



## CASE STUDY

# St Helens Temporary Bus Hub

## INTRODUCTION

Ubique Project Management division is providing Project and Programme Management Consultancy support services to St Helens Borough Council, in delivering the programme of works associated with the St Helens Multi Modal Interchange. The Temporary Bus Hub is an enabling project within this programme which forms part of the wider Town Centre Regeneration programme in St Helens.

## OBJECTIVE

Ahead of the St Helens Multi-Modal Interchange (SHMMI) construction works to improve the transport links into St Helens Town Centre, a Temporary Bus Hub was required as an alternative facility for bus passengers.

- **Continuity of Service:** Maintain full public transport operations during the Construction works.
- **Minimise Disruption:** Locate and design the Temporary Bus Hub to limit disruption to the local networks around the Town Centre.
- **Cost Efficiency:** Design a cost-effective temporary structure.
- **Safety & Accessibility:** Ensure compliance with accessibility laws, regulatory requirements and safety standards.

## SOLUTION

- Our Project Managers provided support on site in a Site Supervisory Role, giving direction on site and ensuring construction quality was managed and maintained.
- Ubique team ensured regulatory continuity with all road signage and lining. The team prepared Traffic Regulation orders – both temporary and permanent to facilitate the changes to the network (reference our Case Study on changes to existing movement strategies around the Town Centre)
- They ensured that the changes were correctly implemented on site and that the associated legal orders were processed accurately and promptly.
- Our team led on the street works coordination – ensuring that progress on site continued seamlessly, and areas were identified for construction and raised with the Local Authority

(continued on next page)

## AT A GLANCE

### Challenges

- Sensitive Town Centre location with high footfall.
- Limiting disruption to residents and businesses.
- Multiple stakeholders with conflicting interests.
- Multi-Disciplinary design team coordination.
- Network Continuity – in particular Bus and Taxi Serv

### Benefits

- A safe and accessible Temporary Bus Hub.
- Ensures bus operations are maintained during the Construction of the permanent facility.
- Building confidence in the overall programme, with the successful delivery of this initial stage.

“The regeneration programme is a once-in-a lifetime opportunity to ensure St Helens town centre is fit for the future, offering a well connected and attractive place for people to live, work, visit and invest. Ensuring travel around the town centre remains safe, easy and straightforward is our highest priority. A construction project of this scale will inevitably include some temporary disruption, for which we apologise in advance, but we have a robust and well-thought-out strategy to keep the town centre on the move and open for business while this transformation takes place.”

Cllr Richard McCauley,

Cabinet Member – Regeneration, St Helens Council



## CASE STUDY

# St Helens Temporary Bus Hub (Pt2)

## INTRODUCTION

street works team. All information was checked in advance of submission and discussed at our weekly coordination meeting.

- Ubique team provided updates for local businesses to ensure the construction impact on their BAU was mitigated and they remained informed of progress – holding several “in person” briefing sessions with interested parties.
- In collaboration with the Mersey Travel team, we presented a day-by-day programme to assess and manage the final, critical stages of delivery, ensuring the final commissioning phase of the Temporary facility was delivered on time.
- We hosted regular communication meetings with the project team to coordinate communication strategy, looking at the various areas of impact and the method of communications to be engaged and the messaged to be delivered.
- Our team provided weekly updates to inform the Client team of progress and any risks or issues requiring escalation.



As a Project Management team, Ubique are committed to always provide the best service possible. This has been a great project for us and I am incredibly proud of the team who have worked on the. They have worked diligently and tirelessly to provide the best service to both St Helens Council and the residents, Businesses and other stakeholders in and around the Town Centre. We keep our Project Management fit for purpose and provide value in everything we do. With this project we have gone above and beyond to ensure that areas of improvement are identified, and costs and programme are saved. A project we should be very proud of.”

Kate Farnell  
Director Ubique Risk Management.