



## 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.

The objectives were:

- To ensure continuity of service: Maintain full public transport operations during the Construction works.
- To minimise disruption: Locate and design the Temporary Bus Hub to limit disruption to the local networks around the Town Centre.
- Ensure cost efficiency: Design a cost-effective temporary structure.
- Maintain safety & accessibility: Ensure compliance with accessibility laws, regulatory requirements and safety standards.

## SOLUTION

Our Project Managers provided on-site support in a Site Supervisory Role, offering direction and ensuring that construction quality was managed and maintained. Our 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. They ensured that the changes were correctly implemented on site and that the associated legal orders were processed accurately and promptly.

Our team led the street works coordination, ensuring that progress on site continued seamlessly and areas for construction were identified, which were then raised with the Local Authority's street works team. All information was checked in advance of submission and discussed at our weekly coordination meeting. Our 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 messages to be delivered. Our team provided weekly updates to inform the Client team of progress and any risks or issues requiring escalation.

## 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, the Bus and Taxi Service.

### 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



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