

# Platform Refurbishment - Sway Station Platform Stabilisation

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## Stakeholder strategy ensures success at Sway station

At Sway Station the stability of the platforms became an increasing concern as lateral movements towards the rails were observed and the overall condition of the riser walls continued to deteriorate.

An emergency solution was sought by our customer to arrest the situation but instead of a short term fix, we brought together an innovative team to develop a permanent stabilisation scheme which could be undertaken just as quickly, but with the added benefit that no further disruption would be needed in the future.

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**Working collaboratively with our customer, we understood that whilst the urgent construction works were being carried out, our main challenges were to ensure train operations were not affected and, of equal importance, that every effort was made to minimise any unnecessary noise and public disturbances.**

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## Fully integrated supply partners and innovative design

Early involvement and selection of our supply partners ensured that the design solution for the platform repairs would minimise the neighbourhood impact of the site works, take into consideration the site access and possession constraints and fully integrate the temporary works requirements, to provide an efficient and safe delivery methodology.

Our solution comprised a new structural wall being constructed behind the existing riser wall, demolition and reconstruction of the existing wall, platform surfacing and drainage works to the entire area of both platforms.

## Main challenges – night time noise

Working collaboratively with our customer, we understood that whilst the urgent construction works were being carried out, our main challenges were to ensure train operations were not affected and, of equal importance, that every effort was made to minimise any unnecessary noise and public disturbances.

With the station being located directly adjacent to residents' homes to the rear of the platforms, it was vital that the site team developed comprehensive Stakeholder and Community Investment Strategies that would identify and mitigate any



TOP: Platform stabilisation

BOTTOM: Platform repairs

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TOP: Aerial view of Sway tracks

BOTTOM: Newly resurfaced platforms

possible issues before they impacted on the success of the project.

The platform stabilisation could only be carried out at night when the trains were not running therefore even before we arrived on site we arranged site meetings with the Station Manager and Sway Station neighbours' representatives to be sure that their concerns were recognised and incorporated into our plans and programmes.

## Bespoke disruption mitigation measures

Our Project Manager, Majid Nassiri, worked closely with the Local Parish Council to help us jointly understand the needs of the local Sway community whilst also recognising the challenging task our team had, to complete the complex scheme. Through a clear understanding of the possible impact of the noise from the site works and general impact on the local community from the site works we:

- Designed temporary acoustic barriers with exceptional absorption properties that were installed around noisy processes to control the noise at source. By adding a roof to the barriers we absorbed a large proportion of the upward noise and provided additional protection for bedrooms.
- Utilised “quiet” methods such as drilling and hydraulic bursting of the riser wall prior to demolition to aid and reduce noise.
- Erected an acoustic enclosure around the “super-silent” generator in the compound.
- Re-sequenced activities and increased resources to reduce the original proposed programme duration by 4 weeks.
- Delayed the commencement date to avoid working the Summer Bank Holiday.

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**Mr Stephen Tarling, Sway  
Parish Council:**

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***I'm impressed by your engagement with local residents and grateful to Osborne's for giving your time to reply individually and in full. I've not heard any comments from residents. Thanks again for all your excellent work on both mitigation measures and dealing with the local residents.***

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**IMAGE:** Newly refurbished and more efficient station

- Carried out a lighting assessment and deemed the platform lighting to be suitable for the purpose of the platform works. Therefore the requirement for task lighting was minimised and designed to never be directed at neighbouring properties.

Majid worked hard to communicate works progress to the local community, inform them when the noisiest activities would be taking place, highlight the mitigation measures we had implemented, and to ensure residents had contact details to express any concerns directly to us.

Through our proactive liaison we learned that in some cases sleeping residents, particularly parents tuned into listening out for younger children tended to notice the voices of our workforce's discussions more so than plant and equipment noise. Hence Majid briefed his working gangs, many of whom are now quite adept at lip reading whispers!

## A lasting legacy

Although the challenging platform stabilisation measures at Sway Station are now complete, we leave behind us a lasting legacy. The Parish Council noted they were particularly impressed by:

- Our efforts to mitigate and minimise noise
- Our quick and helpful responses to local residents and businesses who were affected
- Our various communications and local meeting attendances.
- The quality and attention to detail for the finished scheme
- Our additional works to build planters and information boards for the “Friends of Sway Station”

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**IMAGE:** Aerial shot of tracks following drainage works

Majid and his site team have done everything possible to ensure the local community have experienced minimal disruption from the works and to provide a personal service, engaging positively with all those we impacted – delivery in the truest spirit of our core values as demonstrated from recently received correspondence:

*"It is not often that Parish Council writes in terms of fulsome praise and thanks to an infrastructure contractor carrying out disruptive local works.*

*Sway Parish Council are therefore very pleased to congratulate the Osborne team who are just completing the platform works here at Sway Railway Station. This was, as you know, noisy night working in cramped conditions, which also revealed tricky issues as demolition proceeded, and was delayed by events beyond Osborne's control. This was inevitably disruptive work but in hindsight we were delighted that this team had been selected to carry it out.*

*Sway Parish Council on behalf of residents would like to acknowledge that Osborne's proved to be exemplars of community engagement and communication and we would have no hesitation in recommending Osborne, and in particular the team that worked at Sway, to Network Rail, to other potential clients and local communities...*

*Please would you be sure to pass on our thanks to all your staff involved in the works at Sway Railway Station for an excellent job in difficult circumstances."*

- Neil Gulliver, Clerk to Sway Parish Council.