

**Client:** Merseyrail  
**Framework:** Merseyrail Construction Related Consultancy Framework 2014-2018  
**Project:** James Street Station Refurbishment  
**Dates:** October 2014 to December 2016  
**Value:** £1.3M



Following a successful competitive tendering exercise under OJEU, TSS was appointed to the Framework in April 2014 to provide Project Management, Quantity Surveying (QS), CDM coordination (CDMC) and site management / Clerk of Works services across the Merseyrail network.

TSS work with an integrated project team providing liaison with key stakeholders both internal and external, including Network Rail, Merseytravel and the project designers, the development of detailed project scopes to set budgets was assured. A key aspect to our approach with Merseyrail is the collaborative nature in which we work. We hold regular formal and informal face to face meetings with the contract stakeholders, consolidated with formal review processes, and governance reporting at key stages of all projects. At the outset of being appointed, we took the decision to co-locate with Merseyrail, enabling close collaboration and cohesive team working.

James Street Station was built in 1898 and forms part of the Wirral Line of the Merseyrail network, it sits beneath the Grade II listed India Buildings and together with Hamilton Square underground station in Birkenhead, are the oldest deep level underground stations in the world.

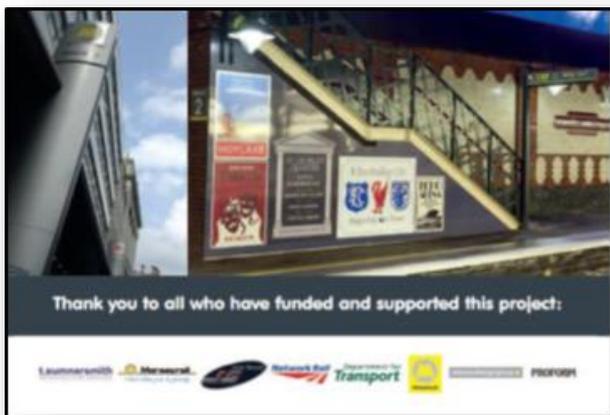
The project work was to refurbish three areas of the station that were dilapidated and under used. The project brief was to restore with 'a heritage theme' with key features retained but lovingly restored with a modern twist using architectural feature lighting enhancing its period features



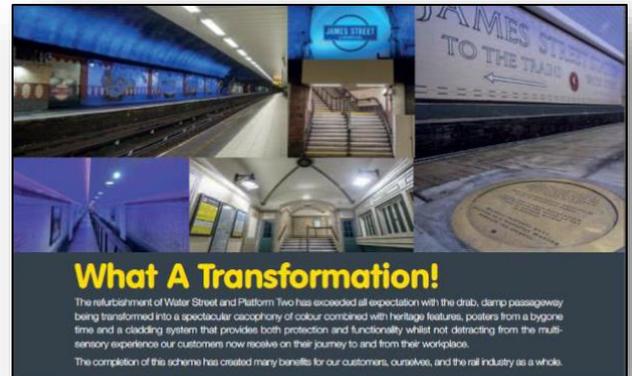
whilst also resolving some historic issues in the pedestrian subway tunnel in relation to ingress of water due to the proximity of the River Mersey.

The completed works at James Street were nominated as an outstanding project at the RICS Awards 2016, Rail Business Awards 2016, National Transport Awards 2016 and while beaten off by stiff competition from Manchester Victoria, Birmingham New St and London Underground, the project won the Award for Urban Heritage at National Railway Heritage Awards on the 7th December 2016.

To ensure a clear and consistent message throughout the project, we utilise a core team of people based in our Liverpool office, headed up by a Framework Manager who provides a single point of contact. We supplement our project team from within our organisation as required to provide the right skill set at all times, determined by the outcome requirements. At the heart of everything we do is our 'one team' approach. Because we share the same building as Merseyrail this engenders an open relationship, as we can easily share ideas and quickly deal with any issues that may arise.



A proven framework in which investment is managed through 8 key stages, audited by a RICS regulated business specialising in infrastructure, that has a strategy for growth and a culture, that is forward thinking whilst delivering outcomes.



Our client, Mike Jones, Infrastructure Manager for Merseyrail, stated:

"This was the first project that TSS were awarded under the new framework and they successfully and effectively managed the inter-relationships between all stakeholders including the principal contractor, network rail and Merseytravel to ensure project delivery to Merseyrail's requirements in one of the oldest underground stations in the United Kingdom.

We would like to thank TSS for their overall approach to the management of a very logistically challenging project and the professional manner in which they delivered all aspects of work. Both Merseytravel and Network Rail have provided similar feedback in regard to both the finished product, and project completion in the delivery timeframe"

Underpinned by our systems and processes regulated by the RICS, internal and external stakeholder identification and engagement was paramount to the effective delivery of the project, audit and assurance of the same. TSS's experienced team, has developed proven communication processes and techniques that enable us to effectively understand stakeholder needs and respond accordingly. Our approach to stakeholder engagement as utilised on the Merseyrail programme is a three-step process underpinned by our local knowledge:

1. Conception – Honest, early stage engagement and consultation to identify stakeholders, understand their needs, communicate the project aims and objectives and accommodate stakeholder needs within the design where possible.
2. Delivery – liaison, coordination, pro-active communication and managing enquiries with clear, honest information flow.
3. Completion – reviewing our consultation strategy, seeking feedback, recording lessons learned and evolving our processes for the next project / audit.



If you have a similar project that you would like to discuss with us, please call 03333 114400 or email Sarah.Lord@tssinfrastructure.com