

North Horsham County Local Committee**13th September 2010****Horsham Rail Station Forecourt Improvements****Report by Director of Operations – Infrastructure**

Ref No. (10/11)
Key Decision: No
Part I
Electoral Division: Horsham Hurst

Executive Summary

This report seeks endorsement from the members of the North Horsham County Local Committee of the proposed Horsham Station Forecourt and Interchange Scheme.

This complements the National Station Improvements Programme (NSIP) works being undertaken by Network Rail at Horsham station. The scheme has been in partnership with Southern, West Sussex County Council and Horsham District Council.

Consultation was carried out with the community in Horsham with static displays, leaflets and residents consultation. The static displays were available at Horsham Library County Hall North and at Horsham Station from 7th July to 27th August 2010. People were able to comment via a drop box, email, e-form and resident's response form. 240 properties in the proximity of the station were contacted by letter and response form on 6th July 2010 with a return date of 3rd August 2010. The response rate from the resident's consultation was 42 (12%) with 38 (90%) of residents responses agreeing with the scheme. Overall 97 responses were received with 67 (69%) supporting the scheme.

Recommendations

That the Committee:

- i) Notes the report, and;
- ii) Supports the improvements at Horsham Station for delivery in the 2011/12 financial year.

1. Background**1.1 National Station Improvements Programme (NSIP)**

The National Station Improvements Programme (NSIP) is a programme of works being implemented by Network Rail at medium sized stations on behalf of the Department for Transport (DfT) at stations across the UK. The primary driver of NSIP is 'the improvement of the service environment including passenger facility, security and overall visual quality.' NSIP is funded through DfT with individual projects at stations costing between

£1million and £3million, with supplementary partnership funding from the public and private sector.

1.2 Horsham Station

The current station building at Horsham was built in the 1930s in the 'International Style' and is Grade II listed. The station has two entrances from North Street (west) and Station Road (east) with the main ticket office located on the western side. The main driver for the NSIP improvements at Horsham station is access to the lifts for the footbridge and improving the passenger flows through the station. To facilitate this the internal environment of the station will be remodelled with a new ticket office, new entrance, ticket gates for access to the platforms, realigned staircase, and retail/café opportunities.

1.3 Horsham station is the main transport interchange for the town especially between rail and bus modes. The bus interchange is located to the southeast of the North Street roundabout with services to Horsham, Broadbridge Heath, and further afield to Burgess Hill, Guildford and Pulborough. The station can also be accessed by private car for parking and drop-off, taxi, on foot and by cycle.

1.4 The main station car park is on the east side of the station and has a capacity of 176 spaces, and this is often full at peak times. On the west side are two car parks north and south of the station building - a small 'premium' car park used by staff and a car park used by Henfield Hire.

1.5 Cycle parking is provided on both sides of the station with 38 covered spaces on the east and 30 covered spaces on the west. However, this is currently not enough provision resulting in cycles being locked at various other locations around the station.

1.6 Pedestrian and vehicle access from the North Street roundabout is complex and confusing with two entrances to the access road immediately in front of the main entrance. The official taxi rank and setting down area are to the south of the station with spaces for 8 taxis and 3 setting down. Unofficial setting down currently occurs at the front of the station on double yellow lines. Pedestrian movements across North Street are currently a mix of uncontrolled and signal controlled crossing points. There is little wayfinding provision to destinations such as the town centre, hospital and college. At the current time the environs around Horsham station do not provide a welcoming first impression of the town and do not coherently work as a transport interchange.

1.7 West Sussex Transport Plan 2006-11

The rearrangements at Horsham station will contribute to the following aspects of the West Sussex Transport Plan and to the long term Government goals for transport.

Accessibility

- Encouraging Modal Shift to Public Transport

Congestion

- Influencing travel behaviour

- Improving attractiveness of non-car modes for school trips, work trips and other trips mode switch from car to rail, bus travel, walking and cycling – reducing congestion in the Horsham sub-region.

2. Discussion

- 2.1 The forecourt at Horsham station has been designed to complement Network Rail's NSIP internal refurbishment of the station. The NSIP works will involve a new ticket office, relocating the ticket barriers, switching the main staircase, improving access to the lift and extra retail space. A secondary entrance will be created in the northern elevation to provide access from the car park/drop off area. Network Rail has submitted a Listed Building Consent Application to Horsham District Council for consideration.
- 2.2 The objectives of the forecourt scheme are to establish an improved interchange at Horsham station that will facilitate modal exchange between rail and cycle, bus, taxi and car. Also improving the public areas around the station and pedestrian safety and movement at the entrances and crossing of North Street. This forms part of wider public transport improvements in Horsham and is linked with the NSIP works within the station.
- 2.3 The NSIP improvements are programmed to commence in late 2010 with the proposed forecourt works programmed to follow on in Spring 2011. The forecourt improvements are included in the draft IWP for 2011/12.

3. Scheme Description

- 3.1 West Sussex County Council has been working with Network Rail and Southern Rail, Horsham District Council and other stakeholders such as the bus operators, to produce the scheme for the forecourt and interchange at Horsham.
- 3.2 The forecourt and interchange scheme includes:
- New pedestrian area at the main entrance of the station achieved by closing off the existing access road from North Street and the roundabout;
 - Remodelled bus interchange, taxi and passenger drop off/pick up area to the south of the station by removing the 'premium' car park and creating a new access from the roundabout, to widen the island for the bus interchange, new taxi rank and setting down area. New footway on the eastern side connecting the setting down area to the station entrances;
 - Improvements to northbound bus stops on North Street;
 - Additional covered and secure cycle parking provision;
 - Pedestrian wayfinding from the station to local destinations;
 - Real Time Bus Information at the stops and in the station;
 - Enhanced pedestrian crossing point over North Street;
 - Work to the car park to the north of the station to create spaces for waiting while on station business (e.g. buying tickets).
- 3.3 Other works being carried out at Horsham station by Network Rail and Southern Rail include the renewal of platform canopies, a station deep clean and investigation of further cycle parking on the eastern side of the station.

4. Consultation

- 4.1 The scheme has been designed with Network Rail, Southern Rail and Horsham District Council and the bus operators and has their support.
- 4.2 Consultation has also taken place with local County Members, Denne Neighbourhood Committee and the Horsham Society.
- 4.3 Public consultation was held between 7th July and 27th August 2010 with static exhibitions at Horsham Library (7th July to 4th August), County Hall North (4th August to 27th August) and at Horsham station (21st July to 4th August). This exhibition was staffed on 4th August at County Hall North.
- 4.4 To raise awareness a press release was issued to publicise the events in local and national trade press. Information and drawings were also available on the West Sussex County Council website. For both the static and online consultations respondents were able to complete a short questionnaire and return via a drop box or online.
- 4.5 As part of full public consultation 240 letters were sent to local residents in properties adjacent to the forecourt works at Horsham station. These consisted of a letter, response form and plan of the proposed works.

Letters were distributed to the following properties:

- 1-24 Hurst Road
 - 1-5 Nightingale Road
 - 1-38 Gladstone Road
 - 42-68 North Street
 - 1-16 Parkside Mews
 - 1-12 Lane House, Station Road
 - 1-98 Station Road
 - 1-3 Galand Court, Station Road
 - 1-12 Hampers Court, Station Road
 - 1-9 Dorset Court, Station Road
 - 1-9 Kent Court, Station Road
 - 1-9 Surrey Court, Station Road
 - 1-9 Hampshire Court, Station Road
- 4.6 A summary of the results from the public consultation exercises can be found in Table 1 below. These combine responses made via the residents response form, drop box responses, email, letter, telephone and online questionnaire completion.
 - 4.7 An initial assessment shows that 67 of 97 respondents (69%) agree with the scheme, with 28 (29%) disagreeing and 2 (2%) not offering a view. The numbers agreeing with the scheme varied by response method with resident's response for highly in support (90%) compared to drop box (53%) disagreeing.

Table 1. Public Consultation Summary

Number of letters distributed - 342				Letter Response Rate – 12%		
Responses method	Agree	%	Disagree	%	Total	%
Form	38	90%	4	10%	42	43%
E-form	8	53%	7	47%	15	15%
Email	5	100%	0	0%	5	5%
Letter	1	100%	0	0%	3*	3%
Drop Box	15	47%	17	53%	32	33%
Overall	67	70%	27	28%	97	

* No Answer – 2 (2%)

4.8 Assessing other issues raised

Respondents were also asked whether they would like to see anything else included within the project and provide any other comments. Table 2 below provides a brief summary of the issues raised. A further detailed summary of the additional comments with an officer response can be found in Appendix B.

Table 2 Additional Comments Raised

Issue Raised	Number
Drop Off/Pick Up	17
Pedestrian Crossings	15
Car Parking	11
North Street Roundabout	8
General Support	8
Lift/Disabled Access	7
Pedestrian Environment	7
Landscaping	7
Funding/Value for Money	5
Cycling	5
Station Road Access	5
Waiting Environment	4
Station Building	3
Closing the access road	3
Signage/Wayfinding	3
Rail Replacement Bus	2
Bus Stops	2
Taxis	1
Total	118

4.9 'Top 5' Comments

The 'top 5' comments made during the consultation regard drop off/pick up area (14%), pedestrian crossings (13%), car parking (9%), North Street roundabout (7%) and lift access within the station (6%); as well as comments of general support.

Drop Off/Pick Up area comments related to the perception that there will be a reduction in space for picking up and dropping off passengers. Views were raised over the ability to stop immediately outside the station entrance, potential congestion at the roundabout entrance and provision for those waiting to pick up delayed passengers.

Comments received regarding the alterations to the pedestrian crossing point across North Street and movements through the enlarged bus interchange.

Comments on the North Street Roundabout were about the landscaping, congestion and new access to the setting down area.

Views on car parking covered provision for those waiting for passengers, parking on station business and commuter parking.

Lift and disabled access comments were about the current poor arrangements to use the existing lifts and access to the platforms themselves.

4.10 Solutions to Comments

Where appropriate these will be incorporated into a revised design and the wider scheme.

Drop Off/Pick Up – The closure of the road immediately in front of the station entrance will deal with a safety aspect, provide an improved pedestrian environment and enhance the setting of the station building. Currently the access road has double yellow line restrictions and should not be parked on, however, a large number of users of the station drop off and pick up along here. The access road is not public highway and falls within Southern's leasehold to monitor the parking here. Within the current setting down area there are currently 3 setting down spaces and 2 staff spaces as well as the premium parking.

The proposals are for a setting down area that can accommodate approximately 8 vehicles on the eastern side of the interchange. Potential congestion that could be caused at the entrance from the roundabout should be reduced through the introduction of the pedestrian crossing point and bollard/guard rails. This will need to be monitored in order that the entrance does not become blocked and tail back onto the roundabout itself. Covered waiting facilities for those awaiting pick up are being investigated for the new pavement on the eastern side.

Car Parking – Discussions have been on going over the use of the existing car park to the north of the station, which currently is used by Henfield Hire. As part of the internal refurbishments of the station a new entrance will be created in the north elevation providing additional access to the station. The cash dispenser is planned to be relocated to the north of the ticket office. There is the opportunity to utilise the space for short term parking on station business and additional space for setting down/picking up passengers. The entrance would need to be altered allow egress and access here resulting from changes made to accommodate the new northern entrance to the station.

North Street Roundabout – The access to the taxi and setting down area will remain off the roundabout but is proposed to be further south. This removes the 'double entrance' to the station forecourt. To reduce the potential for vehicles to stop immediately off the roundabout informal barriers such as planters could be used. There may be delays due to pedestrians using the

crossing to access the buses and town centre, and this will need to be monitored.

Pedestrian Crossing Points – the proposals include an uncontrolled crossing on North Street to the north of the roundabout. This improves the existing desire line from the station to Hurst Road through closing off the access road and widening the central refuge island allowing installation of tactile paving. Other crossing works will allow pedestrians to access the bus interchange, the existing toucan crossing on North Street and realign the kerb at the junction of North Street and Nightingale Lane.

Access to the Lifts – The main objective of the NSIP works in Horsham station is to provide access to the current lifts to the footbridge without the need to go outside the station. The remodelling of the interior will enable those who wish to use the lifts access directly from the ticket barriers without exiting the building. Disabled spaces will remain in the northern car park and an additional entrance will be created in the northern elevation of the station.

5. **Resources Implications and Value for Money**

- 5.1 The estimated cost of the forecourt works is £165,000. This is being funded from Developer Contributions collected from developments within Horsham (£90,000) and a provisional allocation of £75,000 identified in the Integrated Works Programme for 2011/12. The Integrated Works Programme for 2011/12 will not however be confirmed until later in the year. The WSCC element will be a contribution to the overall project at Horsham station. Southern are contributing towards the forecourt works from their Station Travel Plan allocation.
- 5.2 The construction of the forecourt and interchange will be constructed by a contractor appointed by WSCC. The total investment for the NSIP works at Horsham Station including the forecourt works will be £2.5m.
- 5.3 There is a risk that Capital funding for highway schemes will be withdrawn in the 2011/12 financial year and scheme may be subject to further scrutiny. Members will be advised accordingly.

6. **Risk Management Implications**

- 6.1 The County Council's Risk Management Strategy requires all decision reports to identify the risks associated with the actions proposed and the arrangements being put in place to manage these risks. Risks identified and addressed may include:
 - The risk that the IWP funding highlighted will not be available in 2011/12
 - The risk that the action will not deliver the objective
 - The risk that there is a lack of time to complete the scheme

7. **Customer Focus Appraisal**

The screening process has been undertaken and it has been decided that a Customer Focus Appraisal is not required for this decision.

8. **Crime and Disorder Act Implications**

There are no foreseeable crime and disorder implications associated with this project.

9. **Human Rights Act Implications**

The rights of those living near to Horsham Station have been considered. The concerns of officers and the policy objective to integrate transport should then be set against these rights. Taking these points into consideration it is believed that the works at Horsham station are still justified.

Julian Harris

Director of Operations – Infrastructure

Background Papers

West Sussex Transport Plan 2006-2016

CFA Summary Process Flowchart

Location and Existing Arrangement Plan of Horsham Station

WSCC Consultation Photo Montage (Before & After)

Network Rail proposed layout of station

Contact: Iain Steane, ext 53582

[Appendix A](#)

Consultation Drawing of Horsham Station Forecourt – 507262_014.

Appendix B

Additional comments received during the consultation period are summarised below with discussion on resolution for the issues.

Additional Comments Raised	Number of responses	Issues Included	Officer Consideration
Landscaping	7	Need for small landscaping in south-east corner by the cycle shelters. Additional planters and seating on new forecourt	The landscaping is proposed as a solution to changes in gradient that would be difficult to drain and for pedestrians to walk across. Any additional planting will be discussed with HDC and Network Rail/Southern.
Pedestrian Environment	6	Drainage and condition of footpath on western side of North Street Movement through the Bus Interchange Pedestrian area in front of the station entrance and at drop off area	Flooding and condition issues will be passed to the Northern Area Highways Office The widened island for the bus interchange will allow pedestrians to pass the new bus shelters and provides a safer and more direct route towards the town centre. The extended pedestrianised area to the front and south of the station provides more space for pedestrians to move about in and wait.
Funding/Value for Money	5	Perceived waste of public money/lack of money	The WSCC element forms part of the Network Rail NSIP scheme for Horsham station and is being funded from Developer Contributions collected from developments in Horsham and potentially from the 2011/12 IWP.
Cycling	5	Location of cycle shelters	The proposed shelters are additional shelters to the existing provision at Horsham station, Southern are investigating increasing the capacity at the station.
		Cycle routes to the station	These form part of the cycling strategy for Horsham
Station Road Entrance (eastern side)	5	Congestion on Station Road, general improvements to this side	Station Road entrance is not within the remit of this project, however, Network Rail and Southern are looking at expanding car parking,

			access to the station car park and expanding cycle parking provision
Waiting Environment	4	Lack of shelter for waiting passengers	Additional shelters and coverings are being investigated for the pick up/drop off area
Closing the Access Road	3	Increase in congestion, loss of drop off space	The current arrangement for the access road should not be used for setting down. The equivalent capacity for setting down is being provided in the scheme. Additional provision could be included in plans for the northern car park.
Station Building	3	Improvements need to be made internally	The NSIP works will remodel the interior of the station providing better routes through building, more space and more ticket windows.
Signage/Wayfinding	3	Clarity of wayfinding, directions on the signs	The wayfinding strategy has been designed to guide pedestrians around the new interchange to key destinations in Horsham linking up with the existing signage.
Rail Replacement Buses	2	Space for the buses to wait	Southern to take this onboard
Bus Stops	2	New bus shelter, seating, information	The bus shelter will replace the existing shelters with one larger shelter. By widening the footway we are able to provide seating, a higher quality shelter and real time bus information. Another RTI screen is being proposed within the station itself.
Taxis	1	Space for taxis/congestion	Space for taxis remains the same; liaison with HDC Taxi Licensing Officer has taken place.