

# Bolton Station Improvements

**Client:** Network Rail

**Location:** Bolton

**Value:** £3.1m

**Duration:** 9 Months



Bolton station building: modifications to ticket office, travel centre and waiting areas

## Customer Service....

Barhale established the "Bolton Bunny Easter Competition" where pupils designed a poster which would be displayed at the station. All pupils that took part received an Easter Egg. The winning school received £250 worth of book tokens.

'Meet the manager' initiatives were held at the station alongside Northern and Network Rail. This enabled key members of staff to answer questions and update passengers on the progress at the station.

## Knowledge Sharing....

Barhale arranged for a field trip to the site for HNC civil engineering students from the local college. Barhale are aware of the need to encourage young talent into the industry and staff were keen to share their knowledge and experience to help the students with their future development.

## Health and Safety...

Near misses are recorded and investigated as if they were serious accidents. Peter Crane from the Considerate Constructor's Scheme commented, "Many contractors pay lip service to near misses – this is one of the first not only to record them but to introduce methods to avoid them."

## In Brief...

Barhale were awarded the design and construct NR9 contract in conjunction with our design partners at Tony & Gee to undertake the £3,175,000 scheme at Bolton to regenerate the train station and enhance the general customer experience.

The project was high profile within Bolton's local community and media. The scope of the works included the refurbishment and enhancement of the platforms, construction of new platform canopies and modifications to station buildings such as the ticket office, travel centre and waiting rooms. In addition Barhale were tasked with making improvements to the M&E, CCTV and retail telecoms systems.

Due to Barhale's performance throughout the project Network Rail awarded additional works to the value of £350,000 to Barhale including the refurbishment of the station footbridge, adding new roller shutters to the ticket office and more general civils and building works around the station.

## Customer Benefits...

- 'Meet the manager' initiative enabled passengers to raise questions and concerns with the team during site works
- Open days enabling local stakeholders to view the site and the progress being made
- Implementation of car sharing and bussing to sites minimised Barhale's impact on the environment
- Passengers felt safer through the installation of CCTV and retail telecoms



Station platform and canopy enhancements

## Awards...

The team led by Project Manager Steve Brown won the prestigious Considerate Constructor's bronze award following two site visits by assessors from the scheme. The site team was nominated by Network Rail for the Rail Team of the year category at the National Rail Awards.

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### Technical Features...

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Platform canopies at the northern end of Platforms 1,3 and 4 were extended to protect passengers from the elements, and a new conservatory was added to the café.

The canopy design was fundamentally changed from the GRIP3 option and utilised the use of existing steel support columns, rather than new pillars. This reduced excavation, piling and wet trades on existing platforms and provided significant programme benefits to Network Rail.

The existing waiting rooms benefited from new lighting, information screens and public address speakers. The lighting across the station was upgraded and new seats installed along the length of the platforms. The existing station toilets also had a much needed refurbishment.

Passenger security was considerably improved with the installation of a new CCTV system with monitoring and recording equipment.

The additional works included the refurbishment of the existing station footbridge and the replacement of the existing hand rails that were glazed and painted by our in-house fabrication team at BCS.