

Material Change Proposal

St Pancras International Station Arcade Toilet Improvements

Change Sponsor: HS1 Limited
Date of Proposal: 20th December 2012

Consultees: Stations Users

1. Shona Nettlingham, London South Eastern Railways Ltd
cc Claire Kingswood
2. Sophie Chapman, Eurostar International Ltd
3. Graham Maymon, East Midlands Trains Ltd
cc Jason Donnelly, Steve Leyland

Proposal for Change – Overview

HS1 propose to reconfigure the internal layout of the arcade toilet area to provide better, improved and more efficient use of the overall facilities and reduce the overall waiting time. The indicative project timeline is for a potential start on site of the 7th January 2013 with planned completions by end March 2012. This is subject to the procurement of a suitable contractor the end of December 2012 and English Heritage final scheme approval

Representations

This Proposal for Change is a Material Change Proposal in accordance with Part 3 of the HS1 Station Access Conditions.

Users at St Pancras have received early informal consultation on the Arcade Toilet improvement works during 2012. Informal approval from all Users has already been received by HS1 ltd for the scheme to go ahead. The purpose of issuing this change notice is to provide the formal acknowledgement and secure sign off to the changes that are to be undertaken in respect of the arcade toilets improvement works.

Consultation Timeline

This consultation is issued in accordance with HS1 Station Access Conditions December 2012 Clause 8.7. With the receipt of the informal approval, it has been agreed by all Users that the formal consultation period as described within the Clause 8.7 of the SAC's be shortened to 10 business days. The formal 10 day consultation ends on the 7th January 2013 or earlier to enable the temporary works to commence on the 7th January 2013.

Responses

Please submit any consultation responses and /or return the signed approval form below to me, Naina Mistry at HS1 Limited, One Euston Square, 40 Melton Street, London, NW1 2FD. Please do not hesitate to contact me on 020 7014 2725 or 07525 371580 or at naina.mistry@highspeed1.co.uk.

Regards

Naina Mistry
Regulatory Policy & International Affairs
HS1 Ltd

Material Change Proposal – User Approval

I, (print name of person signing) hereby confirm that
(print full company name) approves the Material Change Proposal in respect of the St Pancras International Station Arcade Toilets Improvements scheme

Signed..... Date

(duly authorised signatory) on behalf of:

.....

MATERIAL CHANGE PROPOSAL

St Pancras International Station Arcade Toilet Improvements

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1 Background

Railway stations are important public spaces and St Pancras currently enjoys a high level of satisfaction from its customers (currently Number 1 station in the National Passenger Survey for passenger satisfaction). HS1 has a vision to be recognised as 'The world's leading high speed railway business and a key strand to this it runs "stations that enhance passenger journeys and visitor experience". In seeking this HS1 continually reviews and seek improvements to the journey experience by ensuring that the unique opportunities within St Pancras are sympathetically developed and managed.

As a result, HS1 is keen to continually enhance the service provision within the station; this includes the development of a 'Customer Promise', by looking at the basics of customer service but also looking to push the boundaries in terms of standards and customer expectations within the station. One aspect of this involves looking at how people flow through the station and how they use the station to add value to their journey. This includes the appropriateness and use of station facilities.

The reconfiguration of the station Arcade toilets area one such proposal which seeks to meet this objective.

The public toilets located in the St Pancras Common Area of the Arcade have for a long time been recognised as being unfit for purpose. HS1 has undertaken repair and maintenance works to ensure that the facilities remain operational, but due to the sheer weight of numbers and ratio split between male and female facilities they do not represent good industry practice and do not present an image to our customers that we aim to achieve as the world's leading high speed railway business.

HS1 has a duty under the Station Lease to ensure that the Station shall be in good and substantial repair and condition during the period under which we are the Station Facility Owner. Given the complaints and negative feedback received concerning the Arcade toilets we maintain that the entire facility is not fit for purpose and thus requires attention.

The toilets face pinch points throughout the day and, predominantly, female users are faced with queues and excess demand making them an unattractive proposition. Given the location within the main thoroughfare of the station the impact has knock on effects for all station users and is one that we would like to address.

HS1 commissioned a study of the current facilities use, along with, a review of male/female dwell times. The results of the survey have been fed into the initial design concept which aims to rebalance the male/female facility split to reduce dwell times and reduce the number of individuals who turn away from the facilities due to the queues.

2 The Change Proposal

All the improvements to the facilities are contained within the existing footprint of the Arcade toilet area and therefore, changes to the existing allocation of space to the Common Area, will not be required.

Areas of Improvement

- Increase number of female toilets basins and driers leading to reduced waiting times;
- On-going reduced Maintenance issues with drainage;
- Better materials used to minimising potential slips and trips (from drips and potential water spills) and to aid cleaning;
- New and more efficient hand driers;
- Improvements to the way in which the cubicles are shown as being available/occupied to further reduce waiting times;
- Improvements to the access entrance;
- Child accessible basins in the male and female toilets; and
- The quantum of the dedicated accessible toilet or baby changing facilities remains the same. However, the proposal does include an ambulant disabled WC within both the male and females areas to further improve accessibility for users.

The above changes are better shown in the scheme plans, which are attached, for perusal. Please note that the scheme design is still subject to English Heritage approval.

In summary however, the following equipment alterations are envisaged:

Male	Existing	Proposed
WC	11	6
Basin	14	13
Drier	5	13
Urinal	14	8

Female	Existing	Proposed
WC	10	18
Basin	11	17
Drier	4	17

All Changes are DDA compliant.

3 Scheme Benefits

The net benefit would see a more efficient overall system installation, better use of the facilities and a significant reduction in queuing times currently seen. In addition, efficiencies in power and water usage have been built into the design of the facilities, leading to better and more efficient maintenance activities.

An overall improved customer experience will also be achieved.

4 Temporary Arrangements

Temporary facilities will be provided within the station at Midland Road. The main facilities, within the Arcade, will not be de-commissioned until such time as the new temporary facilities are installed and commissioned.

Additional customer sign posting will also be provided directing customers to the toilet facilities within the Circle Area

5 Funding Arrangements

Release of funds from the St Pancras LTC Escrow account has been approved by the DfT for part-funding the overall scheme. The release of LTC funds is to finance the like for like renewal elements of the toilet facilities incorporated within the programme. The remaining enhancements, including temporary arrangements are funded by HS1 Limited, with a contribution received via joint partnership arrangements between HS1, EIL and LSER. The EIL and LSER contribution is a fixed and voluntary contribution in support of the scheme. There will be no further charges presented to the Users in relation to this proposal.

5.1 Repairs and Maintenance

There will be no change to the on-going repairs and maintenance activities in relation to the new facilities.

5.2 Long Term Charge & Qualifying Expenditure

We do not expect that the new improved increased facilities will result in an increase to the running cost, therefore, there will be no change to the charging structure in either the, Long Term Charge (LTC) or Qualifying Expenditure (QX) for station Users.

6 Proposed Implementation and Dates

The works to install the temporary facilities is currently planned to commence on the 7th January, subject to the appointment of a suitable contractor and English Heritage approval.

Temporary facilities works are planned to start on the 7th January with commissioning achieved by end January 2013. Planned closure of the main facilities is estimated to be in the last week of January 2013 or 1st week of February 2013

Planned completion date for the works is end March 2013.

7 Access for All

All works undertaken will comply with the Accessible Train and Station Design for Disabled People: Code of Practice, 'Train and Station Services for Disabled Passengers and the Disability Discrimination Act 1995.

8 Amendments to the Station Access Conditions Annexes

There will be no change to plan contained within the St Pancras International Station Annexes to the SAC's and therefore, no changes to the SAC's or St Pancras Annexes are envisaged.

9 Necessary Approvals

9.1 Heritage

English Heritage approval has been received but is subject to a final mock – up scheme design submission.

9.2 Other Considerations

- a) The Station Lease footprint is not being changed and no Lease changes are required from the DfT.
- b) The proposed changes do not impact on the “Minimum Operational Standards”, pursuant to Clause 4.9 (Alterations) of the HS1 Lease (30 September 2010); and
- c) There is no formal requirement for the DfT to approve the Proposal for Change within the Concession Agreement as there is no approval role for the Department in this area, however, the DfT are fully aware of the full scheme and have now provided consent in respect of the releasing of the LTC funds to support the renewal activities within the scheme.

10 User Acceptance & Sign -off

This Proposal is deemed as a “Material Change Proposal” in accordance with HS1 SAC. HS1 understands that informal approval has already been received from all Users, therefore, if this Proposal for Change is acceptable, please sign, date and return a copy of the approval form, ASAP, to Naina Mistry at HS1 Ltd, the address is provided above.

END.

me, Naina Mistry at HS1 Limited, One Euston Square, 40 Melton Street, London, NW1 2FD. Please do not hesitate to contact me on 020 7014 2725 or 07525 371580 or at naina.mistry@highspeed1.co.uk.

Regards

Naina Mistry
Regulatory Policy & International Affairs
HS1 Ltd

Material Change Proposal – User Approval

I, (print name of person signing) SOPHIE CHAPMAN hereby confirm that
(print full company name) EUROSTAR INTERNATIONAL LIMITED approves the Material Change Proposal in respect of the St Pancras International Station Arcade Toilets Improvements scheme

Signed S.Cp Date 24/12/12

(duly authorised signatory) on behalf of:

EIL .



Responses

Please submit any consultation responses and /or return the signed approval form below to me, Naina Mistry at HS1 Limited, One Euston Square, 40 Melton Street, London, NW1 2FD. Please do not hesitate to contact me on 020 7014 2725 or 07525 371580 or at naina.mistry@highspeed1.co.uk.

Regards

Naina Mistry
Regulatory Policy & International Affairs
HS1 Ltd

Material Change Proposal – User Approval

I, (print name of person signing) S. NETTLINGHAM hereby confirm that
(print full company name) Southeastern approves the Material Change Proposal in respect of the St Pancras International Station Arcade Toilets Improvements scheme

Signed S Nettlingham Date 8/1/13

(duly authorised signatory) on behalf of:

..... Southeastern

Comments included with response.

Responses


Please submit any consultation responses and /or return the signed approval form below to me, Naina Mistry at HS1 Limited, One Euston Square, 40 Melton Street, London, NW1 2FD. Please do not hesitate to contact me on 020 7014 2725 or 07525 371580 or at naina.mistry@highspeed1.co.uk.

Regards

Naina Mistry
Regulatory Policy & International Affairs
HS1 Ltd

Material Change Proposal – User Approval

I, (print name of person signing) JASON DONNELLY..... hereby confirm that
(print full company name) EAST MIDLANDS TRAINS..... approves the Material Change Proposal in respect of the St Pancras International Station Arcade Toilets Improvements scheme

Signed ..... Date 09/01/2013

(duly authorised signatory) on behalf of:

STEVE LEYLAND (Route Manager)

