.boulton@gmppte.gov.uk</a>

## **1 Introduction**

- 1.1 The purpose of this report is to provide an update on the progress in relation to the Greater Manchester stations included in the Department for Transport's "Better Rail Stations" Report.

## **2 Background**

- 2.1 In April this year Lord Adonis, Secretary of State for Transport, commissioned Chris Green (retired senior rail manager) and Peter Hall (Professor of Planning and Regeneration, University College London) to prepare a report with a brief to "advise the Government on ways to improve stations, focusing on getting the basic facilities right as well as considering the broader role of stations in the future".

- 2.2 The resulting "Better Rail Stations" Report, published on the Department for Transport's website on Tuesday 17th November 2009, focuses on:

- achieving an enhanced and consistent level of facilities at each type of station, so that passengers can find what they need and know what to expect;
- a greater emphasis on end-to-end journeys, with more attention given to helping passengers get to and from the station by bus, bike or car; and
- more effective integration of public transport into the planning of local communities.

- 2.3 In response to the report's observations the Department for Transport (DfT) has published a statement promising they will be 'consulting industry, the devolved administrations and local government stakeholders on the detailed implementation of its recommendations.' In addition DfT has announced that up to £50 million will be made available by Network Rail to help improve the ten 'National Interchange' stations highlighted in the report including Manchester Victoria, Stockport and Wigan North Western from within the Greater Manchester conurbation.

- 2.4 This report provides a summary of work undertaken and/or planned at the three Greater Manchester rail stations detailed above.

## **3 Manchester Victoria**

- 3.1 The report 'Better Rail Stations' published by DfT, revealed that Manchester Victoria is considered to be the least satisfactory station used by more than 2m passengers per year.

- 3.2 Network Rail is currently developing a scope of works at Manchester Victoria to address the issues identified with the "Better Stations" Report.

Namely: the poor condition of facilities and the associated passenger experience, the under use of the existing station buildings and the vacant site adjacent to the station.

- 3.3 It is recognised that any enhancement scheme will need to be developed so as to be sensitive to the heritage nature of the station. GMPTE will stress the importance of this for all schemes undertaken at Manchester Victoria.
- 3.4 GMPTE, Network Rail and Northern Rail will be working together to finalise the scope of work in the coming months.
- 3.5 In addition to the above, Network Rail, GMPTE and Northern Rail have developed a £1.75 million programme of improvements to the passenger facilities at the station, which is being taken forward through the National Stations Improvement Programme (NSIP), with a £50,000 contribution from GMITA. This programme of works will provide:
- New waiting shelters
  - Additional help points for passengers
  - More CCTV coverage
  - Improved lighting
  - New cycle racks; and
  - The toilets will also be fully refurbished to include baby-changing facilities and accessibility for disabled travellers.
- 3.6 It is currently anticipated that these works will commence during the summer of 2010 and be completed during the autumn of 2010.
- 3.7 The requirement for a scheme to address the long-standing problems associated with the station roof, together with potential further improvements to the station facilities also, is currently being considered jointly by Network Rail, GMPTE and Manchester City Council.
- 3.8 The optimum solution for this scheme, which will be developed within the available funding package, will focus on delivering a step-change in the quality of the environment and the facilities at this location. Building upon the Better Stations and NSIP initiatives referred to above, this package of improvements will include measures such as enhancements to the station roof; significantly enhanced retail offers; upgrades to the concourse, bay platform and external approaches; and internal heritage works. In addition passive provision will be made for the future implementation of a new access to the Manchester Evening News arena.
- 3.9 As Network Rail progress the scheme further updates will be provided at appropriate points in the project life cycle.

#### **4 Stockport**

- 4.1 Stockport is a key station on the West Coast Main Line and South Trans-Pennine routes with frequent local, regional and intercity services to a range of locations including Manchester, London, Birmingham, Sheffield and Nottingham.

- 4.2 Stockport rail station benefited from a £3.24 million improvement scheme, led by Railtrack (now Network Rail) with a financial contribution from the Authority, in 2003 which incorporated:
- the creation of a fifth platform;
  - a new modern booking hall which created a ‘gateway’ entrance;
  - improved access at high and low levels, respecting the physical features of the site;
  - improved subway, providing CCTV, new paving and lighting;
  - provision of automated doors to the Edgeley approach; and
  - improved and rationalised taxi and vehicular access.
- 4.3 Network Rail produced a short report proposing potential enhancements at Stockport rail station to inform the discussion regarding the “Better Rail Stations” Report. Stockport Station has been highlighted as one of ten stations in need of substantial investment due to the poor condition of facilities and the associated passenger experience. The station has scored poorly in passenger surveys in relation to the environment and the “Better Stations” Report specifically describes Stockport rail station as “half-modernised”.
- 4.4 The scope of enhancements, detailed in the above report, was produced by Network Rail following discussions with Virgin Trains. The requirement for the station to provide a tangible difference in the passenger experience was central to these discussions.
- 4.5 A Local Delivery Group comprising of Network Rail and Virgin Trains identified the need to upgrade the staircases and areas at the top of the stairs to Platforms 1 - 4. Along with a re-paint and deep clean of the buildings linking the subway and ticket office, this will provide a considerably better environment for passengers. The following enhancements have been identified which will result in an improved the overall passenger experience:
- an overhaul of the existing staircases;
  - cladding to the sides of the stairwells to tie in with the subway surfaces;
  - provision of new surfacing to the tops of the stairs and landings;
  - the undertaking of a heavy clean of the exterior of the buildings on the platform; and
  - a redecoration of the station.

In addition to the above, the Executive will continue to work with Network Rail to explore what opportunities there might be to introduce further enhancement measures into this programme of works. In particular GMPTe will discuss with Network Rail the potential for this scheme to include improvements to the lighting in the subway.

- 4.6 Network Rail proposes that all the works planned for Stockport station will be delivered by Virgin Trains. The indicative costs and timescales are currently being developed by Network Rail.

- 4.7 Separately a car park is currently being developed as part of a Commercial Property project involving the developer of the adjacent shopping and leisure area which increase the number of spaces available to rail users.

## **5 Wigan North Western**

- 5.1 The station is located on the West Coast Main line and comprises 6 platforms located above road level to the south west of Wigan Town Centre. The station is leased and managed by Virgin Trains.
- 5.2 The station was significantly improved as part of the Station Regeneration Programme in 2000. Since this time there have been a number of minor improvements undertaken within the station by the Train Operating Company. These include refurbishment of the booking office, toilets and staff accommodation.
- 5.3 The most significant work that has been undertaken in the last 2 years is the construction of a new multi-storey car park on the site of the station surface car park to the north east of the station. This scheme resulted in an increase of parking spaces at the station from 267 spaces to 423 spaces. The work was completed by Network Rail, as part of the National Car Parking Programme, in December 2009.
- 5.4 Network Rail has advised that platform resurfacing works at this location (Platform 1-6) are contained within their Renewals Programme for 2011/2012.
- 5.5 Network Rail has also recently produced a short report proposing potential enhancements at Wigan North Western rail station to inform the discussion regarding the "Better Rail Stations" Report. The report was produced by Network Rail, with substantial input from Virgin Trains. GMPTE and Wigan Council have also been involved from the beginning in the scope of works.
- 5.6 The following enhancements, which incorporate a number of proposals previously formulated within the context of future NSIP development work, have been proposed to result in an improvement to the overall passenger experience:
- improvements to passenger waiting areas and environment at platform level;
  - improvements to the subway;
  - passenger information enhancements;
  - lighting and CCTV improvements;
  - on the London bound platform, alteration of the orientation of the Pumpkin café to enable the entrance to be at the top of the stair well;
  - relocation of the toilets to platform level;
  - relocation of the British Transport Police to the area previously occupied by the toilets (ground level);

- conversion of the former British Transport Police office to a Virgin Customer Information Point;
- tying in the above proposals with identified new surfacing on both platforms; and
- deep cleaning and modernising the ticket hall and undertaking public realm works to the front of the station.

5.7 The indicative costs and timescales are currently being developed by Network Rail.

## **6 Recommendations**

6.1 Refer to the front cover of the report.

**Michael Renshaw**  
**Interim Bus and Rail Director**